Performance

Report

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| Name of service: | Bupa Bateau Bay |
| Service address: | 17 Bias Avenue BATEAU BAY NSW 2261 |
| Commission ID: | 0017 |
| Approved provider: | Bupa Aged Care Australia Pty Ltd |
| Activity type: | Assessment Contact - Site |
| Activity date: | 3 August 2023 |
| Performance report date: | 28 August 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 Bupa Bateau Bay (**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 - 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 provider’s response to the assessment team’s report received 9 August 2023.
* the Performance Report dated 29 March 2023 following the Site Audit undertaken from 22 February 2023 to 24 February 2023.

# 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)(c) | Each consumer is supported to exercise choice and independence, including to:   1. make decisions about their own care and the way care and services are delivered; and 2. make decisions about when family, friends, carers or others should be involved in their care; and 3. communicate their decisions; and 4. make connections with others and maintain relationships of choice, including intimate relationships. | 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 was previously found non-compliant in Requirement 1(3)(c) following a Site Audit conducted 22 February 2023 to 24 February 2023 due to consumers not being supported to exercise choice about personal care delivery and care and service preferences.

During the Assessment Contact conducted 3 August 2023, the Assessment Team found continuous improvement action implemented by the service had been effective in rectifying the non-compliance. Consumers and representatives interviewed by the Assessment Team felt consumers are supported to exercise choice and independence and make and maintain relationships that are important to them. Consumers interviewed said their choices and preferences regarding personal care and other services are being met, with an increase in staffing levels implemented to support this. While there was some feedback regarding meal choices not always meeting consumer preferences, the service was aware of this and were taking action in response.

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

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

The service was previously found non-compliant in Requirement 7(3)(a) following a Site Audit conducted 22 February 2023 to 24 February 2023 due to the number of the workforce deployed not consistently enabling the delivery and management of safe and quality care and services.

During the Assessment Contact conducted 3 August 2023, the Assessment Team found continuous improvement action implemented by the service had been effective in rectifying the non-compliance. The service demonstrated a review of consumer’s needs to inform workforce planning, improved processes to elicit and monitor consumer feedback on care and service delivery and staffing, and recruitment of additional staff.

All consumers and representatives interviewed by the Assessment Team said the service has sufficient levels of staff to provide quality personal and clinical care. Documentation reviewed by the Assessment Team indicated shifts were generally filled, and the service demonstrated effective processes in place to manage unfilled shifts to ensure they do not impact on consumer care.

I find Requirement 7(3)(a) 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)