Jean Ross House

Performance Report

189 Old Southern Road
SOUTH NOWRA NSW 2541
Phone number: 02 4421 3744

**Commission ID:** 2626

**Provider name:** Anglican Community Services

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

**Date of Performance Report:** 28 January 2021

# 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

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| --- | --- |
| **Standard 5 Organisation’s service environment** |  |
| Requirement 5(3)(b) | 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team observed the service environment, 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.

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

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 found that the service environment was safe, clean, well maintained, comfortable, and enables consumers to move freely, both indoors and outdoors.

The Assessment Team provided information that they observed and in interviews with consumers/representatives and staff found that the service is generally safe, clean, well maintained and comfortable. Consumers are able to move freely indoors and outdoors within the service environment. The service has made improvements in their infection prevention and control measures including cleaning of the service, and measures for consumers with multi-resistant organisms.

The Assessment Team found that all previously identified issues at the service had been rectified. Feedback from consumers was that the service was clean, safe, and well maintained.

This requirement is compliant as the approved provider can demonstrate that the service environment is safe, clean and well maintained and enables consumers to move freely, both indoors and outdoors.

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# 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.