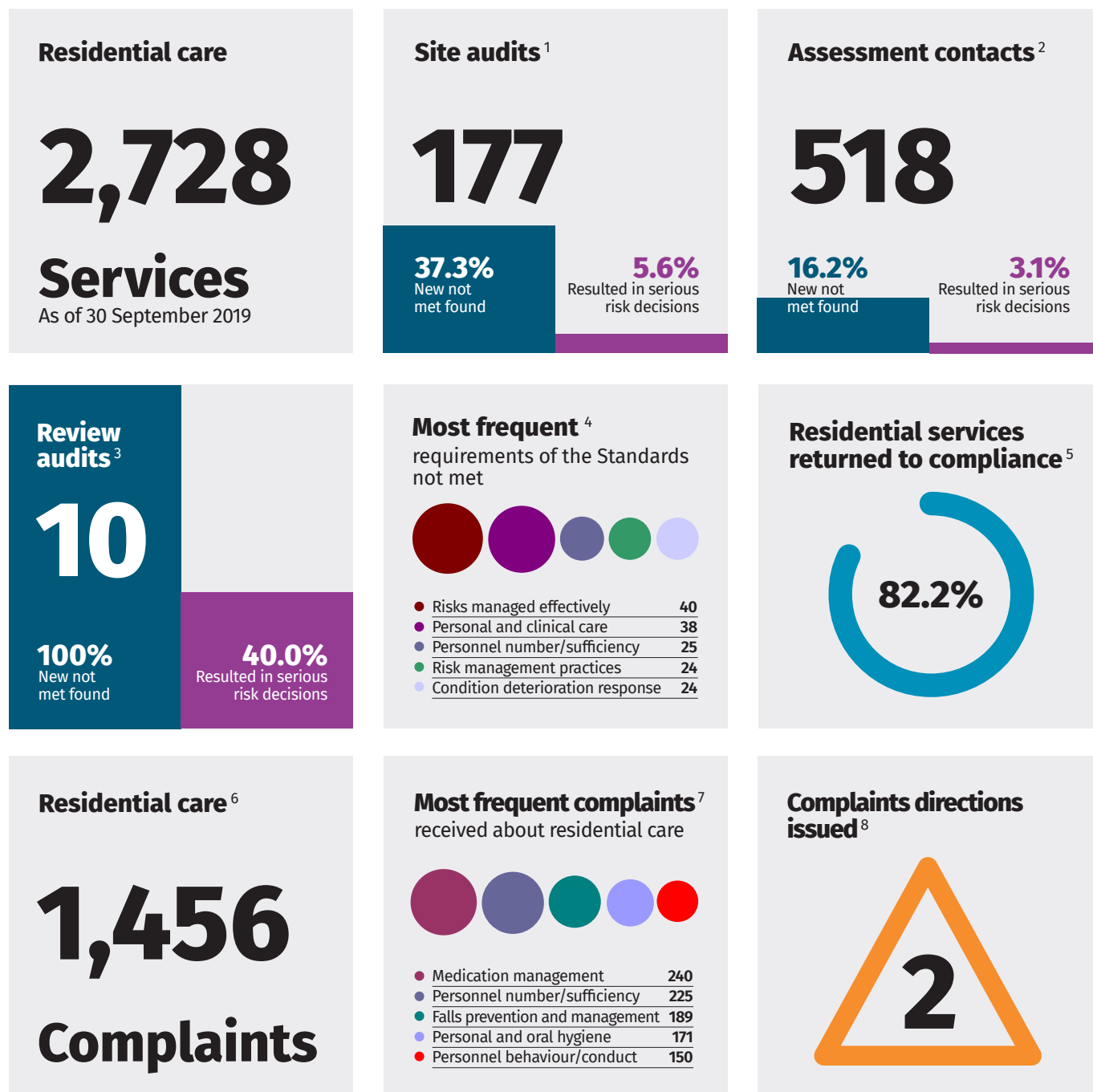


Residential care sector performance

July – September 2019



1 Refer to Table 1
2 Refer to Table 3
3 Refer to Table 2
4 Refer to Table 8

5 Refer to Table 4
6 Refer to Table 10
7 Refer to Table 11
8 Refer to Table 10



Note: First quarter reporting - Aged Care Quality Standards

Since 1 July 2019, organisations providing Commonwealth subsidised aged care services are required to comply with the Aged Care Quality Standards (Quality Standards). Organisations are assessed and must be able to provide evidence of their compliance with and performance against the eight Quality Standards. More information about the Quality Standards is available on the Commission website.

