Performance

Report

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| Name of service: | Performance report date: |
| Southport Lodge | 1 September 2022 |
| Commission ID: | Activity type: |
| 5295 | Assessment Contact |
| Approved provider: | Activity date: |
| Planlow Pty Ltd | 8 August 2022 |

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 Southport Lodge (**the service**) has been prepared by Emma Blance, delegate of the Aged Care Quality and Safety Commissioner (Commissioner)[[1]](#footnote-2).

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; the Assessment Contact 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 5 Organisation’s service environment supports for daily living | 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 5

|  |  |  |
| --- | --- | --- |
| 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 |

## Findings

The Assessment Team provided information that sampled consumers considered they feel they belong, and feel safe and comfortable in the service environment. The Assessment Team observed the indoor and outdoor environment to be welcoming, well-maintained and easy to access. Equipment was observed to be clean and appropriate to consumer needs. The service environment was safe, with an absence of clutter and trip hazards, with wide, clear, sheltered concrete walking areas leading to multiple outdoor sitting areas including a purpose built, safe and sheltered designated smoking area.

The Assessment Team provided information that demonstrated a number of quality improvements have been implemented by the service with regards to the safety of the service environment particularly in relation to the smoking area and risk mitigation strategies for consumers who choose to smoke.

I have considered the Assessment Teams report and I find this requirement is compliant.

1. [↑](#footnote-ref-2)