Martyn Claver Aged Care

Performance Report

200 Megalong Street
LEURA NSW 2780
Phone number: 02 4784 1281

**Commission ID:** 2310

**Provider name:** Siena Management Services Pty. Limited

**Assessment Contact - Site date:** 3 March 2021

**Date of Performance Report:** 6 March 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(g) | Compliant |
| **Standard 5 Organisation’s service environment** |  |
| Requirement 5(3)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | 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 3 Personal care and clinical care

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(g) Compliant

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

The service demonstrated it has an effective infection prevention and control system in place. A number of gaps were identified in the Assessment team report from 29 September 2020 in relation to staff knowledge, and preparedness to minimise and manage the risk of COVID 19. Management have implemented a number of improvements to address these issues.

# 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

## 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 the service to be safe and clean. It is well lit and maintained at a comfortable temperature. While there were some older furnishings these were clean. Equipment was observed to be clean and well maintained. There are secure outdoor areas which are freely accessible for consumers. Consumers interviewed said they are satisfied with the service environment. They said it is cleaned daily and they are happy with the cleaning. They also confirmed they can freely move about the service and have access to the outdoor areas.

# 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 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.*

The service was able to demonstrate it has systems in place to assist in planning workforce to meet the acuity of consumers. The workforce deployed enable safe and effective delivery of quality care and services. Staff interviewed know the consumers they care for and were able to articulate consumers’ needs and preferences. Consumers said they are satisfied with the level of service provided and find there is enough staff to meet their daily needs. Overall Consumers interviewed were satisfied with the care and services provide to them. They were able to recall who looks after them and who the management team is. They said they felt confident in the skills of staff and believe they are being heard when they raised any issues as they acted on in a timely manner.

# 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.