



# Site Audit Performance Assessment Report

## Service details

Service name: Yaandina Frail Aged Hostel  
Commission ID: 7167  
Provider name: Yaandina Community Services Limited  
Location: 58 Hampton Street ROEBOURNE WA 6718  
Phone number: 08 9182 1365 / 08 9182 1172  
Email address: nick.furnivall@yaandina.org  
Type/s of service:

- Residential care

## Publication of report

This Site Audit Report **may be published** on the Aged Care Quality and Safety Commission's website under the Aged Care Quality and Safety Commission Rules 2018.

## Introduction

**This is the report of an assessment of Yaandina Frail Aged Hostel (the Service) conducted from 27 August 2019 to 29 August 2019.**

**This assessment was conducted for the purposes of assessing the provider's performance in relation to the Service against the Aged Care Quality Standards (the Quality Standards) in accordance with the Aged Care Quality and Safety Commission Rules 2018.**

This report details the findings of this performance assessment and contains a detailed report about the performance of the Service against each Quality Standard assessed and the requirements within each Standard assessed rated as either, Met or Not Met.

For a 'Not met' finding, the Assessment Team has provided information about why the requirement was Not Met.

This Report is to be read in conjunction with the Quality Standards.



## Assessment Details

The assessment was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers and others.

The following interviews were undertaken:

Type	Number
Community liaison officer	1
Manager youth and community care services	1
Project manager	1
Clinical care coordinator	1
Consumers	12
Quality and compliance coordinator	1
Human resource manager	1
Finance manager	1
Leisure and lifestyle coordinator	1
Care staff	4
Registered nursing staff	2
Cleaning staff	1
Activities officer	1
Administration officer	1
Chef	1
Chief executive officer	1



## Detailed findings

This section covers information about the assessment of the provider's performance, in relation to the service, against each of the requirements of the Quality Standards that were assessed.

### Standard 1:

#### Consumer dignity and choice

**Met**

#### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

#### Organisation statement:

2. The organisation:
  - (a) has a culture of inclusion and respect for consumers; and
  - (b) supports consumers to exercise choice and independence; and
  - (c) respects consumers' privacy.

#### Summary of Assessment of Standard 1:

The Assessment Team found the organisation has met all six requirements of Standard 1. All consumers interviewed stated staff treat them respectfully.

Staff were observed to interact with consumers respectfully and could readily identify consumer's individual preferences and interests. The service promotes the value of diversity and culture through staff training and in a range of activities it offers for consumers with diverse backgrounds and preferences, and in delivery of care that is tailored to the consumer.

Staff could provide meaningful examples of how they help consumers make choices, including by giving consumers clear and accurate information and options to inform their choice.

Consumers reported the organisation protects the privacy and confidentiality of their information and they are satisfied care and services, including personal care, are undertaken in a way that respects their privacy.

The organisation demonstrated how electronic, hard copy and filing systems support the protection of confidential information including consumer information, consistent with documented policies and procedures.



## Requirements:

**Standard 1 Requirement 3(a)** **Met**

The organisation demonstrates that each consumer is treated with dignity and respect, with their identity, culture and diversity valued.

**Standard 1 Requirement 3(b)** **Met**

The organisation demonstrates that care and services are culturally safe.

**Standard 1 Requirement 3(c)** **Met**

The organisation demonstrates that each consumer is supported to exercise choice and independence, including to:

- (i) make decisions about their own care and the way care and services are delivered; and
- (ii) make decisions about when family, friends, carers or others should be involved in their care; and
- (iii) communicate their decisions; and
- (iv) make connections with others and maintain relationships of choice, including intimate relationships.

**Standard 1 Requirement 3(d)** **Met**

The organisation demonstrates that each consumer is supported to take risks to enable them to live the best life they can.

**Standard 1 Requirement 3(e)** **Met**

The organisation demonstrates that information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.

**Standard 1 Requirement 3(f)** **Met**

The organisation demonstrates that each consumer's privacy is respected and personal information is kept confidential.

## Standard 2:

**Ongoing assessment and planning with consumers** **Met**

### Consumer outcome:

1. 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:

2. 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.

## Summary of Assessment of Standard 2:

The Assessment Team found the organisation has met all five requirements of Standard 2. All consumers interviewed reported they get the care they need.

The organisation has various processes in place to support and deliver safe and effective care and services. Relevant risks to consumers safety, health and wellbeing are assessed and included in planning consumers care. This included advance care planning and end of life planning, where applicable.

The service demonstrated ongoing partnering with consumers and the inclusion of others involved in the care of consumers.

The service demonstrated that current care plans are readily available to staff, and they demonstrated that outcomes of assessment and planning are available and are effectively communicated to the consumer.

Consumers reported satisfaction with the assessment planning and delivery of care and services that are safe and effective.

Staff are provided with training and education to ensure they have the skills and knowledge to provide appropriate care and services.

## Requirements:

### Standard 2 Requirement 3(a) Met

The organisation demonstrates that assessment and planning, including consideration of risks to the consumer's health and well-being, informs the delivery of safe and effective care and services.

