RFBI Lake Haven Masonic Village

Performance Report

16 Christopher Crescent
LAKE HAVEN NSW 2263
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**Commission ID:** 0440

**Provider name:** Royal Freemasons' Benevolent Institution

**Assessment Contact - Site date:** 15 December 2020

**Date of Performance Report:** 29 January 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | 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

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.

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

### 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 Assessment Team found that the service demonstrates that consumers receive safe and effective personal or clinical care that is best practice, tailored to their needs, and optimises their health and well-being.

The Assessment Team provided information that care documentation consistently reflected individualised care that is safe, effective and tailored to the specific needs and preferences of each consumer. The organisation has policies and procedures to provide guidelines and resources for in the delivery of care that is safe and effective. Staff have access to on-line training and best practise guidelines and consult with other professional services to ensure information is current. Monthly clinical indicators are used to benchmark the service against other services in the group and is reviewed by a clinical governance team.

All consumers interviewed were satisfied with the care and services they receive at the service. They said care staff are attentive, seem to know what they are doing and are caring. They said they get the help they need but can still be independent in saying what they can still do for themselves. Consumers also described the ways care is provided to meet their needs such as staff regularly reviewing their care needs and seeking advice from the medical officer or other health professionals when needed.

I find this requirement compliant as the service demonstrates that consumers receive safe and effective personal or clinical care that is best practice, tailored to their needs, and optimises their health and well-being,

# 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.