All Good Care

Performance Report

Shop 1/793 Gympie Road
CHERMSIDE QLD 4032
Phone number: 0447 670 665

**Commission ID:** 701061

**Provider name:** All Good Care Pty Ltd

**Assessment Contact - Site date:** 30 November 2021

**Date of Performance Report:** 6 January 2022

# Performance report prepared by

M Murray, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

**Services included in this assessment**

**Home Care:**

* All Good Care -Home Care Package, 27550, Shop 1/793 Gympie Road, CHERMSIDE QLD 4032

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(d) | Compliant |
| Requirement 2(3)(e) | Compliant |

# Detailed assessment

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the service, against the Aged Care Quality Standards (Quality Standards). The Quality Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

The following information has been taken into account in developing this performance report:

* the Assessment Team’s report for the Assessment Contact - Site; the Assessment Contact - Site report was informed by a review of documents and interviews with staff, consumers/representatives and others.

# STANDARD 2 Ongoing assessment and planning with consumers

### Consumer outcome:

### 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.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

The Quality Standard does not have an overall compliance finding as only three of the five requirements of Standard 2 were assessed by the Assessment Team on this occasion.

The requirements assessed, and the corresponding compliance finding are noted below.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) Compliant

*Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.*

The approved provider demonstrated systems are now in place to address previously identified deficits in this requirement.

A review of assessments and care plans by the Assessment Team found them to be individualised, contemporary and contain sufficient information to inform care delivery.

The Assessment Team’s report provides evidence that the service effectively identifies risks to consumers’ health, wellbeing and safety through the completion of validated assessments that are conducted by qualified staff and/or health professionals. Identified risks are discussed with the consumer, representative and/or other health professionals involved in each consumer’s care.

Based on the evidence, summarised above, the approved provider complies with this requirement.

### Requirement 2(3)(d) Compliant

*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.*

The approved provider demonstrated systems are now in place to address previously identified deficits in this requirement.

A review of assessments and care plans by the Assessment Team found care plans reflect consumers’ current needs and include input from others involved in their care, such as allied health clinicians. Consumers are involved in the assessment and care planning process to the extent they wish and can sign their care plan if they wish to. A care plan is held at the point of care and staff are satisfied it is sufficient to inform safe and effective care.

Based on the evidence, summarised above, the approved provider complies with this requirement.

### Requirement 2(3)(e) Compliant

*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.*

The approved provider demonstrated systems are now in place to address previously identified deficits in this requirement.

Consumers told the Assessment Team that they are routinely contacted and/or visited by case managers and/or other health professionals to discuss the effectiveness of the care being delivered to them and any changing needs. The Assessment Team’s report provides evidence that the approved provider has implemented processes to ensure regular reviews occur. The Assessment Team found staff are responsive to changes or incidents that impact on the consumer with changes to planned care designed to reflect the changed needs of consumers.

Based on the evidence, summarised above, the approved provider complies with this requirement