Performance

Report

**1800 951 822**

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| Name of service: | Regis Playford |
| Service address: | 1 Wilton Street DAVOREN PARK SA 5113 |
| Commission ID: | 6852 |
| Approved provider: | Regis Aged Care Pty Ltd |
| Activity type: | Assessment Contact - Site |
| Activity date: | 14 September 2023 |
| Performance report date: | 11 October 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 Regis Playford (**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.

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

# Assessment summary

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| Standard 3 Personal care and clinical care | Not applicable as not all requirements have been assessed |
| **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 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

Documentation showed each consumer receives effective personal and clinical care that is best practice, is tailored to their needs and optimises their health and well-being. Staff described best practice guidance in relation to clinical care and how to access a range of policies and procedures to guide them. Consumers and representatives confirmed the service has processes in place to ensure each consumer receives effective clinical care that is best practice, tailored to their needs and optimises their health and well-being.

Based on the assessment team’s report, I find requirement (3)(a) in Standard 3 Personal care and clinical care compliant.

# Standard 7

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| Human resources | |  |
| Requirement 7(3)(a) | The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services. | Compliant |
| Requirement 7(3)(c) | The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles. | Compliant |

Findings

Staff felt there is enough staff rostered to perform their duties and planning processes monitor staffing levels to ensure quality care and services are provided. Observations of staff interactions with consumers displayed a good number and mix of staff providing care and services in an unrushed manner, with courtesy and respect. Most consumers and representatives are satisfied there is enough staff available to meet consumers’ needs.

The training program consists of mandatory modules to meet legislative obligations and to ensure quality care and services are delivered. Professional development is also available for most roles within the workforce and processes assign and track completion of mandatory training requirements. Training records, professional certificates and registration information confirmed the appropriate level of staff competency and qualifications based on role. Overall, consumers and representatives expressed confidence in staff knowledge and skills to effectively deliver care and services.

Based on the assessment team’s report, I find requirements (3)(a) and (3)(c) 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)