IRT Five Islands

Performance Report

25 Quarry Street   
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**Commission ID:** 0523

**Provider name:** Illawarra Retirement Trust

**Assessment Contact - Desk date:** 8 September 2021 to 10 September 2021

**Date of Performance Report:** 20 October 2021

# 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 5 Organisation’s service environment** |  |
| Requirement 5(3)(b) | Compliant |
| **Standard 6 Feedback and complaints** |  |
| Requirement 6(3)(c) | Compliant |

# Detailed assessment

This performance report details the Commission’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 observations through video, review of documents and interviews with staff, consumers/representatives and others.

# STANDARD 5 Organisation’s service environment

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team observed aspects of the service environment (via video), spoke with consumers about their experience of the service environment and interviewed care staff about the suitability and safety of equipment. The team also examined relevant documents.

Overall sampled consumers considered that they feel they belong in the service and feel safe and comfortable in the service environment.

For example:

* Consumers interviewed confirmed they feel safe at the service. They said they feel the staff respected them and are confident they know what they are doing.
* Consumers interviewed said they feel welcomed, and they are happy with their living environment. They said they feel at home and that they are treated like “family”. Representatives said they are always welcomed when they come to visit, and staff are very friendly.
* Consumers and/or their representatives interviewed said the service is very clean and the staff are very thorough when cleaning the consumers rooms. They also said staff will respect the consumers privacy and return later to clean if they are being provided with care.

The Assessment Team noted the service has systems in place to ensure equipment is serviced regularly and maintained in optimal condition. Pest control logs are kept up to date to ensure the service is free from contamination and the environment is safe for consumers. All staff have been trained in the use of equipment and are responsible for overseeing that equipment that is not appropriate or suitable is reported.

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

## Assessment of Standard 5 Requirements

### Requirement 5(3)(b) Compliant

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

The Assessment Team observed videos and photographs of areas of interest based on non-compliance in the previous performance assessment, and determined they were safe, clean, well maintained, and enabled consumers to move freely. For example, the team were able to review videos of the new automatic door providing unrestricted access for consumers to move freely in and out of the courtyard. The team also viewed photographs of the refurbished consumer smoking area, with new specialised ashtray, and fire safety device installed.

The Assessment Team also interviewed a sample of consumers and representatives whom confirmed the environment was safe and well maintained. They provided positive feedback about the environment, confirmed that they were satisfied with the cleanliness of the service and that consumer rooms were regularly cleaned, and the consumers were able to move freely and go outdoors. However, I note that one consumer expressed that their windows had not been cleaned for a long time and this was eventually cleaned by one of their visitors.

The Assessment Team interviewed staff whom were able to describe how the environment was maintained. They were able to explain cleaning schedules, and how they report hazards and issues to maintenance using the maintenance request form in their electronic incident, hazard, and complaints system. The maintenance manager were also able to explain how the service’s responsive and preventative maintenance systems work. Furthermore, the staff were able to explain improvements that were made to address the previous non-compliance, including installing new fire safety equipment in the smoking area and the installation of an automatic sliding door to enable consumer mobility around the service. They also noted that the there is an ongoing project to address cleaning issues such as the cleaning of windows raised by the previous consumer.

The Assessment Team reviewed documentation and confirmed that the maintenance activities were up to date.

Overall, I am satisfied that the service is Compliant in this requirement.

# STANDARD 6 Feedback and complaints

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – asking them about how they raise complaints and the organisation’s response. The team also examined the complaints register, complaints trend analysis and tested staff understanding and application of the requirements under this Standard.

Overall sampled consumers considered that they are encouraged and supported to give feedback and make complaints, and that appropriate action is taken.

For example:

* Consumers and representatives interviewed know how to provide feedback or make a complaint and do so when required.
* Consumers and representatives interviewed are satisfied that their feedback is heard and management work with them to effect changes, where necessary, to resolve concerns.

The Assessment Team identified the service has established processes for the management of feedback and complaints. Management and staff demonstrated understanding of open disclosure which is confirmed through sample review of complaints documentation and interview with consumers and representatives.

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

## Assessment of Standard 6 Requirements

### Requirement 6(3)(c) Compliant

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

The Assessment Team identified that the service demonstrates appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

The Assessment Team interviewed a sample of consumers and representatives whom expressed that their concerns raised are considered, and they have previously received acknowledgement and apologies from staff and management. One consumer suggested concern around the timeliness of response, although they acknowledge their issues do receive responses with an open disclosure process.

The Assessment Team interviewed staff who could describe the complaint handling system in place and how they ensured the problem was reported, rectified, and an open disclosure process was undertaken.

The Assessment Team reviewed documents that evidenced a complaints management system was in place to ensure appropriate actions are taken. For example, the team reviewed an open disclosure policy, and a register of complaints that tracked and recorded complaints raised and subsequent steps to resolve the issues. The team also reviewed training that has occurred in complaints management and the open disclosure process.

Overall, I am satisfied that the service is Compliant in this requirement.

# 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.