Performance

Report

**1800 951 822**

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| Name: | Presbyterian Aged Care - Ashfield |
| Commission ID: | 0534 |
| Address: | 40 Charlotte Street, ASHFIELD, New South Wales, 2131 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 23 July 2024 |
| Performance report date: | 20 August 2024 |
| Service included in this assessment: | Provider: 479 The Presbyterian Church (New South Wales) Property Trust  Service: 547 Presbyterian Aged Care - Ashfield |

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 Presbyterian Aged Care - Ashfield (**the service**) has been prepared by G Cherry, 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.
* Performance Report dated 15 April 2024

# Assessment summary

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| Standard 5 Organisation’s service environment | Not applicable as not all requirements 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.

**Other information**

The service is located in an inner western Sydney suburb, consisting of three levels, two accommodating consumers in five ‘households’ and one level for staff and back of house operations. Consumers’ living areas comprise a range of configurations, including single room/private bathroom plus shared rooms with separate shared bathrooms. Numerous dining areas, and communal seating areas exist with access to courtyards/balconies from each area.

# Standard 5

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| --- | --- | --- |
| Organisation’s service environment | |  |
| Requirement 5(3)(b) | The service environment:   1. is safe, clean, well maintained and comfortable; and 2. enables consumers to move freely, both indoors and outdoors. | Compliant |
| Requirement 5(3)(c) | Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer. | Compliant |

Findings

Requirement 5(3)(b) - a decision of non-compliance made on 15 April 2024 followed an assessment contact on 6 February 2024. At an assessment contact on 23 July 2024 the provider demonstrated improvement strategies/progress to address non-compliance include employment of full-time housekeeping manager to oversee cleaning, laundry, and maintenance services, employment of additional cleaning staff resulting in weekend cleaning services, employment of an additional maintenance officer, amended cleaning directives, increased preventative pest control, outcomes of monthly audits reviewed by organisational quality team, plus provision of staff education/training. Management interview and document review demonstrate implementation of the above actions.

The service demonstrates an effective method to ensure furniture/fittings/equipment are safe, clean, well-maintained and suitable for consumer use. Interviewed consumers consider appropriate access to outdoor areas and gardens. The assessment team observed gardens and outdoor furniture to be well-maintained and consumers/visitors accessing outdoor areas. While it was observed some evidence of walls/door frames in need of painting paint, the environment was clean, rooms and communal areas recently painted, and staff advised repair work is promptly addressed. Consumer rooms were observed to be clean/tidy/lack malodour and consumers express satisfaction with cleaning. Equipment is stored to enable clear walkways. The layout of furniture, lighting/wide corridors with handrails enables consumers to independently and safely move throughout internal and outdoor environments.

Interviewed staff demonstrate awareness of maintenance reporting requirements via the electronic care management system (ECMS) and escalation of concerns. The ECMS enables monitoring of completion status. Staff demonstrate knowledge of cleaning responsibilities and reporting processes when additional cleaning is required. Pest control is regularly conducted and monitored via a preventative maintenance schedule; plus, additional action taken in response to pest sightings. Management advised sightings have decreased with no concerns recently reported. Consumers express satisfaction with pest surveillance processes. Management monitor compliance with expectations and results tabled/discussed at regular meeting forums. A process ensures areas containing chemicals and medications are secure. The assessment team observed differing areas clearly identified by large, easily read signage which consumers consider enables easy wayfinding.

Requirement 5(3)(c) - a decision of non-compliance made on 15 April 2024 followed an assessment contact on 6 February 2024. At an assessment contact on 23 July 2024 the provider demonstrated improvement strategies and progress to address non-compliance includes employment of additional staff as described in requirement 5(3)(b), replacement of furniture including lounge chairs and outdoor settings, purchase of additional cleaning equipment to enable timely completion, implementation of cleaning/maintenance staff within routine ‘consumer of the day’ checks to ensure consumer rooms and equipment are regularly inspected. Management interview and document review demonstrate implementation of the above actions. Furniture was observed to be clean, and well maintained. Staff demonstrate knowledge of ensuring safety and reporting requests for maintenance/cleaning/removal when needed. Management and staff advised high pressure/cleaning equipment ensures timely cleaning of furniture/equipment.

Consumers expressed satisfaction of equipment cleaning and staff demonstrate knowledge of responsibility of cleaning and checking for damage to ensure safety and in working order. A process ensures equipment is clearly labelled to alert when servicing is required. Management and maintenance staff advised regularly scheduled services by an appropriate provider for equipment such as lifting machines, sensor mats, and clinical equipment. Consumer’s equipment is regularly reviewed by a scheduled process, as is cleaning of rooms. A monitoring process is used to minimise/prevent incidents due to unsafe/unclean furniture, equipment, and fittings. Unwitnessed falls result in an environmental investigation to eliminate hazards. Fire safety equipment is regularly serviced.

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)