Anglicare SQ Metro South Home Care Woolloongabba

Performance Report

Level 2/310 Vulture Street   
KANGAROO POINT QLD 4169  
Phone number: 1300 610 610

**Commission ID:** 700023

**Provider name:** The Corporation of the Synod of the Diocese of Brisbane

**Quality Audit date:** 8 February 2022 to 10 February 2022

**Date of Performance Report:** 18 March 2022

# Performance report prepared by

S Bickerton, 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 2038.

# Services included in this assessment

**Home Care Packages (HCP):**

* Anglicare SQ Metro South Home Care, 23401, Level 2/310 Vulture Street, KANGAROO POINT QLD 4169

**Commonwealth Home Support Programme (CHSP):**

* CHSP - Allied Health and Therapy Services, 4-7ZOEOZY, Level 2/310 Vulture Street, KANGAROO POINT QLD 4169
* CHSP - Centre Based Respite, 4-7ZOEP2R, Level 2/310 Vulture Street, KANGAROO POINT QLD 4169
* CHSP - Domestic Assistance, 4-7ZOEP5U, Level 2/310 Vulture Street, KANGAROO POINT QLD 4169
* CHSP - Flexible Respite, 4-7ZOID9Z, Level 2/310 Vulture Street, KANGAROO POINT QLD 4169
* CHSP - Home Maintenance, 4-7ZOIDDW, Level 2/310 Vulture Street, KANGAROO POINT QLD 4169
* CHSP - Home Modifications, 4-7ZOIDL5, Level 2/310 Vulture Street, KANGAROO POINT QLD 4169
* CHSP - Meals, 4-7ZOIDOS, Level 2/310 Vulture Street, KANGAROO POINT QLD 4169
* CHSP - Nursing, 4-7ZOIDRL, Level 2/310 Vulture Street, KANGAROO POINT QLD 4169
* CHSP Personal Care, 4-7ZOIDXH, Level 2/310 Vulture Street, KANGAROO POINT QLD 4169
* CHSP Transport, 4-7ZOKVWH, Level 2/310 Vulture Street, KANGAROO POINT QLD 4169
* CHSP - Specialised Support Services, 4-7ZOKVTO, Level 2/310 Vulture Street, KANGAROO POINT QLD 4169
* CHSP - Social Support - Individual, 4-7ZOKVQL, Level 2/310 Vulture Street, KANGAROO POINT QLD 4169
* CHSP - Social Support - Group, 4-7ZOIE0K, Level 2/310 Vulture Street, KANGAROO POINT QLD 4169
* CHSP - Other Food Services, 4-7ZOIDUE, Level 2/310 Vulture Street, KANGAROO POINT QLD 4169

# Overall assessment of Service/s

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Standard 1 Consumer dignity and choice | | | HCP | Compliant | | |
|  | | | CHSP | Compliant | | |
| Requirement 1(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(f) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Standard 2 Ongoing assessment and planning with consumers | | | | | | |
|  | | | HCP | Compliant | | |
|  | | | CHSP | Compliant | | |
| Requirement 2(3)(a) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(b) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(c) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(d) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(e) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Standard 3 Personal care and clinical care | | | HCP | Compliant | | |
|  | | | CHSP | Compliant | | |
| Requirement 3(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(f) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(g) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Standard 4 Services and supports for daily living | | | | |
|  | | HCP | Compliant | |
|  | | CHSP | Compliant | |
| Requirement 4(3)(a) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 4(3)(b) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 4(3)(c) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 4(3)(d) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 4(3)(e) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 4(3)(f) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 4(3)(g) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Standard 5 Organisation’s service environment | | | | |
|  | | HCP | Compliant | |
|  | | CHSP | Compliant | |
| Requirement 5(3)(a) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 5(3)(b) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 5(3)(c) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Standard 6 Feedback and complaints | | HCP | Compliant | |
|  | | CHSP | Compliant | |
| Requirement 6(3)(a) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 6(3)(b) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 6(3)(c) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 6(3)(d) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Standard 7 Human resources | | HCP | Compliant | |
|  | | CHSP | Compliant | |
| Requirement 7(3)(a) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 7(3)(b) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 7(3)(c) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 7(3)(d) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 7(3)(e) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Standard 8 Organisational governance | | HCP | Compliant | |
|  | | CHSP | Compliant | |
| Requirement 8(3)(a) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 8(3)(b) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 8(3)(c) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 8(3)(d) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 8(3)(e) | HCP | | Compliant |
|  | CHSP | | Compliant |