This introduction of the Quality Standards represents a break in series for the sector performance data reports. This quarter's report (Jul to Sep 2019) covers the first quarter during which Commonwealth subsidised aged care services have been assessed against the requirements under the eight Quality Standards.

Residential care sector performance

July – September 2019

TABLE 1

Site audits	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Number of site audits	48	30	62	9	2	8	1	17	177
Number of times requirements of the Standards not met	25	13	14	2	1	8	1	2	66
Number of serious risk decisions resulting	3	4	2	1	0	0	0	0	10
% of all site audits where one or more requirements of the Standards were not met	52.1%	43.3%	22.6%	22.2%	50.0%	100.0%	100.0%	11.8%	37.3%
% of all site audits that resulted in a serious risk decision	6.3%	13.3%	3.2%	11.1%	0.0%	0.0%	0.0%	0.0%	5.6%
% of all not met decisions that resulted in a serious risk decision	12.0%	30.8%	14.3%	50.0%	0.0%	0.0%	0.0%	0.0%	15.2%



Residential care sector performance

July – September 2019

TABLE 2

Review audits	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Number of review audits	4	5	0	0	0	0	0	1	10
Number of times requirements of the Standards not met	4	5	0	0	0	0	0	1	10
Number of serious risk decisions resulting	3	1	0	0	0	0	0	0	4
% of all review audits where one or more requirements of the Standards were not met	100.0%	100.0%	–	–	–	–	–	100.0%	100.0%
% of all review audits that resulted in a serious risk decision	75.0%	20.0%	–	–	–	–	–	0.0%	40.0%
% of all not met decisions that resulted in a serious risk decision	75.0%	20.0%	–	–	–	–	–	0.0%	40.0%

TABLE 3

Assessment contacts	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Number of assessment contacts	159	87	87	7	9	81	4	84	518
Number of times requirements of the Standards not met	16	7	15	0	1	27	0	18	84
Number of serious risk decisions resulting	4	6	3	0	0	0	0	3	16
% of all assessment contacts where one or more requirements of the Standards were not met	10.1%	8.0%	17.2%	0.0%	11.1%	33.3%	0.0%	21.4%	16.2%
% of all assessment contacts that resulted in a serious risk decision	2.5%	6.9%	3.4%	0.0%	0.0%	0.0%	0.0%	3.6%	3.1%
% of all not met decisions that resulted in a serious risk decision	25.0%	85.7%	20.0%	–	0.0%	0.0%	–	16.7%	19.0%

TABLE 4

Timetable for improvement	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Residential services returned to compliance after completion of TFI	80.8%	95.2%	85.2%	100.0%	80.0%	74.1%	75.0%	75.0%	82.2%



Residential care sector performance

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TABLE 5

Accreditation decisions	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Re-accreditation decisions									
Not to accredit	1	0	0	0	0	0	0	0	1
Accredit	47	30	62	9	2	8	1	17	176
Less than 1 year	3	0	1	0	0	0	0	0	4
1 year	6	4	4	2	0	2	0	1	19
Between 1 and 2 years	2	0	1	0	0	1	0	0	4
2 years	6	5	3	1	0	1	1	0	17
Between 2 and 3 years	0	0	1	0	0	0	0	0	1
3 years	30	21	52	6	2	4	0	16	131
Review audits									
Not revoke or vary	0	1	0	0	0	0	0	1	2
Revoke	0	1	0	0	0	0	0	0	1
Vary	4	3	0	0	0	0	0	0	7

TABLE 6

Decisions of non-compliance with the Standards

	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Site audits and review audits									
1 requirement of the Standards not met	6	4	6	1	0	2	0	0	19
2 requirements of the Standards not met	2	1	1	0	0	0	0	0	4
3 requirements of the Standards not met	4	2	2	0	0	2	0	2	12
4 requirements of the Standards not met	1	3	1	0	1	0	0	0	6
5 – 10 requirements of the Standards not met	7	3	4	0	0	3	1	0	18
11 – 15 requirements of the Standards not met	4	1	0	0	0	0	0	1	6
16 – 20 requirements of the Standards not met	1	1	0	1	0	1	0	0	4
More than 20 requirements of the Standards not met	4	3	0	0	0	0	0	0	7



