Performance

Report

**1800 951 822**

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| Name: | RFBI Hawkins Masonic Village - Acacia House |
| Commission ID: | 0295 |
| Address: | 20 Northville Drive, EDGEWORTH, New South Wales, 2285 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 20 June 2024 |
| Performance report date: | 29 July 2024 |
| Service included in this assessment: | Provider: 5146 Royal Freemasons' Benevolent Institution  Service: 311 RFBI Hawkins Masonic Village - Acacia House |

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 RFBI Hawkins Masonic Village - Acacia House (**the service**) has been prepared by Therese Solomon, 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.

# 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)(d) | Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner. | Compliant |

Findings

The service demonstrated deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.

The Assessment Team found consumers who have experienced a deterioration or change in their cognition, condition, function and/or mental health have their needs recognised and responded to in a timely manner. Care staff inform registered nurses if they notice a change in consumer’s conditions, and the registered nurses will liaise with the care manager, clinical care coordinator, the consumer’s medical officer and/or appropriate specialists when a consumer’s condition deteriorates.

Communication and consultation with the consumer and/or their representative occur when there is deterioration and/or changes in consumer condition. Care planning documentation reflect the identification of, and response to deterioration or changes in consumer function/capacity/condition. Care staff and clinical staff provided examples of consumer deterioration and how they were responded to.

Based on the information provided, Requirement 3(3)(d) is found compliant.

1. The preparation of the performance report is in accordance with section 68A the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)