Princeton View

Performance Report

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**Commission ID:** 3792

**Provider name:** Allity Pty Ltd

**Site Audit date:** 5 January 2021 to 6 January 2021

**Date of Performance Report:** 5 February 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 1 Consumer dignity and choice** | **Compliant** |
| Requirement 1(3)(a) | Compliant |
| Requirement 1(3)(b) | Compliant |
| Requirement 1(3)(c) | Compliant |
| Requirement 1(3)(d) | Compliant |
| Requirement 1(3)(e) | Compliant |
| Requirement 1(3)(f) | Compliant |
| **Standard 2 Ongoing assessment and planning with consumers** | **Compliant** |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(b) | Compliant |
| Requirement 2(3)(c) | Compliant |
| Requirement 2(3)(d) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(c) | Compliant |
| Requirement 3(3)(d) | Compliant |
| Requirement 3(3)(e) | Compliant |
| Requirement 3(3)(f) | Compliant |
| Requirement 3(3)(g) | Compliant |
| **Standard 4 Services and supports for daily living** | **Compliant** |
| Requirement 4(3)(a) | Compliant |
| Requirement 4(3)(b) | Compliant |
| Requirement 4(3)(c) | Compliant |
| Requirement 4(3)(d) | Compliant |
| Requirement 4(3)(e) | Compliant |
| Requirement 4(3)(f) | Compliant |
| Requirement 4(3)(g) | Compliant |
| **Standard 5 Organisation’s service environment** | **Compliant** |
| Requirement 5(3)(a) | Compliant |
| Requirement 5(3)(b) | Compliant |
| Requirement 5(3)(c) | Compliant |
| **Standard 6 Feedback and complaints** | **Compliant** |
| Requirement 6(3)(a) | Compliant |
| Requirement 6(3)(b) | Compliant |
| Requirement 6(3)(c) | Compliant |
| Requirement 6(3)(d) | Compliant |
| **Standard 7 Human resources** | **Compliant** |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(3)(b) | Compliant |
| Requirement 7(3)(c) | Compliant |
| Requirement 7(3)(d) | Compliant |
| Requirement 7(3)(e) | Compliant |
| **Standard 8 Organisational governance** | **Compliant** |
| Requirement 8(3)(a) | Compliant |
| Requirement 8(3)(b) | Compliant |
| Requirement 8(3)(c) | Compliant |
| Requirement 8(3)(d) | Compliant |
| Requirement 8(3)(e) | 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 Site Audit; the Site Audit report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

# STANDARD 1 COMPLIANTConsumer 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers, asking them about the requirements of this Standard and reviewing their care planning documentation for alignment with their feedback. The team tested staff understanding and application of the requirements under this Standard, examined relevant documentation and drew information from other consumer interviews and the assessment of other Standards.

Overall consumers considered they are treated with dignity and respect, can maintain their identity, make informed choices about their care and services and live the life they choose. For example:

* Consumers and representatives felt that staff understood consumers’ needs and adjusted their care appropriately.
* Consumers explained through examples ways in which they are supported to exercise choice and independence and maintain relationships of choice.
* Consumers provided examples of how they are supported to take risks to live the best life they can.
* Consumers and representatives are generally satisfied that they receive current, accurate and timely communication.

Staff spoke respectfully about consumers and were observed talking to them when providing care. Staff described providing culturally safe care, including the use of bi-lingual staff, an online interpreting application and cue cards. Care staff described preferences of consumers in relation to the way their care and services are delivered. For those consumers who wish to engage in behaviours that may pose some risk, staff were able to explain what steps are taken to mitigate the risks

Care plans of consumers included details about consumer backgrounds and preferences, and this was consistent with information obtained from consumers. Care plans include detailed information about a consumer’s culture. A range of information is provided to consumers and representatives including newsletters and activity calendars. Following observations of paper-based consumer documentation being accessible, management arranged for the fitting of keypad locks to care station doors.

