Hope Aged Care Gladstone Park

Performance Report

14 South Circular Road
GLADSTONE PARK VIC 3043
Phone number: 03 9338 0111

**Commission ID:** 4301

**Provider name:** Sixth Eastway Pty Ltd

**Assessment Contact - Desk date:** 19 October 2021

**Date of Performance Report:** 15 November 2021

# Performance report prepared by

Vanessa Stephens, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(g) | Compliant |

# Detailed assessment

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the service, against the Aged Care Quality Standards (Quality Standards). The Quality Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

The following information has been taken into account in developing this performance report:

* The Assessment Team’s report for the Assessment Contact - Desk; the Assessment Contact - Desk report was informed by review of documents and interviews with staff, consumers/representatives and others.

# STANDARD 3 Personal care and clinical care

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(g) Compliant

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

The service demonstrated actions undertaken to date have addressed previously identified deficits. The service continues to focus on infection control and improving staff compliance with the use of personal protective equipment (PPE).

Consumer representatives described participating in screening practices on entry to the service, and observed staff wearing masks and face shields.

Staff reported that they had received ongoing training in the correct use of PPE, hand hygiene and infection control practices. Staff described practical strategies to reduce transmission of infection, including COVID-19. Staff explained how they identify and respond to infection, and how the use of antibiotics is minimised.

Management described conducting monthly and weekly infection control audits. Staff are monitored to ensure they adhere to correct application and use of PPE, hand hygiene and waste disposal.

The service has written policies and procedures to inform infection prevention and control and antimicrobial stewardship.

# Areas for improvement

There are no specific areas identified in which improvements must be made to ensure compliance with the Quality Standards. The provider is, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.