



 Search

# Annandale Grove Care Community

## Compliance



### Excellent

A 5 star rating means the Commission visited Annandale Grove Care Community and gave an accreditation period of 3 or more years. The service has had no compliance issues for the last 3 years. This rating was most recently updated on 30 March 2024.

[Learn more about compliance and how the rating is calculated.](#)

Give Feedback  
III

## Current Performance

Annandale Grove Care Community has no current compliance performance information.

This provider has compliance notices that are no longer current.

[View non-current compliance notices](#)

# Compliance statement from Annandale Grove Care Community

The compliance statement for Annandale Grove Care Community is not available for last financial year. As soon as its available it will be published here.

## Are they meeting the quality standards?

The Aged Care Quality Standards are a subset of the compliance requirements designed to provide an easy way to see how each home is performing.

### Key



#### Consumer dignity and choice

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.

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Key:      ✓ Met      ✗ Not met      Not assessed

- ✓ Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.
- ✓ Care and services are culturally safe.
- ✓ Each consumer is supported to exercise choice and independence:
  - i) make decisions about their own care and the way care and services are delivered.

ii) make decisions about when family, friends, carers or others should be involved in their care.

iii) communicate their decisions.

iv) make connections with others and maintain relationships of choice, including intimate relationships.

- ✓ Each consumer is supported to take risks to enable them to live the best life they can.
- ✓ 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.
- ✓ Each consumers privacy is respected and personal information is kept confidential.



## Ongoing assessment and planning with consumers

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

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**Key:**      ✓ Met      ✗ Not met      Not assessed

- ✓ Assessment and planning, including consideration of risks to the consumers health and well being, informs the delivery of safe and effective care and services.
- ✓ Assessment and planning identifies and addresses the consumers current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.

- ✓ Assessment and planning is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumers care and services; and includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.
- ✓ 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.
- ✓ 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.



## Personal care and clinical care

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

**Key:**      ✓ Met      ✗ Not met      Not assessed

Give Feedback  
III

- ✓ Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that is best practice and is tailored to their needs and optimises their health and well being.
- ✓ Effective management of high impact or high prevalence risks associated with the care of each consumer.
- ✓ The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.
- ✓ Deterioration or change of a consumers mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.

- ✓ Information about the consumers condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.
- ✓ Timely and appropriate referrals to individuals, other organisations and providers of other care and services.
- ✓ 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.



## Services and supports for daily living

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.

**Key:**      ✓ **Met**      ✗ **Not met**      **Not assessed**

Give Feedback  
III

- ✓ Each consumer gets safe and effective services and supports for daily living that meet the consumers needs, goals and preferences and optimise their independence, health, well being and quality of life.
- ✓ Services and supports for daily living promote each consumers emotional, spiritual and psychological well being.
- ✓ Services and supports for daily living assist each consumer to: i) participate in their community within and outside the organisations service environment; and (ii) have social and personal relationships; and (iii) do the things of interest to them.

- ✓ Information about the consumers condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.
- ✓ Timely and appropriate referrals to individuals, other organisations and providers of other care and services.
- ✓ Where meals are provided, they are varied and of suitable quality and quantity.
- ✓ Where equipment is provided, it is safe, suitable, clean and well maintained.



### Organisation's service environment

I feel I belong and I am safe and comfortable in the organisations service environment.

**Key:**      ✓ Met      ✗ Not met      Not assessed

- ✓ The service environment is welcoming and easy to understand, and optimises each consumers sense of belonging, independence, interaction and function.
- ✓ The service environment: (i) is safe, clean, well maintained and comfortable; and (ii) enables consumers to move freely, both indoors and outdoors.
- ✓ Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.



### Feedback and complaints

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.

**Key:**      ✓ **Met**      ✗ **Not met**      **Not assessed**

- ✓ Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.
- ✓ Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.
- ✓ Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.
- ✓ Feedback and complaints are reviewed and used to improve the quality of care and services.



## Human resources

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

**Key:**      ✓ **Met**      ✗ **Not met**      **Not assessed**

- ✓ 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.

- ✓ Workforce interactions with consumers are kind, caring and respectful of each consumers identity, culture and diversity.
- ✓ The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.
- ✓ The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.
- ✓ Regular assessment, monitoring and review of the performance of each member of the workforce.



