Performance

Report

**1800 951 822**

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| Name of service: | St John's |
| Service address: | 138 Williams Road WANGARATTA VIC 3677 |
| Commission ID: | 4481 |
| Approved provider: | Respect Group Limited |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 23 May 2023 |
| Performance report date: | 19 June 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 St John's (**the service**) has been prepared by N Eastwood, 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; the Assessment Contact - Desk report was informed by observations of the service, review of documents and interviews with staff.

# Assessment summary

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| Standard 5 Organisation’s service environment | 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

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| Organisation’s service environment | |  |
| Requirement 5(3)(c) | Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer. | Compliant |

Findings

The service was previously found non-compliant with this requirement following a Site Audit performed between 17 January 2023 and 19 January 2023. At the time of the site Audit the service was unable to demonstrate that furniture, fittings, and equipment were safe and well maintained.

The service has implemented several effective actions in response to the non-compliance identified at the Site Audit including implementation of an electronic maintenance system, engaging external providers to conduct inspections and subsequent servicing of equipment as well as delivering education to staff for reporting incidents using the electronic maintenance system and the use/charging of equipment.

During the Desk Assessment Contact on 23 May 2023, the service demonstrated they now have effective systems and processes in place for managing reactive and preventative maintenance. Management and staff described the electronic maintenance system which is used to report incidents and hazards including the capacity to categorise the priority which determines maintenance response time frames. The Assessment Team reviewed the reactive and preventative maintenance registers and noted that there were minimal items outstanding on the reactive maintenance register. Education records were also reviewed confirming education had been provided at the time of introduction of the new system.

The Assessment Team reviewed inspection summary documentation confirming the engagement of external contractors to carry out preventative maintenance inspection of lifting equipment, all faults identified with lighting equipment have since been addressed with some parts yet to arrive for overhead tracking machines. Management confirmed that testing and tagging has been scheduled providing evidence to the Assessment Team of the schedule dates and arrangements with an external provider.

As a result, and with consideration to the implemented actions and available information I find this Requirement is now compliant.

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)