Residential care sector performance

July – September 2019

TABLE 7

Decisions of non-compliance with the Standards

	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Assessment contacts									
1 requirement of the Standards not met	5	3	8	0	1	16	0	8	41
2 requirements of the Standards not met	7	2	2	0	0	5	0	4	20
3 requirements of the Standards not met	2	1	3	0	0	2	0	3	11
4 requirements of the Standards not met	2	1	0	0	0	0	0	0	3
5 – 10 requirements of the Standards not met	0	0	1	0	0	1	0	2	4
11 – 15 requirements of the Standards not met	0	0	1	0	0	0	0	0	1
16 – 20 requirements of the Standards not met	0	0	0	0	0	1	0	0	1
More than 20 requirements of the Standards not met	0	0	0	0	0	0	0	0	0

TABLE 8

Most frequent requirements of the Standards not met

	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Site audits and review audits									
3 (3) (b) Risks managed effectively	14	12	4	1	0	6	1	2	40
3 (3) (a) Best practice personal and clinical care	17	9	4	1	0	3	1	3	38
7 (3) (a) Number and mix of workforce	10	7	3	1	0	2	0	2	25
8 (3) (d) Effective risk management systems and practices	11	5	3	1	0	3	0	1	24
3 (3) (d) Condition deterioration recognised and responded to	10	6	2	1	0	4	0	1	24
8 (3) (c) Effective organisation wide governance systems	12	9	0	1	0	1	0	0	23
8 (3) (e) Clinical governance framework	10	6	2	1	0	2	1	1	23
2 (3) (a) Safe and effective care and services	10	6	1	1	0	2	0	1	21
3 (3) (e) Sharing information to optimise care	7	5	2	1	0	4	0	0	19
2 (3) (e) Regular reviews of care and services	4	7	2	1	0	3	0	2	19



Residential care sector performance

July – September 2019

TABLE 9

Most frequent requirements of the Standards not met

	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Assessment contacts									
3 (3) (b) Risks managed effectively	7	0	7	0	0	13	0	9	36
3 (3) (a) Best practice personal and clinical care	6	4	5	0	0	4	0	6	25
8 (3) (d) Effective risk management systems and practices	1	0	1	0	0	9	0	5	16
7 (3) (a) Number and mix of workforce	2	3	3	0	0	3	0	0	11
8 (3) (c) Effective organisation wide governance systems	2	0	1	0	0	2	0	5	10
3 (3) (d) Condition deterioration recognised and responded to	3	1	3	0	0	1	0	0	8
1 (3) (a) Dignity and respect	2	0	1	0	1	0	0	1	5
6 (3) (d) Feedback and complaints reviewed for continuous improvement	0	0	0	0	0	1	0	4	5
2 (3) (b) Current and future needs, goals and preferences	1	0	2	0	0	2	0	0	5
3 (3) (e) Sharing information to optimise care	0	2	2	0	0	1	0	0	5

TABLE 10

Complaints about residential care

Number of complaints received	1,456
Notices issued from complaints	0
Directions issued from complaints	2

