Ranelagh Gardens

Performance Report

1 St John's Lane
MT ELIZA VIC 3930
Phone number: 03 9787 5877

**Commission ID:** 3681

**Provider name:** Mali Nominees Pty Ltd

**Assessment Contact - Site date:** 16 June 2021 to 17 June 2021

**Date of Performance Report:** 1 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 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 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

This Quality Standard does not have an overall Compliance finding as only one of the seven requirements of this Standard has been assessed. The service complies with Requirement 3(3)(a).

### 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.*

To understand the consumer’s experience and how the organisation understands and applies this requirement, the Assessment Team sampled the experience of consumers. Care plans, assessments reports and relevant documents were reviewed, and staff were interviewed about how they ensure the delivery of safe and effective care for consumers.

Overall, consumers and representatives interviewed said they are satisfied with personal care and clinical care provided by the staff and how their wellbeing is supported.

The Assessment Team identified the service has an established process for the assessment, planning and monitoring of each consumer which supports strategies to meet their individual goals, needs and preferences.

The Assessment Team reviewed clinical care delivery in pain management, skin integrity and the use of chemical restraint and found the service’s approach reflects best practice and delivers individualised care.

Based on the evidence summarised above, the service complies with this requirement.

# 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

This Quality Standard does not have an overall Compliance finding as only one of the five requirements of this Standard has been assessed. The service complies with Requirement 7(3)(a).

## 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 and representatives are satisfied with the sufficiency of staffing within the service and the quality of the nursing care being provided. Staff said a roster review has increased staff on each shift and this enables them to consistently meet consumer care needs and can spend more time with each consumer. Management outlined how unplanned leave is managed to ensure continuity of care occurs.

Based on the evidence summarised above, the service complies with this requirement.

# 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.