Baptist Community Care - Eastern & Southern

Performance Report

Level 1, 1193 Toorak Road   
CAMBERWELL VIC 3124  
Phone number: 03 9210 8444

**Commission ID:** 300165

**Provider name:** Baptcare Ltd

**Quality Audit date:** 11 January 2022 to 14 January 2022

**Date of Performance Report:** 25 February 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

**Home Care:**

* Baptcare - Southern HCP 2, 18661, Level 1, 1193 Toorak Road, CAMBERWELL VIC 3124
* Baptcare - Southern HCP 4, 18955, Level 1, 1193 Toorak Road, CAMBERWELL VIC 3124
* Baptcare - Southern HCP 3, 18956, Level 1, 1193 Toorak Road, CAMBERWELL VIC 3124
* Baptcare - Eastern HCP 3, 18653, Level 1, 1193 Toorak Road, CAMBERWELL VIC 3124
* Baptcare - Eastern HCP 2, 18663, Level 1, 1193 Toorak Road, CAMBERWELL VIC 3124
* Baptcare - Eastern HCP 4, 18785, Level 1, 1193 Toorak Road, CAMBERWELL VIC 3124
* Baptcare - Eastern HCP 1, 19338, Level 1, 1193 Toorak Road, CAMBERWELL VIC 3124

# Overall assessment of Service/s

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

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

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

|  |  |  |  |
| --- | --- | --- | --- |
| Requirement 7(3)(d) | HCP | | Compliant |
|  | CHSP | | Not Assessed |
| Requirement 7(3)(e) | HCP | | Compliant |
|  | CHSP | | Not Assessed |
| Standard 8 Organisational governance | | HCP | Compliant | |
|  | | CHSP | Not Assessed | |
| Requirement 8(3)(a) | HCP | | Compliant |
|  | CHSP | | Not Assessed |
| Requirement 8(3)(b) | HCP | | Compliant |
|  | CHSP | | Not Assessed |
| Requirement 8(3)(c) | HCP | | Compliant |
|  | CHSP | | Not Assessed |
| Requirement 8(3)(d) | HCP | | Compliant |
|  | CHSP | | Not Assessed |
| Requirement 8(3)(e) | HCP | | Compliant |
|  | CHSP | | Not Assessed |

# 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 Compliant CHSP Not Assessed

### 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 they 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 staff who know their choices, preferences and needs. Consumers interviewed said their personal privacy is respected and their personal information is kept confidential.

Care workers were 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 support consumers to live the life they choose. Management and 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. Where risks are evident, discussions occur between Management and the consumer/representative to find solutions that will support the consumer’s choices and maintain their independence and dignity.

The organisation has policies and procedures to ensure staff deliver services in a way that supports consumer’s individuality. The service’s processes, along with management and staff practices, support ongoing engagement and communication with consumers/representatives to understand each consumer’s background and history.

This Quality Standard for the Home care packages service is assessed as Compliant as all the Requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 1 Requirements**

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

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

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

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

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

*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 | Not Assessed |

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

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

*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 | Not Assessed |

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

# STANDARD 2 Ongoing assessment and planning with consumers

# HCP Compliant CHSP Not Assessed

### 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

Consumers/representatives indicated they get the care and services they need and were satisfied with the care and services delivered by staff. All consumers interviewed stated that they had taken part in assessment and planning to the extent they wished and planning included other organisations involved in their care. The majority of consumers/representatives said they receive a copy of their care plan. Care consultants said a copy of the care plan is available in the consumer’s in-home folder. Care workers interviewed receive information on consumers’ needs through the roster portal on their phones and were familiar with consumers’ care needs.

Consumers/representatives indicated the services they receive are regularly reviewed. Care consultants discussed the frequency of reviews dependent on the home care package level, consumers choice and changes in consumers’ need.

The service undertakes a range of clinical and non-clinical assessments to inform care and service delivery. Care documentation generally reflected regular contact with consumers when a change or incidents impacted on the needs, goals or preferences of the consumer.

This Quality Standard for the Home care packages service is assessed as Compliant as all the Requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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 | Not Assessed |

*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 | Not Assessed |

*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 | Not Assessed |

*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 | Not Assessed |

*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 Not Assessed

### 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/representatives provided positive feedback regarding clinical and personal care services. Staff including care workers described, in general terms how they know care is safe, effective and tailored to the needs of consumers. Staff and management identified high impact, high prevalence risks associated with the care of consumers as falls, pressure injuries, wounds and post hospitalisation delirium.