## Organisational governance

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

Give Feedback

**Key:**      ✓ Met      ✗ Not met      Not assessed

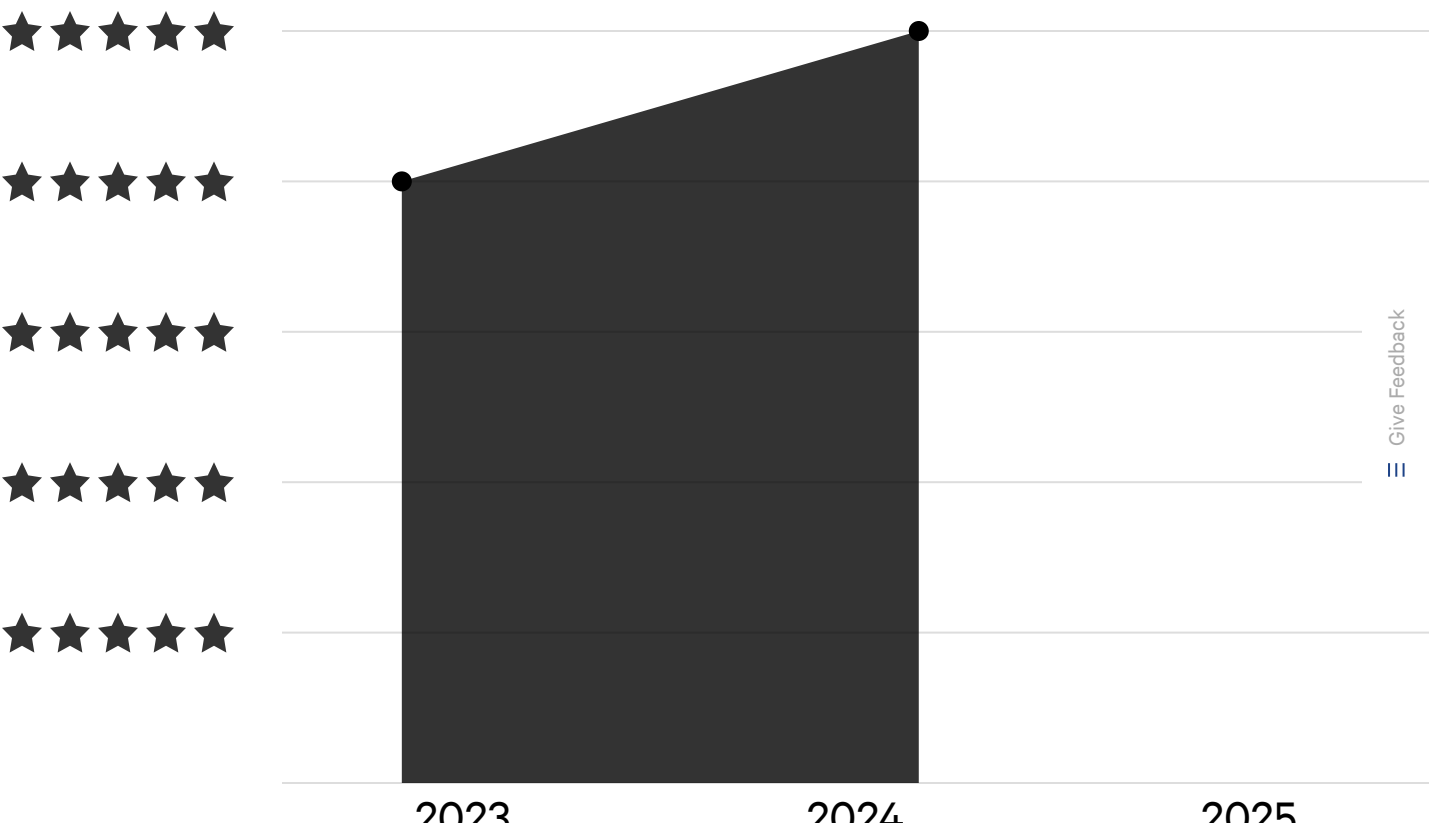
- ✓ Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.
- ✓ The organisations governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.
- ✓ Effective organisation wide governance systems relating to the following.
- ✓ Effective risk management systems and practices.



✓ Where clinical care is provided—a clinical governance framework.

# Compliance ratings history

This graph shows how the Compliance at Annandale Grove Care Community has tracked over the last 3 years:



Hide table ^

Excellent

30 Mar 2024



Good

6 Dec 2022



## Non-current compliance notices

Give Feedback

This is a list of the previous non-compliance notices that have been issued to this provider that are now closed.

Compliance issue	18 November 2020	^
Action type	Notice of Non-Compliance (NCN)	
Status	Non-Current	
Date notice sent	18 November 2020	
Reason(s) for notice	A non-compliance notice was issued to the approved provider for failure to comply with the following Aged	

Care Quality Standards set out in Schedule 2 of the  
Quality of Care Principles 2014.

**Decision details** The Commission was satisfied that this approved provider had not complied with one or more of their responsibilities under the Aged Care Act.

**Expiry date** 30 March 2021

**Outcome** The approved provider has remedied the non-compliance.

**Compliance issue** 14 August 2019 ▲

**Action type** Notice of Non-Compliance (NCN)

**Status** Non-Current

**Date notice sent** 14 August 2019

**Reason(s) for notice** A notice of non-compliance was issued to the approved provider for failure to meet the following Accreditation Standards set out in Schedule 2 of the Quality of Care Principles 2014.

Standard 1: Management systems, staffing and organisational development

1.1 Continuous improvement

1.3 Education and staff development

1.7 Inventory and equipment

1.8 Information systems

Standard 2: Health and personal care

2.1 Continuous improvement

2.3 Education and staff development

2.4 Clinical care

2.5 Specialised nursing care needs

2.8 Pain management

2.10 Nutrition and hydration

- 2.11 Skin care
- 2.13 Behavioural management
- 2.14 Mobility, dexterity and rehabilitation

- Standard 3: Care recipient lifestyle
- 3.7 Leisure interests and activities
- 3.10 Care recipient security of tenure and responsibilities

- Standard 4: Physical environment and safe systems
- 4.1 Continuous improvement
- 4.4 Living environment

**Decision details**

The Commission was satisfied that this approved provider had not complied with one or more of their responsibilities under the Aged Care Act.

**Expiry date**

13 December 2019

**Outcome**

The Approved Provider has remedied the non-compliance.