Performance

Report

**1800 951 822**

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| Name: | Calvary Capel Sands |
| Commission ID: | 3548 |
| Address: | 8-16 Capel Avenue, CAPEL SOUND, Victoria, 3940 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 8 November 2023 |
| Performance report date: | 12 December 2023 |
| Service included in this assessment: | Provider: 2958 Calvary Aged Care Services Pty Ltd  Service: 2296 Calvary Capel Sands |

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 Calvary Capel Sands (**the service**) has been prepared by S Byers, 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) – 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 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

The service demonstrated is has effective systems and processes in place to ensure that personal and clinical care is tailored to the consumers’ needs, goals and preferences. Consumers and representatives were satisfied they receive personal and clinical care that reflects their individual needs, and they are actively involved in the assessment, planning and review of their care. Care documentation for consumers subject to restrictive practices included evidence of informed consent and individualised behaviour support plans. Monitoring, review, and evaluation of the use of psychotropic medications are completed in consultation with a multidisciplinary team. Wound and pain documentation reflected monitoring, interventions to promote skin integrity and escalation of chronic wounds for wound specialist review, where required. Progress notes and pain documentation detailed regular pain review by a medical practitioner and pain specialist and non-pharmacological interventions. Staff demonstrated understanding of consumers’ personalised care needs and described how they deliver care that is safe and appropriate for each consumer in line with service policies.

Based on the evidence, summarised above, Requirement 3(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)