Performance

Report

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| Name: | Harmony Village Inc |
| Commission ID: | 3390 |
| Address: | 20 Zurcas Lane, SHEPPARTON, Victoria, 3630 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 21 August 2024 |
| Performance report date: | 11 September 2024 |
| Service included in this assessment: | Provider: 1701 Doutta Galla Aged Services Ltd  Service: 2148 Harmony Village Inc |

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 Harmony Village Inc (**the service**) has been prepared by L Glass, 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.

# Assessment summary

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| Standard 3 Personal care and clinical care | Not applicable as not all Requirements were assessed |
| **Standard 7** Human resources | **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.

# 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

The Assessment Team found consumers and representatives are satisfied with the personal and clinical care consumers receive including care of skin integrity, wounds and pain. Staff described examples of tailored personal and clinical care to optimise consumer’s needs, goals and preferences in line with consumer and/or representative feedback and documentation reviewed. Staff demonstrated use of best practice organisational policies, procedures and validated assessment tools in relation to the car of skin integrity, wounds, and pain. Restrictive practice is understood and when implemented is in consultation with a medical officer and review. Informed consent, authorisation, documentation and behaviour support plans are in place, and this was confirmed by representatives of relevant consumers.

# 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

Consumers and representatives reported that overall, they are satisfied with the number and mix of staff at the service. Care staff have enough time to complete required tasks and provide safe and quality care. Additional permanent clinical and care staff have been recruited and rostered to manage the changing needs in consumers’ care delivery. Regular feedback is sought from staff regarding the effectiveness of rostering changes. The service utilises agency staff to fill shifts if required, however, prefers to maintain continuity of care for consumers by using their regular and casual staff.

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)