Performance

Report

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| Name: | Gillawarna Village |
| Commission ID: | 2796 |
| Address: | 145 Rex Road, GEORGES HALL, New South Wales, 2198 |
| Activity type: | Site Audit |
| Activity date: | 25 September 2023 to 27 September 2023 |
| Performance report date: | 6 November 2023 |
| Service included in this assessment: | Provider: 1563 Bankstown City Aged Care Ltd  Service: 1151 Gillawarna Village |

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 Gillawarna Village (**the service**) has been prepared by A. Douglas, 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 site audit; the site audit 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 in relation to the service.

# Assessment summary

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| Standard 1 Consumer dignity and choice | Compliant |
| **Standard 2** Ongoing assessment and planning with consumers | **Compliant** |
| **Standard 3** Personal care and clinical care | **Compliant** |
| **Standard 4** Services and supports for daily living | **Compliant** |
| **Standard 5** Organisation’s service environment | **Compliant** |
| **Standard 6** Feedback and complaints | **Compliant** |
| **Standard 7** Human resources | **Compliant** |
| **Standard 8** Organisational governance | **Compliant** |

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

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| Consumer dignity and choice | |  |
| Requirement 1(3)(a) | Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. | Compliant |
| Requirement 1(3)(b) | Care and services are culturally safe | Compliant |
| Requirement 1(3)(c) | Each consumer is supported to exercise choice and independence, including to:   1. make decisions about their own care and the way care and services are delivered; and 2. make decisions about when family, friends, carers or others should be involved in their care; and 3. communicate their decisions; and 4. make connections with others and maintain relationships of choice, including intimate relationships. | Compliant |
| Requirement 1(3)(d) | Each consumer is supported to take risks to enable them to live the best life they can. | Compliant |
| 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 |
| Requirement 1(3)(f) | Each consumer’s privacy is respected and personal information is kept confidential. | Compliant |

Findings

Consumers said staff valued their diversity and treated them with dignity and respect. Care documents identified information regarding consumers’ background, preferences, identity, and cultural practices. Staff demonstrated an awareness of the needs and preferences of consumers and were observed providing care in a dignified and respectful manner.

Consumers and representatives felt staff knew and respected their culture and background. Staff demonstrated a shared understanding of the cultural needs and preferences of consumers, and outlined how they ensured the preferences of each consumer was respected. Care documents identified information regarding the consumer’s cultural needs and preferences.

Consumers and representatives said consumers were supported to exercise choice and independence, had the ability to make their own decisions, and maintain personal relationships. Staff knew how to facilitate consumers’ decisions about their care, including who should be involved. Care documents identified consumers’ individual choices regarding when care was delivered, who was involved in their care, and how the service supported them to maintain relationships.

Consumers said the service supported them to take risks and demonstrated an awareness of the risks associated with their decisions. Care documents showed risks were identified through risk assessments and consumers were provided with information to make informed decisions about their care and services. The Assessment Team reviewed the service’s risk management framework, which outlined the service’s responsibilities in relation to supporting consumers to maintain independence and make informed decisions about engaging in activities that contained risk.

Consumers confirmed they were provided with information which enabled them to make choices regarding their care and services, and this information was communicated in an easy-to-understand manner. Care documents reflected the preferred communication methods for consumers. Staff could describe the ways in which information was provided to consumers in an easy and accessible way. The Assessment Team observed the service communicated through printed information, verbal reminders, consumer meetings, and email correspondence.

Consumers said their privacy was respected and were confident their personal information was kept confidential. Staff described how they ensured consumers’ privacy was respected and maintained the confidentiality of consumer information. The Assessment Team observed staff conducting their roles in a way that protected consumer privacy, such as knocking on bedroom doors and conducting handover meetings in private.

# Standard 2

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| Ongoing assessment and planning with consumers | |  |
| Requirement 2(3)(a) | Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services. | Compliant |
| Requirement 2(3)(b) | Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes. | Compliant |
| Requirement 2(3)(c) | The organisation demonstrates that assessment and planning:   1. is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and 2. includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer. | Compliant |
| Requirement 2(3)(d) | The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided. | Compliant |
| 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

Consumers and representatives expressed satisfaction with the service’s assessment and care planning process, and advised the care delivered met the consumer’s needs. Care documents showed the assessment and planning process considered risks to consumers’ health and well-being and informed the delivery of safe and effective care and services. Staff demonstrated an understanding of the relevant risks to the health and well-being of each consumer.