# Detailed assessment

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the services, 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 considered in developing this performance report:

* the assessment team’s report for the quality audit 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 9 March 2022

# STANDARD 1 Consumer dignity and choice

# HCP Compliant CHSP Compliant

### 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

The assessment team interviewed numerous consumers and their representatives, who explained in different ways how they considered to be treated with dignity and respect by the service. Consumers commented that they are encouraged to maintain their independence and feel supported by staff who know what is important to them.

The ability for consumers to make informed choices and maintain their individual identity is something the service was evidenced to encourage. The service has policies and procedures in place to ensure staff deliver services in a way that supports consumers taking risks if they wish. Additionally, the service has processes in place to support ongoing engagement and communication with consumers and their representatives to understand each consumer’s background and history.

The assessment team interviewed service management and service staff, who demonstrated individualised consumer information was shared to support consumers in living life their way. Service staff demonstrated knowledge of communicating effectively with consumers and their representatives. Examples where provided of responding to consumer’s individualised choices.

Service staff demonstrated an understanding of supporting consumer’s decision making, including their right to take risks. Where a consumer wishes to take risks, their choices are respected. Service staff assist consumers and their representatives to find solutions that support the consumer’s choices and maintain their independence and dignity.

The Quality Standard for HCP is assessed as compliant as six of the six specific requirements have been assessed as compliant.

The Quality Standard for CHSP 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) | HCP | Compliant |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |

### *Care and services are culturally safe.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP | Compliant |
|  | CHSP | 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) | HCP | Compliant |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP | Compliant |
|  | CHSP | 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) | HCP | Compliant |
|  | CHSP | Compliant |

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

# STANDARD 2 Ongoing assessment and planning with consumers

# HCP Compliant CHSP Compliant

### 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 assessment team interviewed numerous consumers and their representatives, who explained in different ways that they feel like partners in the ongoing assessment and planning of their care and services.

Consumers said they are satisfied the care provided met their needs, goals and wishes. They described their involvement in care planning, including when their needs change. Relevant consumers explained staff understand their end of life wishes. The assessment team evidenced service documentation confirming consumers wishes are recorded.

The Assessment Team interviewed service management, service staff, and reviewed service systems and consumer care documentation. The following was evidenced:

* The service has an Electronic care management system in place which supports planned care and services that meet each consumer’s needs, goals and preferences and informs the delivery of safe and effective care.
* Care plan documentation for several consumers identified assessment and planning includes the consideration of risk and reflects consumer’s needs, goals and preferences, including advanced care planning and end of life planning.
* Care and services are reviewed every three months for clinically complex consumers (HCP Level 3 and 4) and annually for other consumers (CHSP, HCP Level 1 and 2) for effectiveness, when circumstances change or when incidents occur.
* The care plans reviewed show integrated and coordinated assessment and planning involving third party services providers.

In the services response to the assessment team findings, it was explained that while assessed as compliant, systems and processes under requirements 2(3)(b) and 2(3)(d) will be subject to internal continuous quality improvements.

The Quality Standard for HCP is assessed as compliant as five of the five specific requirements have been assessed as compliant.

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

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP | Compliant |
|  | CHSP | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | HCP | Compliant |
|  | CHSP | 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) | HCP | Compliant |
|  | CHSP | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(d) | HCP | Compliant |
|  | CHSP | 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) | HCP | Compliant |
|  | CHSP | 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 Personal care and clinical care

# HCP Compliant CHSP Compliant

### 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

The assessment team interviewed numerous consumers and their representatives, who explained in different ways that they considered that they receive personal care and clinical care that is safe, right for them and in line with best practice guidelines. It was explained that care is tailored to individual needs and preferences, including when end of life choices are relevant. Specialised medical services are engaged when needed, for example when a consumer is unwell or experiencing a deterioration in their health.

