Performance

Report

**1800 951 822**

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| Name of service: | Hope Aged Care Brunswick |
| Service address: | 34 Lux Way BRUNSWICK VIC 3056 |
| Commission ID: | 4081 |
| Approved provider: | Sixth Eastway Pty Ltd |
| Activity type: | Assessment Contact - Site |
| Activity date: | 28 July 2023 |
| Performance report date: | 11 September 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 Hope Aged Care Brunswick (**the service**) has been prepared by L. Malone, 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 - Site; the Assessment Contact - 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 4 Services and supports for daily living | 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 4

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| Services and supports for daily living | |  |
| Requirement 4(3)(f) | Where meals are provided, they are varied and of suitable quality and quantity. | Compliant |

Findings

The service was found Non-compliant in this Requirement in May 2022 as it was found consumers did not receive meals of suitable quality and quality, they were not satisfied, and effective actions were not taken in response to complaints raised.

The Assessment Contact – Site report dated 28 July 2023 presents evidence of positive feedback from consumers and representatives about the quality of meals, the way the service meets their preferences or offers choice. Staff demonstrated knowledge of individual consumer’s dietary needs and preferences and described effective systems to communicate information and ensure consumers receive the right meal. The Assessment Contact – Site report presents evidence of actions undertaken by the approved provider to address the issues of non-compliance including improvements to processes of identifying consumer preferences and implementing consumer feedback into menu options.

I have considered the evidence and find this Requirement 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)