### Standard 2 Requirement 3(b) Met

The organisation demonstrates that assessment and planning identifies and addresses the consumer's current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.

### Standard 2 Requirement 3(c) Met

The organisation demonstrates that assessment and planning:

- (i) is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer's care and services; and
- (ii) includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.



**Standard 2 Requirement 3(d)**

**Met**

The organisation demonstrates that 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.

**Standard 2 Requirement 3(e)**

**Met**

The organisation demonstrates that care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.

**Standard 3:**

**Personal care and clinical care**

**Met**

**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:**

2. 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

**Summary of Assessment of Standard 3:**

The Assessment Team found that the organisation meets all seven requirements under this standard. All consumers interviewed reported they feel their care is delivered in a safe and effective way.

The service has systems and processes relative to the services they deliver that support the workforce to recognise, and respond to a consumer whose function, capacity or health condition changes or deteriorates. There are processes to identify and escalate concerns, so the service can assess and evaluate the situation and take action.

All consumers interviewed felt that they receive safe and effective personal and clinical care that is tailored to their needs and optimises their health and well-being.

Staff delivers personal and clinical care and manages risk in a way that balances the consumers rights and preferences with their safety and the safety of others.

The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised, and their dignity preserved.

The organisation has developed and implemented an effective infection prevention and control program that is in line with national guidelines.



## Requirements:

### **Standard 3 Requirement 3(a)** **Met**

The organisation demonstrates that each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:

- (i) is best practice; and
- (ii) is tailored to their needs; and
- (iii) optimises their health and well-being.

### **Standard 3 Requirement 3(b)** **Met**

The organisation demonstrates that effective management of high impact or high prevalence risks associated with the care of each consumer.

### **Standard 3 Requirement 3(c)** **Met**

The organisation demonstrates that the needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.

### **Standard 3 Requirement 3(d)** **Met**

The organisation demonstrates that deterioration or change of a consumer's mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.

### **Standard 3 Requirement 3(e)** **Met**

The organisation demonstrates that 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.

### **Standard 3 Requirement 3(f)** **Met**

The organisation demonstrates that timely and appropriate referrals to individuals, other organisations and providers of other care and services.

### **Standard 3 Requirement 3(g)** **Met**

The organisation demonstrates minimisation of infection related risks through implementing:

- (i) standard and transmission based precautions to prevent and control infection; and
- (ii) practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

## **Standard 4:**

### **Services and supports for daily living**

**Met**

## Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.



## Organisation statement:

2. The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

## Summary of Assessment of Standard 4:

The Assessment Team found all seven requirements under Standard 4 were met. All consumers interviewed confirmed they are satisfied they received safe and effective services, especially in relation to their participation in the community within and outside the service's environment.

The organisation adequately demonstrated they make timely referrals to other organisations, provide quality meals and provide safe clean and well-maintained furniture.

Staff reported consulting with consumers about their needs, goals and preferences and individualising the care to meet these goals. Consumers reported being consulted about activities and things of interest to them and being encouraged to socialise within the service environment. Consumers also reported being supported to maintain social and personal relationships, and to participate in the community outside the organisation where able.

## Requirements:

### **Standard 4 Requirement 3(a) Met**

The organisation demonstrates that each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life.

### **Standard 4 Requirement 3(b) Met**

The organisation demonstrates that services and supports for daily living promote each consumer's emotional, spiritual and psychological well-being.

### **Standard 4 Requirement 3(c) Met**

The organisation demonstrates that services and supports for daily living assist each consumer to:

- (i) participate in their community within and outside the organisation's service environment; and
- (ii) have social and personal relationships; and
- (iii) do the things of interest to them.

### **Standard 4 Requirement 3(d) Met**

The organisation demonstrates that information about the consumer's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.

### **Standard 4 Requirement 3(e) Met**

The organisation demonstrates that timely and appropriate referrals to individuals, other organisations and providers of other care and services.





**Standard 4 Requirement 3(f)**

**Met**

The organisation demonstrates that where meals are provided, they are varied and of suitable quality and quantity.

**Standard 4 Requirement 3(g)**

**Met**

The organisation demonstrates that where equipment is provided, it is safe, suitable, clean and well maintained.

**Standard 5:**

**Organisation's service environment**

**Met**

**Consumer outcome:**

1. I feel I belong and I am safe and comfortable in the organisation's service environment.

**Organisation statement:**

2. The organisation provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.

**Summary of Assessment of Standard 5:**

The Assessment Team found the organisation demonstrated that all requirements in relation to Standard 5 were met.

The organisation demonstrated the service environment is welcoming and easy to navigate. Eleven of the twelve consumers interviewed said they feel at home and are happy in the service. Furthermore, the organisation demonstrated the service environment is clean, maintained and comfortable.

Consumers have access to move freely both indoors and outdoors, including using the spaces in the adjacent service. Furniture and equipment were observed to be clean and in good condition. Consumers can use the service environment as they wish.

**Requirements:**

**Standard 5 Requirement 3(a)**

**Met**

The organisation demonstrates that the service environment is welcoming and easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function.

