Viewhaven Lodge

Performance Report

71 Laggan Road
CROOKWELL NSW 2583
Phone number: 02 4832 2437

**Commission ID:** 2540

**Provider name:** Crookwell/Taralga Aged Care Ltd

**Assessment Contact - Site date:** 15 October 2020

**Date of Performance Report:** 26 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 7 Human resources** |  |
| Requirement 7(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 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 7 Human resources

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

## Assessment of Standard 7 Requirements

### Requirement 7(3)(b) Compliant

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

All consumers and representatives interviewed confirmed that staff treat consumers with respect and dignity, and their identity, culture and diversity is valued by staff and the service. Consumers indicated that the feel respected by staff. One consumer indicated that she likes to remain as independent as possible and the service obtained an electric wheelchair to assist with this. Another consumer indicated, prior to COVID-19, she would go to the local hairdresser on her own and she enjoyed those trips. Consumers had a choice in relation to meals and could request it be served in their room. Consumers also indicated that they had a choice in relation to showering times and examples were sighted on care plans indicating preferences. Consumers felt that the staff understood their care and lifestyle needs. Consumer were known to care staff as they were from the local town (comprising approximately 2000 residents). Staff also have access to the client files (sighted) that outline specifics in relation to care and preferences of consumers.