Ballarat Community Health

Performance Report

12 Lilburne Street
LUCAS VIC 3350
Phone number: 03 5338 4532

**Commission ID:** 300546

**Provider name:** Ballarat Community Health

**Quality Audit date:** 15 February 2022 to 17 February 2022

**Date of Performance Report:** 25 March 2022

# Performance report prepared by

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

# Publication of report

This Performance Report **will be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2038.

# Services included in this assessment

**CHSP:**

* Allied Health and Therapy Services, 4-B79KTF2, 12 Lilburne Street, LUCAS VIC 3350
* Allied Health and Therapy Services, 4-B79KTF2, 260 Vickers Street, SEBASTOPOL VIC 3356
* Allied Health and Therapy Services, 4-B79KTF2, 1042 Howitt Street, WENDOUREE VIC 3355
* Allied Health and Therapy Services, 4-B79KTF2, 19 Heales Street, SMYTHESDALE VIC 3351

# Overall assessment of Service/s

|  |  |  |
| --- | --- | --- |
| Standard 1 Consumer dignity and choice | HCP  | Not Applicable |
|   | CHSP | Compliant |
| Requirement 1(3)(a) | HCP  | Not Applicable |
|   | CHSP | Compliant |
| Requirement 1(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 1(3)(c)  | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 1(3)(d)  | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 1(3)(e)  | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 1(3)(f)  | HCP | Not Applicable |
|  | CHSP | Compliant |
| Standard 2 Ongoing assessment and planning with consumers |
|  | HCP  | Not Applicable |
|  | CHSP | Compliant |
| Requirement 2(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 2(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 2(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 2(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 2(3)(e) | HCP | Not Applicable |
|  | CHSP | Compliant |

|  |  |  |
| --- | --- | --- |
| Standard 3 Personal care and clinical care | HCP  | Not Applicable |
|   | CHSP | Compliant |
| Requirement 3(3)(a) | HCP  | Not Applicable |
|   | CHSP | Compliant |
| Requirement 3(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 3(3)(c)  | HCP | Not Applicable |
|  | CHSP | Not Assessed |
| Requirement 3(3)(d)  | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 3(3)(e)  | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 3(3)(f)  | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 3(3)(g)  | HCP | Not Applicable |
|  | CHSP | Compliant |

|  |
| --- |
| Standard 4 Services and supports for daily living |
|  | HCP  | Not Applicable |
|  | CHSP | Compliant |
| Requirement 4(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 4(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 4(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 4(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 4(3)(e) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 4(3)(f) | HCP | Not Applicable |
|  | CHSP | Not Assessed |

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP | Not Applicable |
|  | CHSP | Not Assessed |
| Standard 5 Organisation’s service environment |
|  | HCP  | Not Applicable |
|  | CHSP | Compliant |
| Requirement 5(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 5(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 5(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Standard 6 Feedback and complaints | HCP  | Not Applicable |
|   | CHSP | Compliant |
| Requirement 6(3)(a) | HCP  | Not Applicable |
|   | CHSP | Compliant |
| Requirement 6(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 6(3)(c)  | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 6(3)(d)  | HCP | Not Applicable |
|  | CHSP | Compliant |
| Standard 7 Human resources | HCP  | Not Applicable |
|   | CHSP | Compliant |
| Requirement 7(3)(a) | HCP  | Not Applicable |
|   | CHSP | Compliant |
| Requirement 7(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 7(3)(c)  | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 7(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 7(3)(e)  | HCP | Not Applicable |
|  | CHSP | Compliant |

|  |  |  |
| --- | --- | --- |
| Standard 8 Organisational governance | HCP  | Not Applicable |
|   | CHSP | Compliant |
| Requirement 8(3)(a) | HCP  | Not Applicable |
|   | CHSP | Compliant |
| Requirement 8(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 8(3)(c)  | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 8(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 8(3)(e)  | HCP | Not Applicable |
|  | 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; 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

# STANDARD 1 Consumer dignity and choice

#  HCP Not Applicable 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

Consumers/representatives interviewed provided feedback that consumers are treated with dignity and respect and staff know what is important to them. Consumers said they are encouraged to maintain their independence and feel supported by clinicians who know their choices, preferences and needs.

Consumers/representatives interviewed said the consumer’s personal privacy is respected and their personal information is kept confidential.

Allied health staff are aware of each consumer’s background, culture and identity. Service delivery occurs in the way that is individualised to each consumer’s specific needs and supports them to live the life they choose. Management and staff demonstrated an understanding of supporting consumers’ decision making, including their right to take risks.

The organisation has policies and procedures to ensure services are delivered in a way that supports consumer’s individuality including risks they wish to take.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard have been assessed as Compliant.

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | HCP  | Not Applicable |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(b) | HCP  | Not Applicable |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP  | Not Applicable |
|  | 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  | Not Applicable |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP  | Not Applicable |
|  | 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  | Not Applicable |
|  | CHSP  | Compliant |

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

# STANDARD 2 Ongoing assessment and planning with consumers

#  HCP Not Applicable 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

All consumers interviewed stated they had taken part in assessment and planning, and others they wanted to be involved, including other organisations had also participated.

Consumers said they had been provided with a goal directed care plan. Clinicians were able to explain the consumer assessment and review process and confirmed reviews regular occur in response to a change in condition or change in the consumer’s needs or preferences.

Staff said they can readily access information on consumers’ needs via the care planning system.

Assessments and planning documentation reviewed by the Assessment Team accurately recorded the current needs, goals and preferences of the consumer.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard have been assessed as Compliant.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP  | Not Applicable |
|  | 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  | Not Applicable |
|  | 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  | Not Applicable |
|  | 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  | Not Applicable |
|  | 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  | Not Applicable |
|  | 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 Not Applicable  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

Consumers provided positive feedback regarding clinical services. Staff described the processes to support the delivery of safe and effective care tailored to the needs of consumers. Staff and management identified high impact, high prevalence risks associated with the care of consumers including falls, living alone and diabetes management.

