Southern Cross Care Greystanes Residential Aged Care

Performance Report

5 White Gum Place   
GREYSTANES NSW 2145  
Phone number: 02 9636 3857

**Commission ID:** 0510

**Provider name:** Southern Cross Care (NSW & ACT) Limited

**Assessment Contact - Site date:** 1 September 2020

**Date of Performance Report:** 29 September 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(g) | 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

One of the seven specific requirements under this Standard has been assessed, therefore the Quality Standard is not assessed.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(g) Compliant

*Minimisation of infection related risks through implementing:*

1. *standard and transmission-based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

The service demonstrated that overall it has standard and transmission-based infection control processes in place. These were seen to minimise infection related risks for consumers and to adopt practices to promote the appropriate use of antibiotics. While some issues were identified in the service’s preparedness for a potential COVID-19 infectious outbreak, a detailed action plan has been put in place to address them.

# 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.

I note the Assessment Team reviewed the services COVID-19 preparedness plan and reported a detailed action plan is in place. They identified several items on the plan are being developed. The provider should ensure these matters continue to be monitored and updated as and where required.