Performance

Report

**1800 951 822**

Agedcarequality.gov.au

|  |  |
| --- | --- |
| Name of service: | Hahndorf Residential Care Services |
| Service address: | 1A Main Street HAHNDORF SA 5245 |
| Commission ID: | 6937 |
| Approved provider: | Hahndorf Holdings Pty Ltd |
| Activity type: | Assessment Contact - Site |
| Activity date: | 17 August 2023 |
| Performance report date: | 7 September 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 Hahndorf Residential Care Services (**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 - Site; the Assessment Contact - Site report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers and representatives: and
* the provider’s response to the assessment team’s report received 1 September 2023 acknowledging the recommendation made by the Assessment Team.

# Assessment summary

|  |  |
| --- | --- |
| Standard 3 Personal care and clinical care | Not applicable as not all requirements have been assessed |
| **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 3

|  |  |  |
| --- | --- | --- |
| Personal care and clinical care | |  |
| 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

Documentation showed effective identification and treatment of infections and processes are in place to ensure infection controls are implemented. Staff understand infection control and antimicrobial stewardship principles, and are guided by policies and procedures. An antimicrobial stewardship form is completed for each antimicrobial agent prescribed which includes the type of infection, symptoms, pathology result, treatment and outcome, and infection control and antimicrobial stewardship are discussed in monthly clinical meetings and at quarterly medication advisory committee meetings. Consumers expressed satisfaction with the management and response to infections and said antimicrobial treatment is only prescribed when necessary.

For the reasons detailed above, I find requirement (3)(g) in Standard 3 Personal care and clinical care compliant.

# Standard 5

|  |  |  |
| --- | --- | --- |
| 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 |
| Requirement 5(3)(c) | Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer. | Compliant |

Findings

The service environment was found to be clean, well maintained, safe, and enabled consumers to move freely indoors and outdoors. Cleaning staff were observed to be regularly cleaning consumers’ rooms and communal areas, and documentation demonstrated preventative and reactive maintenance schedules are in place and actioned in a timely manner. Outdoor areas and paths were observed to be free from obstruction and tripping hazards. Consumers said their rooms are always clean and they can move freely throughout the service.

Furniture, fittings and equipment were observed to be safe, clean, well maintained and suitable for consumers. Staff knew how to log maintenance requests and described the process for cleaning consumers’ equipment and removing faulty or hazardous equipment. Management advised all communal and consumers’ own furniture is assessed to ensure it is safe and approved before it is brought into the service. Consumers said furniture, fittings and equipment were maintained and suitable for their needs.

For the reasons detailed above, I find requirement (3)(b) and (3c) in Standard 5 Organisation’s service environment 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)