Ashmore Retreat

Performance Report

19 Allunga Avenue
ASHMORE QLD 4214
Phone number: 07 5656 1000

**Commission ID:** 5276

**Provider name:** Shalimah Aust Pty Ltd

**Assessment Contact - Site date:** 9 August 2022

**Date of Performance Report:** 12 September 2022

# Performance report prepared by

Stewart Brumm, delegate of the Aged Care Quality and Safety Commissioner.

# 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 3 Personal care and clinical care** |  |
| Requirement 3(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 - Site; the Assessment Contact - Site report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives.

# STANDARD 3 Personal care and clinical care

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

As not all requirements were not assessed, no overall summary or rating is provided.

### Assessment of Standard 3 Requirements

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

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

This requirement was previously found non-compliant at an Assessment Contact on 09 September 2021 to 10 September 2021

The Assessment Team provided information that the Approved Provider has taken corrective actions and implemented improvements to this requirement and was able to demonstrate compliance.

Improvement’s included additional education for staff, a review of all consumers subject to restraint including gaining informed consent and establishing behavioural support plans, introduction of a medical officer checklist and additional monitoring processes.

Overall consumers interviewed felt they receive appropriate clinical care.

I have considered the Assessment Team report, and I am persuaded by this information and the improvements record that the Approved Provider has demonstrated compliance with the requirement.

I find this requirement is 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.