Performance

Report

**1800 951 822**

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| Name of service: | Loreto Home of Compassion |
| Service address: | 33 Bardia Street WAGGA WAGGA NSW 2650 |
| Commission ID: | 2406 |
| Approved provider: | The Mary Potter Nursing Home and The Ethel Forrest Day Care Centre Pty Ltd |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 14 June 2023 |
| Performance report date: | 31 July 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 Loreto Home of Compassion (**the service**) has been prepared by E Woodley, 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 – Desk.
* the Performance Report dated 18 April 2023 following the Site Audit undertaken from 21 March 2023 to 23 March 2023.

# Assessment summary

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| Standard 2 Ongoing assessment and planning with consumers | 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 2

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| --- | --- | --- |
| Ongoing assessment and planning with consumers | |  |
| Requirement 2(3)(b) | Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes. | Compliant |

Findings

The Quality Standard was not fully assessed, and therefore has not received a compliance rating. One of the five specific requirements has been assessed and found compliant.

The service was previously found non-compliant in Requirement 2(3)(b) following a Site Audit conducted 21 March 2023 to 23 March 2023. At this Site Audit, the service did not demonstrate review of care and services were consistently effective to identify and address consumer’s current needs, goals and preferences. However, advance care planning and end of life planning was completed for sampled consumers to identify and address their needs and preferences regarding this.

At the Assessment Contact conducted 14 June 2023 the Assessment Team found continuous improvement action implemented had been effective in rectifying the non-compliance. This included audits of consumer’s care and services, ongoing monitoring processes, improved care assessment and planning review schedule, staff education and training, and implementation of a new pain assessment tool. The service demonstrated assessment and planning processes were effective to identify and address consumer’s needs, goals and preferences. This included in relation to management of diabetes, mobility, and pain.

I find Requirement 2(3)(b) is 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)