Performance

Report

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| Name of service: | Sea Views Manor |
| Service address: | 77-83Tareeda Way OCEAN GROVE VIC 3226 |
| Commission ID: | 3713 |
| Approved provider: | Wickro Pty Ltd |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 16 February 2023 |
| Performance report date: | 8 March 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 Sea Views Manor (**the service**) has been prepared by N Wapling, 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 - Desk was informed by a review of documents and interviews with management.
* the provider’s response to the assessment team’s report received 22 February 2023.

# Assessment summary

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| Standard 8 Organisational governance | 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 8

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| Organisational governance | |  |
| Requirement 8(3)(c) | Effective organisation wide governance systems relating to the following:   1. information management; 2. continuous improvement; 3. financial governance; 4. workforce governance, including the assignment of clear responsibilities and accountabilities; 5. regulatory compliance; 6. feedback and complaints. | Compliant |

Findings

The service was found non-compliant with Requirement 8(3)(c) following an assessment in August 2022, in relation to regulatory compliance and the service’s obligations under the Serious Incident Response Scheme (SIRS). The service has demonstrated an improved and effective system to identify incidents that are reportable to the SIRS, and that staff have been supported to improve understanding of their roles and responsibilities in their identification of incidents which are reportable to the SIRS.

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)