The Quality Standard is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

## 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.*

### Requirement 1(3)(b) Compliant

*Care and services are culturally safe.*

### Requirement 1(3)(c) Compliant

*Each consumer is supported to exercise choice and independence, including to:*

1. *make decisions about their own care and the way care and services are delivered; and*
2. *make decisions about when family, friends, carers or others should be involved in their care; and*
3. *communicate their decisions; and*
4. *make connections with others and maintain relationships of choice, including intimate relationships.*

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

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

### Requirement 1(3)(e) Compliant

*Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.*

### Requirement 1(3)(f) Compliant

*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 COMPLIANTOngoing assessment and planning with consumers

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – reviewing their care planning documents in detail, asking consumers about how they are involved in care planning, and interviewing staff about how they use care planning documents and review them on an ongoing basis.

Overall most consumers and representatives considered that they feel like partners in the ongoing assessment and planning of their care and services. For example:

* Consumers and representatives said their care and services are planned around what is important to them and described how they or others they wish to be involved participate in assessment and care planning.

Care documentation shows care planning includes relevant assessment and risk identification, reflects consumers’ current goals, needs and preferences and include the documentation of advance care wishes and end of life planning. Care planning documents demonstrates consumers, and/or their representatives and others are involved in their care planning and are used as the basis of care delivery and are easy to understand. Care plans reflect changes in care as a result of reviews.

Staff know consumers’ risks and described strategies to ensure their safe and effective care. Staff described what is important to consumers in terms of how their care is delivered. Staff described how consumers, representatives, health professionals and other organisations contribute to the consumer’s care and how they work together to deliver a tailored care and service plan.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) Compliant

*Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.*

### Requirement 2(3)(b) Compliant

*Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.*

### Requirement 2(3)(c) Compliant

*The organisation demonstrates that assessment and planning:*

1. *is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and*
2. *includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.*

### Requirement 2(3)(d) Compliant

*The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.*

### Requirement 2(3)(e) Compliant

*Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.*

# STANDARD 3 COMPLIANTPersonal 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – their care plans and assessments were reviewed and staff were asked about how they ensure the delivery of safe and effective care for consumers. The team also examined relevant documents.

Overall most sampled consumers considered that they receive personal care and clinical care that is safe and right for them. For example:

* Consumers and representatives said care is safe and meets consumers’ needs and are effectively managed.
* Consumers and representatives provided examples of where referrals have been made to individuals and other organisations.
* Consumers and representatives described how communication occurs in relation to their care.

Documentation reflect individualised care that is safe, effective and tailored to the specific needs and preferences of the consumer. This includes best practice management to optimise health and well-being of skin integrity, pain, restraint and behaviours, and other high impact or high prevalence risks associated with the care of each consumer are effective. Referrals occur to health professionals when needed and in a timely manner.

Clinical staff described how they know care is safe and effective. Staff and management described the high impact and high prevalence risks for consumers including falls, behaviours, pressure injury, malnutrition and specialised nursing. Risks associated with diagnoses or decline were also described. Staff described how they would respect the wishes for consumers nearing the end of life and access the support of in-reach or community palliative care services. Staff provided recent examples of how deterioration or change in consumers’ condition was recognised and responded to. Staff described how information is shared when changes occur and how changes are documented and communicated at handovers. Staff were able to describe infection control practices to minimise the transmission of infections.

The Quality Standard is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

### 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.*

### Requirement 3(3)(b) Compliant

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

### Requirement 3(3)(c) Compliant

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

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

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

### Requirement 3(3)(e) Compliant

*Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.*

### Requirement 3(3)(f) Compliant

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

### 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.*

# STANDARD 4 COMPLIANTServices and support for daily living

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – observations were made, consumers were asked about the things they like to do and how these things are enabled or supported by the service and staff were asked about their understanding and application of the requirements. The team also examined relevant documents.

