BaptistCare - ACT

Performance Report

14 Wormald Street
SYMONSTON ACT 2609
Phone number: 02 90232623

**Commission ID:** 200952

**Provider name:** BaptistCare NSW & ACT

**Quality Audit date:** 2 March 2022 to 4 March 2022

**Date of Performance Report:** 12 April 2022

# Performance report prepared by

C.Athanasiou, 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:**

* Home Services Canberra, 17200, 14 Wormald Street, SYMONSTON ACT 2609

**CHSP:**

* Flexible Respite, 4-7XVWF08, 14 Wormald Street, SYMONSTON ACT 2609
* CHSP Transport, 4-7XVM6I8, 14 Wormald Street, SYMONSTON ACT 2609
* CHSP - Domestic Assistance, 4-7XVWEWQ, 14 Wormald Street, SYMONSTON ACT 2609
* Centre Based Respite, 4-7XVM5YD, 111 Carnegie Crescent, RED HILL ACT 2603

# Overall assessment of Services

|  |  |  |
| --- | --- | --- |
| 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 |  Not Applicable |
| Requirement 3(3)(a) | HCP  |  Compliant |
|   | CHSP |  Not Applicable |
| Requirement 3(3)(b) | HCP |  Compliant |
|  | CHSP |  Not Applicable |
| Requirement 3(3)(c)  | HCP |  Compliant |
|  | CHSP |  Not Applicable |
| Requirement 3(3)(d)  | HCP |  Compliant |
|  | CHSP |  Not Applicable |
| Requirement 3(3)(e)  | HCP |  Compliant |
|  | CHSP |  Not Applicable |
| Requirement 3(3)(f)  | HCP |  Compliant |
|  | CHSP |  Not Applicable |
| Requirement 3(3)(g)  | HCP |  Compliant |
|  | CHSP |  Not Applicable |

|  |
| --- |
| Standard 4 Services and supports for daily living |
|  | HCP  | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(e) | HCP | Compliant |
|  | CHSP | Compliant |

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(g) | HCP | Compliant |
|  | CHSP | Compliant |
| Standard 5 Organisation’s service environment |
|  | HCP  | 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 |  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 Report; 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
* other information provided by the Approved Provider dated 4 April 2022

# STANDARD 1 Consumer dignity and choice

#  HCP Compliant CHSP Compliant

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

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

## Assessment of Standard 1

Consumers and representatives interviewed expressed satisfaction that consumers are treated with dignity and respect and their backgrounds and experiences are respected.

Management advised that they are committed to ensuring that services provided are inclusive to everyone, acknowledging the unique background and individuality of each consumer. This is evidenced through systems, processes and procedures to support consumer cultural safety, diversity and inclusion in the delivery of care and services.

Consumers and representatives said consumers are supported to make independent choices and decisions and they receive enough information to enable care and service decision making to be made, in an informed way.

The service demonstrated it has systems, processes and procedures to support consumers to exercise choice, make their own decisions, and maintain connections with others.

Staff demonstrated an understanding of supporting consumers to take informed risks, to live the best life they can.

Consumer files demonstrated strategies to support consumers and mitigate identified risks such as allied health reviews and equipment purchases.

Consumers and representatives expressed satisfaction with the information provided to assist their choices and decisions related to care and services. Consumers and representatives said information is clear and can be easily understood.

Staff demonstrated an understanding of how to support consumers to understand information provided.

The service demonstrated information provided to consumers is current, accurate and easy to understand and provided in a timely manner.

Representatives said staff protect consumer privacy and confidentiality.

Staff demonstrated an understanding of what it means to respect consumer privacy and confidentiality.

The Quality Standard for the Home care packages service is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme service 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

Consumers and representatives confirmed they are involved in assessment and care planning processes and their individual needs, goals and preferences are considered.

Care planning and assessment documentation demonstrated that consideration of risks to the consumer’s health and well-being informs the delivery of safe and effective care and services.

The service has systems, processes and procedures to support the documenting of consumer risks, advanced care directives and end of life planning, where the consumer wishes.

Staff were able to provide examples of how they provide safe care to their consumers and where particular risks were identified, which aligned with information sighted in consumers’ care plans.

Consumers said they felt supported by the service to make decisions regarding their care and services. Consumers confirmed that where they chose to have others responsible for their decision making, the service accommodated this.

The service demonstrated that consumer assessment and planning does take place with other providers of consumer care and services, medical officers, allied health professionals and registered nurses, where applicable.

Consumers said they have access to their care plan in their home folder or via their representatives.

Staff demonstrated that outcomes of assessment and care planning are used in the delivery of care and services for consumers.

The service demonstrated consumer care and services are regularly reviewed for effectiveness and when circumstances change or when incidents impact on the needs, goals and preferences of the consumer.

The Quality Standard for the Home care packages service are assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme service are 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 Not Applicable

### 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 said that they receive personal and clinical care that is safe and right for them.

The service demonstrated that consumers get safe and effective personal and clinical care that is best practice, tailored to their needs and optimises their health and well-being.

The service demonstrated effective management of high impact or high prevalence risks associated with the care of consumers including falls, wounds and homelessness. The service has policies and procedures in place to support the management of high impact or high prevalence risks.

Staff described the high impact and high prevalence risks for several consumers within the service and how they minimise those risks.

The service demonstrated the needs, goals and preferences of consumers nearing end of life are recognised and addressed, their comfort maximised, and their dignity preserved. The service has established relationships with palliative care specialists and works in partnership with palliative care teams to meet consumer’s needs and end of life wishes.

Staff receive advanced care planning education and are trained in the Hammond Care palliative approach.

The service demonstrated effective systems and processes in place to ensure any deterioration or change in a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.

