Villa Maria Catholic Homes O'Neill Aged Care Residence

Performance Report

101 Lewisham Road North
PRAHRAN VIC 3181
Phone number: 03 7038 8222

**Commission ID:** 4259

**Provider name:** Villa Maria Catholic Homes Limited

**Assessment Contact - Desk date:** 14 September 2021

**Date of Performance Report:** 11 October 2021

# Performance report prepared by

Jia Min Liau, 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 7 Human resources** |  |
| Requirement 7(3)(d) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(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 - Desk; the Assessment Contact - Desk report was informed by a review of documents and interviews with management.
* the provider’s response to the Assessment Contact - Desk report received on 30 September 2021

# 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

The Assessment Team assessed one requirement under this Standard and found it Compliant.

As not all requirements were assessed, an overall rating for the Standard is not provided.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(d) Compliant

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

The Assessment Team found the documentation supplied by the approved provider did not indicate that the designated Infection Prevention and Control (IPC) lead had completed online training modules specified by the Department of Health.

The response received from the Approved provider demonstrates that the service has a newly appointed IPC lead who has completed the COVID-19 infection control online training modules specified by the Department of Health. She is expected to commence the required IPC training course in September 2021.

I have considered all the information provided and find the requirement is Compliant as the Approved provider has appointed an IPC lead at the service who has completed the required online training modules and is enrolled in the required IPC training course.

# STANDARD 8 Organisational governance

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

The Assessment Team assessed one requirement under this Standard and found it Compliant.

As not all requirements were assessed, an overall rating for the Standard is not provided.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(c) Compliant

*Effective organisation wide governance systems relating to regulatory compliance:*

The Assessment Team found the service was not able to demonstrate that they have the Infection Prevention and Control (IPC) lead details uploaded in the My Aged Care portal.

The response from the Approved provider subsequently advised the appointment of a new IPC lead and confirmed these changes have been reflected in the My Aged Care portal.

I have considered all the information provided and consider the requirement is Compliant as the Approved provider has now registered the service’s IPC lead on the My Aged Care portal.

# 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.