Performance

Report

**1800 951 822**

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| Name: | Helping Hand Aged Care - Lightsview |
| Commission ID: | 6304 |
| Address: | 1 East Parkway, Lightsview, South Australia, 5085 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | 26 September 2023 |
| Performance report date: | 23 October 2023 |
| Service included in this assessment: | Provider: 182 Helping Hand Aged Care Inc  Service: 7077 Helping Hand Aged Care - Lightsview |

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 Helping Hand Aged Care - Lightsview (**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

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| 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 7

|  |  |  |
| --- | --- | --- |
| Human resources | |  |
| Requirement 7(3)(c) | The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles. | Compliant |

Findings

Systems and procedures are in place to monitor compliance in mandatory and ongoing training and professional development to ensure a skilled workforce. Staff described the responsibilities and requirements of their roles and confirmed completion of a comprehensive induction process, buddy shifts, and participation in ongoing training and supervision by staff. Feedback, trends and incident data is analysed by management to identify any additional workforce training needs. Most consumers and representatives said staff were competent, with the skills and experience to undertake their roles.

Based on the assessment team’s report, I find requirement (3)(c) 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)