Consumers who are nearing the end of life are supported in a way that ensures their needs, goals and preferences are known and comfort is maintained. Staff discussed referral to pain services and medical practitioners when a need is identified.

The service has a range of processes in place for consumers and staff to report change and evidenced timely response to deterioration and change for the majority of consumers’ files sampled. Referral processes were evidenced by the service.

Consumers/representatives were satisfied with how care workers and care consultants maintain a good standard of infection control including the ongoing use of personal protective equipment in the home. The service discussed regular contact during the pandemic contacting consumers and following up on COVID-19 vaccinations to check the welfare of the consumer.

This Quality Standard for the Home care packages service is assessed as Compliant as all the Requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 3 Requirements**

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

*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 | Not Assessed |

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

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

*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 | Not Assessed |

*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 | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(g) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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 Not Assessed

### 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.

Consumers are receiving effective supports for daily living and staff demonstrated a good understanding of individual consumers, information about their needs and preferences. Supports for daily living are consistently detailed in care plans and in general care plans sampled included information regarding consumers’ interests, current or past and what is important to them. Care workers stated the care planning and shift note documents include details of how to support a consumer maintain their lifestyle and social interactions. This information is transferred to contracted service provider request forms and used to guide others responsible for the shared care of the consumer.

This Quality Standard for the Home care packages service is assessed as Compliant as all the Requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 4 Requirements**

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

*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 | Not Assessed |

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

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

*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 | Not Assessed |

*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 | Not Assessed |

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

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

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

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

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

# STANDARD 5 Organisation’s service environment

# HCP Not Assessed CHSP Not Assessed

### 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

The service does not operate a service environment. Standard 5 does not apply to the Home care packages service. The Standard has not been assessed.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

# STANDARD 6 Feedback and complaints

# HCP Compliant CHSP Not Assessed

### 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 interviewed explained the process to follow when raising a concern or providing feedback and were able to do this verbally, via email or text, in writing or through staff delivering services who would raise concerns on their behalf.

Consumers/representatives said that they were comfortable in raising concerns with staff and management and provided examples of times they had raised issues or concerns, and they were resolved in a timely manner. This included supporting consumers living with dementia, and those who have literacy or other communication barriers.

Complaints and feedback are monitored through meetings and inform continuous improvement activities.

The organisation has policies and procedures on open disclosure and staff said they have received training in open disclosure. Management and staff demonstrated their understanding of applying open disclosure including acknowledging and apologising when a mistake was made.

This Quality Standard for the Home care packages service is assessed as Compliant as all the Requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 6 Requirements**

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

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

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

*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 | Not Assessed |

*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 | Not Assessed |

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

# STANDARD 7 Human resources

# HCP Compliant CHSP Not Assessed

### 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

Overall, consumers/representatives provided feedback that they get safe, quality care and services when required and consumers reported staff are kind, caring and respect their culture, individual identity and diversity.

Consumers/representatives interviewed said that there had been instances when staff had not been available due to restrictions around COVID19 however the services made satisfactory alternative arrangements. Consumers/representatives said that generally consistent staff members are allocated to deliver their care and services in accordance with their needs, goals and preferences.

The service has an ongoing recruitment process and sub-contracted arrangements to ensure enough staff are available to deliver care and services as planned.

The organisation regularly reviews the skills, qualifications and competencies of the workforce ensure there is adequate skilled staff to deliver safe, respectful and quality care and services.

The service has an orientation and training program in place and Human Resource performance management framework in place to regularly assess, monitor and review the performance of each member of the workforce.

This Quality Standard for the Home care packages service is assessed as Compliant as all the Requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 7 Requirements**

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

*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 | Not Assessed |

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

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

*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 | Not Assessed |

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

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

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

# STANDARD 8 Organisational governance

# HCP Compliant CHSP Not Assessed

### 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

Overall sampled consumers considered the organisation well run and provided feedback that the service partners with them to improve the delivery of care and services.

The service’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, that meet the Standards. Overall, consumers/representatives interviewed and documentation confirmed consumers are engaged in the development, evaluation and improvement of care and services.

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 also has a clinical governance framework that includes policies on antimicrobial stewardship, minimising restraint and open disclosure. Staff and management were able to describe how these policies operate in practice to support the consumer to live the best life they can.

This Quality Standard for the Home care packages service is assessed as Compliant as all the Requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 8 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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 | Not Assessed |

*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 | Not Assessed |

*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 | Not Assessed |

*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 | Not Assessed |

*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