Performance

Report

**1800 951 822**

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| Name of service: | Villa Maria Catholic Homes Bundoora Aged Care Residence |
| Service address: | 1424-1428 Plenty Road BUNDOORA VIC 3083 |
| Commission ID: | 3511 |
| Approved provider: | Villa Maria Catholic Homes Limited |
| Activity type: | Assessment Contact - Site |
| Activity date: | 1 March 2023 |
| Performance report date: | 21 March 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 Villa Maria Catholic Homes Bundoora Aged Care Residence (the**service**) has been prepared by V Stephens, 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 2 Ongoing assessment and planning with consumers | 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 2

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| Ongoing assessment and planning with consumers | |  |
| Requirement 2(3)(d) | The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided. | Compliant |

Findings

The service was previously found non-compliant with this requirement following a site audit in November 2022 as at that time the service was unable to demonstrate that a care and services plan is readily available to the consumer and/or their representative.

Sampled consumers and representatives expressed satisfaction with the communication they receive from the service. Most sampled consumers and representatives described how they are aware of consumer care plans and have been offered copies. Review of care plan documentation reflected consultation with consumers and representatives and the option of receiving a care plan was recorded. Staff demonstrated care consultations are held with consumers and representatives during care plan reviews, health consultations and allied health provider reviews. Accordingly, I am satisfied that this requirement is compliant.

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)