

Alwyndor Management
Committee

NOTICE OF MEETING

Notice is hereby given that a meeting of the Alwyndor Management Committee will be held in the

Alwyndor Aged Care Meeting Room
Dunrobin Road, Hove

Thursday 19 September 2019 at 6.30pm

A handwritten signature in black ink, appearing to read "Roberto Bria".

Roberto Bria
CHIEF EXECUTIVE OFFICER

Alwyndor Management Committee Agenda

1. OPENING

The Chairperson, Mr Kim Cheater will declare the meeting open at 6.30 pm.

2. KAURNA ACKNOWLEDGEMENT

We acknowledge Kaurna people as the traditional owners and custodians of this land.

We respect their spiritual relationship with country that has developed over thousands of years, and the cultural heritage and beliefs that remain important to Kaurna People today.

3. APOLOGIES

- 3.1 Apologies received
- 3.2 Absent

4. DECLARATION OF INTEREST

If a Committee Member has an interest (within the terms of the Local Government Act 1999) in a matter before the Committee they are asked to disclose the interest to the Committee and provide full and accurate details of the relevant interest. Committee Members are reminded to declare their interest before each item.

5. CONFIRMATION OF MINUTES

- 5.1 Minutes of the Previous Meeting

Motion

That the minutes of the Alwyndor Management Committee held on 15 August 2019 be taken as read and confirmed.

- 5.2 Confidential Minutes

Motion

That the confidential minutes of the Alwyndor Management Committee held on 15 August 2019 be taken as read and confirmed.

6. REVIEW OF ACTION ITEMS

- 6.1 Action Items
- 6.2 Confidential Action Items

7. REPORTS/ITEMS OF BUSINESS

- 7.1 General Manager's Report (Report No: 34/19)

8. CONFIDENTIAL

- 8.1 Monthly Financial Report – August 2019 (Report No: 35/19)
Leisa Humphrey, Manager Finance to attend

Pursuant to Section 83(5) of the Local Government Act 1999 the Report attached to this agenda and the accompanying documentation is delivered to the Alwyndor Management Committee Members upon the basis that the Alwyndor Management Committee consider the Report and the documents in confidence under Part 3 of the Act, specifically on the basis that Alwyndor Management Committee will receive, discuss or consider:

- d. **commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to prejudice the commercial position of the person who supplied the information, or to confer a commercial advantage on a third party; and would, on balance, be contrary to the public interest.**

- 8.2 Monthly Clinical Risk and Quality Report – September 2019 (Report No: 36/19)
Graham Harding, Manager Residential Services to attend

Pursuant to Section 83(5) of the Local Government Act 1999 the Report attached to this agenda and the accompanying documentation is delivered to the Alwyndor Management Committee Members upon the basis that the Alwyndor Management Committee consider the Report and the documents in confidence under Part 3 of the Act, specifically on the basis that Alwyndor Management Committee will receive, discuss or consider:

- d. **commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to prejudice the commercial position of the person who supplied the information, or to confer a commercial advantage on a third party; and would, on balance, be contrary to the public interest.**

- 8.3 Home Support Services Update (Report No: 37/19)
Narelle Jeffrey, Manager Home Care Services to attend

Pursuant to Section 83(5) of the Local Government Act 1999 the Report attached to this agenda and the accompanying documentation is delivered to the Alwyndor Management Committee Members upon the basis that the Alwyndor Management Committee consider the Report and the documents in confidence under Part 3 of the Act, specifically on the basis that Alwyndor Management Committee will receive, discuss or consider:

- d. **commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to prejudice the commercial position of the person who supplied the information, or to confer a commercial advantage on a third party; and would, on balance, be contrary to the public interest.**

9. URGENT BUSINESS – subject to the leave of the Meeting**10. DATE AND TIME OF NEXT MEETING**

The next meeting of the Alwyndor Management Committee will be held on Thursday 17 October 2019 in the Meeting Room, Alwyndor Aged Care, 52 Dunrobin Road, Hove.

11. CLOSURE



**ROBERTO BRIA
CHIEF EXECUTIVE OFFICER**

CITY OF HOLDFAST BAY

Minutes of the meeting of the Alwyndor Management Committee of the City of Holdfast Bay held at Alwyndor Aged Care, Dunrobin Road, Hove on Thursday 15 August 2019 at 6.30 pm.

PRESENT

Elected Members

Councillor P Chabrel

Independent Members

Chairperson – Mr K Cheater

Ms T Aukett

Mr T Bamford

Ms J Cudsi

Mr K Whitford

Staff

Acting General Manager Alwyndor – Mr B Capes

Residential Services Manager – Mr G Harding

Finance Manager – Ms L Humphrey

Personal Assistant – Ms R Gordon

Team Leader Development Administration – Ms A Elliott

1. OPENING

The Chairperson declared the meeting open at 6.39 pm.

2. KAURNA ACKNOWLEDGEMENT

With the opening of the meeting the Chairperson stated:

We acknowledge the Kurna people as the traditional owners and custodians of this land.

We respect their spiritual relationship with country that has developed over thousands of years, and the cultural heritage and beliefs that remain important to Kurna People today.

3. APOLOGIES

3.1 For Absence - Nil

3.2 Leave of Absence - Cr Lonie, Ms Bonnici

4. DECLARATION OF INTEREST

Members were reminded to declare any interest before each item.

5. CONFIRMATION OF MINUTES**Motion**

That the minutes of the Alwyndor Management Committee held on 18 July 2019 be taken as read and confirmed.

Moved by Cr Chabrel Seconded by Mr Whitford

Carried

Motion

That the confidential minutes of the Alwyndor Management Committee held on 18 July 2019 be taken as read and confirmed.

Moved by Ms Aukett, Seconded by Cr Chabrel

Carried

6. REVIEW OF ACTION ITEMS**6.1 Action Items**

Action items were reviewed by the Committee.

6.2 Confidential Action Items

Confidential action items were reviewed by the Committee

7. REPORTS/ITEMS OF BUSINESS**7.1 Acting General Manager's Report (Report No: 29/19)**

These items are presented for the information of Members. After noting the report any items of interest can be discussed and, if required, further motions proposed.

The Acting General Manager advised that the WHS report looks, and is, slightly different this month as it is the first report created directly from SkyTrust. He mentioned that we are working with SkyTrust to expand the reporting that we can currently provide through the system. The Acting General Manager confirmed that the reports currently provided by SkyTrust meets Alwyndor's reporting obligations with the Local Government Association Workers Compensation Scheme (LGAWCS).

The Committee noted that feedback trending indicates that complaints are reducing, while compliments are increasing. The Acting General Manager advised that, as part of our KPI proposal, we are recommending that feedback is reported on every three months to provide more meaningful trending.

The Acting General Manager provided an update on legal and industrial matters.

The Acting General Manager confirmed that an Enterprise Bargaining Agreement meeting was held this afternoon and negotiations are proceeding appropriately.

The Acting General Manager advised that an appointment to the role of Quality Manager is due to be made in the coming day and that this role will report directly to the General Manager and hold responsibility for the development and maintenance quality systems across the organisation.

The Acting General Manager confirmed that the update to the Alwyndor Management Committee Terms of Reference was adopted by Council.

Council also approved the re-appointment of members to the Alwyndor Management Committee, and noted the appointment of the Chairperson and Deputy Chairperson. Cr Chabrel provided a summary on these resolutions of Council.

The Acting General Manager spoke to the update to the internal committee structure and confirmed that some KPI reports presented to Alwyndor Management Committee will go through Care Services Committee and all KPI reports will be presented to and addressed through the Governance and Operations Committee.

The Committee noted the delegations to the Aged Care Act and that there are no changes.

The Committee noted the changes to the City of Holdfast Bay Code of Practice – Meeting Procedures Update.

