Performance

Report

**1800 951 822**

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| Name of service: | BallyCara Aged Care |
| Service address: | 16B Oyster Point Esplanade SCARBOROUGH QLD 4020 |
| Commission ID: | 5463 |
| Approved provider: | Ballycara Limited |
| Activity type: | Assessment Contact - Site |
| Activity date: | 22 June 2023 |
| Performance report date: | 13 July 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 BallyCara Aged Care (**the service**) has been prepared by E Blance, 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 - 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 and others
* Other relevant information known by the Commission

# Assessment summary

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| Standard 1 Consumer dignity and choice | Not applicable as not all requirements have been assessed |
| **Standard 3** Personal care and clinical care | **Not applicable as not all requirements have been assessed** |
| **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 1

|  |  |  |
| --- | --- | --- |
| Consumer dignity and choice | |  |
| Requirement 1(3)(a) | Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. | Compliant |

Findings

I find this Requirement compliant.

The site report identifies consumers are treated with dignity and respect, with their identity, culture and diversity valued. Consumers say the service’s staff are kind, caring and respectful. The service has documentation processes to guide staff practice in identifying and respecting consumers’ cultural diversity including for language and meal preferences, activities and provision of care. Staff were observed by the assessment team as providing care in a kind and respectful way.

I have considered the information within the site report and have placed weight on the feedback from consumers who say they are respected by the service and the staff.

# Standard 3

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| --- | --- | --- |
| Personal care and clinical care | |  |
| Requirement 3(3)(a) | 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. | Compliant |

Findings

I find this Requirement compliant.

The site report identifies consumers receive safe and effective personal care. Consumers say they are receiving care that is individualised to their needs and supports their health and wellbeing. The service has practices tailored to the needs of consumers including for consumers who require wound, catheter, behaviour, diabetes and falls management. The service has processes to ensure cares are managed in line with medical directives and legislative requirements. Care planning documentation supports staff in the delivery of cares and services. Staff could demonstrate an understanding of the individual needs of consumers. The service has documentation and processes to support the monitoring and management of care and service to ensure the effectiveness of cares provided.

I have considered the information within the site report and have placed weight on the feedback from consumers who say the service and the staff provide safe and effective cares and the demonstrated management of care requirements for consumers with complex care needs.

# 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

I find this Requirement compliant.

The site report identifies the services’ workforce is planned to enable the delivery and management of age and quality care and services.

The service has systems and processes to ensure the number and mix of staff deployed, enables the delivery of care and services. While the site report identifies consumers’ commented the service can be short staffed at times, overall consumers were satisfied with the delivery of care and services. The service has processes to manage shifts in line with consumer acuity needs. The site report confirmed staff have sufficient time to complete their assigned tasks. Call bells are monitored to ensure a timely response to calls for assistance and staff were observed by the assessment team responding to requests for assistance promptly.

I have considered the information within the site report and have placed weight on the feedback from consumers who say the service and the staff provide safe and effective cares in a timely manner and the demonstrated management of the workforce by the service to ensure delivery of care.

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)