Wantirna Views Care Community

Performance Report

100 Harold Street
WANTIRNA VIC 3152
Phone number: 03 9847 2500

**Commission ID:** 3158

**Provider name:** DPG Services Pty Ltd

**Assessment Contact - Site date:** 22 August 2022 to 23 August 2022

**Date of Performance Report:** 20 September 2022

# Performance report prepared by

 L. Malone, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(d) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(e) | Compliant |

# Detailed assessment

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 Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

The following information has been taken into account in developing this 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.

# STANDARD 2 Ongoing assessment and planning with consumers

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

The Assessment Team assessed one Requirement of this Quality Standard and provided evidence the service meets Requirement 2(3)(d).

An overall rating for this Quality Standard is not given as only one of the five specific requirements has been assessed.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(d) Compliant

*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.*

The service was previously found Non-compliant in this Requirement at the last site audit. The service has demonstrated effective actions have been undertaken to address the previous deficits. The Assessment Team received positive feedback from consumers and representatives about the way outcomes of assessment and care planning are communicated and said they can access their written care plans. Staff described various methods of communication such as phone calls, meetings and written information and said they document care in a care plan which can be provided if the consumer wishes to access it.

I have considered the evidence and am satisfied the service effectively communicates and documents the outcomes of assessment and care planning to the consumers and that a written care plan is readily available. I find this Requirement Compliant.

# STANDARD 3 Personal care and clinical care

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

The Assessment Team assessed one Requirement of this Quality Standard and provided evidence the service meets Requirement 3(3)(e).

An overall rating for this Quality Standard is not given as only one of the seven specific requirements has been assessed.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(e) Compliant

*Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.*

The service was previously found Non-compliant in this Requirement at the last site audit. The service has demonstrated effective actions have been undertaken to address the previous deficits. The Assessment Team found consumers and representatives felt communication of their needs and preferences was effective and they receive care that meets their needs from staff within the organisation and from other care and service providers where care is shared.

The Assessment Team observed care in line with recommendations from allied health, medical officers and specialists documented in the consumer care file. Documentation of care was found to be effective and provided sufficient detail to support safe and effective care delivery within the organisation and where responsibility of care is shared.

I have considered the evidence and find the service demonstrates effective communication and documentation of consumer’s condition, needs and preferences within the organisation and where care is shared. I find this Requirement Compliant.

# 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, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.