Performance

Report

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| Name of service: | Fairfield Nursing Home |
| Service address: | 123-125 The Crescent FAIRFIELD NSW 2165 |
| Commission ID: | 2504 |
| Approved provider: | Fresh Fields Management (NSW) Pty Ltd |
| Activity type: | Assessment Contact - Site |
| Activity date: | 30 May 2023 |
| Performance report date: | 21 July 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 Fairfield Nursing Home (**the service**) has been prepared by J Durston, 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.

# Assessment summary

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| Standard 5 Organisation’s service environment | 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 5

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| Organisation’s service environment | |  |
| Requirement 5(3)(b) | The service environment:   1. is safe, clean, well maintained and comfortable; and 2. enables consumers to move freely, both indoors and outdoors. | Compliant |

Findings

The service was previously found non-compliant in Requirement 5(3)(b) following a Site Audit conducted on 21 March 2022 to 23 March 2022 that identified the service's internal and external environments to be unclean and unmaintained, presenting a health and safety risk to consumers.

An Assessment Contact was conducted on 30 May 2023, following a media report published on 26 May 2023. The report addressed staff response to an alleged text message sent by the director of nursing (DON) to all staff on 25 May 2023, directing staff to clean up their staff common room kitchen.

The Assessment Team found the service had made a number of improvements since the site audit in 2022. A pest control service is conducted monthly and when required. The last service was done on 29 May 2023. The maintenance officer stated that the whole building was surveyed and additional bates were put in place for pest prevention. Doors to the outdoors were unlocked, and consumers were able to freely access the gardens and balcony areas. The IPC lead conducted a thorough environmental audit following the media report and stated that they did not find anything ‘alarming’ and were satisfied with the cleanliness of the service.

The Assessment Team found the service is well presented throughout and has a homely ambience. Consumers confirmed that they were satisfied with the cleanliness of their rooms and the common areas of the service. A pest control service is conducted monthly. Cleaners were observed maintaining consumers rooms, communal areas and high touch points to a satisfactory level during the visit. The staff kitchen was observed to be clean and tidy, including the fridge, freezer and cupboards. The service demonstrated effective preventative and corrective maintenance systems are in place to ensure all areas of the service are safe and well maintained and attended to within an appropriate timeframe.

Accordingly, I find Requirement 5(3)(b) is compliant.

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