Performance

Report

**1800 951 822**

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| Name of service: | Uniting AgeWell Manor Lakes |
| Service address: | 15 Buffalo Crescent WYNDHAM VALE VIC 3024 |
| Commission ID: | 4176 |
| Approved provider: | Uniting AgeWell Limited |
| Activity type: | Assessment Contact - Site |
| Activity date: | 26 April 2023 |
| Performance report date: | 25 May 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 Uniting AgeWell Manor Lakes (**the service**) has been prepared by C Spiller, 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

# Assessment summary

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| Standard 1 Consumer dignity and choice | Not applicable as not all requirements have been assessed |

The Assessment Team conducted an Assessment Contact at the service on 26 April 2023.

The service was found non-compliant with Requirement 1(3)(f) following a Site Audit conducted between 14 June 2022 and 16 June 2022. The scope of the Assessment Contact included to assess the service’s progress in their return to compliance against Requirement 1(3)(f).

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)(f) | Each consumer’s privacy is respected and personal information is kept confidential. | Compliant |

Findings

This requirement was found non-compliant following a Site Audit conducted from 14 June 2022 to 16 June 2022. The service did not demonstrate that consumers’ personal information was being managed confidentially as nursing stations, cupboards, and computer systems storing consumers' personal information were observed to be unlocked. Additionally, consumers’ individual manual handling requirements were visibly hung within consumers’ rooms.

During the Assessment contact performed on 26 April 2023, the service was able to demonstrate effective implementation of actions undertaken and demonstrated that the privacy of each consumer is respected and that personal information is kept confidential. The service has implemented a range of corrective actions which addressed the deficits. Improvement actions to date have included purchase of privacy signage or hangers to use when providing care, upgrading the layout of all three nurses’ stations to maximise security and improve confidentiality, provision of staff education and training on privacy and confidentiality and undertaking regular spot audits of staff practice to ensure consumers’ privacy is respected and confidentiality of consumer information is maintained. All interviewed consumers expressed satisfaction with how their personal information was kept confidential and privacy is respected.

As a result, and with consideration to the implemented actions and available information I am satisfied this Requirement is now 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)