Performance

Report

**1800 951 822**

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| Name of service: | Hillside Residential Care Centre |
| Service address: | 177 Longwood Road HEATHFIELD SA 5153 |
| Commission ID: | 6176 |
| Approved provider: | RSL Care RDNS Limited |
| Activity type: | Assessment Contact - Site |
| Activity date: | 25 July 2023 |
| Performance report date: | 23 August 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 Hillside Residential Care Centre (**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 consumers, representatives, staff and others.

The provider did not submit a response to the Assessment Team’s report.

# Assessment summary

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| 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** |
| **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 3

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| --- | --- | --- |
| Personal care and clinical care | |  |
| Requirement 3(3)(f) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant |

Findings

Consumers and representatives said referrals are initiated when consumers need them and they are satisfied with the processes in place. Care files demonstrated timely referrals had been initiated in response to changes in consumers’ condition and care and service needs. Clinical staff were knowledgeable of the referral process, including when and how to refer consumers to other providers of care and services. There are policies and procedures to guide and support staff in relation to timely and appropriate referrals.

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

# Standard 5

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

Findings

Most furniture, fittings and equipment was observed to be safe, clean and well maintained. Preventative and reactive maintenance processes are in place and there are processes to replace items, where required. Quarterly audit reviews and scheduled maintenance records show equipment, furniture and fittings are monitored, maintained and regularly cleaned and serviced. Staff described processes to ensure equipment is clean, as well processes to report maintenance issues. Consumers and representatives said the service maintains furniture, fittings and equipment, and consumers feel safe when using equipment.

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

# Standard 7

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

Consumers and representatives interviewed said staff are competent and they are confident staff have the knowledge to effectively perform their roles. Staff undertake an organisational induction, online training modules and face-to-face training, with additional informal education provided based on specific identified areas requiring improvement based on quality indicator data. To determine whether staff are competent and capable in their role, all staff undertake an annual performance appraisal process which provides opportunities for professional development and identification of future education topics. There are processes to monitor ongoing professional registrations and all care staff are recruited with a minimum training level of Certificate III in Aged Care. Staff demonstrated sufficient knowledge of age-related care needs, such as pain, falls, oxygen, medications, skin and wound care, responsive behaviours and nutritional requirements.

For the reasons detailed above, I find requirement (3)(c) in Standard 7 Human resources 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)