Villaggio Sant Antonio Hostel

Performance Report

35 Burkitt Street
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**Commission ID:** 2909

**Provider name:** Villaggio Italiano Ltd

**Assessment Contact - Site date:** 14 December 2021

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

# Performance report prepared by

E Woodley, 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 |

# 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 Assessment Team also examined relevant documents.

Overall, consumers interviewed by the Assessment Team considered they receive personal care and clinical care that is safe and right for them.

Care documentation reviewed by the Assessment Team demonstrated that assessments are undertaken and reviewed, personal and clinical care provided is generally best practice, and consumers are referred to health professionals in a timely manner.

While the Assessment Team identified some gaps in wound management and the completion of consent authorisations for mechanical restraints, overall, the service’s management supported by registered nurses has effective clinical oversight of consumer’s clinical care.

One of the seven specific requirements have been assessed as Compliant.

### 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.*

The Assessment Team found that consumers generally receive safe and effective care that is best practice, tailored to their needs and optimises their health and wellbeing. Consumers and representatives interviewed provided positive feedback about the care consumers receive at the service. The service provided evidence of assessments and effective monitoring for consumers who had wounds, pain, and specialised care needs. However, the Assessment Team identified that some wound dressings and photography was not consistently in line with best practice. Staff were able to identify clinical and personal care provided to sampled consumers and were aware of non-pharmacological interventions to manage behaviours.

Overall, the service demonstrated each consumer gets safe and effective personal and clinical care that is best practice, tailored to their needs, and optimises their health and well-being.

I find this requirement is 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.