Performance

Report

**1800 951 822**

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| Name: | The Whiddon Group - Largs |
| Commission ID: | 0335 |
| Address: | 64 Dunmore Road, LARGS, New South Wales, 2320 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 18 January 2024 |
| Performance report date: | 12 February 2024 |
| Service included in this assessment: | Provider: 769 The Frank Whiddon Masonic Homes of New South Wales  Service: 351 The Whiddon Group - Largs |

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 Whiddon Group - Largs (**the service**) has been prepared by T Solomon, 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 6 Feedback and complaints | 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 6

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| --- | --- | --- |
| Feedback and complaints | |  |
| Requirement 6(3)(d) | Feedback and complaints are reviewed and used to improve the quality of care and services. | Compliant |

Findings

Requirement 6(3)(d) was found to be non-compliant at a previous assessment. Since that time the Approved Provider implemented actions to address the non-compliance.

Consumers and/or representatives confirmed that feedback and complaints are used to improve the quality of care and services. Management explained that feedback and complaints are incorporated into the continuous improvement process through recording feedback in the continuous improvement plan. The process is overseen by the residential manager and discussed at all meetings onsite and to the board. Consumers and/or representatives gave examples of complaints that resulted in changes and improvements in care and services, and reported they felt listened to by the service.

Management and staff demonstrated an understanding of the process in place when they receive feedback from consumers and/or representatives through various avenues, including meetings and feedback forms used to drive continuous improvement projects. Lifestyle, hospitality, and environmental services staff provided examples of how they contribute to the investigation and resolution of feedback.

Review of the complaint register noted that complaints recorded were resolved, or an action plan is in place, or they are in the process of being closed. Reviewing the minutes of the consumer and/or representative meetings demonstrated that consumer feedback is actively sought and captured. Information in the continuous improvement plan and analysis of feedback is reviewed at board meetings and meetings held with the executive team.

1. The preparation of the performance report is in accordance with section 68Aof the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)