Performance

Report

**1800 951 822**

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| Name: | Wagga Wagga Community Aged Care |
| Commission ID: | 8221 |
| Address: | 14 College Avenue, WAGGA WAGGA, New South Wales, 2650 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 6 March 2024 |
| Performance report date: | 18 April 2024 |
| Service included in this assessment: | Provider: 409 Signature Care Pty Ltd  Service: 26549 Wagga Wagga Community Aged Care |

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 Wagga Wagga Community Aged Care (**the service**) has been prepared by G-M. Cain, 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 1 Consumer dignity and choice | 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 1

|  |  |  |
| --- | --- | --- |
| Consumer dignity and choice | |  |
| Requirement 1(3)(f) | Each consumer’s privacy is respected and personal information is kept confidential. | Compliant |

Findings

The performance report dated 3 November 2023 found the service non-compliant in Requirement 1(3)(f) with deficiencies relating to consumers’ privacy was not always respected and their personal information kept confidential informed through consumer feedback and observations.

Consumers spoke of feeling respected staff respected their personal privacy while delivering care and services, with one named consumer advising the service has taken big steps to improve consumers privacy, with most staff having adopted a ‘privacy attitude’. Staff received mandatory privacy and confidentiality training, with additional toolbox talk training which was evaluated for effectiveness through survey of staff. Management spoke of actions taken by the service to improve consumers’ privacy and confidentiality including replacing paper-based handover sheets with an electronic care system, verbal handovers to be conducted in closed rooms instead of the open nurses’ station areas and education training sessions. Observations showed staff practices considered privacy and confidentiality, including staff knocking on consumers’ doors and requesting permission to enter consumers’ rooms, and consumer information was stored appropriately in locked areas including the electronic care documentation system.

The service’s plan for continuous improvement evidenced actions take by the service including mandatory privacy, dignity, respect and confidentiality training. Training included consumer perspective talks, which provided an opportunity for consumers to speak with staff about their journey prior to entry to the service.

It is my decision Requirement 1(3)(f) 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)