Performance

Report

**1800 951 822**

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| Name: | Brightwater The Village |
| Commission ID: | 7415 |
| Address: | 150 Dundas Road, INGLEWOOD, Western Australia, 6052 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 9 January 2024 |
| Performance report date: | 29 January 2024 |
| Service included in this assessment: | Provider: 260 Brightwater Care Group Limited  Service: 4793 Brightwater The Village |

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 Brightwater The Village (**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 (performance assessment) – site report was informed by a site assessment, observations at the service, review of documents and interviews with consumers/representatives, staff and management;
* the provider’s response to the assessment team’s report received 24 January 2024 acknowledging the assessment team’s findings; and
* a performance report dated 16 August 2023 for an assessment contact undertaken on 4 July 2023.

# Assessment summary

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| 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 3

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| Personal care and clinical care | |  |
| Requirement 3(3)(a) | Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:   1. is best practice; and 2. is tailored to their needs; and 3. optimises their health and well-being. | Compliant |

Findings

Requirement (3)(a) was found non-compliant following an assessment contact undertaken in July 2023 as each consumer was not receiving safe and effective personal and/or clinical care, specifically relating to skin integrity and pressure injury prevention. The assessment team’s report included actions the service implemented in response to the non-compliance, including, but not limited to, making changes to the clinical leadership team with a new clinical nurse manager commencing November 2023; providing wound care training to staff; and conducting regular reviews of wound charts.

At the assessment contact in January 2024, each consumer was found to receive safe and effective personal and clinical care that aligned with best practice where evidence was available. All consumers/representatives interviewed were satisfied with the clinical and personal care consumers receive. Care files were reflective of consumers’ individualised personal care needs and demonstrated appropriate management of specific aspects of care, including personal hygiene, chemical restraint, pain, and wounds/pressure injuries. Care files also evidenced involvement of general practitioners in assessment and management of consumers’ care. All staff were knowledgeable of each consumer they looked after, as well as best practice policies to ensure they are providing each consumer the best care.

Based on the assessment team’s report, I find requirement (3)(a) in Standard 3 Personal care and clinical care 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)