Performance

Report

**1800 951 822**

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| Name of service: | Peter Arney Home |
| Service address: | 1 Gentilli Way SALTER POINT WA 6152 |
| Commission ID: | 7231 |
| Approved provider: | Amana Living Incorporated |
| Activity type: | Assessment Contact - Site |
| Activity date: | 30 May 2023 |
| Performance report date: | 22 June 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 Peter Arney Home (**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, representatives and others; and
* the Performance Report dated 9 December 2022 for a Site Audit undertaken from 19 October 2022 to 21 October 2022.

The approved provider did not submit a response to the Assessment Team’s report.

# Assessment summary

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| Standard 1 Consumer dignity and choice | 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 1

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| Consumer dignity and choice | |  |
| Requirement 1(3)(a) | Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. | Compliant |

Findings

Requirement (3)(a) was found non-compliant following a Site Audit undertaken from 19 October 2022 to 21 October 2022 where it was found staff did not always treat consumers with dignity and respect. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Immediate human resource management with the identified staff of concern, including counselling and behaviour expectations in relation to treating consumers with dignity, kindness and respect. Management confirmed the two staff members no longer work at the service.
* Annual mandatory online training which includes a component on dignity and respect.
* Customer satisfaction surveys which are completed each month with topics, including individual needs and preferences and care delivered by staff. As a result of the feedback received, nursing staff numbers have increased at night.
* Weekly park picnics have commenced and other activities are in the process of being implemented due to the responses received from a wellness survey distributed to consumers and representatives.

At the Assessment Contact undertaken on 30 May 2023, staff confirmed they had completed training in dignity and respect and demonstrated an understanding of what it means to maintain dignity, be respectful, and value each consumer’s identity, culture and diversity. Consumers and representatives spoke about consumers being treated respectfully with their dignity, individuality, culture and diversity valued. The service uses information gathered during admission and from consumers and representatives to ensure consumers’ identity, culture or diverse backgrounds are respected.

Staff were observed interacting with consumers respectfully, and ensuring their dignity was upheld when providing care and services. Staff provided care and assistance to consumers in a dignified manner by maintaining privacy and waiting for a response before entering a room after knocking.

Consumers are made to feel valued and respected, with their individual backgrounds and preferences used to influence routine delivery of care, consistent with what is important to them. Consumers’ care plans detailed their interests, history and cultural preferences.

Admission documents, assessments, policies and procedures provide staff with a framework covering the rights of consumers, to enable them to be treated with dignity, respect and have their identities valued.

For the reasons detailed above, I find requirement (3)(a) in Standard 1 Consumer dignity and choice 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)