Infinite Care Mount Lofty, Toowoomba

Performance Report

69 Stuart Street   
HARLAXTON QLD 4350  
Phone number: 07 4580 4000

**Commission ID:** 5765

**Provider name:** Infinite Aged Care (Toowoomba) Pty Ltd

**Assessment Contact - Site date:** 3 December 2020 to 4 December 2020

**Date of Performance Report:** 21 December 2020

# Publication of report

This Performance Report **may 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 - Site; the Assessment Contact - Site report was informed by a site assessment, observations at the service, 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

## As the Assessment Team did not assess all requirements an overall rating for this 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.*

At audit the Assessment Team interviewed 21 consumers and representatives and the majority of consumers feel the service environment is safe, clean, well maintained and comfortable.

Four consumers expressed frustration with the behaviour of other consumers wandering and calling out. This was discussed with management who are following up the concerns raised.

Management advised the Assessment Team that consumers are usually able to move freely indoors and outdoors and an instance of locking down external doors was in response to a heat wave. The situation was risk assessed and then a decision made to lock the external doors to prevent consumers being exposed to extreme temperatures. Management said they had verbally communicated this information to consumers, however, this is not their usual practice as changes to the consumers’ environment is usually communicated in writing.

I am satisfied the service environment is such that this requirement is compliant.

# 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

## As the Assessment Team did not assess all requirements an overall rating for this 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.*

Most consumers and representatives interviewed expressed satisfaction with the service’s response to concerns raised.

Named consumer A stated the he had made a complaint regarding a person entering his room against his wishes. The consumer was happy with the service response in relation to his complaint and would not hesitate to raise a complaint again in the future if required

Named consumer B said that she does not have any current complaints, however, she had raised complaints in the past and was happy with the response she received from the service.

Names consumer C and his wife said they feel safe within the service and that all previous issues have been resolved. They agreed that they would continue to raise concerns if necessary.

Staff described the process for capturing and escalating consumer complaints using an open disclosure approach. Also staff are aware of recent complaints and could describe corrective actions that had been implemented to address these complaints.

Review of the service’s complaints and feedback documentation identifies complaints are logged and the register records and evaluates actions taken to address the concerns of complainants. The organisation has an open disclosure policy relating to complaints and management said that all complaints are addressed using an open disclosure approach.

On this basis I am satisfied this requirement is compliant.

# STANDARD 8 COMPLIANT/NON-COMPLIANT

# 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.