Consumers and representatives said the assessment and planning process met their current needs, goals, and preferences, including of advance care planning. Staff said advance care planning and end of life (EOL) care was discussed with consumers and representatives on admission, or as care needs changed. Care documents contained an advance care plan for sampled consumers, including EOL care if applicable.

Consumers and representatives reported they were involved in assessment and planning on an ongoing basis. Relevant staff could explain their roles in relation to care planning and assessments. Care documents showed evidence of involvement from a range of services, including medical officers (MO) and allied health professionals.

Consumers and representatives said they understood what was included in the consumer’s care and services plan and confirmed they could access a copy if requested. Staff detailed processes whereby they informed consumers and representatives of the outcomes of care planning and assessments. Care documents were readily available to staff, including external staff.

Consumers confirmed and care documentation evidenced care and services were reviewed 3 monthly or in response to changes. Staff confirmed reassessment of consumer needs is undertake when an incident has occurred.

# Standard 3

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| Personal care and clinical care | |  |
| Requirement 3(3)(a) | Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:   1. is best practice; and 2. is tailored to their needs; and 3. optimises their health and well-being. | Compliant |
| Requirement 3(3)(b) | Effective management of high impact or high prevalence risks associated with the care of each consumer. | Compliant |
| Requirement 3(3)(c) | The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved. | Compliant |
| Requirement 3(3)(d) | Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner. | Compliant |
| Requirement 3(3)(e) | Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared. | Compliant |
| Requirement 3(3)(f) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant |
| Requirement 3(3)(g) | Minimisation of infection related risks through implementing:   1. standard and transmission based precautions to prevent and control infection; and 2. practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics. | Compliant |

Findings

Consumers and representatives confirmed consumers received the care they needed and expressed satisfaction with the management of risks to the consumer’s health and well-being. Staff demonstrated an understanding of the personal and clinical needs of consumers, and the strategies in place to meet these needs. Care documents evidenced consumers received safe and effective care that was best practice, tailored to their needs, and optimised their health and well-being.

Management and staff described how they identified, assessed, and managed high impact and high prevalence risks to consumers. Consumers and representatives confirmed high impact or high prevalence risks were effectively managed by the service. The Assessment Team noted the service had policies and procedures in place to guide the management of high impact or high prevalence risks associated with the care of each consumer.

Consumers and representatives stated they had discussed, or had been invited to discuss, their EOL goals and preferences with management and staff. Care documents showed consumers’ EOL wishes were documented and followed appropriately by staff. Management and staff described the processes to support EOL care for consumers, including the involvement of the consumer’s family and health professionals.

Consumers and representatives felt the service recognised and responded to changes in the consumer’s condition in a timely manner. The service had policies and procedures to guide staff practice in the identification and response to consumer deterioration. Staff described the ways in which they responded to a change in a consumer’s condition in a timely manner and were knowledgeable about the individual care needs of consumers. Care documents showed deterioration or changes in consumers’ health and well-being was recognised and responded to in a timely manner.

Consumers and representatives were satisfied the consumer’s care needs and preferences were documented and communicated between staff. Staff confirmed information relating to consumers’ conditions, needs and preferences was documented in the service’s ECMS and communicated via the shift handover process. Care documents included information regarding the consumer’s condition, needs and preferences was documented and communicated in a timely manner.

Consumers and representatives said referrals were timely and appropriate, and consumers had access to the required health care supports. Management advised all referrals were documented to ensure the referral was accepted and responded to in a timely manner. Care documents included timely and appropriately referrals to MO, allied health professionals and other providers of care and services.

Consumers and representatives expressed satisfaction with the infection control measures the service had in place to prevent and control practices in the service. The service had documented policies and procedures to guide staff in relation to antimicrobial stewardship and infection control management. Staff demonstrated an understanding of the precautions required to prevent and control infections within the service and described strategies to ensure the appropriate use of antibiotics.

