Performance

Report

**1800 951 822**

Agedcarequality.gov.au

|  |  |
| --- | --- |
| Name of service: | Mary Cecelia Hart Court Hostel |
| Service address: | 82 Williams Road MILLICENT SA 5280 |
| Commission ID: | 6026 |
| Approved provider: | Boneham Aged Care Services Incorporated |
| Activity type: | Assessment Contact - Site |
| Activity date: | 24 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 Mary Cecelia Hart Court Hostel (**the service**) has been prepared by M Glenn, 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.

# 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 and representatives; and
* the Performance Report dated 16 May 2023 for a Site Audit undertaken from 28 March 2023 to 30 March 2023.

The approved provider did not submit a response to the assessment team’s report.

# Assessment summary

|  |  |
| --- | --- |
| 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 7

|  |  |  |
| --- | --- | --- |
| Human resources | |  |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Compliant |

Findings

Requirement (3)(e) was found non-compliant following a Site Audit undertaken from 28 March 2023 to 30 March 2023 where it was found staff appraisals had not been completed in line with the service’s policy. The assessment team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Updated policies and procedures for performance monitoring, development and review, as well as human resources probation procedure via a newly implemented electronic system.
* Evidence of probationary and annual performance reviews via a spreadsheet which included scheduled dates to be completed by the applicable reporting line.
* Completion of 98% of all staff appraisals with outstanding percentage indicative of staff on extended leave and will be completed after an approximate 2-month period when recommenced work.
* Mentoring and training provided to Registered Nurses involved in the performance appraisal process.
* Survey undertaken on a random number of staff to provide feedback on the performance process after an appraisal had been completed.

At the Assessment Contact undertaken on 24 August 2023, management described the process for monitoring and reviewing staff performance which includes an annual performance appraisal and ongoing monitoring through observation, feedback, and consultation. Staff demonstrated and understanding of the appraisal process and are given an opportunity to suggest areas where they would like to improve. Consumers and representatives said staff were competent and felt comfortable providing feedback regarding staff performance.

For the reasons detailed above, I find requirement (3)(e) in Standard 7 Human resources 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)