Royal Freemasons Bacchus Marsh

Performance Report

58 Grey Street   
DARLEY VIC 3340  
Phone number: 03 5366 6600

**Commission ID:** 4575

**Provider name:** Royal Freemasons Ltd

**Assessment Contact - Desk date:** 8 September 2021

**Date of Performance Report:** 11 October 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 7 Human resources** |  |
| Requirement 7(3)(d) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(c) | 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 - Desk was informed by a review of documents and interviews with management and staff.

# 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 assessed one requirement under this Standard and found it Compliant.

As not all requirements were assessed, an overall rating for the 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.*

The Assessment Team found that the service has recently appointed an enrolled nurse as the Infection Prevention and Control (IPC) lead. The IPC lead has completed the online COVID-19 training and is enrolled in the required IPC lead education. The service demonstrated that they have had an ongoing appropriately trained IPC lead during 2021.

I have considered all the information provided and find the requirement is Compliant as the Approved provider has appointed an IPC lead at the service who has completed the required online training modules and is enrolled in the required IPC training course.

# 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 assessed one requirement under this Standard and found it Compliant.

As not all requirements were assessed, an overall rating for the Standard is not provided.

## Assessment of Standard 8 Requirements

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

*Effective organisation wide governance systems relating to regulatory compliance:*

The Assessment Team found the service has met its regulatory compliance responsibilities to have a designated Infection Prevention and Control (IPC) lead and has notified the Department of Health of the details in relation to the appointment.

I have considered all the information provided and consider the requirement is Compliant as the Approved provider has now registered the service’s IPC lead on the My Aged Care portal

# 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.