Performance

Report

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| Name of service: | Langford Grange |
| Service address: | 1 Residence Drive CRANBOURNE VIC 3977 |
| Commission ID: | 3684 |
| Approved provider: | Wickro Pty Ltd |
| Activity type: | Assessment Contact - Site |
| Activity date: | 4 May 2023 |
| Performance report date: | 23 May 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 Langford Grange (the service) has been prepared by V Stephens, 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
* the provider’s response to the assessment team’s report received on 10 May 2023

# Assessment summary

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| Standard 3 Personal care and clinical care | 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)(g) | Minimisation of infection related risks through implementing:   1. standard and transmission based precautions to prevent and control infection; and 2. practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics. | Compliant |

Findings

The service was found non-compliant with this requirement following a site audit conducted in February 2022. The service at that time did not demonstrate effective infection control strategies are consistently practiced by staff to prevent or reduce the risk of infection being transmitted. The service was also unable to provide evidence of a current full-time infection prevention and control lead on site.

Since the site audit the service has implemented a range of improvements in response to the deficits previously identified including staff training and appointing an infection prevention and control lead.

At this assessment assessors reviewed education documentation which identified all staff have completed mandatory competencies in infection control, correct use of personal protective equipment and hand hygiene. The Assessment Team observed staff using personal protective equipment appropriately and regularly performing hand hygiene. Management described spot checks and auditing tools to monitor staff practice with infection control processes. Accordingly, I find the service compliant with Requirement 3(3)(g).

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)