TriCare Mt Gravatt Aged Care Residence

Performance Report

20 Somerfield St
MOUNT GRAVATT QLD 4122
Phone number: 07 3349 9122

**Commission ID:** 5949

**Provider name:** TriCare Mt Gravatt Aged Care Pty Ltd

**Assessment Contact - Site date:** 17 December 2021

**Date of Performance Report:** 10 January 2022

# Performance report prepared by

Kimberley Reed, 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 |
| Requirement 5(3)(c) | 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 - 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
* other intelligence and information held by the Commission in relation to the service.

# 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 did not assess all requirements of this Standard and therefore an overall summary or compliance rating for the Quality Standard is not provided.

## 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.*

Consumers provided feedback they found the environment to be clean and maintained and they felt safe at the service. Consumers reported they could move freely about the service both inside and outside and felt safe in doing so. Consumers whose rooms were adjacent to the designated smoking area confirmed they did not smell any smoke in their rooms.

The Assessment Team observed all areas of the service to be safe, clean, serviced and maintained at a comfortable temperature. The Assessment Team noted consumers had easy, safe access to both the indoors and outdoors within the service. The kitchen area and freezers were observed to be clean and food items dated for future disposal dates. Visitors amenities were visibly clean, and bins emptied. The walls and ceilings appeared to be freshly painted and while there was general wear and tear relating to paint chips on doors, the inside of consumer’s rooms was well maintained.

Cleaning staff were observed cleaning communal areas and consumer rooms. The Assessment Team observed several consumer rooms and bathrooms and found all to be clean and odour free. Gardens were well-maintained and lawns free from grass clippings. The Assessment Team observed consumers moving freely around the service and enjoying outdoor areas.

The service maintained a designated, outdoor smoking area that was used exclusively for consumers who chose to smoke. The area was observed to be clean and included seating with shade from the weather and a fire blanket and cigarette butt disposal facility. The seating area in the designated smoking area was observed to be more than 5 metres from the building’s boundary.

The Maintenance officer advised staff complete maintenance requests in the register located in the training room and any environmental approval requests were discussed at daily Heads of Department meetings. Staff described the process for reporting maintenance issues and advised these were attended to promptly. The service engaged a new gardening contractor following issues with the previous contractor who left grass clippings on the lawn and feedback was positive relating to the current contractor.

Cleaning staff confirmed they cleaned consumers’ rooms on a daily basis and when additional cleaning was requested by registered staff due to spills and other incidentals.

The maintenance register completed by staff to report maintenance concerns, confirmed entries were actioned in a timely manner by maintenance staff. Cleaning schedules demonstrated routine cleaning activities including consumer rooms, bathrooms, communal areas and high touch areas were completed.

Actions had been taken to address the previous Non-compliance in this Requirement identified at the Site audit 20 to 22 April 2021. Regular kitchen audits had been completed by management using the organisation’s electronic auditing device to ensure food safety measures were upheld. Environmental cleaning audits and residential satisfaction surveys had been conducted monthly, with 20% of rooms monitored daily by the Environmental Team Leader. Daily Heads of Department were held to identify and discuss any concerns associated with maintenance at the service, ensuring issues were managed in a timely manner. The engagement of a new gardening contractor ensuring the lawns are kept free from risk. The organisation’s maintenance division contracted a supplier to repair the service’s ceiling which had been completed effectively. The Maintenance officer completed the painting of hallways and consumer’s rooms.

Based on the information above, it is my decision this Requirement is now Compliant.

### Requirement 5(3)(c) Compliant

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

Consumers confirmed the service’s furniture, fittings and equipment were well maintained, clean, safe and suitable for their use. Consumers who required mobility aids were observed using them freely with access to them when required. Consumer areas had an equipment storage area accessible by all staff and used for the safe storage of equipment.

The Assessment Team observed fittings previously identified as missing or required to be replaced had been completed. Lifting equipment was maintained and cleaned after consumer use. Disinfectant wipes were available where shared equipment was stored. Indoor furniture, fittings and equipment were safe, clean and maintained. The outdoor furniture was suitable, clean and maintained.

Staff expressed satisfaction with the equipment stocks available for use within each area of the service including clinical and care equipment such as pressure relief equipment, lift supports and transfer hoist slings. Staff cleaned shared equipment between each use and disinfectant wipes were readily available to do this. Cleaning staff advised they had enough stock and would speak to management if they required anything. The service installed close circuit television cameras throughout the service to identify incidents and monitor consumers. A new call bell tone with a pleasant sound had been installed at the service.

Preventative maintenance records indicated equipment was serviced and maintained in accordance with specifications and manufacturer guidelines. Maintenance documentation evidenced regular maintenance of the service environment. The maintenance program included scheduled and ad hoc maintenance in response to maintenance requests.

Bathrooms contained equipment to support personal care. The call bell system had display boards in each consumer area. The service had a fire detection and alarm system which was compliant with required legislation.

Actions had been taken to address the Non-compliance identified in this Requirement at the Site audit 20 April 2021 to 22 April 2021. Maintenance staff updated the service’s preventative maintenance schedule to include bi-monthly equipment deep cleans and to review equipment was fit for purpose. Additional training was provided to the Maintenance officer and the Environmental Team Leader regarding the management of schedules.

Based on the information contained above, it is my decision this Requirement is now Compliant.

# 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.