Performance

Report

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| Name of service: | BlueCross Oakleigh |
| Service address: | 1055 Centre Road OAKLEIGH SOUTH VIC 3166 |
| Commission ID: | 3985 |
| Approved provider: | Blue Cross Community Care Services (Toorak) Pty Ltd |
| Activity type: | Assessment Contact - Site |
| Activity date: | 5 July 2023 |
| Performance report date: | 27 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 BlueCross Oakleigh (the service) has been prepared by V Stephens, 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.

# Assessment summary

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| Standard 1 Consumer dignity and choice | 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

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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 service was found non-compliant with this requirement following a site audit conducted from 3 January 2023 to 5 January 2023. The service at that time did not ensure that all consumers were treated with dignity and respect as lengthy wait times for staff assistance impacted consumer toileting and hygiene. The service has taken remedial action in response to the non-compliance identified at the site audit conducted in January 2023 including providing staff training on continence care, reviewing rosters and increasing staff numbers.

During this assessment the service demonstrated that consumers are treated with dignity and respect. Assessors observed consumers to be clean and well-presented. Sampled consumers expressed satisfaction with the care provided, including hygiene assistance and call bell response times. Assessors also reviewed continence assessments and care plans for five consumers which demonstrated assessments are regularly reviewed. Accordingly, I find the service compliant with Requirement 1(3)(a).

# 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

The service was found non-compliant with this requirement following a site audit conducted from 3 January 2023 to 5 January 2023. The service at that time was not meeting the personal hygiene care needs of consumers. The service has taken remedial action in response to the non-compliance identified at the site audit conducted in January 2023 including employing additional staff and increasing focus on call bell data to reduce average call bell response times.

During this assessment the service demonstrated the workforce deployed enables the delivery of quality care and services. Sampled consumers expressed satisfaction with the care provided, including hygiene assistance and call bell response times. Sampled consumers stated the service had improved continence care and call bell response times. Management has reviewed rostering and staff levels at the service and the clinical care coordinator has been established as a dedicated role. To ensure increased coverage by clinical and care staff, new shifts have been created to ensure better response times to call bells and to ensure timely care is provided. Accordingly, I find the service compliant with Requirement 7(3)(a).

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)