Performance

Report

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| Name: | Anglican Care Warnervale Gardens |
| Commission ID: | 0645 |
| Address: | 171 Mataram Road, WOONGARRAH, New South Wales, 2259 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 5 October 2023 |
| Performance report date: | 22 November 2023 |
| Service included in this assessment: | Provider: 3186 Anglican Care  Service: 5843 Anglican Care Warnervale Gardens |

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 Anglican Care Warnervale Gardens (**the service**) has been prepared by M Wyborn, 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.

The report also specifies any areas in which improvements must be made to ensure the Quality Standards are complied with.

# 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/representatives and others.

# Assessment summary

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| Standard 1 Consumer dignity and choice | Not applicable as not all requirements were assessed |
| **Standard 5** Organisation’s service environment | **Not applicable as not all requirements were assessed** |
| **Standard 7** Human resources | **Not applicable as not all requirements were 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 1

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| Consumer dignity and choice | |  |
| Requirement 1(3)(a) | Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. | Compliant |
| Requirement 1(3)(f) | Each consumer’s privacy is respected and personal information is kept confidential. | Compliant |

Findings

The service demonstrated effective processes to ensure that each consumers’ culture and diversity, including information about their cultural and religious beliefs and preferences, is incorporated in the consumer’s care plan. Consumers and representatives advised the Assessment Team that they are treated with dignity and respect, with their identity, culture and diversity valued. The Assessment Team observed staff speaking about consumers respectfully, demonstrated a sound knowledge of each consumer’s culture and diversity and were observed interacting with consumers reverentially. The service has undertaken staff education relating to management of catheters and pain to ensure consumer comfort, how to apply relevant communication strategies when language is a barrier for either staff or consumers and dignity and respect of individual consumers. With these considerations, I find the service compliant in Requirement 1(3)(a).

The service demonstrated effective processes to ensure that each consumer’s privacy is respected and their information is kept confidential. Consumers and representatives advised the Assessment Team that staff routinely respect the consumers’ privacy, and advised that they were satisfied their information is kept confidential. Staff demonstrated appropriate knowledge of how they routinely apply consumers’ right to privacy, including by locking computer screens to ensure consumer specific information remains private and by not leaving consumer information lying around. The Assessment Team observed staff knocking on consumer doors and waiting before entering and having conversations with consumers in a private and proper location. With these considerations, I find the service compliant in Requirement 1(3)(f).

# Standard 5

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| Organisation’s service environment | |  |
| Requirement 5(3)(b) | The service environment:   1. is safe, clean, well maintained and comfortable; and 2. enables consumers to move freely, both indoors and outdoors. | Compliant |

Findings

The service demonstrated a well maintained, safe and comfortable environment that enables consumers to move freely, both indoors and outside of the service. Consumers and representatives advised the Assessment Team of their satisfaction with the maintenance and cleanliness of the service environment. The service has undertaken cleaning of fixtures and furniture, repaired and repainted damaged internal surfaces and replaced deteriorated external furniture. To ensure ongoing focus and effort to provide a safe and well maintained environment for consumers, the service has scheduled quarterly environmental auditing to the maintenance duty list. With these considerations, I find the service compliant in Requirement 5(3)(b).

# 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 |
| Requirement 7(3)(b) | Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity. | Compliant |
| Requirement 7(3)(c) | The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles. | Compliant |

Findings

The service demonstrated a workforce that is planned to enable effective delivery and management of safe and quality care and services. Consumers and representatives advised that the service is enabled to ensure that consumer needs are met in a timely manner and that staff do not rush consumers. Staff advised the Assessment Team that shifts are covered appropriately and that the service engages support from agency staff when necessary. Consumers and representatives provided positive feedback to the Assessment Team in regard to the skill mix and sufficiency of staff at the service, including availability of registered nursing staff. With these considerations, I find the service compliant in Requirement 7(3)(a).

Consumers and representatives provided the Assessment Team with positive feedback in relation to the care that staff provide to consumers. The Assessment Team observed staff interactions with consumers to be kind, caring and respectful. Staff were observed to be routinely encouraging consumers to take part in activities, engaging in conversations with consumers and seeking consumer consent before providing them with care. With these considerations, I find the service compliant in Requirement 7(3)(b).

The service demonstrated appropriate systems to ensure staff are competent and have the qualifications and knowledge to perform their roles effectively. Role specific key responsibilities are clearly documented, and consumers and representatives confirmed that staff perform their roles effectively and advised the Assessment Team that they are satisfied the staff are qualified to meet their care needs. Staff advised that they are required to complete skills competency assessments which include hand hygiene, donning/doffing of PPE, manual handling and medication administration. Management advised that the service focuses on specific role position descriptions that set out the responsibilities and necessary qualifications and skills for each role, and the Assessment Team reviewed position descriptions and competency documentation and reported that majority of staff have completed the mandatory competency requirements. With these considerations, I find the service compliant in Requirement 7(3)(c).

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)