**Standard 5 Requirement 3(b)**

**Met**

The organisation demonstrates that the service environment:

- (i) is safe, clean, well maintained and comfortable; and
- (ii) enables consumers to move freely, both indoors and outdoors.



**Standard 5 Requirement 3(c)**

**Met**

The organisation demonstrates that furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

**Standard 6:**

**Feedback and complaints**

**Met**

**Consumer outcome:**

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

**Organisation statement:**

2. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

**Summary of Assessment of Standard 6:**

The Assessment Team found the organisation demonstrated that all requirements in relation to Standard 6 were met.

The organisation demonstrated consumers know how to give feedback and make complaints and feel safe and comfortable doing so. Consumers said they provide feedback to the service. Further, the organisation demonstrated that consumers have access to advocates and other methods for raising and resolving complaints.

The organisation employs a Community Liaison Officer who assists consumers to provide feedback and complaints. The organisation demonstrated that appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong. The organisation demonstrated that feedback and complaints are reviewed and used to improve the quality of care and services.

**Requirements:**

**Standard 6 Requirement 3(a)**

**Met**

The organisation demonstrates that consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.

**Standard 6 Requirement 3(b)**

**Met**

The organisation demonstrates that consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.



**Standard 6 Requirement 3(c)**

**Met**

The organisation demonstrates that appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

**Standard 6 Requirement 3(d)**

**Met**

The organisation demonstrates that feedback and complaints are reviewed and used to improve the quality of care and services.

**Standard 7:**

**Human resources**

**Met**

**Consumer outcome:**

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

**Organisation statement:**

2. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

**Summary of Assessment of Standard 7:**

The Assessment Team found the organisation demonstrated that all requirements in relation to Standard 7 were met.

The organisation demonstrated that the workforce is planned to enable, and the number and mix of members of the workforce deployed enables the delivery and management of safe and quality care and services. The organisation demonstrated they ensure staff interactions with consumers are kind, caring and respectful of each consumer's identity, culture and diversity. Consumers provided various examples of what this meant to them including events of significance to them. Interactions between consumers and staff were observed to be kind, caring and respectful.

The organisation demonstrated that the workforce is recruited to specific roles, trained and equipped to undertake these roles and supported to deliver outcomes for consumers. Staff have appropriate qualifications and the organisation maintains a register of the health practitioner registrations and ensures staff maintain their registrations. Performance appraisals occur as part of probation and ongoing staff management processes.

**Requirements:**

**Standard 7 Requirement 3(a)**

**Met**

The organisation demonstrates that the workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.



**Standard 7 Requirement 3(b) Met**

The organisation demonstrates that workforce interactions with consumers are kind, caring and respectful of each consumer's identity, culture and diversity.

**Standard 7 Requirement 3(c) Met**

The organisation demonstrates that the workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.

**Standard 7 Requirement 3(d) Met**

The organisation demonstrates that the workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.

**Standard 7 Requirement 3(e) Met**

The organisation demonstrates that regular assessment, monitoring and review of the performance of each member of the workforce.

**Standard 8:  
Organisational governance Met**

**Consumer outcome:**

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

**Organisation statement:**

2. The organisation's governing body is accountable for the delivery of safe and quality care and services.

**Summary of Assessment of Standard 8:**

The Assessment Team found the organisation demonstrated that all requirements in relation to Standard 8 were met.

The organisation demonstrated that they involve consumers in the design, delivery and evaluation of care and services, providing examples of how consumers are involved in the co-design of services and engaged on a day-to-day basis. Consumers said they are involved in care planning, delivery and evaluation, providing examples of how this occurs in practice.

The governing body meets regularly, sets clear expectations for the organisation and regularly reviews risks from an organisational and consumer perspective. There are organisation wide governance systems to support effective information management, the workforce, compliance with regulation and clinical care. The clinical governance framework addresses anti-microbial stewardship, open disclosure and minimising the use of restraint.



## Requirements:

### **Standard 8 Requirement 3(a)** **Met**

The organisation demonstrates that consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.

### **Standard 8 Requirement 3(b)** **Met**

The organisation demonstrates that the organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.

### **Standard 8 Requirement 3(c)** **Met**

The organisation demonstrates effective organisation wide governance systems relating to the following:

- (i) information management;
- (ii) continuous improvement;
- (iii) financial governance;
- (iv) workforce governance, including the assignment of clear responsibilities and accountabilities;
- (v) regulatory compliance;
- (vi) feedback and complaints.

### **Standard 8 Requirement 3(d)** **Met**

The organisation demonstrates effective risk management systems and practices, including but not limited to the following:

- (i) managing high impact or high prevalence risks associated with the care of consumers;
- (ii) identifying and responding to abuse and neglect of consumers;
- (iii) supporting consumers to live the best life they can.

### **Standard 8 Requirement 3(e)** **Met**

The organisation demonstrates that where clinical care is provided—a clinical governance framework, including but not limited to the following:

- (i) antimicrobial stewardship;
- (ii) minimising the use of restraint;
- (iii) open disclosure.