Performance

Report

**1800 951 822**

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| Name: | Catholic Healthcare The Haven Residential Aged Care |
| Commission ID: | 2584 |
| Address: | 156 Bourke Street, WAGGA WAGGA, New South Wales, 2650 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 5 October 2023 |
| Performance report date: | 28 November 2023 |
| Service included in this assessment: | Provider: 1191 Catholic Healthcare Limited  Service: 955 Catholic Healthcare The Haven Residential Aged Care |

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 The Haven Residential Aged Care (**the service**) has been prepared by M Wyborn, 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, and
* the provider’s response to the assessment team’s report received 11 October 2023.

# Assessment summary

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| Standard 7 Human resources | Not applicable as not all requirements were 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 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 service demonstrated a well-planned workforce that enables delivery of safe and quality care and services for all consumers. The service has reduced its reliance on agency staff by undertaking an effective recruitment program and engaging new staff at the service. Consumers and representatives provided positive feedback to the Assessment Team advising that they receive timely assistance when needed. Staff advised that the uplift in staffing levels at the service has ensured that there are adequate numbers and appropriate mix of staff to ensure delivery of safe and quality care and services. Management advised the Assessment Team that the master roster includes the allocation of an additional staff member to support any unplanned leave and enables the service to minimise disruption to consumers and staff.

The service’s recruitment team have undertaken proactive measures to ensure that future staffing needs are met, including offering visa sponsorship and relocation bonuses, collaborating with local school students for school placements, and utilising social media advertising. The recruitment team manages an orientation program led by a dedicated educator that covers mandatory training requirements including serious incident response scheme (SIRS), the Aged Care Quality Standards, and restrictive practices. The recruitment team ensure that all new staff undergo face-to-face and online training before their first shift and are well supported to perform their roles.

With these considerations, I find the service compliant in Requirement 7(3)(a).

1. The preparation of the performance report is in accordance with section 68Aof the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)