Weeroona Aged Care Residence

Performance Report

10 Comerford Street
COWRA NSW 2794
Phone number: 02 6342 3333

**Commission ID:** 2598

**Provider name:** Halenvy Pty Limited

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

**Date of Performance Report:** 22 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)(a) | 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 Requirements

### Requirement 7(3)(a) Compliant

*The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.*

The assessment team found overall, consumer feedback was generally positive with consumers saying they get the care and services they need. Consumers said call bells are answered in a timely manner most of the time. The service’s roster/staff allocation sheets show that vacant shifts are generally filled. Staff confirmed that vacant shifts are generally filled and they occasionally work extra hours to cover vacant shifts. A sample of average call bell response times for ten consumer rooms demonstrated nine of these rooms had an average call bell response time of less than five minutes, with average response times ranging from around one minute to just under five minutes for those nine rooms. One of the ten rooms had an average call bell response time of eight minutes. These timeframes are consistent with the service’s expectations that call bells will be responded to within 10 minutes.