Mr Bamford left the meeting at 7.28pm

Mr Bamford re-joined the meeting at 7.29pm

Motion

- 1. That the following items be noted by the Alwyndor Management Committee and items of interest discussed:**
 - 1. Meeting Dates and Task Schedule**
 - 2. WHS Report**
 - 3. Corporate Risk Register**
 - 4. Feedback Analysis Report**
 - 5. Legal and Industrial Matters**
 - 6. Enterprise Bargaining Agreement Update**
 - 7. General Update**
 - 8. AMC Terms of Reference Update**
 - 9. Re-appointment of Members to the AMC**
 - 10. Corporate Governance Committee Structure and Framework Update**
 - 11. Alwyndor Instrument of Delegations – Aged Care Act**

12. City of Holdfast Bay Code of Practice – Meeting Procedures Update

- 2. That the Alwyndor Management Committee note the adjusted corporate governance committee structure.**

Moved Cr Chabrel, Seconded Ms Cudsi

Carried

8. CONFIDENTIAL

8.1 Short-term Strategy – Action Plan and Progress – August 2019 (Report No: 33/19)

Exclusion of the Public – Section 90(3)(d) Order

- 1. That pursuant to Section 90(2) of the *Local Government Act 1999* Alwyndor Management Committee hereby orders that the public be excluded from attendance at this meeting with the exception of the General Manager and Staff in attendance at the meeting in order to consider Report No: 33/19 Short-term Strategy – Action Plan and Progress – August 2019 in confidence.**
- 2. That in accordance with Section 90(3) of the *Local Government Act 1999* Alwyndor Management Committee is satisfied that it is necessary that the public be excluded to consider the information contained in Report No: 33/19 Short-term Strategy – Action Plan and Progress – August 2019 on the following grounds:**
 - d. pursuant to section 90(3)(d) of the Act, the information to be received, discussed or considered in relation to this Agenda Item is commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to confer a commercial advantage on a third party as the knowledge of our requirements to employ additional resources may provide a commercial advantage to a third party regarding the sourcing and employment of those resources.**

In addition, the disclosure of this information would, on balance, be contrary to the public interest. The public interest in public access to the meeting has been balanced against the public interest in the continued non-disclosure of the information. The benefit to the public at large resulting from withholding the information outweighs the benefit to it of disclosure of the information.

- 3. The Alwyndor Management Committee is satisfied, the principle that the meeting be conducted in a place open to the public, has been outweighed by the need to keep the information or discussion confidential.**

Moved Ms Cudsi, Seconded Cr Chabrel

Carried

RETAIN IN CONFIDENCE - Section 91(7) Order

4. That having considered Agenda Item 8.1 Short-term Strategy – Action Plan and Progress – August 2019 (Report No: 33/19) in confidence under section 90(2) and (3)(d) of the *Local Government Act 1999*, the Alwyndor, pursuant to section 91(7) of that Act orders that the Report, Attachments and Minutes be retained in confidence for a period of 18 months and that this order be reviewed every 12 months.

Moved Mr Whitford, Seconded Ms Cudsi

Carried

8.2 **Monthly Clinical Risk and Quality Report – August 2019** (Report No: 31/19)

Exclusion of the Public – Section 90(3)(d) Order

1. That pursuant to Section 90(2) of the Local Government Act 1999 Alwyndor Management Committee hereby orders that the public be excluded from attendance at this meeting with the exception of the General Manager and Staff in attendance at the meeting in order to consider Report No: 31/19 Monthly Clinical Risk and Quality Report – August 2019 in confidence.
2. That in accordance with Section 90(3) of the Local Government Act 1999 Alwyndor Management Committee is satisfied that it is necessary that the public be excluded to consider the information contained in Report No: 31/19 Monthly Clinical Risk and Quality Report – August 2019 on the following grounds:
 - d. pursuant to section 90(3)(d) of the Act, the information to be received, discussed or considered in relation to this Agenda Item is commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to confer a commercial advantage on a third party.

In addition, the disclosure of this information would, on balance, be contrary to the public interest. The public interest in public access to the meeting has been balanced against the public interest in the continued non-disclosure of the information. The benefit to the public at large resulting from withholding the information outweighs the benefit to it of disclosure of the information.

3. The Alwyndor Management Committee is satisfied, the principle that the meeting be conducted in a place open to the public, has been outweighed by the need to keep the information or discussion confidential.

Moved Mr Whitford, Seconded Cr Chabrel

Carried

RETAIN IN CONFIDENCE - Section 91(7) Order

3. That having considered Agenda Item 8.2 Monthly Clinical Risk and Quality Report – August 2019 Report No: 31/19 in confidence under section 90(2) and (3)(d) of the *Local Government Act 1999*, the Alwyndor, pursuant to section 91(7) of that Act orders that the Report, Attachments and Minutes be retained in confidence for a period of 18 months and that this order be reviewed every 12 months.

Moved Ms Cudsi, Seconded Cr Chabrel

Carried

Mr Harding left the meeting at 8.10pm

Leave of the Meeting

The Chairperson sought leave of the meeting to change to order of the Reports on the Agenda to Report No: 32/19 Monthly Financial Report – July 2019, then Report No: 30/19 Draft Corporate Risk Register.

Leave of the meeting was granted.

8.4 Monthly Financial Report – July 2019 (Report No: 32/19)**Exclusion of the Public – Section 90(3)(d) Order**

1. That pursuant to Section 90(2) of the *Local Government Act 1999* Alwyndor Management Committee hereby orders that the public be excluded from attendance at this meeting with the exception of the General Manager and Staff in attendance at the meeting in order to consider Report No: 32/19 Monthly Financial Report – July 2019 in confidence.
2. That in accordance with Section 90(3) of the *Local Government Act 1999* Alwyndor Management Committee is satisfied that it is necessary that the public be excluded to consider the information contained in Report No: 32/19 Monthly Financial Report – July 2019 on the following grounds:
 - d. pursuant to section 90(3)(d) of the Act, the information to be received, discussed or considered in relation to this Agenda Item is commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to confer a commercial advantage on a third party of Alwyndor, in addition Alwyndor's financial position is reported as part of Council's regular budget updates.

In addition, the disclosure of this information would, on balance, be contrary to the public interest. The public interest in public access to the meeting has been balanced against the public interest in the

continued non-disclosure of the information. The benefit to the public at large resulting from withholding the information outweighs the benefit to it of disclosure of the information.

3. The Alwyndor Management Committee is satisfied, the principle that the meeting be conducted in a place open to the public, has been outweighed by the need to keep the information or discussion confidential.

Moved Ms Cudsi, Seconded Mr Bamford

Carried

RETAIN IN CONFIDENCE - Section 91(7) Order

5. That having considered Agenda Item 8.4 Monthly Financial Report – July 2019 (Report No: 32/19) in confidence under section 90(2) and (3)(d) of the Local Government Act 1999, the Alwyndor Management Committee, pursuant to section 91(7) of that Act orders that the Report, Attachments and Minutes be retained in confidence for a period of 18 months and that this order be reviewed every 12 months.

Moved Mr Bamford, Seconded Ms Cudsi

Carried

Ms Humphrey left the meeting at 8.26pm

8.3 **Draft Corporate Risk Register (Report No: 30/19)**

Exclusion of the Public – Section 90(3)(d) Order

1. That pursuant to Section 90(2) of the *Local Government Act 1999* Alwyndor Management Committee hereby orders that the public be excluded from attendance at this meeting with the exception of the General Manager and Staff in attendance at the meeting in order to consider Report No: 30/19 Draft Corporate Risk Register in confidence.
2. That in accordance with Section 90(3) of the Local Government Act 1999 Alwyndor Management Committee is satisfied that it is necessary that the public be excluded to consider the information contained in Report No: 30/19 Draft Corporate Risk Register on the following grounds:
 - d. pursuant to section 90(3)(d) of the Act, the information to be received, discussed or considered in relation to this Agenda Item is commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to confer a commercial advantage on a third party.

In addition, the disclosure of this information would, on balance, be contrary to the public interest. The public interest in public access to the meeting has been balanced against the public interest in the

continued non-disclosure of the information. The benefit to the public at large resulting from withholding the information outweighs the benefit to it of disclosure of the information.

- 3. The Alwyndor Management Committee is satisfied, the principle that the meeting be conducted in a place open to the public, has been outweighed by the need to keep the information or discussion confidential.**

Moved Ms Cudsi, Seconded Mr Whitford

Carried

Ms Cudsi left the meeting at 8.36pm

Ms Cudsi re-joined the meeting at 8.38pm

RETAIN IN CONFIDENCE - Section 91(7) Order

- 3. That having considered Agenda Item 8.3 Draft Corporate Risk Register (Report No: 30/19) in confidence under section 90(2) and (3) (d) of the *Local Government Act 1999*, the Alwyndor, pursuant to section 91(7) of that Act orders that the Report, Attachments and Minutes be retained in confidence for a period of 18 months and that this order be reviewed every 12 months.**

Moved Cr Chabrel, Seconded Ms Aukett

Carried

9. URGENT BUSINESS – Subject to the leave of the meeting

Nil.

