Weeroona Aged Care Plus Centre

Performance Report

14 Trebartha Street
BASS HILL NSW 2197
Phone number: 02 9645 3220

**Commission ID:** 0014

**Provider name:** The Salvation Army (NSW) Property Trust

**Assessment Contact - Site date:** 25 March 2021

**Date of Performance Report:** 26 April 2021

# 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

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| --- | --- |
| **Standard 5 Organisation’s service environment** | **Non-compliant** |
| Requirement 5(3)(c) | Non-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
* the provider’s response to the Assessment Contact - Site report received 14 April 2021.

# STANDARD 5 NON-COMPLIANTOrganisation’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, and interviewed care staff about the suitability and safety of equipment. The team also examined relevant documents.

It was identified that risks have not been managed to ensure safety of consumers and staff. There have been deficits in the maintenance and equipment cleaning systems which has led to an adverse outcome for a consumer. There has been a lack of oversight by management in relation to maintenance systems and the service living environment.

## The Assessment team did not assess all requirements for this Quality Standard. However, a decision of Non-compliant in one or more requirements results in a decision of Non-Compliant for the Quality Standard.Assessment of Standard 5 Requirements

### Requirement 5(3)(c) Non-compliant

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

The Assessment Team identified that the service environment was clean, however, furniture, fittings and equipment have not been well maintained to ensure it remains safe and suitable for the consumers.

The Assessment team reviewed documentation available at the service and found that there were significant gaps in regular maintenance of equipment, furniture and fittings. Minimal activities were undertaken and/or recorded related to audits, monitoring, servicing, and cleaning of equipment. Furthermore, the team identified some equipment has been modified without appropriate paperwork.

The Assessment team interviewed staff who confirmed the gaps in maintenance (during certain periods) and that minimal internal audits were conducted. They described the service as having a reactive system of maintenance, although they stated that a preventative system has recently commenced. One staff stated they received limited training, supervision and support to complete their maintenance duties.

The above issues appear to have prevented effective oversight of equipment and created a significant risk for consumer safety. The service has had a recent failure of equipment that has resulted in an incident and significantly adverse outcome to a consumer.

The provider has since responded acknowledging the gaps at the service and have demonstrated significant improvements made at the service in relation to this requirement. A preventative maintenance system has been implemented at the service, staff have received additional training, and further Workplace Health and Safety measures have been undertaken. The provider has also demonstrated other strategies that are currently in progress to ensure furniture, fittings, and equipment are suitable for consumers, and state they are committed to prevent reoccurrences of the significant incident that occurred at their service.

I acknowledge the provider has since implemented (or are implementing) significant improvements. Further time will be required to determine whether all planned improvements will be successfully implemented, and whether these changes will deliver sustainable improvements to the service.

Based on the information available at the time of the assessment, I find this requirement Non-compliant.

# Areas for improvement

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

### Requirement 5(3)(c)

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

* Ensure that a preventative maintenance system of furniture, fittings and equipment are implemented. This includes regular maintenance, audits, monitoring, servicing, and cleaning of equipment. This system and associated records will need to be documented.
* Ensure that staff responsible for maintenance receive adequate training and supervision they need to complete their role.
* Ensure any other actions planned as per response is delivered to ensure furniture, fittings, and equipment are safe, clean, well maintained and suitable for the consumer.