



Australian Government

Australian Aged Care Quality Agency

The Laurels

RACS ID 0037

45 English St

KOGARAH NSW 2217

Approved provider: United Protestant Association of NSW Limited

Following an audit we decided that this home met 44 of the 44 expected outcomes of the Accreditation Standards and would be accredited for three years until 14 October 2018.

We made our decision on 14 September 2015.

The audit was conducted on 05 August 2015 to 06 August 2015. The assessment team's report is attached.

We will continue to monitor the performance of the home including through unannounced visits.

Standard 4 – Physical environment and safe systems

Principle: Care recipients live in a safe and comfortable environment that ensures the quality of life and welfare of care recipients, staff and visitors.

4.1 Continuous improvement

This expected outcome requires that “the organisation actively pursues continuous improvement”.

Team’s findings

The home meets this expected outcome

Refer to expected outcome 1.1 Continuous improvement for information regarding the continuous improvement system which exists in the home.

Examples of improvements in relation to Standard Four over the last year include:

- The home has implemented a new product to assist staff and care recipients in the collection of specimens. The product is fitted to a toilet seat and catches urine and faeces for collection. Staff are very happy with the device especially when used with care recipients with behaviour concerns. We were told that staff ‘can’t believe how simple it is’.
- The home’s fire officer has developed aides to assist in training staff in the use of fire and emergency equipment during mock fire drills including a fire bell, ‘break glass’ device, fire blanket and decommissioned fire extinguisher. We were told that new staff are now able to be trained when they start instead of waiting until the next scheduled compulsory training event. Management and staff are very pleased with this initiative and staff are confident in using equipment in the event of an emergency.

4.2 Regulatory compliance

This expected outcome requires that “the organisation’s management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards and guidelines, about physical environment and safe systems”.

Team’s findings

The home meets this expected outcome

The home has systems to identify and ensure compliance with relevant legislation, regulatory requirements and professional guidelines as referred to in expected outcome 1.2 Regulatory compliance.

Examples of regulatory compliance relevant to Accreditation Standard Four: Physical environment and safe systems include:

- A review of records and observations showed fire safety equipment is being inspected, tested and maintained in accordance with fire safety regulations and the annual fire safety statement is displayed.
- A current NSW Food Authority licence is displayed and a food safety program has been implemented as required by the NSW Food Safety Authority.