10. DATE AND TIME OF NEXT MEETING

The next meeting of the Alwyndor Management Committee will be held on Thursday 19 September 2019 in the Meeting Room, Alwyndor Aged Care, 52 Dunrobin Road, Hove.

The Chairperson thanked Mr Capes for his exceptional work as Acting General Manager.

The Chairperson also thanked Ms Gordon for her support of the Alwyndor Management Committee.

11. CLOSURE

The meeting closed at 8.44pm.

CONFIRMED 19 September 2019

CHAIRPERSON

AMC ACTION ITEMS

Meeting	Confidential Agenda Item	Action Required	Responsibility	Due Date	Current Status
18-Dec-18 (motion edited)	7.7 Annual Review of Investments	That a review of the process and reporting to ensure maximising returns to Alwyndor, managing liquidity and complying with Council policy with regard to the investment of funds including an investment policy and liquidity management.	FA; A/g GM	18/04/2019 17-Oct-19	In progress
21-Mar-19	6.1 Review of Action Items	That the AMC strategic planning session be delayed until the appointment of a GM.	A/g GM; PA	TBC	On Hold
21-Mar-19	7.3 Acting General Manager's Report	That the AMC be presented the results of the Governance & Operations Committee review on how recommendations of the Consumer Engagement Survey will be received and actioned.	A/g GM	18/04/2019 15-Sep-19	Complete.
24-Apr-19	7.2 Acting General Manager's Report	That an internal Register of Key Personnel be developed once formal delegations are confirmed by council administration.	A/g GM (QM)	20/06/2019 15-Sep-19	In progress.
24-Apr-19	7.2 Acting General Manager's Report	That the Acting General Manager engage a third party to construct a governance framework, taking into consideration advice received, requirements of the Aged Care and Local Government Acts and previously drafted documents.	A/g GM	ASAP	Complete.
24-Apr-19	7.2 Acting General Manager's Report	That a AMC Governance Working Party be formed for the review of draft Governance Framework and draft Terms of Reference	Chairperson; A/g GM	16/05/2019 17-Oct-19	In progress.
24-Apr-19	7.2 Acting General Manager's Report	That some tracking data based on external advertising be presented at an upcoming meeting	C&EA	3/05/2019 21-Nov-19	In progress.
16-May-19	7.1 Acting General Manager's Report	The Acting Chief Executive Officer agreed to seek advice and confirm whether Committee members are Responsible/Prescribed Officers under the Act. The Committee indicated that if members are Officers under the Act, ongoing due diligence reports would be required.	CEO	20/06/2019 17-Oct-19	In progress. CEO seeking additional advice (verbal update provided 20/6)

AMC ACTION ITEMS

16-May-19	7.1 Acting General Manager's Report	That a position paper on the issues relating to cameras in rooms be presented at the September meeting of the Alwyndor Management Committee.	COO	6-Sep-19	Deferred.
18-Jul-19	7.2 Acting General Manager's Report	That the RSM attend the next few AMC meetings	GM; RSM	5-Aug-19	In progress.
18-Jul-19	7.2 Acting General Manager's Report	That the WHS report provides a breakdown of risk ratings, either with dates or colour code current.	GM; WHS	5-Aug-19	Complete.
18-Jul-19	7.2 Acting General Manager's Report	That Management refine the feedback report to be clear on systemic issues and what is critical for AMC to note (and ensure Residential is re-introduced).	BPIC; SQM	5-Aug-19	In progress.
18-Jul-19	7.3 Instrument of Delegation for the AMC and GM Alwyndor	That the Aged Care Act Delegations (missing from report) be tabled at the next meeting	GM; PA	5-Aug-19	Complete.
15-Aug-19	7.1 Acting General Manager's Report	That future feedback reports provide information on how long open items of feedback have been open/pending.	BPIC; SQM	17-Oct-19	In progress.
15-Aug-19	7.1 Acting General Manager's Report	That the internal governance structure and framework be updated to include financial management (and type CI as Continuous Improvement in full).	A/g GM; RSM	20-Aug-19	In progress.
15-Aug-19	7.1 Acting General Manager's Report	That the incoming General Manager liaise with the AMC Chairperson regarding Delegations under the Aged Care Act.	GM	19-Sep-19	In progress.
15-Aug-19	7.1 Acting General Manager's Report	That the A/g GM to clarify if AMC interpretation that Part 3 of the updated Code of Practice implies explicitly that Part 2 does not apply is correct?	A/g GM	19-Sep-19	In progress.
15-Aug-19	7.1 Acting General Manager's Report	That the A/g GM to clarify if AMC interpretation of the Code of Practice (above) is correct, are there other obligations that mean AMC minutes must be published within 5 days?	A/g GM	19-Sep-19	In progress.

Item No: **7.1**

Subject: **GENERAL MANAGER'S REPORT**

Date: 19 September 2019

Written By: General Manager

General Manager: Beth Davidson-Park

SUMMARY

These items are presented for the information of Members. After noting the report any items of interest can be discussed and, if required, further motions proposed.

RECOMMENDATION

That the Alwyndor Management Committee:

1. **Notes the following items and items of interest discussed:**
 1. **Meeting Dates and Task Schedule**
 2. **WHS Report**
 3. **Feedback Analysis Report**
 4. **Legal and Industrial Matters**
 5. **Enterprise Bargaining Agreement Update**
 6. **Re-appointment of Members to the Alwyndor Management Committee**
 7. **General Update**
 2. **Recommends to Council the re-appointment of _____ to a two-year term as a member to the Alwyndor Management Committee.**
-

COMMUNITY PLAN

Community: Building a healthy, active and resilient community
Culture: Providing customer-centred services
Culture: Enabling high performance
Culture: Supporting excellent, efficient operations

COUNCIL POLICY

Not applicable

STATUTORY PROVISIONS

Not applicable

REPORT

Standing items**1. Meeting dates and task schedule**

The register of meeting dates with attendance and annual governance task schedule listing are attached for reference.

Refer Attachment 1

The ICT Plan report scheduled for August has been deferred and will be presented at a future meeting.

2. WHS Report

A monthly progress report on WHS is provided for information.

Refer Attachment 2

A monthly audit report on workplace inspection is provided for information.

Refer Attachment 3

3. Feedback Analysis Report

An analysis of the feedback for the month of August is provided for information.

Refer Attachment 4

4. Legal and Industrial Matters

The General Manager will provide a verbal update on any legal or industrial matters.

Other Items**5. Enterprise Bargaining Agreement Update**

The most recent negotiation meeting was held on 15 August 2019, with the next meeting due to be held mid-late September 2019.

6. Re-appointment of Members to the Alwyndor Management Committee

It is recommended that the Chairperson seeks expressions of interest from members whose terms are expiring and seeking reappointment to the Alwyndor Management Committee following the expiration of the member's term of office.

7. General Update

The General Manager will provide a verbal update.



