Olive Grove Aged Care

Performance Report

67 Porter Street
SALISBURY SA 5108
Phone number: 08 8258 2008

**Commission ID:** 6857

**Provider name:** Willshire Pty Ltd

**Assessment Contact - Site date:** 2 March 2022

**Date of Performance Report:** 31 March 2022

# Performance report prepared by

Therese Wilson, delegate of the Aged Care Quality and Safety Commissioner.

# 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | Compliant |

# Detailed assessment

This performance report details the Commissioner’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

The Assessment Team assessed Requirement (3)(a) in Standard 3 Personal care and clinical care as part of this Assessment Contact and have recommended this Requirement as met. All other Requirements in this Standard were not assessed. Therefore, an overall rating of the Standard has not been provided.

I have considered the Assessment Team’s findings and evidence documented in the Assessment Team’s report and based on this information, I find Willshire Pty Ltd, in relation to Olive Grove Aged Care to be Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care. I have provided reasons for my finding in the specific Requirement below.

### Assessment of Standard 3 Requirements

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

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

The service was able to demonstrate that consumers receive safe and effective personal care, clinical care or both personal and clinical care that is best practice, tailored to their needs, optimises their health and well-being. Consumers interviewed are confident they are receiving care that is reflective of their care needs. Staff were able to demonstrate that care provided is tailored to each consumer’s needs and is delivered in a safe and effective manner. The services has policies and procedures in place to guide staff in the management of clinical and personal care and tools are available to assist staff in the assessment of consumer care needs.

For the reasons as detailed above, I find Willshire Pty Ltd, in relation to Olive Grove Aged Care to be Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care.

# 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

The Assessment Team assessed Requirement (3)(a) in Standard 7 Human resources as part of this Assessment Contact and have recommended this Requirement as met. All other Requirements in this Standard were not assessed. Therefore, an overall rating of the Standard has not been provided.

I have considered the Assessment Team’s findings and evidence documented in the Assessment Team’s report and based on this information, I find Willshire Pty Ltd, in relation to Olive Grove Aged Care to be Compliant with Requirement (3)(a) in Standard 7 Human Resources. I have provided reasons for my finding in the specific Requirement below.

## 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.*

Consumers confirmed the service provides sufficient staff to provide them with quality care and services and to ensure their care needs are met. Staff are satisfied that there is a mix and match of staff members that allows them to provide consumers with quality care and services in a timely manner. Documentation reviewed showed that all shifts are filled and calls bells are monitored to ensure consumers are receiving timely care. Management was able to demonstrate staff are deployed to allow for continuity of care which allows them to build relationships and trust with consumers.

For the reasons as detailed above, I find Willshire Pty Ltd, in relation to Olive Grove Aged Care to be Compliant with Requirement (3)(a) in Standard 7 Human Resources.

# 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.