Performance

Report

**1800 951 822**

Agedcarequality.gov.au

|  |  |
| --- | --- |
| Name: | HammondCare Daw Park |
| Commission ID: | 9007 |
| Address: | 216 Daws Road, DAW PARK, South Australia, 5041 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | 3 October 2023 |
| Performance report date: | 1 November 2023 |
| Service included in this assessment: | Provider: 749 HammondCare  Service: 28380 HammondCare Daw Park |

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 HammondCare Daw Park (**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 staff, consumers, representatives, and others.

The approved provider did not submit a response to the assessment team’s report.

# Assessment summary

|  |  |
| --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | Not applicable as not all requirements have been assessed |
| **Standard 3** Personal care and clinical care | **Not applicable as not all requirements have been assessed** |
| **Standard 4** Services and supports for daily living | **Not applicable as not all requirements have been assessed** |
| **Standard 7** Human resources | **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 2

|  |  |  |
| --- | --- | --- |
| 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

Pre-admission assessments provide valuable understanding of consumers’ needs to ensure the delivery of tailored care and services, with policies and procedures in place to guide staff through this process. Assessment and planning is conducted using a collaborative multidisciplinary approach and staff understood the assessment process and described how they assessed consumer risk to inform the development of risk mitigation strategies. Consumers and representatives said they participate in assessment and planning resulting in care tailored to consumers’ needs and preferences.

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

# Standard 3

|  |  |  |
| --- | --- | --- |
| 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

Policies and procedures guide staff in the provision of care and documentation showed protocols and procedures are followed. Care is escalated when required and staff receive training where needed to ensure best practice clinical care is delivered. A variety of health professionals are engaged to provide guidance in delivering safe and effective care and staff described how they customise care to meet consumers’ needs. Consumers and representatives are satisfied with the personal and clinical care consumers receive which enhances their health and well-being.

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

# Standard 4

|  |  |  |
| --- | --- | --- |
| Services and supports for daily living | |  |
| Requirement 4(3)(b) | Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being. | Compliant |

Findings

Processes are in place to ensure the emotional, spiritual, and psychological needs of consumers are documented. Staff know each consumer and what is important to them and provided examples on how consumers’ emotional, spiritual, and psychological needs are met as reflected in their care plans. Consumers and representatives confirmed staff support and provide each consumer with individual emotional, spiritual, and psychological support.

Based on the assessment team’s report, I find requirement (3)(b) in Standard 4 Services and supports for daily living compliant

# Standard 7

|  |  |  |
| --- | --- | --- |
| 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

Systems and processes are in place to recruit, screen and onboard the workforce, including appropriate orientation processes specific to specialised care, with regular and ongoing monitoring and education. The workforce said there is enough staff rostered with the correct mix to perform their duties and observations showed interactions with consumers were unrushed with tailored conversation and assistance. Documentation showed vacant shifts were filled and discussions were held with staff on the importance of shift handovers. Consumers and representatives are satisfied with the number and mix of staff to meet consumers’ needs and services.

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 68A of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)