Uniting AgeWell Ningana

Performance Report

1 The Circle   
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Phone number: 03 6269 1000

**Commission ID:** 8048

**Provider name:** Uniting AgeWell Limited

**Assessment Contact - Site date:** 1 October 2021

**Date of Performance Report:** 27 October 2021

# Performance report prepared by

Loretta Glass, 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| **Standard 5 Organisation’s service environment** |  |
| Requirement 5(3)(b) | 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.

# 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – their care plans and assessments were reviewed and staff were asked about how they ensure the delivery of safe and effective care for consumers. The team also examined relevant documents.

Overall sampled consumers considered that they receive personal and clinical care that is safe and right for them. For example:

* Consumers said their care is safe and meets their needs.
* Consumers said they feel their skin care and pain are effectively managed.
* For consumers sampled, the service demonstrated appropriate assessment and monitoring records related to consumers’ clinical care needs.
* Staff demonstrated an understanding of the individual personal and clinical needs of consumers and described how they report and manage pain and restrictive practices, incidents, skin break down and skin conditions.
* Staff interviews, and documentation reflect individualised consumer care that is safe and effective.
* Most documentation indicates timely referrals to health professionals when needed and supports identification, monitoring and appropriate care when changes occur.

The overall Quality Standard has not been assessed as only one of the specific requirements has been assessed.

### Assessment of Standard 3 Requirements

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

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

# 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team observed the service environment, spoke with consumers about their experience of the service environment and interviewed care staff about the suitability and safety of equipment. The team also examined relevant documents.

Overall sampled consumers considered that they feel safe and comfortable in the service environment. For example:

* Consumers interviewed confirmed the service is clean and well maintained.
* Consumers advised they can move indoors and outdoors as they please. The Assessment team observed multiple external courtyards and internal areas for consumers to socialise and conduct group and independent activities.
* Routine and targeted maintenance, site inspection and environmental management is undertaken and documented in maintenance logs.
* The Assessment Team observed consumers and visitors safely meeting in consumers room or in communal areas; throughout the service.
* The Assessment Team observed the living environment and furniture, fixtures and equipment to be clean and well-maintained.

The overall Quality Standard has not been assessed as only one of the specific requirements has been assessed.

## 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.*

# 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.