Rosemore Aged Care

Performance Report

18 Kingsgrove Road
BELMORE NSW 2192
Phone number: 02 9718 6182

**Commission ID:** 2574

**Provider name:** Allity Pty Ltd

**Assessment Contact - Desk date:** 11 November 2021

**Date of Performance Report:** 8 December 2021

# Performance report prepared by

Tracey Clerke, delegate of the Aged Care Quality and Safety Commissioner.

# 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 5 Organisation’s service environment** |  |
| Requirement 5(3)(b) | Compliant |

# Detailed assessment

This performance report details the Commissioner’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 a desk assessment, virtual observations at the service, review of documents and interviews with staff, consumers/representatives and others

# STANDARD 5 Organisation’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

The Assessment Team assessed Requirement (5)(b) in this Standard, all other requirements in this Standard were not assessed. Therefore, an overall assessment of this Standard was not completed at this Assessment Contact.

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:

* Overall consumers and representatives provided positive feedback about the service environment and described the rooms, bathrooms and common areas as clean and well maintained.
* Staff described how requests for maintenance are submitted and actioned in a timely manner. Staff explained how equipment is cleaned and stored out of corridors and common areas between use.
* The Assessment Team participated in a virtual tour and reviewed photographs showing the service environment is welcoming, clean, and well maintained.

## Assessment of Standard 5 Requirements

### 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.*

This requirement was found to be Non-compliant following a assessment contact conducted in 29 October 2020. It was found cleaning and maintenance practices of consumer areas of the service environment had not been effective. The Assessment Team found at this Assessment Contact conducted 11 November 2021 actions and improvements to rectify these deficiencies had been implemented.

The Assessment Team found the service’s environment to be safe, clean and well maintained. Consumers and representatives stated that the living environment was easy to navigate and cleaned regularly. Staff and management provided examples of improvements to cleaning and maintenance at the service and this aligned with documents and images reviewed by the Assessment Team. Cleaning and maintenance at the service consisted of proactive and reactive systems to ensure the service is safe, clean and well maintained.

I have considered the evidence presented by the Assessment Team which demonstrates the service environment is safe, clean, well maintained and comfortable. Consumers can move freely indoors and outdoors.

For the reasons detailed above I find Allity Pty Ltd in relation to Rosemore Aged Care to be Compliant with Requirement 3(b) of Standard 5 Organisation’s service environment.

# 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.