Performance

Report

**1800 951 822**

Agedcarequality.gov.au

|  |  |
| --- | --- |
| Name: | HammondCare Waratah |
| Commission ID: | 0369 |
| Address: | 15 Tinonee Road, WARATAH, New South Wales, 2298 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 3 September 2024 |
| Performance report date: | 30 September 2024 |
| Service included in this assessment: | Provider: 749 HammondCare  Service: 385 HammondCare Waratah |

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 Waratah (**the service**) has been prepared by G Cherry, 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 (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.
* Performance Report dated 16 May 2024

# Assessment summary

|  |  |
| --- | --- |
| Standard 5 Organisation’s service environment | Not applicable as not all requirements were 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.

HammondCare Waratah (the service) is a 232 residential aged care facility located in Newcastle, NSW.

# 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 |

Findings

A decision of non-compliance made on 16 May 2024 followed an assessment contact on 15 April 2024 to 16 April 2024. At an assessment contact on 3 September 2024 the provider supplied a plan for continuous improvement (PCI), detailing improvement strategies/progress to address previously identified non-compliance including:

* review all consumers using the Commission’s perimeter restraint process to determine if consumers can safely exit their cottage and/or have a clinical need preventing them from doing so in a safe manner.
* Perform a review of access control review regarding removal of keypads/replacement with fobs for consumers who have been assessed able to do so.
* Assessment resulting in identifying those consumers deemed not safe to leave their cottages, completion of appropriate documentation including behaviour support plans (BSPs) occurred.

While the PCI did not specifically detail issues relating to cleanliness/safety of the service environment, they demonstrated a safe, clean, well-maintained, comfortable environment exists. Interviewed consumers and representatives consider recent improvements resulted in a lack of malodour throughout the facility and express satisfaction the environment, including furniture and fittings, is safe, clean, and comfortable. Management explained implementing effective mitigation strategies such as ensuring detailed continence management plans to guide staff relating to specific consumers’ care; development occurred in consultation with Dementia Services Australia. Professional carpeting cleaning occurs on a 6-weekly basis, purchase of an additional commercial carpet extractor for use when needed, and reallocation of rooms to enable staff to attend consumer’s immediate continence needs. Staff were observed supporting a consumer as per care plan directives.

The assessment team observed each cottage appeared clean (lacked malodour), and furniture in communal areas and courtyards appeared clean, functional, and comfortable. Outdoor areas and lawn areas were tidy, maintenance staff were observed using appropriate maintenance/ cleaning equipment, and rectification of a previous wall damage at the courtyard entrance had occurred. The service demonstrates consumers can move freely, indoors, and out. A process ensures consumers deemed subject to environmental restrictive practices reside within cottages restricted by fencing. Representatives advised involvement in discussions to enable informed consent as substitute decision maker and relevant documents contain a detailed BSP, review timeframes/frequency to ensure currency, informed consent, and medical officer authorisation. Consumers subject to environmental restrictive practices were observed accessing outside communal courtyard areas. Consumers who do not require environmental restrictive practices are able to access outside courtyards, communal areas and pathways and were observed doing so. However, some gave feedback they have trouble due to mobility issues and the limited electronic timeframe the external door provides access once using the fob. Care staff advised assisting consumers when they observe they are experiencing difficulty. Management implemented immediate changes by reprogramming the time period of the electric door and committed to contacting an external provider regarding alterations to the weight of the door.

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)