Japara Brighton-Le-Sands

Performance Report

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BRIGHTON-LE-SANDS NSW 2216  
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**Commission ID:** 2484

**Provider name:** Japara Aged Care Services Pty Ltd

**Assessment Contact - Desk date:** 25 October 2021

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

# Performance report prepared by

Elise Woodley, 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 7 Human resources** |  |
| Requirement 7(3)(a) | 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, representatives and others.
* the provider’s response to the section 67 received 20 October 2021.

# STANDARD 7 Human resources

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

To understand the consumer’s experience and how the organisation understands and applies the individual requirement within this Standard. The Assessment Team spoke with representatives of consumers about staff numbers, response to call bells, and the timeliness of medication administration. The Assessment Team interviewed staff and reviewed a range of records including staff rosters.

Consumer representatives interviewed by the Assessment Team considered that consumers get quality care and services when they need them and from people who are knowledgeable, capable, and caring. All representatives interviewed said that call bell response times are meeting their expectations but occasionally consumers may have to wait a little longer for staff to attend during peak care times. Representatives were asked how waiting time impacted the consumers and there was no significant impact voiced to the Assessment Team.

Representatives confirmed consumers are well-presented and groomed when they visit and commented on the gentle and kind manner the staff interact with the consumers.

The Assessment Team found that shifts are allocated with regular staff available to fill shifts and most vacant or unplanned leave shifts are replaced. Management have access to organisational staff who can fill vacant shifts at short notice. Rostering shows flexibility to extend shift finishing times while waiting for casual staff to backfill unplanned staff absence. Call bell response times are monitored to ensure they meet organisational expectations of less than five minutes response time. Where response times do not meet these expectations, issues are followed up during meetings and actions are documented.

One of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(a) Compliant

*The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.*

All representatives interviewed said consumers get the care that meets their needs, and that call bell response times are meeting their expectations. Occasionally consumers may have to wait a little longer for staff to attend during peak care times, however no negative impacts were identified as a result. Staff interviewed confirmed an increase in staffing and commented how the increase in staffing levels has allowed them to spend more quality time with consumers. Staff also confirmed an increase to the casual staffing levels and that the service uses the casual workforce to replace vacant shifts at short notice.

Call bell response times are monitored to ensure they meet organisational expectations of less than five minutes response time. Where response times do not meet these expectations, issues are followed up during meetings and actions are documented. The Assessment Team’s review of documents, including rosters and call bell reports, identified that the workforce planned and deployed enables the delivery and management of safe and quality care and services.

I find this requirement is 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.