Australian Unity Home Care - Inner South West Sydney

Performance Report

Level 6, Suite 502, 2-14 Meredith Street   
BANKSTOWN NSW 2200  
Phone number: 02 9707 5231

**Commission ID:** 200808

**Provider name:** Australian Unity Retirement Living Management Pty Ltd

**Quality Audit date:** 4 February 2022 to 9 February 2022

**Date of Performance Report:** 30 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):**

* Australian Unity Community Care Inner West, 22896, Level 6, Suite 502, 2-14 Meredith Street, BANKSTOWN NSW 2200

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

* CHSP Transport, 4-7XNVF5U, Level 6, Suite 502, 2-14 Meredith Street, BANKSTOWN NSW 2200
* Flexible Respite - Care Relationships and Carer Support, 4-7XNVFBT, Level 6, Suite 502, 2-14 Meredith Street, BANKSTOWN NSW 2200
* CHSP - Home Maintenance, 4-7XNVFJF, Level 6, Suite 502, 2-14 Meredith Street, BANKSTOWN NSW 2200
* CHSP - Domestic Assistance, 4-7XNVF8Y, Level 6, Suite 502, 2-14 Meredith Street, BANKSTOWN NSW 2200
* Social Support - Group, 4-7XO7VY2, Level 6, Suite 502, 2-14 Meredith Street, BANKSTOWN NSW 2200
* CHSP - Social Support - Individual, 4-7XO7W17, Level 6, Suite 502, 2-14 Meredith Street, BANKSTOWN NSW 2200
* CHSP - Personal Care, 4-7XMO8YX, Level 6, Suite 502, 2-14 Meredith Street, BANKSTOWN NSW 2200

# 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 | | Not Applicable |
|  | CHSP | | Compliant |
| Requirement 4(3)(g) | 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 taken into account 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

# 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 representatives who explained in different ways that consumers are treated with dignity and respect, can maintain their identity, make informed choices about their care, and live the life they choose. For example:

* Consumers and their representatives explained they felt their culture and diversity was valued by the service.
* Consumers and their representatives described how the service encourages them to do things for themselves when they can, to maintain their independence
* Several consumers believe the information the service gives them about their care can be easily understood.

The assessment team interviewed service staff and reviewed a wide range of organisational information, including consumer care documentation:

* The service evidenced embedded policies and procedures encompassing an inclusive, consumer-centred approach to care practices and service delivery. This included supporting consumers to take risks and protecting consumer privacy.
* Service staff described how they support consumers to make informed choices about their care, including when the choice is made to involve representatives in decision making.
* Service care planning documentation demonstrated contemporary consumer records adhered to relevant service policies.

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 several consumers and their representatives, who provided similar feedback around service partnership being incorporated with ongoing assessment and planning of care and services. For example:

* Consumers and their representatives are involved in assessments and planning processes that are individualised to their needs, goals and preferences.
* Consumers feel supported by the service to make decisions regarding care and services. Consumers expressed that the service accommodates representatives when required as part of decision making.
* Consumers told the assessment team they have access to their care plans and they are reviewed when circumstances change or on request.

The assessment team interviewed service staff and reviewed a wide range of organisational information, including consumer care documentation:

* The service has systems and processes imbedded in a variety of documents to guide effective assessment and planning, including consideration of risks and supporting processes for staff to deliver safe care.
* Service systems, processes and staff practices evidenced assessments and planning identifies consumers current needs, goals and preferences.
* Service processes and staff practice ensure information is shared to support consumers health and well-being.
* Service management and staff demonstrated knowledge of working in partnership with consumers and their representatives. Staff could explain their understanding of developing individualised measures to support consumer preferences. Additionally, staff demonstrated knowledge of consumer outcomes being linked to service delivery.

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 they receive personal care and clinical care that is safe, right for them and in line with best practice guidelines. Some consumers and representatives said:

* They were overall, satisfied with the personal and clinical care services they receive from the service. Positive feedback was voiced regarding service staff who help them maintain their health and wellbeing.
* The service communicates well with them and keeps them up to date regarding their care needs, health and well-being monitoring, and gives regular updates on the COVID-19 pandemic.
* Consumers are helped in accessing specialist third party services promptly when they are needed.

The assessment team interviewed service staff and reviewed service documentation. It was demonstrated that regular assessment and planning occurs for consumer’s clinical and personal care. Care plans were observed to record incidents and declines in consumer health.

* Organisational process and staff practice guide the delivery of safe, quality care. Consumer well-being is monitored, and health referrals are facilitated as required.
* Service management and staff demonstrated knowledge of their roles and responsibilities relating to identifying, escalating and actioning changes when a consumers health and wellbeing changes.
* Incidents and significant health events are recorded and followed up in a timely manner.

