NewDirection Care at Bellmere

Performance Report

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**Commission ID:** 5804

**Provider name:** NewDirection Bellmere Pty Ltd

**Assessment Contact - Site date:** 6 July 2021 to 7 July 2021

**Date of Performance Report:** 2 August 2021

# 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 1 Consumer dignity and choice** |  |
| Requirement 1(3)(a) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(d) | 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.

# STANDARD 1 COMPLIANT Consumer dignity and choice

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

Consumers sampled said they felt respected and were treated with dignity. They gave various examples of how staff made them feel respected, including being responsive to requests for cares and respecting their dignity

Consumer representatives interviewed said they felt their relatives were treated with dignity and respect. Some representatives said an important aspect of the service was the home like model that facilitated free movement and choice.

Management and staff consistently spoke about consumers in a respectful manner and demonstrated that they understood individual consumer’s backgrounds and culture.

The Assessment Team did not assess all requirements for this Standard. As such no overall rating for the Standard is provided.

## Assessment of Standard 1 Requirements

### Requirement 1(3)(a) Compliant

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

# STANDARD 3 COMPLIANT 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

Overall sampled consumers and consumer representatives said they are satisfied with care and risks are identified and managed.

Management said that high prevalence risks are assessed and risk minimisation strategies are implemented. Examples include the risks associated with fire, food borne illness, infection and security.

Sampled care staff were able to describe the high impact risks faced by individual consumers and their descriptions were consistent with consumer’s care and service plans and feedback from consumers and/or consumer representatives.

The Assessment Team did not assess all requirements for this Standard. As such no overall rating for the Standard is provided.

### 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.*

# STANDARD 7 COMPLIANT 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

The Service demonstrated that 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.

Overall, consumers and consumer representatives interviewed did not raise concerns regarding the adequacy of staff numbers and said that their care and service needs are being met.

The Assessment Team did not assess all requirements for this Standard. As such no overall rating for the Standard is provided.

## 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.*

# STANDARD 8 COMPLIANT Organisational governance

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

The service has implemented effective risk management systems and practices.

The service has a range of policies and procedures to identify, report and mitigate risks at the service with assessment processes identifying high impact and high prevalence risks that effect consumers and care planning processes to develop risk minimisation strategies, allowing consumers to live the best life they can.

The Assessment Team did not assess all requirements for this Standard. As such no overall rating for the Standard is provided.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(d) Compliant

*Effective risk management systems and practices, including but not limited to the following:*

1. *managing high impact or high prevalence risks associated with the care of consumers;*
2. *identifying and responding to abuse and neglect of consumers;*
3. *supporting consumers to live the best life they can*
4. *managing and preventing incidents, including the use of an incident management system.*

# 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.