Performance

Report

**1800 951 822**

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| Name of service: | Kew Gardens Aged Care |
| Service address: | 22-24 Gellibrand Street KEW VIC 3101 |
| Commission ID: | 4218 |
| Approved provider: | Australian Aged Care Group Pty Ltd |
| Activity type: | Assessment Contact - Site |
| Activity date: | 30 August 2023 |
| Performance report date: | 21 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 Kew Gardens Aged Care (**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 1 Consumer dignity and choice | 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 1

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| Consumer dignity and choice | |  |
| Requirement 1(3)(a) | Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. | Compliant |

Findings

This requirement was found non-compliant following a Site Audit conducted between 08 March 2023 to 10 March 2023 as personal care assistance was not attended to in a timely manner, and care was not dignified.

The Assessment Team found the approved provider had implemented actions to rectify the issues related to non-compliance including improvements to workforce planning and deployment further addressed under Requirement 7(3)(a), and revision of handover processes and care schedules to ensure consumer’s needs are communicated and attended to.

Consumers and representatives provided feedback of recent improvements in care and described the way they are treated and cared for as dignified and meeting their needs. Management recognised the importance of familiar staff and consumer relationships and how it supports dignified and respectful care. Care staff confirmed there was increased capacity to attend to consumer personal care and access to additional resources where required. A review of care planning documentation further supported the communication of consumer needs for continence care and monitoring through handover sheets and individual management plans.

I have considered the evidence presented the Assessment Contact – Site report 30 August 2023, as summarised above, and I am satisfied the actions taken by the approved provider are demonstrated as effective. I find Requirement 1(3)(a) compliant.

# 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

This requirement was found non-compliant following a Site Audit conducted between 08 March 2023 to 10 March 2023 as workforce planning and deployment did not enable safe and quality care and staffing number and mix did not enable timely attendance to consumer’s personal care.

At Assessment Contact on 30 August 2023, the approved provider demonstrated a number of actions had been implemented to rectify the workforce issues and improve the quality of care and services. These actions included changes to training and staff onboarding, development of resources to support care delivery, improved monitoring of staff response times and call bell data, and recruitment to a clinical role. Consumers and representatives provided positive feedback on sufficient of staff numbers and mix and expressed this had improved over recent months and were satisfied with the care they receive. Evidence in the form of staff interviews and documentation demonstrated the workforce is planned in considerations of consumers’ needs, and effective systems of deployment and management of unplanned leave to enable safe and quality care.

I have considered the evidence presented the Assessment Contact – Site report 30 August 2023, as summarised above, and am satisfied that Requirement 7(3)(a) is 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)