Performance

Report

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| Name: | The Alba Care Suites |
| Commission ID: | 8236 |
| Address: | 114 Albert Road, SOUTH MELBOURNE, Victoria, 3205 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | 21 September 2023 |
| Performance report date: | 26 October 2023 |
| Service included in this assessment: | Provider: 2948 Australian Unity Care Services Pty Ltd  Service: 27465 The Alba Care Suites |

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 The Alba Care Suites (**the service**) has been prepared by N Chahal, 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, consumers/representatives and others

# Assessment summary

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| Standard 3 Personal care and clinical care | Not applicable as not all requirements have been assessed |
| **Standard 7** Human resources | **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 3

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| Personal care and clinical care | |  |
| Requirement 3(3)(a) | Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:   1. is best practice; and 2. is tailored to their needs; and 3. optimises their health and well-being. | Compliant |

Findings

Consumers and representatives confirmed receiving personal and clinical care that supported their health and well-being in relation to skin integrity, pain management, changed behaviours, and specialised nursing care. Staff demonstrated knowledge of individualised consumer needs and how they provided safe, planned care to support consumer health and well-being. A review of documentation including the psychotropic register, care assessments and plans, authorisations and care charting demonstrates that the service is meeting legislative requirements for the use of restrictive practices. The service has a collaborative process for the development and implementation of personalised behaviour support plans. Staff confirmed they received training and education on dementia care, medication management, and wound care, this was supported by a review of training records.

Based on the available evidence, I find Requirement 3(3)(a) is Compliant.

# Standard 7

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| Human resources | |  |
| Requirement 7(3)(a) | The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services. | Compliant |

Findings

Consumers and representatives confirmed there is sufficient staff to answer call bells and respond to their needs within an appropriate timeframe. Staff expressed that there is enough staff at the service and they have sufficient time to complete their duties. A review of documentation including rosters, staff allocation records, and shift vacancies demonstrated that all shifts are filled to deliver safe and quality care and services. The service has processes in place to manage the planned increase in the number of consumers, this includes an ongoing staff recruitment program, online advertising, and engagement with an employment agency. Management undertakes the auditing of call bell responses and a review of call bell records demonstrated an average response of under 5 minutes. The Assessment Team observed staff promptly answering call bells during the assessment contact.

Based on the available evidence, I find Requirement 7(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)