TABLE 11

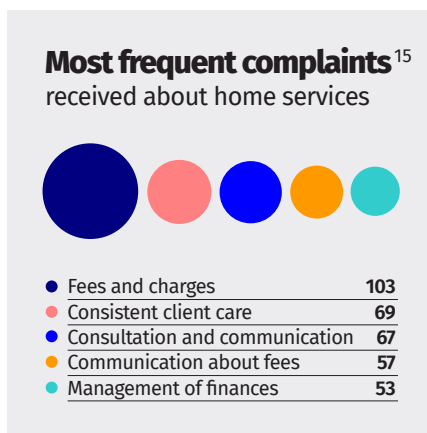
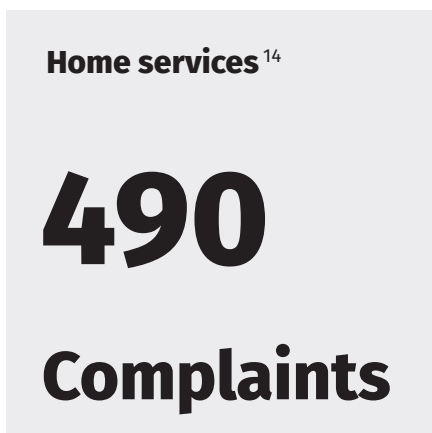
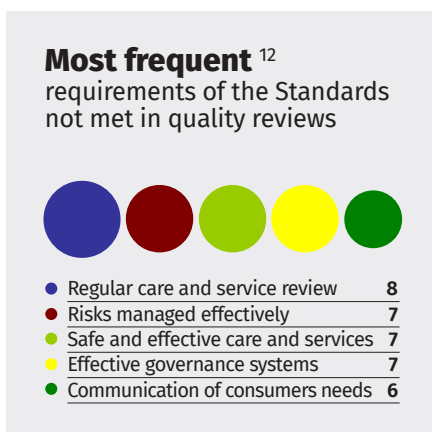
Most frequent complaint issues received about residential care

Medication management	240
Personnel number/sufficiency	225
Falls prevention and management	189
Personal and oral hygiene	171
Personnel behaviour/conduct	150



Home services sector performance

July – September 2019



⁹ Home services (Help at Home) include Home Care Packages and Commonwealth Home Support Program

¹⁰ Refer to Table 12

¹¹ Refer to Table 13

¹² Refer to Table 17

¹³ Refer to Table 14

¹⁴ Refer to Table 19

¹⁵ Refer to Table 20

¹⁶ Refer to Table 19



Home services sector performance

July – September 2019

TABLE 12

Quality reviews	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Number of quality reviews	2	3	3	0	0	10	2	4	24
Number of times requirements of the Standards not met	2	3	0	0	0	7	1	0	13
Number of serious risk decisions resulting	0	2	0	0	0	0	0	0	2
% of all quality reviews where one or more requirements of the Standards were not met	100.0%	100.0%	0.0%	–	–	70.0%	50.0%	0.0%	54.2%
% of all quality reviews that resulted in a serious risk decision	0.0%	66.7%	0.0%	–	–	0.0%	0.0%	0.0%	8.3%
% of all not met decisions that resulted in a serious risk decision	0.0%	66.7%	–	–	–	0.0%	0.0%	–	15.4%

TABLE 13

Assessment contacts	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Number of assessment contacts	15	19	18	4	1	10	5	6	78
Number of times requirements of the Standards not met	0	0	5	0	0	1	0	0	6
Number of serious risk decisions resulting	0	0	0	0	0	0	0	0	0
% of all assessment contacts where one or more requirements of the Standards were not met	0.0%	0.0%	27.8%	0.0%	0.0%	10.0%	0.0%	0.0%	7.7%
% of all assessment contacts that resulted in a serious risk decision	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% of all not met decisions that resulted in a serious risk decision	–	–	0.0%	–	–	0.0%	–	–	0.0%

TABLE 14

Timetable for improvement	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Home services returned to compliance after completion of TFI	33.3%	66.7%	100.0%	100.0%	–	100.0%	–	100.0%	72.2%



Home services sector performance

July – September 2019

TABLE 15

Decisions of non-compliance with the Standards

	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Quality reviews									
1 requirement of the Standards not met	0	0	0	0	0	2	0	0	2
2 requirements of the Standards not met	0	0	0	0	0	2	0	0	2
3 requirements of the Standards not met	0	0	0	0	0	0	0	0	0
4 requirements of the Standards not met	1	0	0	0	0	0	0	0	1
5 – 10 requirements of the Standards not met	1	0	0	0	0	3	0	0	4
11 – 15 requirements of the Standards not met	0	2	0	0	0	0	0	0	2
16 – 20 requirements of the Standards not met	0	0	0	0	0	0	0	0	0
More than 20 requirements of the Standards not met	0	1	0	0	0	0	1	0	2

