Jean Ross House

Performance Report

189 Old Southern Road
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**Commission ID:** 2626

**Provider name:** Anglican Community Services

**Assessment Contact - Site date:** 4 June 2020

**Date of Performance Report:** 3 July 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** | **Non-compliant** |
| Requirement 5(3)(b) | Non-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.
* the provider’s response to the Assessment Contact - Site report received 26 June 2020.

# STANDARD 5 NON-COMPLIANTOrganisation’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

The service does not ensure that the service environment is consistently safe, clean and comfortable. Many aspects of the service are not adequately cleaned. The behaviour of some consumers impacts on other consumers through assaults and distress caused to them.

The Quality Standard is assessed as Non-compliant as one of the three specific requirements have been assessed as Non-compliant.

## Assessment of Standard 5 Requirements

### Requirement 5(3)(b) Non-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 provided information that the service was not consistently clean, including bathrooms, toilets and utility rooms. The Assessment Team observed staff practices that were not maintaining effective infection control practices and consumers are not always safe in the environment due to unmanaged behaviours.

The Approved Provider provided a response that included a continuous improvement plan outlining actions to be taken in response to the assessment contact. I note the improvement activities on the continuous improvement related to this requirement including reviewing cleaning schedules and staffing levels, surveying consumers and staff and introducing a cleaning audit tool. Actions to manage consumers with challenging behaviours has also commenced as well as clinical reviews of consumers as required. The service is also reviewing their covid-19 plans for additional cleaning and management of consumers in shared rooms.

I have considered the Assessment Teams report and the Approved Providers response. I note the improvement activities that have occurred, however note some improvement activities have timeframes that have not occurred. I also note the improvement activities occurred after the audit and that the Approved Provider has not refuted the Assessment Teams findings of the service at the time of the audit.

I find this requirement is non-compliant.

# Areas for improvement

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

* Ensure the service environment is safe, clean, well maintained and comfortable.