RetireAustralia - Erina

Performance Report

6 Tarragal Glen Avenue
ERINA NSW 2250
Phone number: 1300 687 738

**Commission ID:** 201440

**Provider name:** Retire Australia Care and Services Pty Ltd

**Assessment Contact - Site date:** 13 October 2020

**Date of Performance Report:** 18 November 2020

# 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(d) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(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 - 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 2 Ongoing 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

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 2 Requirements

### 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.*

Consumers, and their representatives, interviewed advised that they have discussed their current needs, goals and preferences as part of the assessment process and in an ongoing way. They have been involved in the compilation of their care plan and have been provided with a copy as is required. They confirmed they are able to request changes to the care and services and how these will be delivered in line with their preferences and changing needs. Staff interviewed described the assessment and care planning process. An initial comprehensive assessment has been conducted for each consumer, with formal reassessment regularly or in response to changes in the consumer’s health and wellbeing or circumstances. All consumers are provided with the opportunity to complete an advanced care directive on admission or are reminded annually at the care plan review of the opportunity to do this.

# 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 did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 7 Requirements

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

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

There is a comprehensive orientation at the service for staff which includes an introduction to the organisation and the service. All staff have received education about the new quality standards. Mandatory training is completed annually and records of this were sighted and seen to be up to date. Care staff interviewed said they are well supported in all aspects of their role. Consumers interviewed said that they are well supported by the staff who are respectful, very helpful caring and appear to well trained.

# STANDARD 8 Organisational 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

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 8 Requirements

### 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.*

The organisation manages high impact or high prevalence risks associated with the care of consumers through their policies and procedures and education of staff to be able to identify risk to the consumer and include this is the care plan.

The organisation’s has an elder abuse policy with clear incident reporting processes for staff to follow. Training is provided to staff annually regarding elder abuse and is mandatory. The service maintains a spreadsheet that identifies the type of elder abuse and all episodes of elder abuse are reported to the Board.

The service model endeavours to enable their consumers to be cared for in their own environment for as long as possible, supporting consumers to live the best life they can.

# 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.