**Performance**

**Report**

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| Name: | Eltham Retirement Centre |
| Commission ID: | 300078 |
| Address: | 43 Diamond Street, ELTHAM, Victoria, 3095 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | on 24 October 2023 |
| Performance report date: | 12 January 2024 |

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.

# Service included in this assessment

Home Care Packages (**HCP**) included:  
Provider: 794 St Vincent's Care Services Ltd.  
Service: 18789 St Vincent's Care Services Eltham Home Care  
  
Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 7454 St Vincent's Health & Aged Care Limited  
Service: 24800 St Vincent's Health & Aged Care Limited - Community and Home Support

**This performance report**

This performance report for Eltham Retirement Centre (**the service**) has been prepared by J Renna, 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) – non-site report was informed by review of documents and interviews with staff, consumers/representatives and others
* the performance report dated 25 July 2023 in relation to the Quality Audit undertaken from 31 May 2023 to 2 June 2023.

The provider did not submit a response to the Assessment Team’s report for the Assessment Contact (performance assessment) – non-site.

# Assessment summary for Home Care Packages (HCP)

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| --- | --- |
| Standard 1 Consumer dignity and choice | Not applicable as all Requirements have not been assessed |
| **Standard 7** Human resources | **Not applicable as all Requirements have not been assessed** |
| **Standard 8** Organisational governance | **Not applicable as all Requirements have not been assessed** |

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| --- | --- |
| Standard 1 Consumer dignity and choice | Not applicable as all Requirements have not been assessed |
| **Standard 7** Human resources | **Not applicable as all Requirements have not been assessed** |
| **Standard 8** Organisational governance | **Not applicable as all Requirements have not 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 | | HCP | CHSP |
| Requirement 1(3)(e) | Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice. | Compliant | Compliant |

Findings

Requirement (3)(e) was found non-compliant following a Quality Audit undertaken from 31 May 2023 to June 2023, as the service was not able to demonstrate information provided to each consumer was current, accurate and timely, and communicated in a way that was clear, easy to understand and enables them to exercise choice.

The Assessment Team’s report for the Assessment Contact undertaken on 24 October 2023 did not include evidence of actions taken to address the non-compliance. However, the Assessment Team was satisfied the service demonstrated clear and easy to understand information is provided to consumers and recommended Requirement (3)(e) met.

All consumers were satisfied with the information they receive and said it is easy to read, current and accurate. While one consumer and one representative said monthly statements are not itemised, management said, and the organisation’s plan for continuous improvement showed, this will be addressed through changes to invoicing in November 2023.

Based on the information summarised above, I find the provider, in relation to the service, compliant with Requirement (3)(e) in Standard 1 Consumer dignity and choice.

# Standard 7

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| --- | --- | --- | --- |
| Human resources | | HCP | CHSP |
| 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 | Compliant |

Findings

Requirement (3)(a) was found non-compliant following a Quality Audit undertaken from 31 May 2023 to June 2023, as the service was not able to demonstrate the workforce was planned to enable, and the number and mix of the workforce deployed enabled, the delivery and management of safe and quality care and services.

The Assessment Team’s report for the Assessment Contact undertaken on 24 October 2023 did not include evidence of actions taken to address the non-compliance. However, the Assessment Team was satisfied the service demonstrated the number and mix of staff were appropriate to deliver safe and quality care and services, and recommended Requirement (3)(a) met.

Most consumers were satisfied with the number and mix of staffing. One consumer who was dissatisfied with time taken by staff to perform their duties had their concerns addressed swiftly by management and alternative arrangements were made. Recruitment is currently underway to engage more internal staff in order to provide more flexibility to meet consumers’ needs and preferences.

Based on the information summarised above, I find the provider, in relation to the service, compliant with Requirement (3)(a) in Standard 7 Human resources.

# Standard 8

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| --- | --- | --- | --- |
| Organisational governance | | HCP | CHSP |
| Requirement 8(3)(c) | Effective organisation wide governance systems relating to the following:   1. information management; 2. continuous improvement; 3. financial governance; 4. workforce governance, including the assignment of clear responsibilities and accountabilities; 5. regulatory compliance; 6. feedback and complaints. | Compliant | Compliant |

Findings

Requirement (3)(c) was found non-compliant following a Quality Audit undertaken from 31 May 2023 to June 2023, as the service was not able to demonstrate effective organisation wide governance systems in relation to workforce governance and regulatory compliance.

The Assessment Team’s report for the Assessment Contact undertaken on 24 October 2023 did not include evidence of actions taken to address the non-compliance. However, the Assessment Team was satisfied the service demonstrated organisation wide governance systems are effective, and recommended Requirement (3)(c) met.

Workforce governance is overseen by the organisation’s recruitment and human resource teams, which are responsible for advertising, onboarding, recruitment, training and retention functions. The organisation’s plan for continuous improvement shows planned actions to address workforce concerns in relation to subcontractors, including engagement with other providers and recruitment of internal staff. Processes are in place to understand and monitor compliance with the organisation’s regulatory obligations.

Based on the information summarised above, I find the provider, in relation to the service, compliant with Requirement (3)(c) in Standard 8 Organisational governance.

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)