Kinross Care Centre

Performance Report

71 Kinross Drive   
KINROSS WA 6028  
Phone number: 1300 719 687

**Commission ID:** 7209

**Provider name:** Amana Living Incorporated

**Assessment Contact - Site date:** 14 July 2022

**Date of Performance Report:** 10 August 2022

# Performance report prepared by

Janine Renna, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 5 Organisation’s service environment** |  |
| Requirement 5(3)(b) | Compliant |

# Detailed assessment

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 Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The following information has been taken into account in developing this 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;
* the provider did not respond to the Assessment Contact - Site report; and
* the performance report dated 29 April 2022 for the Site Audit conducted from 5 April 2022 to 7 April 2022.

# STANDARD 5 Organisation’s service environment

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

The Assessment Team assessed Requirement (3)(b) in Standard 5 Organisation’s service environment at the Assessment Contact. As no other Requirements in this Standard were assessed, an overall rating of the Standard has not been provided.

Requirement (3)(b) was found non-compliant following a Site Audit undertaken from 5 April 2022 to 7 April 2022, as the service was unable to demonstrate the environment was safe and that effective environmental safety monitoring processes were in place to ensure the safety of consumers, staff and others in the event of a fire or evacuation. The Assessment Team provided evidence of actions taken by the service in response to the non-compliance and have recommended the service meets this Requirement.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find the service compliant with Requirement (3)(b) in Standard 5 Organisation’s service environment. I have provided reasons for my finding under the specific Requirement below.

## Assessment of Standard 5 Requirements

### Requirement 5(3)(b) Compliant

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

This Requirement was found non-compliant following a Site Audit undertaken from 5 April 2022 to 7 April 2022, where it was found the service was unable to demonstrate the environment was safe and that effective environmental safety monitoring processes were in place to ensure the safety of consumers, staff and others in the event of a fire or evacuation.

The Assessment Team’s report for the Assessment Contact conducted on 14 July 2022 described actions taken by the service in response to the non-compliance, which include, but are not limited to, removal of trip hazards, revised evacuation plans, implemented a new fire evacuation route, installed signage and maps, and provided staff training.

The Assessment Team provided the following information and evidence collected through interviews, observation and documentation, which are relevant to my finding in relation to this Requirement:

* Three consumers and two representatives said the environment is safe, clean and well maintained, and consumers can access all areas of the environment when they choose.
* Staff said communal areas and rooms have signage and pictures together to help consumers identify landmarks and navigate the environment. Staff provided examples of how they ensure the environment is safe, clean and well-maintained, including processes for cleaning and reactive and preventative maintenance. Staff were knowledgeable about the new evacuation procedures.
* Consumers were observed moving freely throughout communal areas of the environment and the environment appeared clean and tidy. Fire exit points were free from clutter and hazards.
* Survey results and feedback and complaints data did not identify any issues relating to the service environment.
* Environmental audits are undertaken frequently, in line with the schedule.

Based on the information summarised above, I find the service compliant with Requirement (3)(b) in Standard 5 Organisation’s service environment.

# 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, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.