



# Assessment Contact - Site Performance Assessment Report

## Service details

Service name: James Grimes Care Centre  
Commission ID: 5959  
Provider name: Sundale Ltd  
Location: 35 Doolan Street NAMBOUR QLD 4560  
Phone number: 0754410708  
Email address: ceo@sundale.org.au  
Type/s of service:

- Residential care

## Publication of report

This Assessment Contact - Site 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 James Grimes Care Centre (the Service) conducted from 24 July 2019 to 24 July 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 Quality 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 Standards.



## Assessment Details

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

The following interviews were undertaken:

Type	Number
Assistant in nursing	5
Consumers	8
Registered staff	2
Lifestyle staff	1
Representative	1
Chief executive officer	1
Acting Site Manager	1
Volunteer	1
Clinical nurse	1
Quality manager	1
Operations manager	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 7:

#### Human resources

**Met**

#### Consumer outcome:

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

#### Organisation statement:

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 that the service met all requirements under this standard.

All consumers and representatives interviewed said staff are kind and caring and staff know what they are doing.

The service demonstrated that processes ensure the workforce is planned to ensure appropriate numbers and skill mix of staff to ensure the delivery and management of safe and quality care services. Police certificate and registration requirements are monitored and reviewed regularly. Education is provided to meet mandatory requirements as well as service needs. Consumers and representatives said there are sufficient staff to meet consumers' needs and they find them knowledgeable about consumer's individual needs and preferences.

Staff demonstrated skills and knowledge required of their roles. They were familiar with individual consumer's needs and preferences and daily routines. Staff expressed satisfaction with the range of education opportunities at the service and with their access to supervision and support when required.

Recruitment and performance monitoring processes ensure staff competence is maintained and where non-performance is identified, management address it in a timely manner.

### Requirements:

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

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