Performance

Report

**1800 951 822**

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| Name of service: | Bene Aged Care - The Italian Village |
| Service address: | 6 Mumford Avenue ST AGNES SA 5097 |
| Commission ID: | 6018 |
| Approved provider: | Italian Benevolent Foundation SA Inc |
| Activity type: | Assessment Contact - Site |
| Activity date: | 14 March 2023 |
| Performance report date: | 28 April 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 Bene Aged Care - The Italian Village (**the service**) has been prepared by M Roach, 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.
* The Infection Control Monitoring Checklist completed on 14 March 2023.
* The Performance Report dated 17 November 2022 for an Assessment Contact – Site undertaken from 26 September to 28 September 2022.

# Assessment summary

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| Standard 1 Consumer dignity and choice | 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.

# Other relevant matters:

An infection control spot check was conducted during the Assessment Contact which identified:

* the service has an Outbreak Management Plan in place
* outbreak and acute respiratory infection kits and Personal Protective Equipment are readily available and stocked.

# Standard 1

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| --- | --- | --- |
| Consumer dignity and choice | |  |
| Requirement 1(3)(f) | Each consumer’s privacy is respected and personal information is kept confidential. | Compliant |

Findings

Requirement 1(3)(f) was previously found Non-compliant following a site audit conducted from 26 September 2022 to 28 September 2022 as the service at that time was unable to demonstrate each consumer’s privacy and confidentiality was maintained or adequate internal controls were placed to manage the issues identified. On 14 March 2023, the assessment team identified:

* The service concluded an investigation which found a consumer image taken and distributed internally was related to clinical and care reporting activities and no evidence was found of distribution extending to external or public platforms.
* The service delivered additional privacy and confidentiality training to staff from October 2022 to February 2023 and updated its consumer consent forms. The consent forms now cover circumstances where consumers’ private information may be shared with third parties and seek permission from consumers or their representatives on which third parties they accept as being given personal information.

The assessment team also brought forward:

* Consumers sampled said they were satisfied their privacy and confidentiality being maintained by the service and its workforce.
* The provider has a privacy and confidentiality policy and procedure that underpins consumer commitments and workforce expectations for how consumer information is protected and used where consent has been obtained. Admission packs for consumers detail the services commitment to maintaining their privacy and confidentiality and where information may be shared with third parties in line with consumer consent. Induction training guides staff on the requirement for consumer privacy and directs the correct use of consumers’ personal information. Management monitor staff practice in relation to respect and maintain consumers’ privacy and confidentiality by conducting random spot audits.
* Clinical and care staff sampled were knowledgeable of the service’s privacy processes and confirmed all consumers’ personal information is kept confidential and never discussed outside of work or with other consumers.
* Staff were observed to knock on consumers’ doors prior to entry and close the door during provision of care. Information on the electronic clinical management system is secured with usernames and passwords, ensuring restricted access. Nursing stations were cleared of personal files when staff were not in attendance and mobile workstations were locked when not in use.

As the service demonstrates consumer’s privacy is respected and personal information is kept confidential, based on the evidence presented above I find Standard 1 Requirement (3)(f) 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)