Performance

Report

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| Name: | Bayswater Gardens |
| Commission ID: | 1041 |
| Address: | 65 - 71 St Albans Street, ABBOTSFORD, New South Wales, 2046 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 20 March 2024 |
| Performance report date: | 26 April 2024 |
| Service included in this assessment: | Provider: 2987 Bayswater Gardens Pty Ltd  Service: 6381 Bayswater 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 Bayswater Gardens (**the service**) has been prepared by E Woodley, 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 have been assessed |
| **Standard 3** Personal care and clinical care | **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

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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 |

Findings

The Quality Standard was not fully assessed, and therefore has not received a compliance rating. One of the six specific requirements has been assessed and found compliant.

The service demonstrated that each consumer is treated with dignity and respect, with their identity, culture and diversity valued. The service has policies that guide staff on treating consumers with dignity and respect, and relevant education is provided during orientation and periodically. Staff were observed by the Assessment Team interacting with consumers respectfully. Staff interviewed were knowledgeable about consumer preferences, their cultural background and values, and were able to describe how they applied this to their care for consumers, consistent with the service’s diversity and inclusion policy. Consumers interviewed said staff always treat them with dignity and respect, and value what is important to them.

I find Requirement 1(3)(a) is compliant.

# Standard 3

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| Personal care and clinical care | |  |
| Requirement 3(3)(g) | Minimisation of infection related risks through implementing:   1. standard and transmission based precautions to prevent and control infection; and 2. practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics. | Compliant |

Findings

The Quality Standard was not fully assessed, and therefore has not received a compliance rating. One of the seven specific requirements has been assessed and found compliant.

The service demonstrated the implementation of standard and transmission based precautions to prevent and control infection, and practices to promote appropriate antibiotic prescribing and use. For example, the Assessment Team observed appropriate infection prevention and control practices in relation to respiratory and other infections such as rapid antigen tests for all visitors and staff who enter the service and health screening upon entry. Staff interviewed were knowledgeable about how infection related risks are minimised at the service. They provided examples such as environmental cleaning, handwashing and hand hygiene, avoiding cross contamination, and appropriate use including donning and doffing of personal protective equipment. Clinical staff described how they work with care staff to prevent infection and work with medical officers for appropriate antibiotic prescribing. The Assessment Team reviewed care documentation for consumers who had recent infections and found appropriate infection prevention and control practices were implemented, as well as appropriate antibiotic prescribing and use.

I find Requirement 3(3)(g) is compliant.

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)