Southern Cross Care West Beach Residential

Performance Report

655-671 Burbridge Road   
WEST BEACH SA 5024  
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**Commission ID:** 6235

**Provider name:** Southern Cross Care (SA, NT & VIC) Incorporated

**Assessment Contact - Site date:** 31 August 2021

**Date of Performance Report:** 27 September 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 5 Organisation’s service environment** |  |
| Requirement 5(3)(b) | 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 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 consumers, representatives, staff and others
* the Performance Report dated 1 June 2021 for the Site Audit conducted 7 April 2021 to 9 April 2021.

# 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 (3)(b) in Standard 5 Organisation’s service environment as part of the Assessment Contact. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

The purpose of the Assessment Contact was to assess the performance of the service in relation to Requirement (3)(b) in Standard 5. This Requirement was found Non-compliant following a Site Audit conducted 7 April 2021 to 9 April 2021. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified at the Site Audit and have recommended Requirement (3)(b) met.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Southern Cross Care (SA, NT & VIC), in relation to Southern Cross Care West Beach Residential, Compliant with Requirement (3)(b) in Standard 5 Organisation’s service environment. I have provided reasons for my finding in the specific Requirement below.

## 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.*

The service was found Non-compliant with Requirement (3)(b) following a Site Audit conducted 7 April 2021 to 9 April 2021 where it was found consumers residing in the memory support unit were not able to freely access outdoor areas. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Directive implemented for all exit doors in the memory support unit to be open for consumers to access the gardens between designated times during the day.
* Implemented a printed door decal for consumers’ bedroom doors.
* Implemented a sensory garden with different textures, colours and heights to enhance consumers’ sound, touch, sight, smell and taste sensors.
* Replaced furniture and carpet in the memory support unit to enhance the area and improve the environment.
* Provided mentoring and education to staff relating to:
  + ensuring consumers move freely, both indoors and outdoors.
  + understanding consumers’ choice to take risks.
  + strategies to ensure consumers’ safety.
  + consumers being able to go through communal areas to access outdoor areas.

Information provided to the Assessment Team by consumers and staff through interviews, observation and documentation sampled demonstrated:

The service environment was observed to be safe, clean, well maintained and comfortable and consumers are able to move freely both indoors and outdoors. The Assessment Team observed doors in the memory support unit to be open allowing consumers to move freely, including to the secure outdoor garden. The outside garden includes various areas for consumers to sit and established garden areas and raised garden beds. Consumers were observed walking outside on the walking track and sitting in the sun during the Assessment Contact.

Overall, consumers considered that they feel they belong in the service and feel safe and comfortable in the service environment. Consumers confirmed they can access outside garden areas and consumers who require assistance with mobility stated staff take them outside when they request. The memory support unit environment was observed to be calm and staff were seen interacting with consumers in a calm manner.

For the reasons detailed above, I find Southern Cross Care (SA, NT & VIC), in relation to Southern Cross Care West Beach Residential, Compliant with Requirement (3)(b) in 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.