The assessment team reviewed service documentation and interviewed service staff. The following was evidenced:

* The documented requirements of consumers were noted to inform the provision of safe and effective personal and clinical care, including timely and appropriate referrals to medical services and allied health professionals. The sharing of consumer information to support provision of these services was noted by the assessment team.
* Consumer care documentation reflected the identification of, and response to, changes in consumers conditions and health status, including the effective management of high impact and high prevalence risks to consumers. Clinical records evidenced referrals made to a range of allied health professionals, including Physiotherapists, Podiatrists and mental health services.
* The service was noted to have contemporary infection control processes documented to guide staff. This included staff education and training framework.

In the services response to the assessment team findings, it was explained that while assessed as compliant, systems, processes, and staff training under requirements 3(3)(b) will be subject to internal continuous quality improvements.

The Quality Standard for HCP is assessed as compliant as seven of the seven specific requirements have been assessed as compliant.

The Quality Standard for CHSP 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) | HCP | Compliant |
|  | CHSP | 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) | HCP | Compliant |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(c) | HCP | Compliant |
|  | CHSP | 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) | HCP | Compliant |
|  | CHSP | 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) | HCP | Compliant |
|  | CHSP | 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) | HCP | Compliant |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(g) | HCP | Compliant |
|  | CHSP | 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 Services and supports for daily living

# HCP Compliant CHSP Compliant

### 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 assessment team interviewed numerous consumers and their representatives, who explained in different ways how they considered to be supported by the service in doing the things they like to do. Some consumers considered that this promoted their mental health and well-being. Consumers remarked they felt supported to keep in touch with people and participate in the community. Most consumers said they like the food the service provides, saying it was good quantity, quality and matched their preferences.

The assessment team reviewed service documentation and interviewed service management and service staff. The following was evidenced:

* Service staff were able to describe how they support consumers to socialise or maintain personal relationships and explained being aware of people who are important to individual consumers. Staff shared information within the service and are kept informed of the changing needs of consumers. Service staff confirmed they have access to safe and well-maintained equipment and consumables to meet consumer needs.
* Consumer care documentation detailed consumers life history, personal interests, cultural background, communication needs, religious beliefs and persons of significance.
* Care documentation demonstrated consumers are actively supported to pursue their interests within the service, through brokered services and the broader community in individual and group activities.
* Care planning documentation reflected the involvement of, and input from, consumer representatives in the provision of lifestyle supports and dietary preferences. Service policies and procedures evidenced the establishment of referral pathways to external providers for equipment supply and maintenance.

The Quality Standard for HCP is assessed as compliant as seven of the seven specific requirements have been assessed as compliant.

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

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | HCP | Compliant |
|  | CHSP | 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) | HCP | Compliant |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP | Compliant |
|  | CHSP | 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) | HCP | Compliant |
|  | CHSP | 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) | HCP | Compliant |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP | Compliant |
|  | CHSP | Compliant |

*Where meals are provided, they are varied and of suitable quality and quantity.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP | Compliant |
|  | CHSP | Compliant |

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

# STANDARD 5 Organisation’s service environment

# HCP Compliant CHSP Compliant

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

Overall, consumers interviewed by the assessment team considered that they feel they belong in the service and are safe and comfortable in the service environment.

Consumers remarked they could freely and safely access indoor and outdoor areas and felt safe attending social support services at the respite centre. The environment at the respite centre was described as easy to access and made people feel welcome. Consumers enjoyed the services activities, meals and social experiences.

The Assessment Team observed the service environment to be clean, comfortable and welcoming to consumers. Parking availability was noted with well-maintained pathways leading to the respite centre. Furniture, fittings and equipment at the respite centre was considered safe, clean, well-maintained and suitable for consumers.

The Quality Standard for HCP is assessed as compliant as three of the three specific requirements have been assessed as compliant.

