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# St Lukes Nursing Home

## Compliance



### Excellent

A 5 star rating means the Commission visited St Lukes Nursing Home 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 16 December 2022.

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

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III

## Current Performance

St Lukes Nursing Home has no current compliance performance information.

## Compliance statement from St Lukes Nursing Home

The compliance statement for St Lukes Nursing Home 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.

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.

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- ✓ 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 I need for my health and well-being.

**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

- ✓ 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 the health and well being.
- ✓ Effective management of high impact or high prevalence risks associated with the ca 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.

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- ✓ 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**

- ✓ 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.

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- ✓ 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.

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## 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.

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**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.

**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 St Lukes Nursing Home has tracked over the last 3 years:



2023

2024

2025

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Excellent

16 Dec 2022