# Standard 4

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| Services and supports for daily living | |  |
| Requirement 4(3)(a) | Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life. | Compliant |
| Requirement 4(3)(b) | Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being. | Compliant |
| Requirement 4(3)(c) | Services and supports for daily living assist each consumer to:   1. participate in their community within and outside the organisation’s service environment; and 2. have social and personal relationships; and 3. do the things of interest to them. | Compliant |
| Requirement 4(3)(d) | Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared. | Compliant |
| Requirement 4(3)(e) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant |
| Requirement 4(3)(f) | Where meals are provided, they are varied and of suitable quality and quantity. | Compliant |
| Requirement 4(3)(g) | Where equipment is provided, it is safe, suitable, clean and well maintained. | Compliant |

Findings

Consumers confirmed services and supports for daily living met their needs, goals, and preferences, and optimised their independence and quality of life. Care documents identified information regarding the consumer’s needs, goals and preferences was captured by the service. Staff outlined how they partnered with consumers to conduct a lifestyle assessment upon admission.

Consumers said the service supported them to maintain important social, emotional, and religious connections. Care plans accurately captured consumers’ emotional, spiritual, and psychological needs. Staff described strategies they used to support consumers’ emotional and psychological well-being.

Consumers said they were supported to participate in their community, within and outside of the organisation's service environment, have social and personal relationships, and do things of interest to them. Consumers with various mobility and sensory needs were observed participating in group activities.

Consumers confirmed staff were aware of information related to their needs and preferences. Staff explained how they stayed informed about changing consumer needs and preferences and identified where they could access up to date information about consumers.

Consumers confirmed they were supported by other organisations, support services and providers of other care and services. Staff demonstrated an understanding of how they worked with other individuals, organisations, and providers of other care and services. Care documents identified engagement with other organisations and services.

Consumers said they were satisfied with the variety, quality, and quantity of the service’s meals. Staff demonstrated a shared understanding of consumers’ dietary needs and preferences and explained how they accommodated these needs. Staff were observed engaging with consumers positively throughout mealtimes and providing assistance when required.

Consumers said they found the equipment at the service to be suitable, safe, and well maintained for their use. Staff advised they completed regular inventory checks of lifestyle equipment to ensure equipment was safe and suitable for use. The Assessment Team observed equipment was clean, safe, and suitable for use.

# Standard 5

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| Organisation’s service environment | |  |
| Requirement 5(3)(a) | The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function. | Compliant |
| 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 |
| Requirement 5(3)(c) | Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer. | Compliant |

Findings

Consumers and representatives said the service environment was welcoming and easy to understand and optimised the consumer’s sense of belonging and independence. The Assessment Team observed the rooms of consumers were decorated with personal belongings and memorabilia. Staff described how they aimed to create a welcoming environment by working with the consumer to ensure they were comfortable within the service.

Consumers and representatives said the service environment was safe, clean, and well maintained and allowed consumers to move freely, both indoors and outdoors. All doors to outdoor common areas were unlocked and accessible to consumers. The Assessment Team reviewed the service’s cleaning logs for July 2023 and August 2023, which showed that scheduled cleaning tasks were completed on time.

Consumers said the equipment and furniture utilised by staff was clean and safe for use. Staff said equipment was cleaned after every use with disinfectant wipes. Staff maintained the service’s equipment through various schedules, including proactive and reactive maintenance procedures which were up to date.

# Standard 6

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| Feedback and complaints | |  |
| Requirement 6(3)(a) | Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints. | Compliant |
| Requirement 6(3)(b) | Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints. | Compliant |
| Requirement 6(3)(c) | Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong. | Compliant |
| Requirement 6(3)(d) | Feedback and complaints are reviewed and used to improve the quality of care and services. | Compliant |

Findings

Consumers said they felt comfortable providing feedback to the service. Staff knew the service’s feedback and complaints processes, and how to support consumers to raise their concerns. The service had various avenues for making a complaint and providing feedback, including speaking directly to the management team, submitting a feedback form, consumer meetings, surveys, or emailing the care manager.

Management and staff described how they would access translation, interpretation and advocacy services if required to assist consumers. Consumers and representatives confirmed they were aware of, and had access to, advocates, language services, and other methods of raising and resolving complaints. The Assessment Team observed information regarding advocacy and language services displayed throughout the service.