TABLE 16

Decisions of non-compliance with the Standards

	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Assessment contacts									
1 requirement of the Standards not met	0	0	1	0	0	0	0	0	1
2 requirements of the Standards not met	0	0	1	0	0	1	0	0	2
3 requirements of the Standards not met	0	0	0	0	0	0	0	0	0
4 requirements of the Standards not met	0	0	1	0	0	0	0	0	1
5 – 10 requirements of the Standards not met	0	0	2	0	0	0	0	0	2
11 – 15 requirements of the Standards not met	0	0	0	0	0	0	0	0	0
16 – 20 requirements of the Standards not met	0	0	0	0	0	0	0	0	0
More than 20 requirements of the Standards not met	0	0	0	0	0	0	0	0	0



Home services sector performance

July – September 2019

TABLE 17

Most frequent requirements of the Standards not met

	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Quality reviews									
2 (3) (e) Regular reviews of care and services	1	3	0	0	0	3	1	0	8
3 (3) (b) Risks managed effectively	1	2	0	0	0	3	1	0	7
2 (3) (a) Safe and effective care and services	1	2	0	0	0	3	1	0	7
8 (3) (c) Effective organisation wide governance systems	0	3	0	0	0	3	1	0	7
4 (3) (d) Communication of consumers conditions, needs and preferences	0	3	0	0	0	2	1	0	6
2 (3) (b) Current and future needs, goals and preferences	1	3	0	0	0	1	1	0	6
7 (3) (e) Workforce performance assessment, monitoring and review	1	3	0	0	0	1	1	0	6
8 (3) (d) Effective risk management systems and practices	1	3	0	0	0	1	1	0	6

TABLE 18

Most frequent requirements of the Standards not met

	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Assessment contacts									
6 (3) (d) Feedback and complaints reviewed for continuous improvement	0	0	3	0	0	0	0	0	3
6 (3) (c) Open disclosure and complaints response	0	0	3	0	0	0	0	0	3
2 (3) (a) Safe and effective care and services	0	0	3	0	0	0	0	0	3
8 (3) (c) Effective organisation wide governance systems	0	0	2	0	0	1	0	0	3



Home services sector performance

July – September 2019

TABLE 19

Complaints about home services

Number of complaints received	490
Notices issued from complaints	0
Directions issued from complaints	3

TABLE 20

Most frequent complaint issues received about home services

Fees and charges	103
Consistent client care	69
Consultation and communication	67
Communication about fees	57
Management of finances	53



National Aboriginal & Torres Strait Islander flexible aged care program sector performance

July – September 2019



¹⁷ Refer to Table 21

¹⁸ Refer to Table 22



National Aboriginal & Torres Strait Islander flexible aged care program sector performance

July – September 2019

TABLE 21

Quality reviews

Number of quality reviews	2
Number of times requirements of the Standards not met	2
% of quality reviews where not met was found	100.0%

TABLE 22

Assessment contacts

Number of assessment contacts	10
Number of times requirements of the Standards not met	3
% of assessment contacts where not met was found	30.0%

TABLE 23

Decisions of non-compliance with the Standards

Quality reviews	
1 requirement of the Standards not met	0
2 requirements of the Standards not met	0
3 requirements of the Standards not met	0
4 requirements of the Standards not met	0
5 – 10 requirements of the Standards not met	0
11 – 15 requirements of the Standards not met	1
16 – 20 requirements of the Standards not met	1
More than 20 requirements of the Standards not met	0

TABLE 24

Decisions of non-compliance with the Standards

Assessment contacts	
1 requirement of the Standards not met	1
2 requirements of the Standards not met	1
3 requirements of the Standards not met	1
4 requirements of the Standards not met	0
5 – 10 requirements of the Standards not met	0
11 – 15 requirements of the Standards not met	0
16 – 20 requirements of the Standards not met	0
More than 20 requirements of the Standards not met	0

TABLE 25

Complaints about flexible care services*

Number of complaints received	23
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* Included complaints about National Aboriginal & Torres Strait Islander Flexible Aged Care Program, Flexible and Community care





Note: Tables 6, 7, 15, 16, 23 and 24 indicate the extent of the non-compliance when it is first detected by the Commission. Decisions in these tables refers to instances where the Commission identifies non-compliance with the Quality Standards following a service being fully compliant

Complaints data as at 5 November 2019 from the Commission's case management system. Complaints data is reported from a live database and extracted at a point in time. Reported figures can vary over time as the database is updated.



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