

**Performance Report**

**1800 951 822**

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| Name: | SummitCare Penrith |
| Commission ID: | 0522 |
| Address: | 366 Jamison St, JAMISONTOWN, New South Wales, 2750 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 15 October 2024 |
| Performance report date: | 2 December 2024 |
| Service included in this assessment: | Provider: 47 St Marys Gardens Aged Care Centre Pty Limited Service: 535 SummitCare Penrith |

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 SummitCare Penrith (**the service**) has been prepared by G Cherry, 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, older people/representatives, and others
* Information received from the community

# Assessment summary

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| Standard 4 Services and supports for daily living | Not applicable as not all requirements 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 to remain compliant with the Quality Standards.

# Standard 4

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| Services and supports for daily living |  |
| Requirement 4(3)(f) | Where meals are provided, they are varied and of suitable quality and quantity. | Compliant |

Findings

The service demonstrates an effective process to ensure provision of varied meals of suitable quality and quantity. Overall consumers and their representatives expressed satisfaction with meal provision considering preferences are catered for and individual dietary requirements met. Examples include catering to allergies, presentation, and consistency. A process ensures identification of dietary needs/preferences during assessment processes, recording in care plans and dietary profiles to guide staff in appropriate care delivery and subsequent changes are communicated to catering staff. A dietitian reviewed menu supports choice/variety with options available outside of regular mealtimes. Consumers have input into menu selection, a food focus group meets regularly to provide feedback and the chef and Management visit dining rooms to observe meal delivery and gain regular feedback. Meals are freshly prepared on site, catering for individual needs/preferences includes texture modified, dietary supplements, plus alternatives for allergies/intolerances. Consumers were observed during meal service with staff interacting/assisting as needed. Management detailed recent improvements include introduction of a QR code to enable immediate feedback, trialling of warming equipment for individual room tray delivery to ensure meals are served at suitable temperatures and increased options of textured modified meals. Consumers requiring textured modified meals are supported with options to enable participation in outings.

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)