Overall sampled consumers considered that they get the services and supports for daily living that are important for their health and well-being and that enable them to do the things they want to do. For example:

* Consumers and representatives provided positive feedback about the lifestyle program and while consumers feel supported to do the things they want to do, some consumers and representatives explained they cannot always get to activities that they are interested in due to issues with their mobility.
* Consumers and representatives reported that they are encouraged and supported to keep in touch with their family and friends. During COVID-19 restrictions, this included support to make telephone and video conferencing calls.
* Most consumers provided positive feedback about the variety and quantity of food that was available, however some consumers were not aware of the choice of meals available on the menu while others had concerns that their specific meal requirements were not being met. These concerns are being followed up by management.

Lifestyle care plans are individualised and detailed the consumer’s needs, goals and preferences. Care plans reviewed included information about how consumers participate in the community and maintain their relationships and reflect the involvement of individuals and other organisations to provide lifestyle supports that align with the consumers’ needs and preferences. The organisation works with a range of organisations to provide a variety of lifestyle activities for consumers.

Care staff interviewed explained through examples what is important to consumers; this was consistent with consumer feedback and care planning documentation. Staff described the relationships and interests of sampled consumers, both within and outside the service, and how these are being supported. Staff explained how the organisation recruits volunteers to support consumers for whom English is a second language.

A lifestyle program is run every day at the service and includes a variety of social, physical, sensory and spiritual activities. For consumers who prefer to spend time in their room, lifestyle staff provide one to one support and resources. The Assessment Team observed a range of equipment used to provide and support lifestyle services.

The Quality Standard is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

## Assessment of Standard 4 Requirements

### Requirement 4(3)(a) Compliant

*Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.*

### Requirement 4(3)(b) Compliant

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

### Requirement 4(3)(c) Compliant

*Services and supports for daily living assist each consumer to:*

1. *participate in their community within and outside the organisation’s service environment; and*
2. *have social and personal relationships; and*
3. *do the things of interest to them.*

### Requirement 4(3)(d) Compliant

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

### Requirement 4(3)(e) Compliant

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

### Requirement 4(3)(f) Compliant

*Where meals are provided, they are varied and of suitable quality and quantity.*

### Requirement 4(3)(g) Compliant

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

# STANDARD 5 COMPLIANTOrganisation’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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team observed the service environment, spoke with consumers about their experience of the service environment and interviewed care staff about the suitability and safety of equipment. The team also examined relevant documents.

Overall sampled consumers considered that they feel they belong in the service, and feel safe and comfortable in the service environment. For example:

* All consumers and representatives interviewed, who require assistance with mobility and transfers, said they felt safe at the service and staff were careful and kind when using lifting equipment.
* Most consumers stated they feel at home in the environment and are able to personalise their own living areas.
* Consumers confirmed living areas are cleaned regularly and maintenance to equipment and furnishings occurs promptly.
* However, some consumers expressed that they would like more opportunities to go outside the multilevel service.

The service environment was observed to be welcoming and has shared areas for consumers to interact, including a private dining area and café. Furniture, fittings and equipment was observed to be safe, clean and well-maintained.

Restraint consent forms are in place for those consumers who have restrictions on their freedom of movement. Care staff said consumer equipment is regularly maintained and that there is a process for reactive maintenance.

The Quality Standard is assessed as Compliant as three of the three specific requirements have been assessed as Compliant.

## Assessment of Standard 5 Requirements

### Requirement 5(3)(a) Compliant

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

### 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.*

### Requirement 5(3)(c) Compliant

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# STANDARD 6 COMPLIANTFeedback and complaints

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – asking them about how they raise complaints and the organisation’s response. The team also examined the complaints register, complaints trend analysis and tested staff understanding and application of the requirements under this Standard.

Overall sampled consumers considered that they are encouraged and supported to give feedback and make complaints, and that appropriate action is taken. For example:

* Consumers and representatives demonstrate an awareness of how to raise any concerns with management.
* Consumers said they are confident raising concerns and are satisfied with actions taken by management.

Staff demonstrate an understanding and application of open disclosure when describing the complaints or incidents. Staff described actions taken following recent complaints in relation to consumer services.