The Quality Standard for CHSP is assessed as Compliant as three of the three specific requirements have been assessed as compliant.

## Assessment of Standard 5 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# STANDARD 6 Feedback and complaints

# HCP Compliant CHSP Compliant

### 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

During interview, consumers and their representatives explained ways they can raise concerns or provide feedback to the service. This included:

* Talking to service staff, emailing service management, sending text messages, or sending written letters.

Consumers and their representatives said that they were comfortable in raising concerns with the service and provided examples of times they had raised issues or concerns, advising these issues were resolved in a timely manner.

The assessment team found that the service monitored consumer complaints and feedback through regular meetings and a documented complaint register. The register evidenced detailed information including any actions taken by the service, and improvements were noted for inclusion in continuous improvement plans.

When interviewed by the assessment team service staff were able to demonstrate processes to assist consumers with cognitive or communication difficulties in raising complaints or feedback.

The service evidenced policies and procedures outlining open disclosure supported by framework for staff training. Service staff demonstrated their understanding of applying open disclosure principles through discussions with the assessment team.

The Quality Standard for HCP is assessed as compliant as four of the four specific requirements have been assessed as compliant.

The Quality Standard for CHSP 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) | HCP | Compliant |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | HCP | Compliant |
|  | CHSP | 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) | HCP | Compliant |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |

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

# STANDARD 7 Human resources

# HCP Compliant CHSP Compliant

### 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

During interview with the assessment team several consumers and their representatives provided feedback indicating they received safe care and the staff are kind, caring, and respectful of their identity.

Consumers and their representatives said that there had been instances when staff had not been available for shifts due to restrictions around the COVID-19 pandemic. However, the service had kept them informed and discussed alternative arrangements. Staffing consistency was reported by the several consumers interviewed, indicating adequate human resource allocations are made by the service to deliver care and services in accordance with individual needs, goals and preferences.

Service management explained to the assessment team that ongoing recruitment processes and brokerage arrangements ensure staff are available to deliver scheduled care and services. The assessment team evidenced the regular review of staff skills, qualifications and competencies in service training records. The services orientation and training program was evidenced to refer to human resource and performance management framework. It was demonstrated that regular assessments, monitoring and performance reviews occur for each staff member.

The Quality Standard for HCP is assessed as compliant as five of the five specific requirements have been assessed as compliant.

The Quality Standard for CHSP 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) | HCP | Compliant |
|  | CHSP | 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) | HCP | Compliant |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | HCP | Compliant |
|  | CHSP | 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) | HCP | Compliant |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | HCP | Compliant |
|  | CHSP | Compliant |

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

# STANDARD 8 Organisational governance

# HCP Compliant CHSP Compliant

### 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 assessment team interviewed several consumers, who overall considered the service to be well run. Consumers and representatives expressed confidence in being able to provide feedback and partner with the service to improve the delivery of care and services.

The assessment team reviewed service documentation, systems and process, and interviewed service management. The service’s governing body demonstrated accountability for providing governance systems that deliver safe, inclusive and quality care and services to consumers through several established processes. The assessment team noted that consumer engagement is integrated into the services development, evaluation and improvement of care and services.

The assessment team evidenced:

* An effective risk management system in place to manage high impact and high-prevalence risks associated with consumer care.
* An embedded clinical governance framework including policies on antimicrobial stewardship, minimising restraint and open disclosure.
* Service staff and service management could describe how these policies operate in practice to support the consumer to live the best life they can.

The Quality Standard for HCP is assessed as compliant as five of the five specific requirements have been assessed as compliant.

The Quality Standard for CHSP 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) | HCP | Compliant |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(b) | HCP | Compliant |
|  | CHSP | 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) | HCP | Compliant |
|  | CHSP | 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) | HCP | Compliant |
|  | CHSP | 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*
4. *managing and preventing incidents, including the use of an incident management system.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(e) | HCP | Compliant |
|  | CHSP | 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

There are no specific areas identified in which improvements must be made to ensure compliance with the Quality Standards. The service provider is, however, required to actively pursue continuous improvement to remain compliant with the Quality Standards.