Plumpton Villa Aged Care Facility

Performance Report

7 Lewis Street
GLENROY VIC 3046
Phone number: 03 8311 3600

**Commission ID:** 3615

**Provider name:** Glenn-Craig Villages Pty Ltd

**Assessment Contact - Desk date:** 28 June 2021

**Date of Performance Report:** 20 July 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)(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 - Desk; the Assessment Contact - Desk report was informed by interviews with staff, consumers/representatives and information from a previous assessment contact at a site audit on 3 March 2021.

# STANDARD 1 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

The overall Quality Standard is not assessed as only one requirement has been assessed.

## Assessment of Standard 1 Requirements

### Requirement 1(3)(d) Compliant

*Each consumer is supported to take risks to enable them to live the best life they can.*

Management described the changes that have been made since the previous site visit. The changes involved ensuring consumers are supported in their choice to take risks including to smoke. Consumers who smoke have completed Dignity of Risk forms and this process has been included in the process when consumers enter the service. Staff at the service have received education on the Dignity of Risk and have had training on assisting, supervising and ensuring the safety of consumers who choose to smoke.

Representatives contacted by the Assessment Team regarding risk assessments for the consumers they represented were happy with the approach from the service and confirmed that they were consulted around the risks involved.

Clinical staff confirmed that the risk assessments are updated every 12 months, or if there is a trigger which would necessitate a review of the document, such as a change in their cognitive ability.

Management advised that the smoking area is in a high view area of the service with staff able to see the consumers as they smoke.

The service provided training attendance records for all staff who completed a ‘Supporting residents who smoke’ training session. These sessions were conducted between 8 March and 12 March 2021.

The Continuous Improvement Plan was provided to the Commission and listed the outcomes from the site audit in March 2021. Actions and outcomes of the items have been listed with all three items completed.

Risk forms were provided for the consumers who smoke. The risk forms were completed by the service in March 2021. The risk form confirms that the consumer’s medical practitioner and representative were involved in the decision-making process.

# 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.