Yallaroo

Performance Report

1 Stafford Road
ALBURY NSW 2640
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**Commission ID:** 2630

**Provider name:** Lutheran Aged Care Albury

**Assessment Contact - Desk date:** 22 September 2021 to 24 September 2021

**Date of Performance Report:** 21 October 2021

# Performance report prepared by

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# 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 1 Consumer dignity and choice** |  |
| Requirement 1(3)(d) | Compliant |
| **Standard 4 Services and supports for daily living** |  |
| Requirement 4(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 - Desk; the Assessment Contact - Desk report was informed by observations at the service video, review of documents and interviews with staff, consumers/representatives and others.

# STANDARD 1 Consumer dignity and choice

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

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, asking them about the requirements, reviewing their care planning documentation (for alignment with the feedback from consumers) and testing staff understanding and application of the requirements under this Standard. The team also examined relevant documentation and drew relevant information from other consumer interviews and the assessment of other Standards.

Overall sampled consumers considered that they are treated with dignity and respect, can maintain their identity, make informed choices about their care and services and live the life they choose. They also confirmed they are supported to take risks to enable them to live the best life they can.

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 1 Requirements

### Requirement 1(3)(d) Compliant

*Each consumer is supported to take risks to enable them to live the best life they can.*

The service demonstrated each consumer is supported to take risks to enable them to live the best life they can.

The Assessment Team interviewed a sample of consumers who provided information about the risks they wished to take to live their best life, and said there are no activities they want to do that they are not allowed to do. One representative interviewed also described how staff always support their consumer to exercise choice.

The Assessment Team interviewed a sample of staff who said all consumers that wish to take risks are supported to do, and they were able to describe their process in ensuring this occurs. For example, they described conducting risk assessments for consumers that wish to take risk, and implementing strategies to facilitate the activity as best as they can. Staff were also able to provide specific examples related to consumers at the service.

The Assessment Team reviewed other supporting documentation including risk assessments, and videos of areas of interest at the service such as the facility’s entry and exit points. The team also noted that the service has made improvements since their last performance assessment, including the reassessment of consumers undertaking risk, provision of personalised fobs to consumers to enable them to take risks in independent mobility, and the provision of material regarding resident rights around the service.

I find this requirement Compliant.

# STANDARD 4 Services and supports for daily living

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

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 – observations were made, consumers were asked about the things they like to do and how these things are enabled or supported by the service and staff were asked about their understanding and application of the requirements. The team also examined relevant documents.

Overall sampled consumers considered that they get the services and supports for daily living that are important for their health and well-being and that enable them to do the things they want to do.

For example:

* Consumers (and representatives on their behalf) confirmed they are supported to do the things they like to do including smoking cigarettes and walking outdoors when they wished.
* Consumers (and representatives on their behalf) said the service had a variety of activities which they could attend when they wished to.

Consumer preferences for services and supports for daily living were consistent with the information provided in interviews with staff and information documented in consumers’ care plans.

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 4 Requirements

### Requirement 4(3)(a) Compliant

*Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.*

The Assessment Team interviewed a sample of consumers and representatives who confirmed that they are satisfied with services and supports provided by the service. For example, consumers said there were plenty of activities to do and described activities such as cooking and spiritual activities. One representative said that their consumer was new to the service and was satisfied with the staff’s care in meeting their consumer’s needs, as they noticed the consumer’s health has ‘improved greatly’ since arriving at the service.

The Assessment Team interviewed staff who were able to identify each of the consumers mentioned by the team and describe their individual needs, goals, and preferences. They were also able to describe how they helped individual consumers achieve their goals.

The Assessment Team reviewed supporting documentation and identified each consumer receives safe and effective supports for daily living. For example, a sample of consumer care plans were reviewed and they included their preferences and information about the services and supports they need to help them do the things they can do. The team also reviewed the activities program at the service which confirmed there were a wide variety of activities at the service, and there were records of amendments made to tailor it to consumer preferences.

The Assessment Team notes the service has also made improvements since their last performance assessment, including hiring a new lifestyle coordinator and officer, auditing their lifestyle equipment, and reviewing and improving their lifestyle program.

I find this requirement 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.