Information in relation to internal and external complaints mechanisms and advocacy services is displayed and staff know how to access interpreter services. Information booklets provided to consumers and representatives describes feedback mechanisms and encourages feedback. Documentation indicates management are responsive to feedback raised.

The Quality Standard is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

### Requirement 6(3)(a) Compliant

*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

### Requirement 6(3)(b) Compliant

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

### Requirement 6(3)(c) Compliant

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

### Requirement 6(3)(d) Compliant

*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 COMPLIANTHuman 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

To understand the consumer’s experience and how the organisation understands and applies the individual requirements within this Standard, the Assessment Team spoke with consumers about their experience of the staff, interviewed staff, and reviewed a range of records including staff rosters, training records and performance reviews.

Overall consumers considered that they get quality care and services when they need them and from people who are knowledgeable, capable and caring. For example:

* Most consumers are satisfied the service is sufficiently staffed and with responses to requests for assistance.
* Consumers and representatives are satisfied staff are kind and caring, and said staff are gentle and do not rush them when providing care.
* Most consumers and representatives said staff know what they are doing. A consumer said sometimes new staff do not know as much but learn in time.

Management described how they review the roster to ensure service able to meet care needs. While most staff are satisfied with staffing levels, two staff indicated additional assistance in the first floor high level wing is required. Supervisors explained call bell monitoring processes and how they follow up with staff. Staff described how they work within their qualification, skills and knowledge. Care staff described how they support care and demonstrate an understanding of where the skills of a registered nurse are required. Management identify training needs in consultation with staff and by reviewing feedback from consumers. Staff are provided with orientation and buddy shifts when commencing with the organisation. Management and nursing staff outlined how they monitor any day to day performance, including feedback and call bell monitoring.

Roster documentation shows shifts are filled and unplanned leave is replaced. The organisation has documented core competencies/capabilities for different positions. An education matrix is maintained with education monitored for staff across a range of roles and service requirements. The annual performance appraisal system includes self-assessment of competencies, review of education completed and identification of further education needs.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## 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.*

### Requirement 7(3)(b) Compliant

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

### Requirement 7(3)(c) Compliant

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

### Requirement 7(3)(d) Compliant

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

### Requirement 7(3)(e) Compliant

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

# STANDARD 8 COMPLIANTOrganisational 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

To understand how the organisation understands and applies the requirements within this Standard, the Assessment Team spoke with management and staff and reviewed relevant systems and processes relating to the organisational governance underpinning the delivery of care and services (as assessed through other Standards).

Overall consumers considered that the organisation is well run and that they can partner in improving the delivery of care and services. For example:

* Consumers are encouraged to participate in the development, delivery and evaluation of care and services and in consultation processes within the service and organisation. A consumer provided an example of how they are involved in the meet and greet of new consumers.

Processes and subcommittees are in place to ensure the Board promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.Management demonstrated through examples effective governance systems are in place in relation to information management, continuous improvement, financial and workforce governance and regulatory compliance.

Management demonstrated there is an effective risk framework identifying high impact and high prevalence risks and abuse or neglect of consumers. Processes ensure action is taken and consumers are supported to live the best life they can. An effective clinical governance framework is in place with reporting and monitoring occurring. Policy and medication advisory committee meeting guide staff in relation to minimising the use of antibiotics. The use of physical and chemical restraint is monitored and minimised. Open disclosure occurs and is documented.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 8 Requirements*.*

### Requirement 8(3)(a) Compliant

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

### Requirement 8(3)(b) Compliant

*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

### Requirement 8(3)(c) Compliant

*Effective organisation wide governance systems relating to the following:*

1. *information management;*
2. *continuous improvement;*
3. *financial governance;*
4. *workforce governance, including the assignment of clear responsibilities and accountabilities;*
5. *regulatory compliance;*
6. *feedback and complaints.*

### 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.*

### Requirement 8(3)(e) Compliant

*Where clinical care is provided—a clinical governance framework, including but not limited to the following:*

1. *antimicrobial stewardship;*
2. *minimising the use of restraint;*
3. *open disclosure.*

# 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.