Alpha Omega Consulting

Performance Report

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**Commission ID:** 201443

**Provider name:** Alpha Omega Aged Care Pty Ltd

**Quality Audit date:** 7 December 2020 to 8 December 2020

**Date of Performance Report:** 6 February 2021

# Publication of report

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

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 1 Consumer dignity and choice** | **Compliant** |
| Requirement 1(3)(a) | Compliant |
| Requirement 1(3)(b) | Compliant |
| Requirement 1(3)(c) | Compliant |
| Requirement 1(3)(d) | Compliant |
| Requirement 1(3)(e) | Compliant |
| Requirement 1(3)(f) | Compliant |
| **Standard 2 Ongoing assessment and planning with consumers** | **Non-compliant** |
| Requirement 2(3)(a) | Non-compliant |
| Requirement 2(3)(b) | Compliant |
| Requirement 2(3)(c) | Non-compliant |
| Requirement 2(3)(d) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(c) | Compliant |
| Requirement 3(3)(d) | Compliant |
| Requirement 3(3)(e) | Compliant |
| Requirement 3(3)(f) | Compliant |
| Requirement 3(3)(g) | Compliant |
| **Standard 4 Services and supports for daily living** | **Compliant** |
| Requirement 4(3)(a) | Compliant |
| Requirement 4(3)(b) | Compliant |
| Requirement 4(3)(c) | Compliant |
| Requirement 4(3)(d) | Compliant |
| Requirement 4(3)(e) | Compliant |
| Requirement 4(3)(f) | N/A |
| Requirement 4(3)(g) | Compliant |
| **Standard 5 Organisation’s service environment** |  |
| Requirement 5(3)(a) | N/A |
| Requirement 5(3)(b) | N/A |
| Requirement 5(3)(c) | N/A |
| **Standard 6 Feedback and complaints** | **Compliant** |
| Requirement 6(3)(a) | Compliant |
| Requirement 6(3)(b) | Compliant |
| Requirement 6(3)(c) | Compliant |
| Requirement 6(3)(d) | Compliant |
| **Standard 7 Human resources** | **Compliant** |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(3)(b) | Compliant |
| Requirement 7(3)(c) | Compliant |
| Requirement 7(3)(d) | Compliant |
| Requirement 7(3)(e) | Compliant |
| **Standard 8 Organisational governance** | **Compliant** |
| Requirement 8(3)(a) | Compliant |
| Requirement 8(3)(b) | Compliant |
| Requirement 8(3)(c) | Compliant |
| Requirement 8(3)(d) | Compliant |
| Requirement 8(3)(e) | Compliant |

# Detailed assessment

This performance report details the Commission’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 Quality Audit; the Quality Audit report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others
* the provider’s response to the Quality Audit report received 25 January 2021

# STANDARD 1 COMPLIANT Consumer dignity and choice

### Consumer outcome:

1. 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.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

Consumers are mainly of South East Asian background, such as Vietnamese, Chinese, Cambodian/Khmer, Laotian and Thai. Some consumers have an Arabic, Indian, African or other diverse background. Some consumers have an Anglo-Australian background.

Consumers and representatives interviewed were complimentary regarding the staff providing their care and services and the approach by care managers, registered nurses and service management in supporting their lifestyle choices.

Staff are recruited to meet specific individual consumer’s needs, goals and preferences and to support their chosen lifestyle. Staff interviewed spoke respectfully when discussing how they provide care and services and displayed awareness of consumer rights.

The service demonstrates consumers are treated with dignity, provided with relevant information and supported in their choices.

The Quality Standard is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

## Assessment of Standard 1 Requirements

### Requirement 1(3)(a) Compliant

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

### Requirement 1(3)(b) Compliant

*Care and services are culturally safe.*

### Requirement 1(3)(c) Compliant

*Each consumer is supported to exercise choice and independence, including to:*

1. *make decisions about their own care and the way care and services are delivered; and*
2. *make decisions about when family, friends, carers or others should be involved in their care; and*
3. *communicate their decisions; and*
4. *make connections with others and maintain relationships of choice, including intimate relationships.*

### Requirement 1(3)(d) Compliant

*Each consumer is supported to take risks to enable them to live the best life they can.*

### Requirement 1(3)(e) Compliant

*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.*

### Requirement 1(3)(f) Compliant

*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 NON-COMPLIANT 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

Sampled consumers and their representatives are satisfied with the care and services provided. They said they are partners in the consumer’s care and the care manager reviews their goals, needs and preferences. They said staff who deliver the care and services are respectful and kind. They said they have their care plans either given to them in hard copy or emailed to them.

