Performance

Report

**1800 951 822**

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| Name of service: | Baptistcare Morrison Gardens |
| Service address: | 1A North Street MIDLAND WA 6056 |
| Commission ID: | 7186 |
| Approved provider: | Baptistcare WA Limited |
| Activity type: | Assessment Contact - Site |
| Activity date: | 15 June 2023 |
| Performance report date: | 11 August 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 Baptistcare Morrison Gardens (**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 - Site; the Assessment Contact - Site report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers and others;
* the provider’s response to the Assessment Team’s report received on 17 July 2023 acknowledging the recommendations made by the Assessment Team; and
* the Performance Report dated 8 September 2022 for a Site Audit undertaken from 9 August 2022 to 11 August 2022.

# Assessment summary

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| 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 7**

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| Human resources | |  |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Compliant |

**Findings**

Requirement (3)(e) was found non-compliant following a Site Audit undertaken from 9 August 2022 to 11 August 2022 where regular assessment, monitoring and review of the performance of each member of the workforce was not demonstrated. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* The staff appraisal system is now actively monitored by management and a centralised data base is updated regularly to ensure performance reviews are scheduled and completed as per policy requirements.
* A fortnightly report is provided to management detailing the due date of the next performance review for all staff.
* Email reminders to management when performance reviews are due, with additional follow up phone calls if employee review documents are not submitted.
* Refresher training for all staff in relation to the service’s expectation for participation in the appraisal process.

At the Assessment Contact undertaken on 15 June 2023, a performance review process was demonstrated that includes performance appraisals for new staff following their probation period at six months and then ongoing for all staff annually. Information collected from the performance appraisals are analysed to determine training needs and identify gaps in the delivery of care and services. Staff performance issues are identified by various methods and staff confirmed they have had their performance review or it has been formally scheduled to occur in the near future.

For the reasons detailed above, I find requirement (3)(e) in Standard 7 Human resources compliant.

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)