ATTACHMENT 1



ATTACHMENT 2

Injury and Workers Compensation Claims

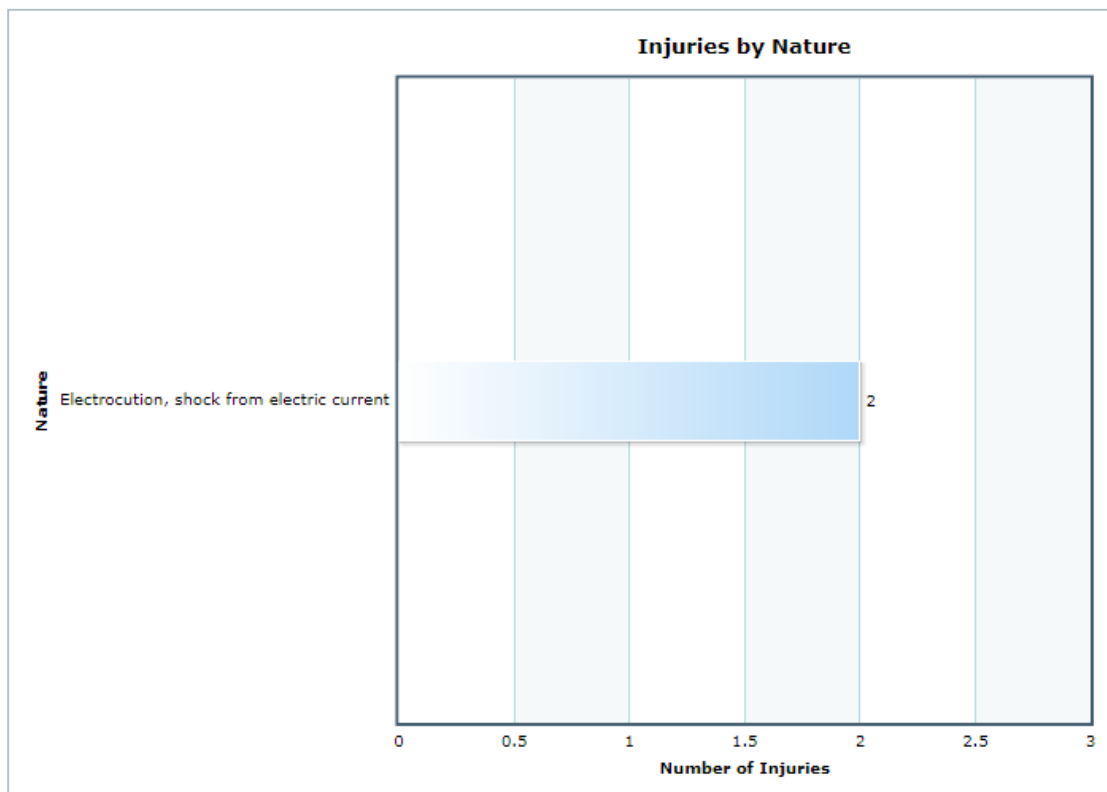
Year	2019-2020	2018-2019	2017-2018
Number of Injuries	5		
Number of Claims for YTD	2		
Number of Lost Time Injuries (LTI)	1		
Number of Days to LTI	4		
Current Open Claims	2	2	1
Undetermined	0	1	

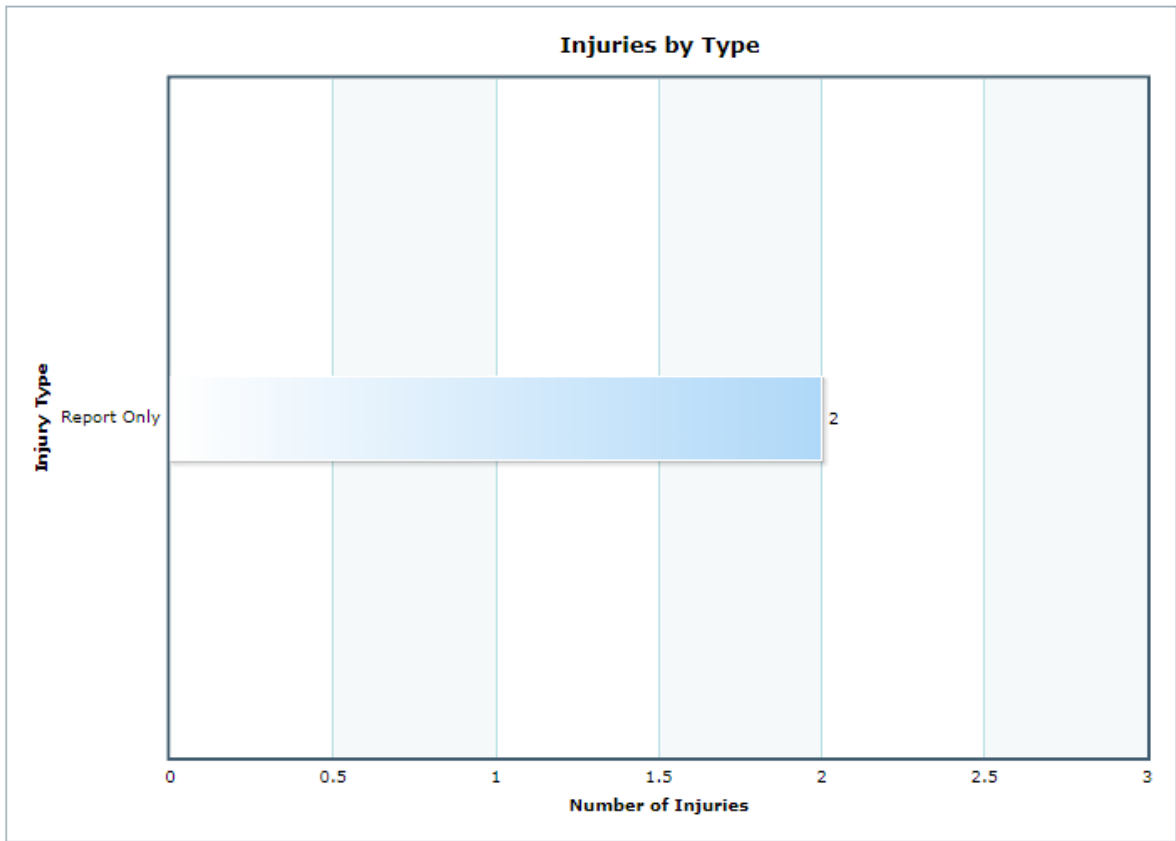
- Nil new claims during August 2019
- Nil injuries during August 2019

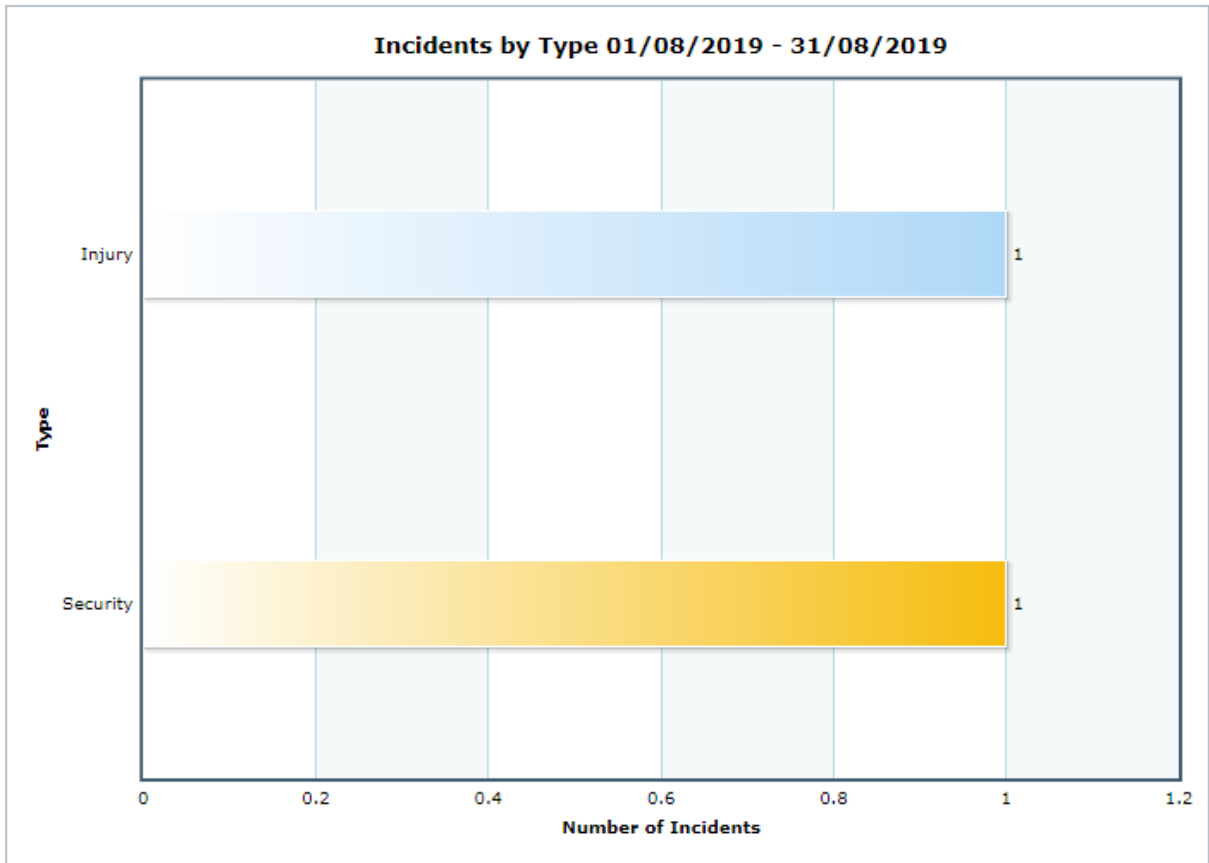
Incidents & Hazards

- Incident and Hazard data is being directly reported to the LGAWCS via Skytrust monthly.
- There were two incidents recorded during August 2019.
 - Report only regarding intruder at Home Support Client's home. No injuries sustained.
 - Minor electrical shock (small static type) to two kitchen contractors when touching kitchen bench and bain-marie due to damaged electrical socket.

