

**Performance Report**

**1800 951 822**

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| Name: | Grandton Roshana Care |
| Commission ID: | 9013 |
| Address: | 20 Kintail Road, APPLECROSS, Western Australia, 6153 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | 20 November 2024 |
| Performance report date: | 11 December 2024 |
| Service included in this assessment: | Provider: 7020 Burswood Care Pty Ltd  Service: 29526 Grandton Roshana 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 Grandton Roshana Care (**the service**) has been prepared by M Glenn, 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.

# 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 consumers, representatives, staff, management and others.

The provider did not submit a response to the Assessment Team’s report.

# Assessment summary

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| Standard 2 Ongoing assessment and planning with consumers | Not fully assessed |
| **Standard 3** Personal care and clinical care | **Not fully assessed** |
| **Standard 7** Human resources | **Not fully 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 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 |

Findings

Consumers and representatives interviewed are satisfied with assessment and planning processes, and said care provided to consumers is in line with care plan documentation. Initial and ongoing assessment processes, including completion of validated assessment tools, assist to identify and address consumers' specific care needs. Completion of initial assessments is undertaken in line with an admission checklist. Clinical care needs are assessed pre-admission and further assessments undertaken on entry and thereafter, with risks identified and strategies to manage risks developed.

Based on the Assessment Team’s report, I find requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers compliant.

# 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 |

Findings

Consumers receive safe and effective personal and clinical care. Care files evidence tailored, best practice care provision relating to personal hygiene, skin integrity, specialised nursing care needs, falls management, nutrition and hydration, and weight management. Care files also evidence involvement of allied health professionals where additional support and guidance is identified. Staff described how they ensure they deliver care to consumers according to the care plan and in line with the service’s policies and procedures. Consumers and representatives are satisfied with the care consumers receive, and said consumers' needs are consistently met.

Based on the Assessment Team’s report, I find requirement (3)(a) in Standard 3 Personal care and clinical care compliant.

# 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

There are systems and processes to ensure the number and mix of the workforce is sufficient to deliver safe and quality care and services. The service is currently not fully occupied, however, management have intentionally rostered more staff than needed to ensure they have additional time to familiarise themselves with consumers and their preferences. The service also has a plan in place to ensure sufficient number and mix of staff are deployed once the service is fully occupied. There are processes to manage planned and unplanned staff leave. Staff from various disciplines said there are enough staff available to meet consumers’ needs and they have enough time to do their job. Consumers and representatives said there is enough staff on duty to provide care and services in line with consumers’ preferences and they do not have to wait long for staff help when they use call bells.

Based on the Assessment Team’s report, I find requirement (3)(a) in Standard 7 Human resources compliant.

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)