St John Ambulance of SA - UNLEY

Performance Report

85 Edmund Avenue   
UNLEY SA 5061  
Phone number: 08 8306 6970

**Commission ID:** 600126

**Provider name:** The St. John Ambulance Australia, South Australia Incorporated

**Assessment Contact - Site date:** 9 September 2020

**Date of Performance Report:** 23 October 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 4 Services and supports for daily living** |  |
| Requirement 4(3)(a) | 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 4 Services and support for daily living

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

The Assessment Team assessed Requirement (3)(a) in Standard 4 and recommended the Requirement as met. I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report to come to a view that the service is Compliant with Requirement (3)(a) in Standard 4. The other Requirements of the Standard were not assessed.

Overall, consumers sampled said the organisation provides safe and effective services which support their health and well-being and encourages them to engage in social activities of interest to them, and provided the following feedback:

* Consumers said they have flexibility on how they choose to spend their allocated social time with the support worker or volunteer and are free to alter days and times to fit in with other lifestyle activities.
* Consumers said they enjoy the company of volunteer staff and described how volunteers drive them to medical appointments and assisted them to obtain groceries during the COVID-19 outbreak.
* Consumers said they are encouraged to bring up any concerns with the organisation regarding the services being provided and these are addressed.
* Consumers said the services and supports provided by the organisation have improved their independence, health, well-being and quality of life.

Management said the organisation’s focus is on enablement and reablement and the organisation provides tools for staff to work in partnership with consumers to develop their goals and co-designed support plans which meet consumer’s care and service needs. Staff said they have undergone training and described how they provide responsive and flexible care to consumers.

The Assessment Team viewed consumers’ support plans which included goals for each consumer and how these goals are to be achieved. Documentation also included the frequency of contact by the support worker and the duration of the visits. Support plan goals are developed in consultation with consumers and incorporate their preferences. The Assessment Team noted ‘client matching’ information to identify workers and consumers who have same or similar interests.

The organisation has monitoring processes in place, including an annual satisfaction survey for consumers. Goal setting conversations with consumers are open ended and assist consumers to explore other services which might be of benefit to them. Goal timeframes are agreed between the consumer and organisation and monitored through reviews.

Based on the information detailed above, I find the approved provider, in relation to St John Ambulance of SA – Unley, does comply with Requirement (3)(a) of Standard 4.

## Assessment of Standard 4 Requirements

### Requirement 4(3)(a) Compliant

*Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.*

# 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.