Nazareth House Tamworth

Performance Report

80 - 100 Manilla Road   
OXLEY VALE NSW 2340  
Phone number: 02 6761 8755

**Commission ID:** 0162

**Provider name:** Nazareth Care

**Assessment Contact - Site date:** 14 October 2020

**Date of Performance Report:** 26 October 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 3 Personal care and clinical care** |  |
| Requirement 3(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 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)(b) Compliant

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

The organisation showed effective management of high impact or high prevalence risks associated with the care of each consumer. High impact and high prevalence areas included: the monitoring and/or management of nutrition and hydration and weight loss, choking risk and pain management. Pain is now monitored following an accident and/or incident and emotional support is also provided following an incident or when a consumer becomes palliative. There are now very few incidents due to poor manual handling, following the manual handling training given to staff in June 2020.