Performance

Report

**1800 951 822**

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| Name: | Bentleys Aged Care |
| Commission ID: | 3987 |
| Address: | 47 Harpin Street, EAST BENDIGO, Victoria, 3550 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | on 11 October 2023 |
| Performance report date: | 11 December 2023 |
| Service included in this assessment: | Provider: 144 Violet Town Bush Nursing Centre Inc  Service: 25096 Bentleys Aged Care |

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 Bentleys Aged Care (**the service**) has been prepared by L Glass, 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) – non-site report was informed by a previous site assessment and previous observations at the service, review of documents and interviews with staff.

# Assessment summary

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| Standard 7 Human resources | Compliant |

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

The service was found non-compliant with Requirement 7(3)(e) following a Site Audit undertaken from 7 August 2023 to 9 August 2023. The service has since then implemented and embedded effective actions to address the deficits identified.

The service has implemented an electronic task organiser on the existing electronic document system dedicated to scheduling staff appraisals and providing alerts and updates on progress of the completion of performance appraisals. The electronic system generates monthly reports on pending and completed reports.

Management demonstrated through reports from the electronic task organiser that staff are scheduled for appraisals for the initial 3-month period of employment and then annually on the anniversary of their commencement date.

Designated senior staff are responsible to review and provide oversight of the scheduled appraisals and ensure appraisals are completed and suggestions for training and development used to improve the delivered calendar of education and training.

Staff provided positive feedback on the process, and all said the process gave them opportunity to provide suggestions to meet their professional development and learning goals. Clinical staff provided positive feedback on the service supporting them to develop clinical expertise and become a resource and mentor for staff.

I have considered the information included in the Assessment Team report and find the service compliant with Requirement 7(3)(e).

1. The preparation of the performance report is in accordance with section s 68A of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)