Service staff demonstrated knowledge of individual consumer needs and preferences and explained ways they remain informed of changes to consumer health. Additionally, staff made mention of being informed of high prevalence risks for individual consumers and supporting strategies in place to minimise impact to them. Service management explained that advance health care directives are discussed with consumers and representatives on entry to the service, and annually or as required thereafter.

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 a range of consumers and their representatives, who provided feedback in different ways that they consider to be supported to participate and engage in their own interests, and that in turn supports their well-being. Additionally:

* Consumers provided examples of including being supported to keep in touch with people who are important to them and access their community independently.
* Consumers commented that staff know them very well and know what matters to them.
* All consumers and representatives interviewed, explained they have access to various range of services that meet their needs.

The assessment team interviewed service staff and reviewed organisational information including consumer care documentation.

* Service systems and processes incorporate consumer consultation and communication to ensure supports for daily living align with needs, goals and preferences. Assessment and care planning documentation included goals and preferences and showed evidence of ongoing review.
* Organisational processes and staff practice identify and recognise consumers needs following consultation, and referrals to third parties are made as required.
* The services policies and procedures, including the staff code of conduct are designed to ensure good consumer care principles are understood

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 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 | Not Applicable |
|  | 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 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

The assessment team interviewed numerous consumers and their representatives, who explained in different ways that feedback or complaints can be provided to the service in different ways, including by their family, friends, or by service staff themselves.

Consumers and representatives discussed actions taken and described the use of open disclosure principles by the service when they have raised a complaint or suggested an improvement be made by the service

The assessment team interviewed service staff, reviewed organisational policies and procedures and observed staff practices around consumer feedback and complaints management:

* Service management could describe the service’s processes for managing complaints, and knew how the service records, tracks and analyses this data to inform systemic improvements.
* The services complaints register demonstrated that consumers and representatives are supported and can access feedback mechanisms.
* Complaints documentation demonstrated open disclosure principles are followed as part of the services complaint management process.
* The services continuous improvement register evidenced previous improvement actions sourced from feedback, audits and surveys.
* Service management described processes used to provide consumers with access to advocacy services and language services.
* Service staff described how they support consumers and representatives to provide feedback and how consumers can be supported to understand the role of advocates. Staff explained they resolve issues identified by consumers immediately when they can and report it through the services feedback process.

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 overall satisfaction with the services workforce.

* Consumers and their representatives considered they receive quality care and services from people who are kind, capable and caring.
* Consumers and representatives provided positive feedback around staff availability, commenting that enough staff are available to provide care and service needs.
* Some consumers and representatives explained how the COVID-19 pandemic impacted aspects of care and service delivery, however described the service kept them informed and offered options to exercise choice regarding their service delivery.

The assessment team interviewed service staff and reviewed organisational policies, procedures and staff practices.

* Service policies and procedures demonstrated support to human resource management through education, training, and recruiting. The service has an orientation program in place and a performance management system that guides regular assessments, monitoring and reviews of staff performance.
* Staff training is provided in a variety of formats. Service management evidenced a staff training roadmap outlining new starter onboarding and senior staff career advancement.
* Service management and service staff described that the service has implemented a recent automated rostering system based on matching consumer care needs, and preferences with staff skills, qualifications, languages and availability. The assessment team observed corresponding documentation.
* Service management monitors workforce compliance, including professional registrations of staff and criminal history checks.
* The service evidenced an established emergency and contingency plan to address workforce matters, including the impact of Covid-19 in the industry.
* Service management described workforce recruitment and retention in the industry are known difficulties, however demonstrated it was undertaking actions to address workforce shortages.

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 expressed satisfaction with service quality, management, and feedback processes they had been involved in, including several formal and informal surveys.

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.

* Service management and service staff demonstrated during interview that consumers are engaged in processes around development, evaluation and improvement of care and services.
* Service governance systems regularly report key information to the governing body. The assessment team evidenced these systems provide directives to the service’s management team in response.
* Organisation governance systems monitor information systems, continuous improvement, financial governance, workforce governance, regulatory compliance and consumer feedback.
* Governance processes allocate roles and responsibilities and escalate certain information through processes to monitor the service’s performance against the Quality Standards.
* The service has a risk management system for managing high impact and high-prevalence risks associated with consumer care. The service has clinical governance framework that includes policies on antimicrobial stewardship, minimising restraint and open disclosure. Staff and management demonstrated understanding of these policies when interviewed by the assessment team.

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 provider is, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.