The service demonstrates commitment to ensuring initial and ongoing assessment and planning optimises the consumers’ health and well-being. While a program of reassessing all consumers is underway, review of consumers’ documentation identifies not all consumers’ care planning documentation includes consideration of all aspects of their needs, goals and preferences. Care plans do not consistently include details of other individuals or organisations involved in each aspect of consumers’ care and services.

The service demonstrates care and services are reviewed regularly and following changes to consumers’ needs, goals and preferences.

The Quality Standard is assessed as Non-compliant as two of the five specific requirements have been assessed as Non-compliant.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) Non-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.*

Consumers and their representatives interviewed said they receive services that are safe. They provided positive feedback regarding the effectiveness of their care and services. Examples of feedback include:

* “The staff are respectful and kind. My husband is very happy. They take him out and he can go to Yum Cha and shopping”.
* “I get daily service including help with my shower, cleaning and recently have helped with my move to another house which will be safer for me, they are good people”.

Initial assessment occurs once a consumer has accepted the referral through the My Aged Care provider portal. Information is used to develop a care plan in consultation with the consumer.

All sampled consumers have a ‘home risk assessment and no response to a scheduled visit emergency plan’, documented and accessible to support workers.

The service has introduced systems to enhance assessment and monitoring of risks to consumers’ health and well-being. The Assessment Team reviewed consumers’ files, spoke with care managers and the quality consultant and identified the care management team is a new team, and processes are new and currently being implemented. Therefore, some consumers’ files demonstrate identification of risk to consumers informs the delivery of safe and effective care and services delivery, while some sampled consumers’ files demonstrate risks have not been adequately identified. Management said the service has a program of review underway to include all consumers.

The response from the approved provider demonstrates that actions to address the issues have been implemented since the quality audit. However, I find the service does not meet this requirement at the time of the quality audit.

### Requirement 2(3)(b) Compliant

*Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.*

### Requirement 2(3)(c) Non-compliant

*The organisation demonstrates that assessment and planning:*

1. *is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and*
2. *includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.*

All sampled consumers/representatives said they feel they are partners in their care and services. They said the care manager contacts them to discuss their goals and any changes. One consumer said they had requested a change which was accommodated immediately.

The service demonstrates assessment and planning is based on ongoing partnership with consumers and others involved in assessment, planning and review of the consumers’ care and services. A service agreement and consumer directed care plan is signed by the consumer. Where required consumers representatives sign an ‘authority to act as a person responsible’ document.

The service does not always include other organisations, and individuals and providers of other care and services that are involved in the care of the consumer and care plans do not consistently set out all care domains and who is responsible for meeting each of the consumer’s needs.

Gaps in documented responsibilities of other individuals and providers of care and services being documented in assessments and care plans were discussed with management who said they would include these details in consumers’ assessment and care planning documentation.

### Other consumers’ care plans include appropriate detail of others involved in the provision of care and services.

The response from the approved provider demonstrates that actions to address the issues have been implemented since the quality audit. However, I find the service does not meet this requirement at the time of the quality audit.

### 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.*

### 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.*

# STANDARD 3 COMPLIANT Personal care and clinical care

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

Sampled consumers/representatives report satisfaction with the personal care and clinical care provided.

The service demonstrates systems for identifying and implementing best practice, tailoring personal and clinical care to consumers’ needs and optimising their health and well-being and managing high impact and high prevalence risks.

Deterioration and changes in consumers’ needs, goals and preferences are recognised and responded to in a timely manner including referrals to other individuals or providers of other services.

The service utilises an electronic documentation system to document and communicate consumers’ condition, needs and preferences. Support staff access information through their mobile phone app. Consumers /representatives confirmed they have a hard copy or emailed version of their care plan.

The service has processes to minimise the risk of infections including COVID-19. A COVID-19 outbreak management plan is in place.

The Quality Standard is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

### Assessment of Standard 3 Requirements

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

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

### Requirement 3(3)(b) Compliant

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

### Requirement 3(3)(c) Compliant

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

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

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

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

*Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.*

### Requirement 3(3)(f) Compliant

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

### Requirement 3(3)(g) Compliant

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

# STANDARD 4 COMPLIANT Services and support for daily living

### Consumer outcome:

1. 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.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

The service demonstrates consumers get services and supports for daily living that are important for their health and well-being and enable them to do things they want. Sampled consumers/representatives told the Assessment Team they are satisfied with services they receive and are able to attend appointments, socialise with friends and social groups and remain connected to their community.

Care and services for daily living are planned through assessment with consumers and/or their representatives. Care plans reflect consumers goals, needs and preferences regarding emotional, spiritual and psychological we-being, services to help them participate in the community, have social and personal relationships and do things they like to do.