Incident Summary Report for August 2019



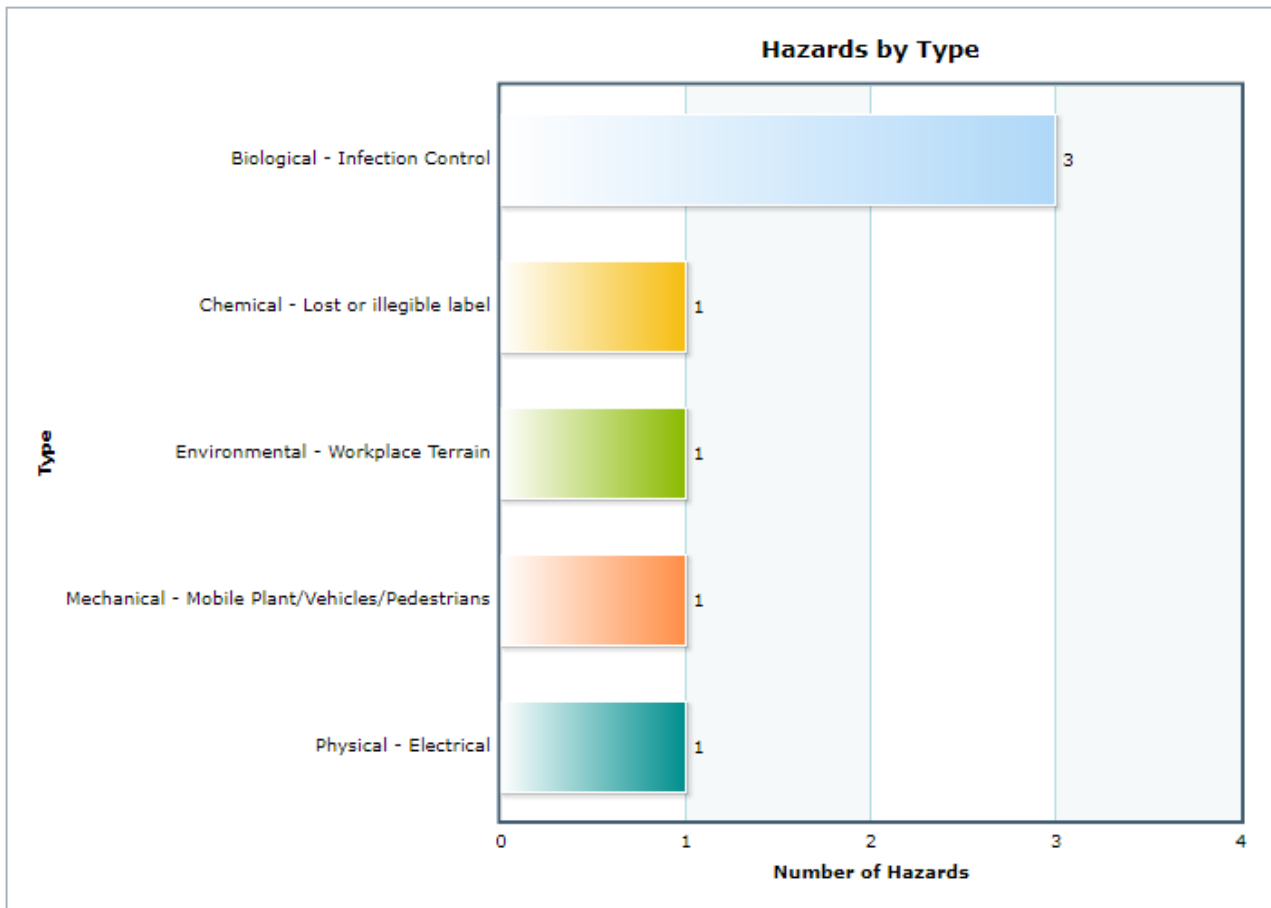




LOW	MEDIUM	HIGH	EXTREME
2	0	0	0

Rating	Hazard	Action
NIL		

Hazard Summary Report for August 2019



Risk Ratings

LOW	MEDIUM	HIGH	EXTREME
2	2	3	0

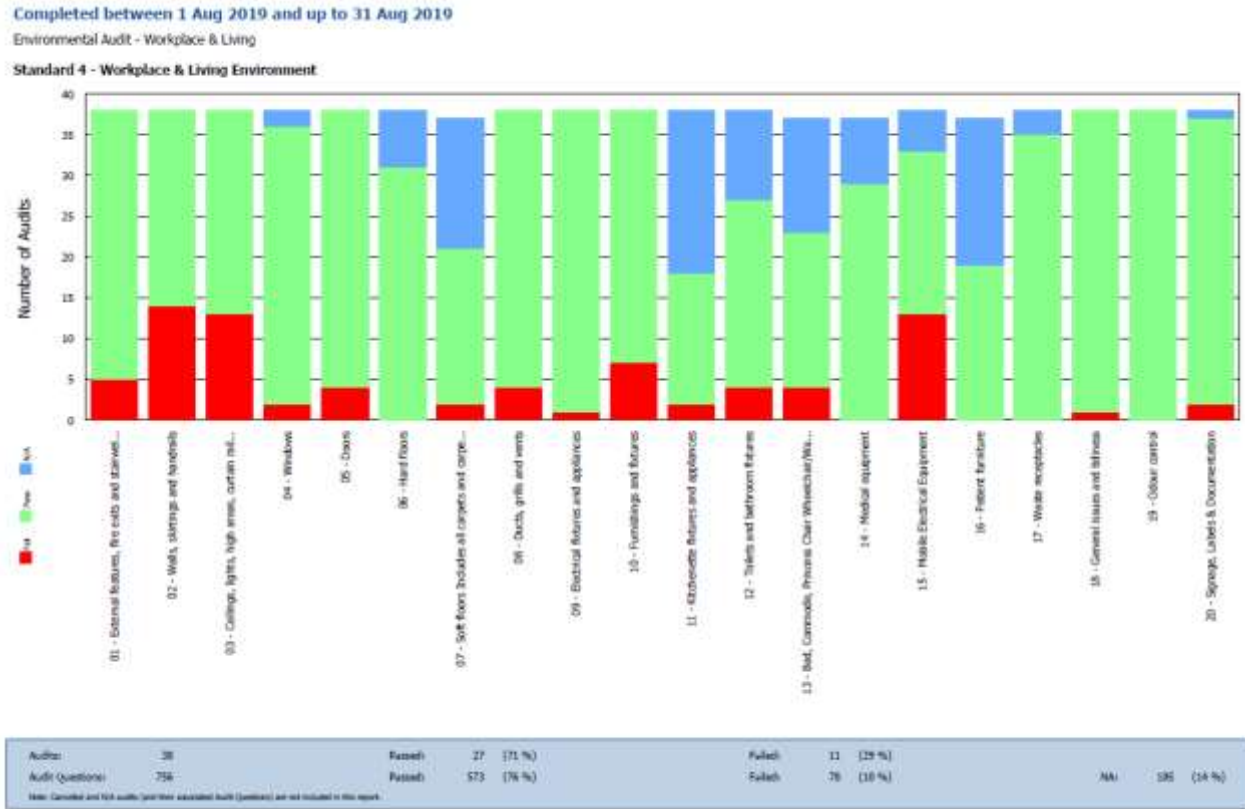
Rating	Hazard	Action
HIGH	Dirty plates left in plate warmer	Plates removed and Chef Manager notified who irritated importance of infection control to kitchen staff.
HIGH	Fall risk to Home Support customer due to age and condition of customer's home	Nil action due to HS Coordinator unable to contact customer.
HIGH	Food and open beverages found in fridge unlabelled	Food removed and Care Worker Team Leader reminded staff of correct process.