Staff described their role where they recognise a change in the clinical needs of a consumer and said a referral is made to the clinical team for an assessment.

Consumers and representatives said they are satisfied that information about their personal and clinical care is shared within the service and with others involved in their care.

The service demonstrated information about the consumer’s condition, personal and clinical care needs, and preferences is communicated within the service, and with others where the responsibility for care and services is shared.

The service has systems and processes including the appropriate infection control screening in place to maintain appropriate infection control and minimise the risk of COVID-19.

The Quality Standard for the Home care packages service are 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  | Not Applicable |

*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 Applicable |

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

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

*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 Applicable |

*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 Applicable |

*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 Applicable |

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

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

*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

Consumers and representatives demonstrated that consumers receive the services and supports that are important for their health and well-being and that enable them to do the things they want to do.

The service demonstrated that consumers receive safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

Staff demonstrated an in-depth knowledge of the consumers and what they enjoy supporting their well-being and quality of life.

The service demonstrated it supports for daily living promote the emotional, spiritual and psychological well-being of consumers including taking part in the community, interacting with others and doing things of interest to them.

Consumers confirmed they are supported by the service to undertake a range of lifestyle activities of interest to them, participate in the broader community and maintain contact with people who are important to them.

Staff demonstrated knowledge of consumers social interests and personal relationships and described how they assist the consumer to maintain these.

The service demonstrated information about the consumer’s condition, needs and preferences is communicated within the service, and with others where the responsibility for services and supports for daily living is shared.

Consumers and representatives said they are satisfied that information about their care and services is shared within the service and with others involved in their care.

Care documentation demonstrated regular communication with others internally and externally, about changes in a consumer’s condition, needs, goals and preferences.

Consumers who receive meals said they are satisfied with the meals provided and that they meet their nutrition and hydration needs and preferences.

The service demonstrated where equipment is provided, it is safe and suitable to meet consumer’s needs. Staff identify and report any potential risks to the safe use of equipment and when the equipment is no longer suitable for a consumer.

The Quality Standard for the Home care packages service are assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme service are assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

# STANDARD 5 Organisation’s service environment

#  HCP Not Applicable CHSP Not Applicable

### 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

 At the time of the audit the social club was not in operation and therefore not assessed.

## Assessment of Standard 5 Requirements

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

*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  | Not Applicable |

*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  | Not Applicable |

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

# STANDARD 6 Feedback and complaints

#  HCP Compliant CHSP Compliant

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

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

## Assessment of Standard 6

Consumers and representatives said they are satisfied they can provide feedback and make complaints, access advocacy and other support services and said they would raise any concerns if necessary.

The service has systems to support consumer and representative feedback and complaints including a feedback form, a feedback and complaints policy, and information regarding the Aged Care Quality and Safety Commission complaints and advocacy services.

Staff described the actions they would take if a consumer raised any feedback or a complaint, including assisting them to inform their care facilitator of concerns, where applicable.

Consumers and representatives said they are aware of and have access to a range of methods including interpreter services, and advocacy groups for raising and resolving complaints.

Staff demonstrated an understanding the support available to consumers and representatives to provide feedback and complaints.

Consumers and representatives said they are satisfied the service responds to their complaints and apologies when things go wrong.

Consumer complaint documentation demonstrated appropriate and timely action is taken and open disclosure occurs, where applicable.

Staff demonstrated an understanding of apologising when things go wrong.

Consumers and representatives said there have been improvements to consumer care and service, particularly when they have provided feedback or made a complaint.

The service has policies, processes and procedures to identify and improve consumer care and services because of feedback or a complaint. Information collected is reviewed by local and organisation management and used to improve consumer quality of consumer care and services, where applicable.

The Quality Standard for the Home care packages service is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme service 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

The service demonstrated how they plan the number and mix of staff to enable safe and quality care and services to consumers. The service has systems and processes to ensure there are enough staff to deliver and manage safe, quality care and services.

Staff said they have enough time to support consumer care and services.

Consumers and representatives confirmed staff are kind, caring and respectful of their identity, culture and diversity.

Staff demonstrated an understanding of treating consumers in a kind, caring and respectful manner.

The service demonstrated the workforce is recruited to specific roles, trained and equipped to undertake these roles. Internal staff training participation records demonstrated staff are provided with the skills and knowledge relevant to their role/s.

Management have strategies in place to prioritise care needs for consumers and to ensure adequately skilled staff are available during the Covid-19 pandemic to deliver care and services.

Staff demonstrated they have enough skills and knowledge to deliver the outcomes within their roles.

Staff performance monitoring and supervision processes occur on a routine basis.

The Quality Standard for the Home care packages services are assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services are assessed as Compliant as five of the five 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

Consumers and representatives expressed satisfaction with how the service is run.

Most consumers and representatives said they have input into the development, delivery and evaluation of consumer care and services which include formal and informal avenues. All consumers and representatives were confident that they had input into the development of each consumer’s care and services.

The service has processes and procedures to engage consumer’s and representatives in the development, delivery and evaluation of care and services.

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

The service has effective governance systems in relation to information management, continuous improvement, financial and workforce governance, regulatory compliance and feedback and complaints.

The service has effective systems and practices to support the management of high impact or high prevalence risks associated with the care of consumers, identifying and responding to abuse and neglect of consumers, supporting consumers to live the best life they can and managing and preventing incidents.

Staff demonstrated an understanding of what abuse and neglect meant to them and managing and preventing incidents.

The service has effective systems and practices to support antimicrobial stewardship, minimising the use of restraint and open disclosure.

Staff demonstrated an understanding of organisational governance and its accountability for the delivery of safe and quality care and services for consumers.

The Quality Standard for the Home care packages service is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme service 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.