Performance

Report

**1800 951 822**

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| Name of service: | ACH Group Residential Care - Yankalilla Centre |
| Service address: | 175 Main South Road YANKALILLA SA 5203 |
| Commission ID: | 6196 |
| Approved provider: | Aged Care & Housing Group Inc |
| Activity type: | Assessment Contact - Site |
| Activity date: | 18 September 2023 |
| Performance report date: | 17 October 2023 |

This performance report **is published** on the Aged Care Quality and Safety Commission’s (the **Commission**) website under the Aged Care Quality and Safety Commission Rules 2018.

**This performance report**

This performance report for ACH Group Residential Care - Yankalilla Centre (**the service**) has been prepared by M Glenn, delegate of the Aged Care Quality and Safety Commissioner (Commissioner)[[1]](#footnote-1).

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 Standards and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

# Material relied on

The following information has been considered in preparing the 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 and representatives.

The approved provider did not submit a response to the assessment team’s report.

# Assessment summary

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| Standard 7 Human resources | Not applicable as not all requirements have been assessed |

A detailed assessment is provided later in this report for each assessed Standard.

# 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 required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.

# Standard 7

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| --- | --- | --- |
| Human resources | |  |
| Requirement 7(3)(a) | 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. | Compliant |

Findings

Staff felt sufficient staff are rostered with appropriate shift coverage which enables them to provide quality care and services. Systems and planning processes are in place to monitor staffing levels and accommodate planned and unplanned leave. Observations showed staff providing care and services to consumers in an unrushed manner, with courtesy and respect. Most consumers and representatives are satisfied with staffing levels and mix of staff to meet their needs.

Based on the assessment team’s report, I find requirement (3)(a) in Standard 7 Human resources compliant.

1. The preparation of the performance report is in accordance with section 68Aof the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)