ATTACHMENT 3

Type of Audit: Environmental – Workplace and Living	Date Audits Completed: August 2019
Sample Size: 38 Documentation Review _____ Observation _____ Interview _____	Department: All
	Report completed by: Kerri Nardecchia

Results / Analysis / Trends



38 Audits conducted during August 2019. Audit Pass rate of 71% with a Failure rate of 29%. 1 audit was not completed during August due to inability to access area scheduled for audit.

4 Hazard reports were raised from workplace inspections carried out during August.

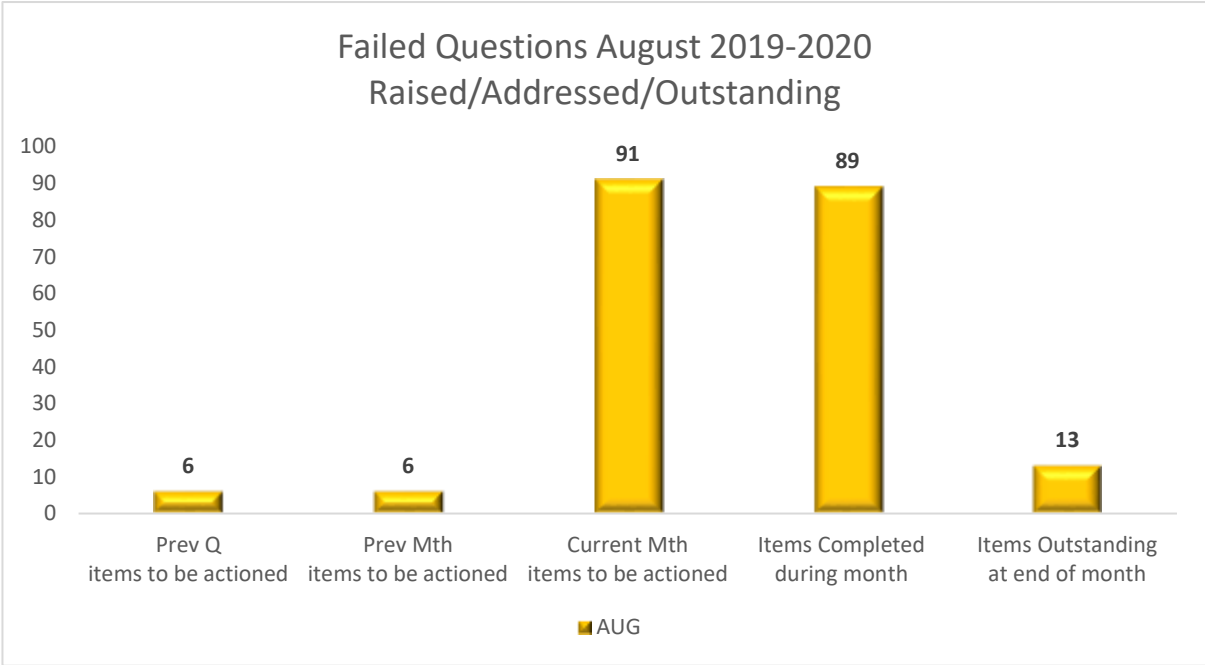
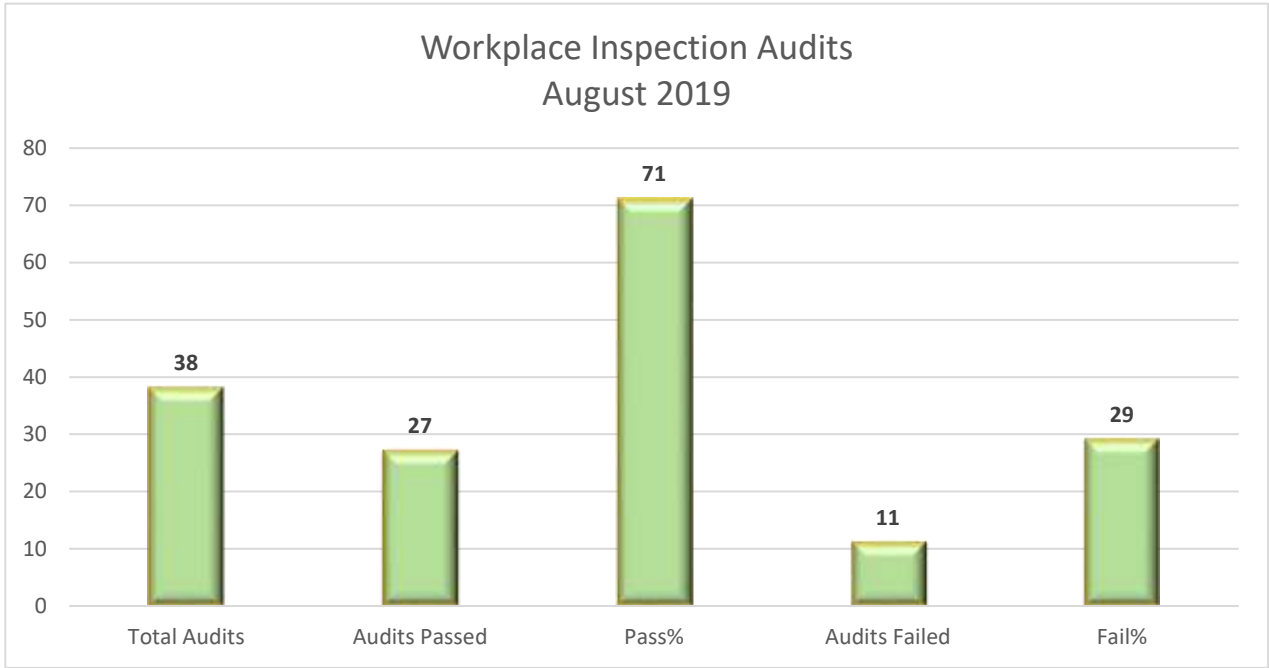
- Label on hazardous chemical bottle in therapy had a worn label – label was replaced.
- Food and open beverages in a fridge without labels – this has become an ongoing hazard and CI to be raised.
- A dining room plate warmer contained dirty plates – plates removed and returned to kitchen. Chef Manager has reiterated importance of infection control to kitchen staff.
- A resident’s bed with only one brake engaged – all breaks re-engaged and issue raised with relevant unit staff.

Failed Questions:

Q. 02 Walls, skirtings & handles – 14 failed questions due to a mix of scuffs and chips. These items are placed on a Low Priority List on the Maintenance Schedule.

Q. 03 Ceilings lights and high areas – 13 failed questions – 10 dead insects and 3 dysfunctional lighting.

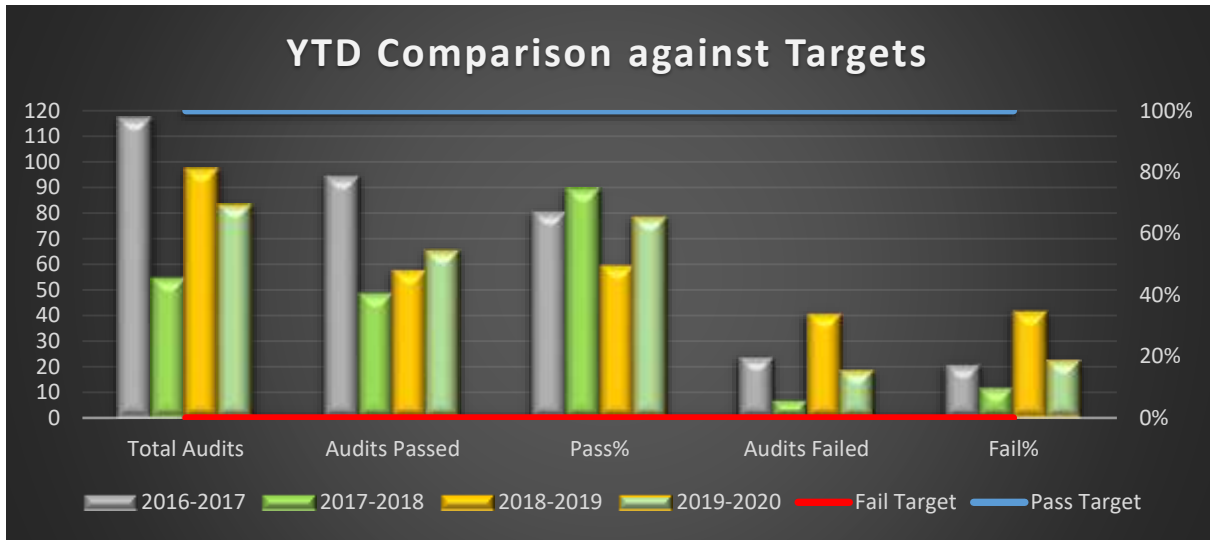
Q. 15 Mobile Electrical Equipment – 13 failed questions – 9 electrical items found not tagged – 2 residents’ items, 7 Alwyndor items – 4 of these being TVs. 4 electrical items had tags that were out of date. From September the due dates of out of date tags will be recorded.



