Performance

Report

**1800 951 822**

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| Name of service: | Woodport Aged Care Plus Centre |
| Service address: | 120 - 140 The Entrance Road ERINA NSW 2250 |
| Commission ID: | 0489 |
| Approved provider: | The Salvation Army (NSW) Property Trust |
| Activity type: | Assessment Contact - Site |
| Activity date: | 12 July 2023 |
| Performance report date: | 1 August 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 Woodport Aged Care Plus Centre (**the service**) has been prepared by G Cherry, 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
* Performance reports dated 30 January 2023

# 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 Quality Standard was not fully assessed. One of six requirements was assessed and found compliant. A decision was made on 30 January 2023 that the service was non-compliant in requirement 1(3)(f) after an assessment contact visit on 4 January 2023.

Previously the service did not demonstrate each consumer’s privacy is respected, personal information is kept confidential, nor effective processes to identify/action risks to consumer privacy. Actions implemented since the assessment conducted 4 January 2023, include:

* Provision of initial training to all staff to ensure respect of consumers’ privacy including confidentiality of personal information. Further education was provided in relation to consumers’ privacy/dignity and staff completion of a code of conduct competency assessment
* External cleaning contractors received education relating to customer service, dignity, choice, respect, and external catering contractors received education relating to customer service and dining experience in aged care
* An automated timing process has been implemented on all computers to lock when not in use to ensure consumers’ information is not displayed on computer screens
* Repairs to treatment room door to enable locking when not in use to maintain confidentiality of information

During this assessment contact information was gathered through interviews, observations, and document review. Sampled consumers/representatives consider consumer privacy is respected and confidentiality of personal information, giving examples of how this occurs. Interviewed staff gave examples of methods utilised to ensure they respect consumers’ privacy/maintain confidentiality and acknowledge receipt of education/training. Documentation detail consumers individual preferences in relation to privacy needs/preferences. The assessment team observed staff demonstrating privacy during care provision. The quality and education manager demonstrated monitoring processes to ensure staff adherence to expectations.

In consideration of compliance, I am swayed by the evidence bought forward by the assessment team, consumer satisfaction and the service’s demonstration of effective systems. I find requirement 1(3)(f) 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)