Performance

Report

**1800 951 822**

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| Name: | Regis Marleston |
| Commission ID: | 6864 |
| Address: | 18 Cudmore Terrace, MARLESTON, South Australia, 5033 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | 3 January 2024 |
| Performance report date: | 18 January 2024 |
| Service included in this assessment: | Provider: 3522 Regis Aged Care Pty Ltd  Service: 4289 Regis Marleston |

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 Regis Marleston (**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 (performance assessment) – site report was informed by a site assessment, observations at the service, review of documents and interviews with consumers, staff and management;
* an email from the provider received 15 January 2024 stating a formal response to the assessment team’s report would not be provided; and
* a performance report dated 8 September 2023 for a site audit undertaken 25 July 2023 to 27 July 2023.

# Assessment summary

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| --- | --- |
| Standard 1 Consumer dignity and choice | Not fully 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

|  |  |  |
| --- | --- | --- |
| Consumer dignity and choice | |  |
| Requirement 1(3)(d) | Each consumer is supported to take risks to enable them to live the best life they can. | Compliant |

Findings

Requirement (3)(d) was found non-compliant following a site audit undertaken in July 2023 as a consumer was not effectively supported to take risks safely. The service has implemented a range of actions to address the non-compliance, including, but not limited to, provided education to staff about identifying risks, risk assessments, incident reports, and sign in/out processes.

At the assessment contact, consumers said they are supported to engage in risky activities of their choosing to enable them to live the best life they can. Care files sampled included risk assessments outlining consumers’ chosen activity, discussions with the consumer and/or their representative regarding associated risks, and interventions to minimise risks. Staff were familiar with the service’s policies and procedures relating to supporting risks, including undertaking a risk assessment, and of their roles and responsibilities for supporting consumers to take risks.

Based on the assessment team’s report, I find requirement (3)(d) in Standard 1 Consumer dignity and choice 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)