Of the 13 items still outstanding:

- 2 are from the previous quarter April to June 2019
- 4 from July
- 7 from August

YTD Comparison





ATTACHMENT 4

AUDIT REPORT

Type of Audit: Feedback Analysis August 2019

Date Audit Completed 6/9/2019

Completed by: S. Pedler

Date Range Page Slicer

01/08/2019 31/08/2019

Feedback Volume by Department

● Administration ● Healthy Living ● Home Support Services ● Organisation ● Residential Services

View by Source

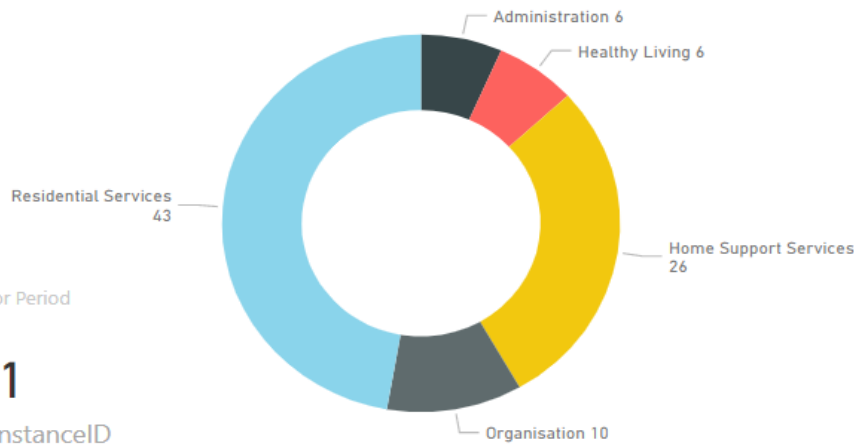
Source Type

- Client
- Family Member
- Other
- Resident
- Staff
- Volunteer

Total Feedback for Period

91

Count of InstanceID

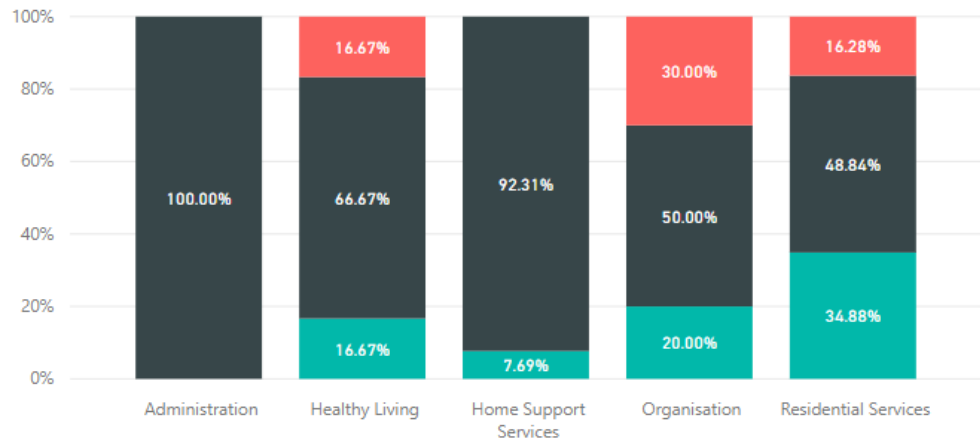


Open Feedback by Department

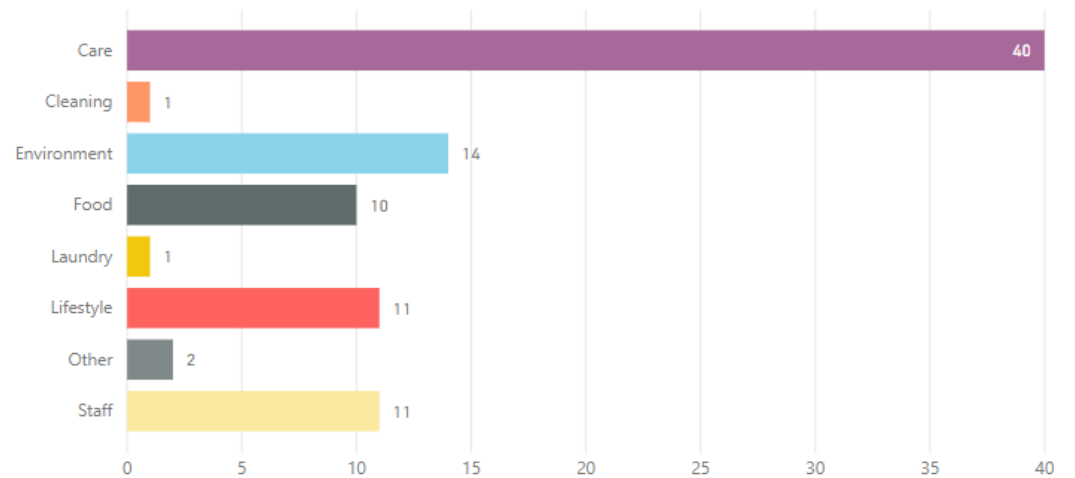


Feedback Type Ratio

Type ● Complaint ● Compliment ● Suggestion



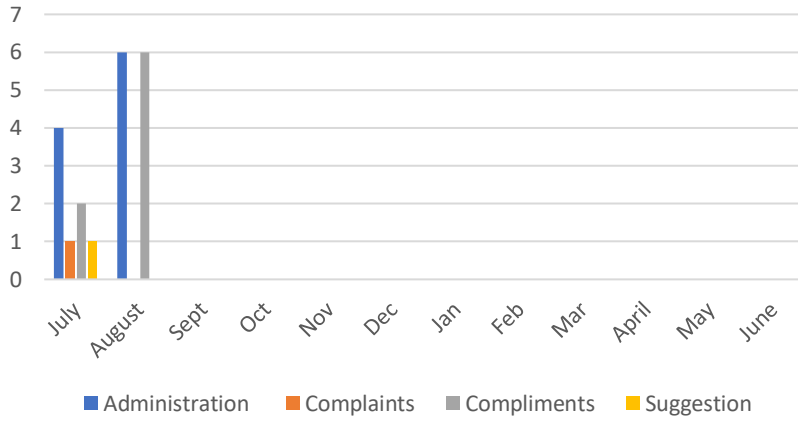
Feedback Category



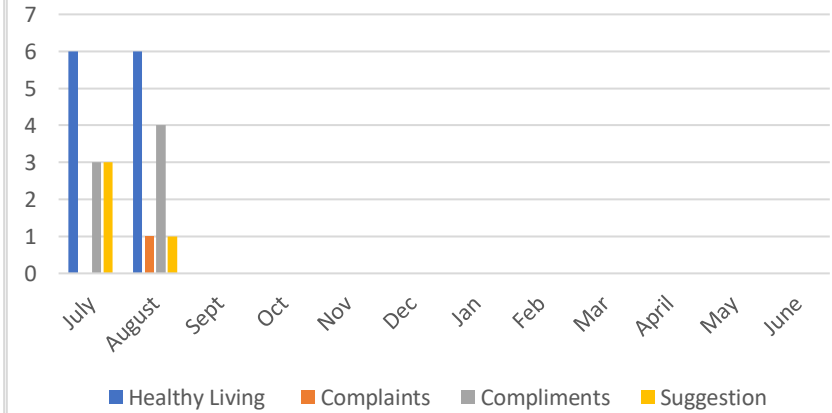
AUDIT REPORT

Results / Analysis / Trends

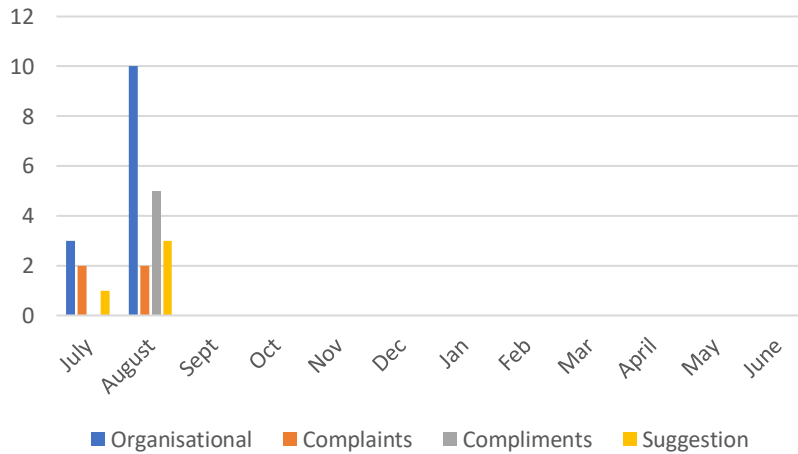
Administration



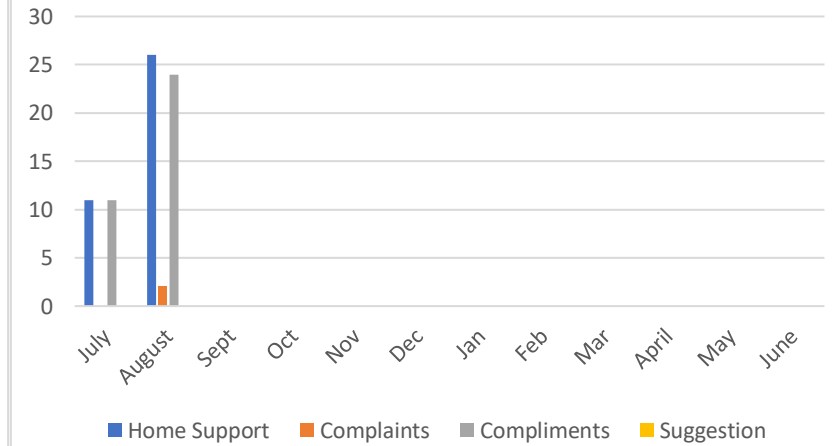
Healthy Living



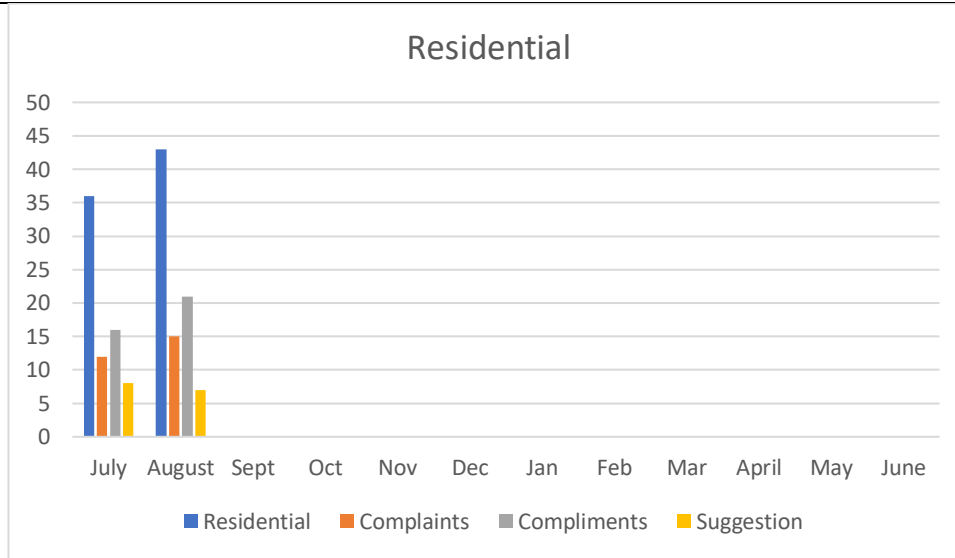
Organisational



Home Support



AUDIT REPORT



AUDIT REPORT

There was a total of 91 feedback reports for July 2019. 82 (91%) of these are closed.

Of these:

- 20 were complaints
- 40 were compliments
- 11 were suggestions

Feedback was received from the following sources:

- Client 20
- Family member 27
- Resident 22
- Staff 17
- Volunteer 1

Complaints 20

- Care 7
- Environment 3
- Laundry 1
- Food 3
- Lifestyle 1
- Staff 1
- Other 4

Complaints were received for the following departments:

Healthy Living: 1

Home Support: 2

Organisation: 2

Residential Services: 15

AUDIT REPORT

Complaints for residential services have increased slightly with a total of 20 for August compared to 12 for July, 19 for June, 20 for May and 34 for April.

Care issues resulted in 7 complaints an increase from 2 in the previous month.

- Being woken at night x 2
- Call bell response time
- Contenance care
- Teeth cleaning
- Incorrect positioning
- 1 loud resident

Lifestyle resulted in 1 complaint

- More exciting activities

Environment issues resulted in 3 complaints

- Resident does not like curtains
- Resident unable to close bathroom door
- HSS gardener leaf blowing

Laundry issues resulted in 1 complaint

- 1 Missing item

Food issues resulted in 4 complaints

