Performance

Report

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| Name of service: | St Vincent's Care Services Heathcote |
| Service address: | 15 The Avenue HEATHCOTE NSW 2233 |
| Commission ID: | 2739 |
| Approved provider: | St Vincent's Care Services Ltd. |
| Activity type: | Assessment Contact - Site |
| Activity date: | 9 August 2023 |
| Performance report date: | 5 September 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 Vincent's Care Services Heathcote (**the service**) has been prepared by E Woodley, 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 - 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 Performance Report dated 24 May 2023 following the Site Audit undertaken from 20 February 2023 to 24 February 2023.

# Assessment summary

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| Standard 1 Consumer dignity and choice | 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 1

|  |  |  |
| --- | --- | --- |
| Consumer dignity and choice | |  |
| Requirement 1(3)(a) | Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. | Compliant |

Findings

The Quality Standard was not fully assessed, and therefore has not received a compliance rating. One of the six specific Requirements has been assessed and found compliant.

The service was previously found non-compliant in Requirement 1(3)(a) following a Site Audit undertaken from 20 February 2023 to 24 February 2023 as consumers did not feel they were consistently treated with respect and dignity.

During the Assessment Contact conducted 9 August 2023, the Assessment Team found continuous improvement action implemented by the service had been effective in rectifying the non-compliance. Consumers and representatives interviewed by the Assessment Team consistently stated staff treat them with respect and they feel their identity is valued. Staff interviewed demonstrated an understanding of consumer’s individual needs and preferences about how they wished to be treated. The Assessment Team observed staff treating consumers with respect, kindness and dignity.

I find Requirement 1(3)(a) is 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)