Performance

Report

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| Name of service: | Wintringham Ron Conn Nursing Home |
| Service address: | 33 Westminster Drive AVONDALE HEIGHTS VIC 3034 |
| Commission ID: | 3704 |
| Approved provider: | Wintringham |
| Activity type: | Assessment Contact - Site |
| Activity date: | 15 March 2023 |
| Performance report date: | 6 April 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 Wintringham Ron Conn Nursing Home (**the service**) has been prepared by N Eastwood 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 Site Audit; the Site Audit 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 7 Human resources | 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 7

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| Human resources | |  |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Compliant |

Findings

The service was previously found non-compliant with Standard 7 in relation to Requirement 7(3)(e). Following a site audit in August 2022 the service was unable to demonstrate regular assessment, monitoring and review of the performance of each member of the workforce was undertaken.

At the site visit on 15 March 2023, the Assessment Team found the service had commenced a range of initiatives to address the deficits identified at the previous site audit.

The service demonstrated performance reviews are now conducted annually for all staff. The Assessment Team reviewed the performance review schedule for the service which confirmed all performance reviews are currently up to date.

Management discussed and demonstrated the organisational and service process for monitoring when staff appraisals are due. The human resources department sends emails with information regarding completed appraisals and due dates. The Assessment Team reviewed the service’s ‘performance review register’ which demonstrated all staff appraisals due were completed by the end of 2022. Management explained that a plan is being implemented to ensure scheduling and completion of appraisals for 2023.

Staff confirmed they have completed an appraisal and are aware they are required to undertake this process annually. The Assessment Team observed meeting minutes which further confirm ongoing discussion regarding the appraisal process and evidence of communication regarding enrolment in online education modules. A review of training records also confirmed completion of mandatory medication training for relevant staff.

As a result, and with consideration to the actions and improvements implemented by the service, I am satisfied this Standard 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)