Performance

Report

**1800 951 822**

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| Name of service: | Calvary Muswellbrook Retirement Community |
| Service address: | 15 Cassidy Avenue MUSWELLBROOK NSW 2333 |
| Commission ID: | 0120 |
| Approved provider: | Calvary Retirement Communities Limited |
| Activity type: | Assessment Contact - Site |
| Activity date: | 5 April 2023 to 6 April 2023 |
| Performance report date: | 2 May 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 Calvary Muswellbrook Retirement Community (**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 Performance Report dated 9 January 2023 following the Site Audit undertaken from 29 November 2022 to 1 December 2022.

# Assessment summary

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| Standard 4 Services and supports for daily living | 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 4

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| Services and supports for daily living | |  |
| Requirement 4(3)(d) | Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared. | Compliant |

Findings

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

The service was previously found non-compliant in Requirement 4(3)(d) following a Site Audit conducted 29 November 2022 to 1 December 2022. Consumer and representative feedback, staff interviews, observations and a review of care planning documentation showed that not all information regarding consumer’s dietary preferences was being communicated effectively within the organisation.

At the Assessment Contact conducted 5 April 2023 to 6 April 2023, the Assessment Team found continuous improvement action implemented had been effective in rectifying the non-compliance. This included a review of all consumer’s dietary assessments, improvements to communication processes between staff and the servery, staff education and training, audits, and completion of regular consumer satisfaction surveys. Consumers and representatives interviewed by the Assessment Team said they were satisfied their information around food preferences is current, being shared effectively within the organisation, and they are receiving meals that are aligned with their dietary preferences and needs. Staff interviewed were knowledgeable about where to access information about consumer dietary preferences and needs, and the current communication processes. Consumer dietary documentation reviewed was generally accurate and in line with consumer’s needs and preferences.

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)