- Not being provided with a sugar free dessert
- Fish not edible
- Inconsistent mealtimes
- Meat tough

Other

AUDIT REPORT

- 1 staffing change without notice HSS
- 1 re podiatry service
- 1 café not open on weekend
- Cigarettes on pathway

All food complaints are forwarded to Chef and COO. Actions taken included change of meat supplier. There has also been discussion about the management of food issues and a change to be introduced to better manage complaints at the point of food service. The COO is to develop and implement this system.

The **SAC rating** on all complaints has been entered in the Feedback Data Base

Level 3 Rating = 4 (Minimal or no Harm)

Level 4 Rating= 16 (No Harm or Near Miss)

There were no complaints assessed as High or Extreme risk

Compliments 60

A significant increase in compliments noted in residential, 16 to 21, and HSS 11 to 24.

Suggestions 11

There were 2 complaints to the Aged Care Quality & Safety Commission for August. 1 of these has been closed with no adverse findings and 1 in progress.

There were 3 mandatory reports in August. These were all discretionary.

AUDIT REPORT

Service	July	August	Sept
Administration	4	6	
<i>Complaints</i>	1	0	
<i>Compliments</i>	2	6	
<i>Suggestion</i>	1	0	
Healthy Living	6	6	
<i>Complaints</i>	0	1	
<i>Compliments</i>	3	4	
<i>Suggestion</i>	3	1	
Home Support	11	26	
<i>Complaints</i>	0	2	
<i>Compliments</i>	11	24	
<i>Suggestion</i>	0	0	
Organisational	3	10	
<i>Complaints</i>	2	2	
<i>Compliments</i>	0	5	
<i>Suggestion</i>	1	3	
Residential	36	43	
<i>Complaints</i>	12	15	
<i>Compliments</i>	16	21	
<i>Suggestion</i>	8	7	

The usage of the feedback system shows all stakeholders are familiar, encouraged and comfortable in using the feedback system. The system is promoted in residents meetings and in the newsletter and there are several feedback information stations throughout the facility.

Administration has seen a steady increase in feedback with the majority being compliments or suggestions. Feedback received about Healthy Living has decreased, however this data is skewed by the inclusion of survey results in April. Home Support Services has seen an ongoing trend of increasing compliments and a slow decrease in complaints.

Residential Services remains relatively stable in the amount of feedback received however the data shows a trend upwards for compliments and downward for complaints.

AUDIT REPORT