

**Performance Report**

**1800 951 822**

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| Name: | Anglicare Marcus Loane House |
| Commission ID: | 0887 |
| Address: | 6-14 Macpherson St, Warriewood, New South Wales, 2102 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 16 October 2024 |
| Performance report date: | 27 November 2024 |
| Service included in this assessment: | Provider: 585 Anglican Community Services Service: 6923 Anglicare Marcus Loane House |

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 Anglicare Marcus Loane House (**the service**) has been prepared by Katrina Platt, 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, older people/representatives and others.

# Assessment summary

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| Standard 2 Ongoing assessment and planning with consumers | Not Applicable |
| **Standard 3** Personal care and clinical care | **Not Applicable** |
| **Standard 7** Human resources | **Not Applicable** |

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 2

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| Ongoing assessment and planning with consumers |  |
| Requirement 2(3)(a) | Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services. | Compliant |
| Requirement 2(3)(b) | Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes. | Compliant |

Findings

Consumers indicated they felt safe and received care and services that was right for them. Staff described the comprehensive assessment processes undertaken and were familiar with individual consumer risks and their management, which included preventative measures. Care and services documentation confirmed initial and ongoing assessment and planning occurred in response to consumer health and well-being needs and incidents and engagement of medical officers, medical specialists and allied health professionals when required.

Consumers and consumer representatives confirmed care and services reflected consumer needs, goals and preferences, and included advance care and end of life planning. Management discussed engagement with consumers and consumer representatives about advance care and end of life planning and supports provided as required. Care and services documentation detailed comfort care, pain management and spiritual support provided to consumers directly related to consumer needs, goals and wishes.

# Standard 3

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| Personal care and clinical care |  |
| Requirement 3(3)(d) | Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner. | Compliant |

Findings

Consumers and consumer representatives were satisfied with the responsive care and services provided for changes in consumer conditions and deterioration. Staff described actions taken which included assessment and monitoring and were familiar with escalation processes, interventions and external supports available for consultation when required. Care and services documentation detailed timely identification and monitoring of consumer changes for falls, clinical deterioration and hospital transfers.

# Standard 7

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| Human resources |  |
| 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

Consumers and consumer representatives expressed confidence in the ability of staff to perform their roles. Staff described their responsibilities, induction programs, buddy shifts and training and felt supported by management to improve their skills and knowledge. Management discussed education and training initiatives and oversight of staff responsibilities and competencies through safe practice audits, observations and preparedness drills.

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)