Performance

Report

**1800 951 822**

Agedcarequality.gov.au

|  |  |
| --- | --- |
| Name: | Churches of Christ Golden Age Aged Care Service |
| Commission ID: | 5060 |
| Address: | 60 Ridgeway Avenue, SOUTHPORT, Queensland, 4215 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 24 October 2023 |
| Performance report date: | 17 November 2023 |
| Service included in this assessment: | Provider: 370 Churches of Christ in Queensland  Service: 3417 Churches of Christ Golden Age Aged Care Service |

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 Churches of Christ Golden Age Aged Care Service (**the service**) has been prepared by J Earnshaw, 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
* other information and intelligence held by the Commission.

# Assessment summary

|  |  |
| --- | --- |
| 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

|  |  |  |
| --- | --- | --- |
| Consumer dignity and choice | |  |
| Requirement 1(3)(a) | Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. | Compliant |

Findings

The service was found non-compliant under this requirement following a Site Audit conducted from 31 May 2022 – 2 June 2022 and following an assessment contact 8 – 10 May 2023 where a decision of noncompliance remained for 3 of the previous 23 Requirements. Deficiencies related to the service being unable to demonstrate consumers are consistently treated with dignity and respect.

The assessment contact conducted 24 October 2023 found the service had taken targeted measures to address the non-compliance.

The service was able to demonstrate that consumers are consistently treated with dignity and respect. Consumers reported staff show them respect and described how staff provided care and services in a dignified manner. Staff described in practical terms, how they respect consumers and value their preferences, identity, and culture. The Assessment Team observed staff assisting consumers with activities of daily living in a kind and respectful manner.

The Assessment Contact – Site report evidenced that the service has taken action to improve its performance under these requirements, including:

* staff completed mandatory training in the Aged Care Code of Conduct which includes dignity and respect.
* continuing education in non-mandatory training and toolbox sessions promoting dignity and respect and respecting environments.

# Standard 7

|  |  |  |
| --- | --- | --- |
| Human resources | |  |
| Requirement 7(3)(b) | Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity. | Compliant |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Compliant |

Findings

The service was found non-compliant under these requirements following a Site Audit conducted from 31 May 2022 – 2 June 2022 and following an assessment contact 8 – 10 May 2023 where a decision of noncompliance remained for 3 of the previous 23 Requirements. Deficiencies related to the service being unable to demonstrate the workforce was planned to enable the delivery and management of safe and quality care and services. The service was unable to demonstrate effective monitoring and review of staff members with identified performance issues.

The assessment contact conducted 24 October 2023 found the service had taken targeted measures to address the non-compliance.

The Assessment Contact – Site report evidenced that the service has taken action to improve its performance under these requirements, including:

* ensured staff complete mandatory training in the aged care code of conduct which includes dignity and respect.
* ongoing education in non-mandatory training and tool box sessions
* management provided apologies to consumers who provided negative feedback and continued to monitor to ensure staff kindness.
* staff identified as the subject of allegations have either been terminated or are currently employed under a performance improvement plan.
* additional administration staff have been allocated to Human Resources to centrally monitor performance appraisals for staff.
* performance issues are addressed immediately by management and education teams, with serious cases escalated to Regional Management.
* provided further training to Registered Nurses on key areas such as leadership training, performance management and escalation advice.
* the service monitors staff interactions with consumers/representatives through observations and formal and informal feedback and complaints mechanisms utilised by consumers/representatives and other staff.
* The Assessment Team observed staff interactions with consumers/representatives. Through observations, it was evident that staff are kind, respectful, and patient when delivering care and services and interacting with consumers/representatives.

Consumers/representatives said staff are kind, caring and respectful to consumers. Staff were able to describe consumers’ backgrounds, culture, and identity and the people important to the consumer. Management demonstrated ways they monitor staff interactions in line with these requirements.

The Service had systems in place to regularly assess, monitor and review staff performance. The organisation has a suite of documented policies and procedures that guide the selection and recruitment of new staff, orientation, and probationary processes, monitoring of staff performance, and performance management.

Consumers/representatives consider consumers received quality care and services when they need them from people who are knowledgeable and capable.

Staff have a shared understanding of their roles and responsibilities, confirmed they undergo regular performance appraisals and that they have opportunities to request specific training relevant to their role.

Management described and documentation demonstrated, systems and processes were in place to identify training needs and to monitor staff performance.

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)