Processes are in place for consumers and staff to report any change and documentation evidenced responses were generally timely to any deterioration or change that occurred. Referral processes were evidenced by the service.

File reviews evidenced referrals within and outside of the organisation to support the provision of care delivered to consumers.

The service has processes in place to minimise infection related risks and has established an infection control committee in response to the pandemic. Consumers were satisfied with the standard of infection control maintained by staff and reported staff use personal protective equipment in service settings.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all relevant requirements of this Standard have been assessed as Compliant.

**Assessment of Standard 3 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(a) | HCP  | Not Applicable |
|  | 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  | Not Applicable |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(c) | HCP  | Not Applicable |
|  | CHSP  | Not Assessed |

*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  | Not Applicable |
|  | 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  | Not Applicable |
|  | 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  | Not Applicable |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(g) | HCP  | Not Applicable |
|  | 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 Not Applicable 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

Consumers reported the supports received have helped them to maintain their independence, have improved the quality of their life and/or helped them return to activities they enjoy.

Staff demonstrated an understanding of individual consumers’ day to day needs. Information about their needs and preferences is detailed in care plans and other relevant documents.

Care plans sampled included information regarding the consumer’s current situation, relevant medical history and what is important to them with regard to how the organisation can provide support.

Consumers said they do not have to repeat themselves when seeing different clinicians. File reviews evidenced information in care plans is sufficiently detailed to support staff in delivering services when care is shared with other organisations.

Consumers advised they do not require support to maintain relationships or engage with the community, however, they can ask the service to point them in the right direction if they needed information.

Referrals for individuals are sent to relevant service providers where specialised supports are required.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all relevant requirements of this Standard have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | HCP  | Not Applicable |
|  | 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  | Not Applicable |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP  | Not Applicable |
|  | 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  | Not Applicable |
|  | 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)(f) | HCP  | Not Applicable |
|  | CHSP  | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP  | Not Applicable |
|  | CHSP  | Not Assessed |

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

# STANDARD 5 Organisation’s service environment

#  HCP Not Applicable 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

Consumers reported the service environment to be welcoming, clean and suitable for use. Consultation rooms were observed to have adequate lighting, space, suitable seating arrangements and equipment.

The gymnasiums used at the various sites have equipment that is clean, well maintained tagged and tested. Staff were able to describe the processes to arrange for maintenance of equipment or identify a hazard.

Sanitising stations and the use of face masks was observed throughout service and seating areas were spaced to encourage social distancing.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard have been assessed as Compliant.

## Assessment of Standard 5 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) | HCP  | Not Applicable |
|  | 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  | Not Applicable |
|  | 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  | Not Applicable |
|  | CHSP  | Compliant |

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

# STANDARD 6 Feedback and complaints

#  HCP Not Applicable 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

Consumers/representatives demonstrated an awareness of how to raise any concerns with the organisation and commented that they are confident actions would be taken. Consumers/representatives demonstrated an awareness of external avenues and supports available for them to raise concerns and resolve complaints.

Complaints and feedback is monitored through meetings, logged in the complaints register and any identified improvements are in the plan for continuous improvement. The complaints register details information on the complaint raised and the follow up undertaken.

The organisation uses an open disclosure process in the managing of all complaints received.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard have been assessed as Compliant.

## Assessment of Standard 6 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(a) | HCP  | Not Applicable |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | HCP  | Not Applicable |
|  | 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  | Not Applicable |
|  | 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  | Not Applicable |
|  | CHSP  | Compliant |

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

# STANDARD 7 Human resources

#  HCP Not Applicable 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

Consumers/representatives commented that all staff are kind, caring and know what they are doing. Clinicians and staff were familiar with consumers and spoke about them in a respectful way.

Clinicians and staff indicated in various ways confidence in their abilities to perform effectively in the role. Staff outlined how the initial orientation processes, staff meetings and training support staff remain competent in their roles.

The service has an ongoing recruitment process to ensure enough staff are available to deliver scheduled care and services. The organisation regularly reviews the skills, qualifications and competencies of the workforce to ensure there are adequate skilled allied health staff to deliver safe, respectful and quality care and services.

Management discussed supervision and annual performance of all staff including allied health and administration staff.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard have been assessed as Compliant.

## Assessment of Standard 7 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | HCP  | Not Applicable |
|  | 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  | Not Applicable |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | HCP  | Not Applicable |
|  | 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  | Not Applicable |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | HCP  | Not Applicable |
|  | CHSP  | Compliant |

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

# STANDARD 8 Organisational governance

#  HCP Not Applicable 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

Consumers/representatives interviewed and documentation confirmed consumers are engaged in the development, evaluation and improvement of care and services in consultation with the organisation.

The service demonstrated that the organisation’s governing body has established processes to show it is accountable for providing governance systems which deliver safe, inclusive and quality care and services to consumers. There are organisational wide governance systems to monitor processes such as information systems, regulatory compliance, financial management, workforce governance, feedback and complaints.

The organisation has an effective risk management system for the management of high impact and high-prevalence risks associated with the care of consumers. The organisation has a clinical governance framework that monitors and reports on incidents. Complaints and incidents are reviewed by management and used to inform training and services and address any trends.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard have been assessed as Compliant.

## Assessment of Standard 8 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | HCP  | Not Applicable |
|  | 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  | Not Applicable |
|  | 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  | Not Applicable |
|  | 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  | Not Applicable |
|  | 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  | Not Applicable |
|  | 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.