The service demonstrates referral to other services to ensure consumers receive services that are right for them and they are supported to do the things they like to do. Safe equipment is provided through the Home Care Packages to maximise consumers’ independence.

The Quality Standard is assessed as Compliant as six of the six specific requirements have been assessed as Compliant

## Assessment of Standard 4 Requirements

### Requirement 4(3)(a) Compliant

*Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.*

### Requirement 4(3)(b) Compliant

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

### Requirement 4(3)(c) Compliant

*Services and supports for daily living assist each consumer to:*

1. *participate in their community within and outside the organisation’s service environment; and*
2. *have social and personal relationships; and*
3. *do the things of interest to them.*

### Requirement 4(3)(d) Compliant

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

### Requirement 4(3)(e) Compliant

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

### Requirement 4(3)(g) Compliant

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

# STANDARD 6 COMPLIANT Feedback and complaints

### Consumer outcome:

1. 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.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

Consumers and representatives interviewed said they are comfortable in approaching the service provider to give their feedback about the quality of the service. They receive verbal and written information on how to communicate their feedback, access an advocate and/or make a complaint through both internal and external pathways.

Consumers and representatives expressed their satisfaction with the care and services, the support from and communication with the staff and management and the responsive approach to requests.

Care managers maintain regular contact with each consumer to ensure they are satisfied, encourage them to make suggestions and provide feedback regarding the quality of their care and services.

A review of the complaints register and supporting documentation used by the service showed complaints are logged and acknowledged, issues reviewed and action taken to address concerns in consultation with the consumer, their representative and/or advocate.

The Quality Standard is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

### Requirement 6(3)(a) Compliant

*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

### Requirement 6(3)(b) Compliant

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

### Requirement 6(3)(c) Compliant

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

### Requirement 6(3)(d) Compliant

*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 COMPLIANT Human resources

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

Consumers and representatives said staff are kind, caring, competent, provide safe quality care and promote their independence. Consumers said staff know their cultural background and life history and respect the things that are important to them. They said they get the care they need, the staff arrive on time and know how they like to be assisted.

The service provider maintains a diverse workforce. Staff have a range of cultural backgrounds and relevant languages, skills and attributes which are matched to accommodate the needs, goals and preferences of each individual consumer. All staff interviewed said they have the information and resources to enable them to perform their role and feel supported and valued by the service provider.

The service provider monitors the workforce, including care staff availability, to ensure that there are sufficient appropriately qualified staff to plan and provide safe quality care and services.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(a) Compliant

*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.*

### Requirement 7(3)(b) Compliant

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

### Requirement 7(3)(c) Compliant

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

### Requirement 7(3)(d) Compliant

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

### Requirement 7(3)(e) Compliant

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

# STANDARD 8 COMPLIANT Organisational governance

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

The service provider demonstrated that consumers are actively involved in the design of care and services, how these are delivered and provide feedback from their perspective into continuous improvement activities.

Consumers are able to provide input directly to staff and management and are comfortable in doing so. Consumers are invited to participate in an annual satisfaction survey. The service provider has plans to enhance consumer participation in continuous improvement with a more personal approach.

Systems and processes, policies and procedures, practices and outcomes are reviewed, and revised if required, to ensure these are relevant to current operations and meet regulatory requirements.

Overall consumer and representative feedback is that consumers receive safe quality care and services and that the cultural diversity focus of the service provider is highly valued and appreciated by consumers.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(a) Compliant

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

### Requirement 8(3)(b) Compliant

*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

### Requirement 8(3)(c) Compliant

*Effective organisation wide governance systems relating to the following:*

1. *information management;*
2. *continuous improvement;*
3. *financial governance;*
4. *workforce governance, including the assignment of clear responsibilities and accountabilities;*
5. *regulatory compliance;*
6. *feedback and complaints.*

### Requirement 8(3)(d) Compliant

*Effective risk management systems and practices, including but not limited to the following:*

1. *managing high impact or high prevalence risks associated with the care of consumers;*
2. *identifying and responding to abuse and neglect of consumers;*
3. *supporting consumers to live the best life they can.*

### Requirement 8(3)(e) Compliant

*Where clinical care is provided—a clinical governance framework, including but not limited to the following:*

1. *antimicrobial stewardship;*
2. *minimising the use of restraint;*
3. *open disclosure.*

# Areas for improvement

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

### Requirement 2(3)(a)

Ensure 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.

### Requirement 2(3)(c)

Ensure the organisation demonstrates that assessment and planning:

1. is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and
2. includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.