Performance

Report

**1800 951 822**

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| Name: | Ananda Aged Care Findon |
| Commission ID: | 6861 |
| Address: | 2 Malken Way, FINDON, South Australia, 5023 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | 21 November 2023 to 22 November 2023 |
| Performance report date: | 14 December 2023 |
| Service included in this assessment: | Provider: 1280 K N H Nominees Pty Ltd  Service: 4287 Ananda Aged Care Findon |

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 Ananda Aged Care Findon (**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 (performance assessment) – site report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers, and representatives; and
* the provider’s response to the assessment team’s report received on 13 December 2023.

# Assessment summary

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| Standard 3 Personal care and clinical care | 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 3

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| Personal care and clinical care | |  |
| Requirement 3(3)(b) | Effective management of high impact or high prevalence risks associated with the care of each consumer. | Compliant |
| Requirement 3(3)(e) | Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared. | Compliant |

Findings

High impact or high prevalence risks associated with weight loss, malnutrition, swallowing difficulties and falls, were identified with strategies implemented to minimise risks. Staff were knowledgeable about consumers and the documented interventions in place for preventing risk. Strategies to manage risks associated with malnutrition were not always consistently documented, however, consumers were provided services consistent with their needs and preferences. Consumers and representatives were satisfied with how risks were managed with the care and services provided.

Documentation included individualised care plans and strategies based on the assessed needs of consumers. Staff are informed of changes to consumers’ condition and needs through handover processes and care documentation. Discrepancies were noted in documentation relating to consumers’ dietary requirements, however, consumers were not impacted as staff knew consumers well, and where to find the correct dietary information. The provider’s response included evidence of regular audits being implemented to review information folders in line with nutritional assessments and consumers needs and preferences to ensure consistency of data. A review of systems, processes, and documentation was also undertaken to prevent any discrepancies in data reoccurring. Consumers and representatives confirmed staff are well informed of consumers’ needs and preferences.

Based on the assessment team’s report, I find requirements (3)(b) and (3)(e) in Standard 3 Personal care and clinical care compliant.

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