Performance

Report

**1800 951 822**

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| Name of service: | TriCare Kawana Waters Aged Care Residence |
| Service address: | 3 Riveraine Avenue Warana QLD 4575 |
| Commission ID: | 5471 |
| Approved provider: | TriCare (Kawana Waters) Pty Ltd |
| Activity type: | Assessment Contact - Site |
| Activity date: | 17 January 2023 to 18 January 2023 |
| Performance report date: | 13 February 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 TriCare Kawana Waters Aged Care Residence (**the service**) has been prepared by Stewart Brumm, 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.
* the provider’s response to the assessment team’s report received 20 January 2023

# Assessment summary

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| --- | --- |
| Standard 3 Personal care and clinical care | 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

Requirement 3(3)(a) was previously found non-compliant following Assessment Contact conducted 23 to 24 March 2022.

The Assessment Team provided information that the Approved Provider established a number of actions within their Plan for Continuous Improvement to address the non-compliance and the service was able to provide evidence to the Assessment Team during the Assessment Contact conducted 17 - 18 January 2023 demonstrating implementation of improvements.

Overall consumers/representatives sampled said the Approved Provider is providing the consumer with personal care and clinical care that is safe, best practice and right for consumers.

Staff demonstrated knowledge of areas of cares and services assessed as well as the individual care needs of each consumer sampled.

The Assessment Team confirmed that the actions documented in the Plan for Continuous Improvement, and additional actions, had been undertaken to resolve the previously identified non-compliance.

Areas of deficit that have been corrected included use of restrictive practice, management of time sensitive medications and managing unplanned weight loss.

I have considered the information provided by the Assessment Team, including actions taken by the Approved Provider and positive consumer and representative feedback. I was persuaded by this information in my findings for this Requirement.

I find Requirement 3(3)(a) is compliant.

As not all Requirements were assessed, no overall rating for the Standard is provided.

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)