Performance

Report

**1800 951 822**

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| Name of service: | Catholic Healthcare Charles O'Neill Hostel |
| Service address: | 1 Wilson Street MAYFIELD WEST NSW 2304 |
| Commission ID: | 0539 |
| Approved provider: | Catholic Healthcare Limited |
| 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 Catholic Healthcare Charles O'Neill Hostel (**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 15 August 2023.
* the Performance Report dated 19 October 2022 following the Site Audit undertaken from 7 September 2022 to 9 September 2022.

# Assessment summary

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| --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | 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 2

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| --- | --- | --- |
| Ongoing assessment and planning with consumers | |  |
| Requirement 2(3)(e) | Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer. | 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 2(3)(e) following a Site Audit conducted 7 September 2022 to 9 September 2022 due to care and services not consistently being reviewed for effectiveness in line with the service’s policies.

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 has implemented improved review, communication and monitoring processes to ensure care and services are reviewed regularly and as required. Care documentation reviewed by the Assessment Team demonstrated the effectiveness of care and services are reviewed when consumer care needs change or following incidents that impact on their needs, goals and preferences. For example, review of care and services was undertaken for consumers following the identification of swallowing difficulties, weight loss, aspiration, and falls. This included review by medical and allied health professionals as appropriate to inform changes required to care and services.

I find Requirement 2(3)(e) 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)