Consumers and representatives said the service took appropriate action in response to complaints. Staff demonstrated an understanding of open disclosure and complaint management processes. Feedback records demonstrated the service took appropriate and timely action in response to complaints.

Consumers and representatives confirmed the service used feedback and complaints to improve care and services. A review of the service’s plan for continuous improvement (PCI) evidenced the service reviewed feedback to improve the quality of care and services. Staff said the service valued and welcomed the feedback provided from consumers, representatives, and other stakeholders.

# 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 |
| 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)(c) | The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles. | Compliant |
| Requirement 7(3)(d) | The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. | Compliant |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Compliant |

Findings

Consumers and representatives expressed satisfaction with the number and mix of staff available at the service, and confirmed staff responded promptly to calls bells. Staff said they were satisfied with staffing levels, and indicated they had the necessary time to complete their duties. Staffing rosters for the 3 weeks preceding the Site Audit showed there was one unfilled carer shift.

Consumers said staff treated them with respect, kindness, and care. Staff demonstrated they were familiar with consumers’ individual needs and preferences. The Assessment Team observed kind and respectful interactions between staff and consumers.

Consumers and representatives felt staff performed their roles effectively. Staff at all levels expressed confidence in their knowledge and skills to perform their roles. All staff had the relevant qualifications to perform the duties outlined in their position descriptions.

Consumers and representatives felt confident staff were sufficiently skilled to deliver the care and services consumers required. Staff confirmed they received ongoing training and support to perform their roles. The Assessment Team’s review of the mandatory competency training data records demonstrated the workforce was recruited, trained, equipped, and supported to deliver the outcomes required by these standards.

Management outlined the various ways in which staff performance was monitored, including consumer feedback, general observations, and performance appraisals. Staff could describe the performance appraisal process and confirmed they received regular feedback about their performance. A review of the service’s performance review log showed most annual performance appraisals had been completed.

# Standard 8

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| Organisational governance | |  |
| Requirement 8(3)(a) | Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement. | Compliant |
| Requirement 8(3)(b) | The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery. | Compliant |
| 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 |
| Requirement 8(3)(d) | Effective risk management systems and practices, including but not limited to the following:   1. managing high impact or high prevalence risks associated with the care of consumers; 2. identifying and responding to abuse and neglect of consumers; 3. supporting consumers to live the best life they can 4. managing and preventing incidents, including the use of an incident management system. | Compliant |
| Requirement 8(3)(e) | Where clinical care is provided—a clinical governance framework, including but not limited to the following:   1. antimicrobial stewardship; 2. minimising the use of restraint; 3. open disclosure. | Compliant |

Findings

Consumers said they felt involved in the design, delivery, and evaluation of care and services. Management advised all feedback or suggestions made by consumers and representatives were included in the service’s PCI. Documentation showed consumers were meaningfully engaged in the evaluation of services through consumer meetings, feedback mechanisms, and surveys.

Management outlined the service’s organisational chart which provided an overview of the service’s structure and executive committees, with clear lines of reporting to the governing body. Multiple communications between the governing body and the service confirmed the governing body retained oversight of the service’s operations. For example, the governing body reviewed clinical indicators, the organisation’s PCI, incidents, feedback and complaints on a monthly basis.

Management and staff described processes and mechanisms in place for effective organisation wide governance systems related to information management, continuous improvement, financial governance, workforce governance, regulatory compliance and feedback and complaints. The service had an effective communication management system, continuous improvement framework and PCI, established financial governance arrangements, and processes for workforce governance, feedback, and complaints.

Management and staff described the processes in place to identify and manage high impact and high prevalence risks, prevent abuse and neglect, and the utilise an effective incident management system. The Assessment Team noted reporting lines were in place, whereby risks were escalated to management and the governing body, which had the overall responsibility for the oversight of risk. Staff provided consistent feedback in relation to how they identified signs of abuse and neglect and actions they would take to keep consumers safe.

The service had documented policies and procedures to guide staff practice in relation to antimicrobial stewardship, the minimisation of restraints and open disclosure practices. Staff demonstrated a shared understanding of these policies and their application in a practical setting. Care documents complied with the service’s policies for antimicrobial stewardship, minimisation of restraint, and open disclosure.

1. The preparation of the performance report is in accordance with section 40Aof the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)