Performance

Report

**1800 951 822**

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| Name: | Moran Kellyville |
| Commission ID: | 1070 |
| Address: | 35 Goodison Street, North Kellyville, New South Wales, 2155 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 16 November 2023 |
| Performance report date: | 6 December 2023 |
| Service included in this assessment: | Provider: 3123 Moran Australia (Aged Care Services) Pty Ltd  Service: 6809 Moran Kellyville |

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 Moran Kellyville (**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 (performance assessment) – 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 23 November 2023.
* the Performance Report dated 21 July 2023 following the Assessment Contact conducted 29 May 2023 to 30 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)(a) | Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:   1. is best practice; and 2. is tailored to their needs; and 3. optimises their health and well-being. | Compliant |

Findings

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

The service was previously found non-compliant in Requirement 3(3)(a) following a Site Audit conducted 19 May 2021 to 27 May 2021, and an Assessment Contact conducted 29 May 2023 to 30 May 2023.

At the Assessment Contact conducted 16 November 2023, the Assessment Team found continuous improvement activity implemented has been effective in rectifying the non-compliance. The service demonstrated consumers are receiving safe and effective personal and clinical care that is tailored to their needs and optimising their health and well-being. Consumers interviewed by the Assessment Team said staff understand their individual care needs and they are satisfied with the delivery of clinical care including medication administration, and management of pain and falls. For consumers sampled, clinical care delivery was safe and effective regarding management of wounds, post fall incidents, unplanned weight loss, diabetes, behaviours requiring support, and restrictive practices.

I find Requirement 3(3)(a) 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)