Beaudesert Aged and Disability Services

Performance Report

64 Tina Street
BEAUDESERT QLD 4285
Phone number: 07 5541 4216

**Commission ID:** 700587

**Provider name:** BEAUCARE INC

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

**Date of Performance Report:** 21 March 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:**

* Beaucare Inc, 27367, 64 Tina Street, BEAUDESERT QLD 4285

**CHSP:**

* CHSP - Flexible Respite, 4-7Z533RX, 64 Tina Street, BEAUDESERT QLD 4285
* CHSP - Home Maintenance, 4-7Z5341M, 64 Tina Street, BEAUDESERT QLD 4285
* CHSP - Allied Health and Therapy Services, 4-7Z5344X, 64 Tina Street, BEAUDESERT QLD 4285
* CHSP - Social Support - Individual, 4-7Z5347O, 64 Tina Street, BEAUDESERT QLD 4285
* CHSP - Social Support - Group, 4-7Z534AS, 64 Tina Street, BEAUDESERT QLD 4285

# Overall assessment of Service/s

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

|  |  |  |
| --- | --- | --- |
| Standard 3 Personal care and clinical care | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 3(3)(a) | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 3(3)(b) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 3(3)(c)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 3(3)(d)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 3(3)(e)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 3(3)(f)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 3(3)(g)  | HCP | Compliant  |
|  | CHSP | Compliant  |

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

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

|  |  |  |
| --- | --- | --- |
| Standard 8 Organisational governance | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 8(3)(a) | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 8(3)(b) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 8(3)(c)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 8(3)(d) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 8(3)(e)  | HCP | Compliant  |
|  | CHSP | Compliant  |

# Detailed assessment

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the services, against the Aged Care Quality Standards (Quality Standards). The Quality Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

The following information has been taken into account in developing this performance report:

* the Assessment Team’s report for the Quality Audit; 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 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 confirmed that they are treated with dignity and respect and that staff know what is important to them. Consumers said they are encouraged to maintain their independence and feel supported by staff who recognise their choices, preferences and needs. Consumers and representatives interviewed said that their personal privacy is respected and kept confidential.

Staff confirmed that they are aware of each consumer’s background, culture and identity. Service delivery occurs in the way that is individualised to consumers’ specific needs and supports 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 necessary, staff inform management and discussions occur between management and the consumer and representative to explore 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 including the risks they wish to take. The service’s procedures including management and staff practices support ongoing engagement and communication with consumers and their representatives to understand each consumer’s background and history.

Consumers and representatives confirmed that they are provided with information that keeps them up to date with current information. Consumers confirmed that they are provided with monthly statements and any changes that are easy to understand.

This Quality Standard for the Home Care Package service was assessed as compliant as all the Requirements of the Standard have been assessed as compliant.

This Quality Standard for the Commonwealth Home Support Programme service was assessed as compliant as all the Requirements of the Standard 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 receive the care and services they need and are satisfied with the care and services delivered by staff. Consumers confirmed that they were involved in their assessment and care planning, and that their care plan was completed in partnership with them and any other representatives they wished to be involved. Consumers confirmed that their care plan was readily accessible and available to them

Management were able to explain the assessment and review process and confirmed that reviews are monitored via a review date in the consumer’s electronic file. Management provided evidence of how care plans are monitored and prioritised according to need, with reviews scheduled in advance for the upcoming year.

Staff confirmed that they receive information on consumers’ needs on their mobile devices and were familiar with consumers’ care needs and choices.

Assessments and planning documentation identified the current needs, goals and preferences of the consumer.

Advanced care planning is part of discussions during the assessment process and if the consumer has an advanced health directive this is documented accordingly.

This Quality Standard for the Home Care Package service was assessed as compliant as all the Requirements of the Standard have been assessed as compliant.

This Quality Standard for the Commonwealth Home Support Programme service was assessed as compliant as all the Requirements of the Standard have been assessed as compliant.

**Assessment of Standard 2 Requirements**

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

*Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.*

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

*Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(c) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

*The organisation demonstrates that assessment and planning:*

1. *is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and*
2. *includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(d) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

*The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(e) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

*Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.*

# STANDARD 3 Personal care and clinical care

#  HCP Compliant  CHSP Compliant

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

Consumers and representatives provided positive feedback regarding clinical and personal care services. Staff described 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. A dignity of risk tool identifies consumers at risk where staff initiate actions to mitigate further risks to the consumer.

Consumers who are nearing the end of life are supported in a way that ensures their needs, goals and preferences are known and documented and that their comfort is maintained.

The service has a range of processes in place for consumers and staff to report a change in current health status of consumers. Timely responses to deterioration in consumers was evidenced in documentation reviewed. Referral processes were evidenced as being in place and used by the service.

The service documents and communicates consumers’ health condition, needs and preferences within the organisation and with others, using the electronic care planning system and processes to monitor the outcome of allied health referrals.

Consumers and representatives were satisfied with how care staff practice infection control including the ongoing use of personal protective equipment in the home.

When there are changes in consumers care needs, relevant referrals are sent to a variety of services including allied health services such as occupational therapists, podiatrists and physiotherapists.

The service has processes in place to minimise infection related risks. Staff are provided with personal protective equipment; care staff ask screening questions prior to entering a consumer’s home and the organisation has developed a COVID-19 safe plan and updates this as required.

This Quality Standard for the Home Care Package service was assessed as compliant as all the Requirements of the Standard have been assessed as compliant.

This Quality Standard for the Commonwealth Home Support Programme service was assessed as compliant as all the Requirements of the Standard have been assessed as compliant.

**Assessment of Standard 3 Requirements**

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

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

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

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

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

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

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

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

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

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

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

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

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

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

# STANDARD 4 Services and supports for daily living

#  HCP Compliant  CHSP Compliant

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

Consumers and representatives reported they receive safe and effective supports for daily living. Staff demonstrated an understanding of individual consumers. Information about consumer’s needs and preferences relating to supports for daily living were observed to be consistently detailed in care plans and other related care documentation.

Care plans reviewed included information regarding consumers’ interests, current or past, and what is important to them regarding supports for daily living. Care staff stated the care planning documents include details of how to support a consumer to maintain their lifestyle choices 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.

Consumers felt the service enabled them to do the things they wanted to do and that they participate in the community by themselves and/or with the support of their package funding.

Care staff described how they deliver services and supports that promotes consumers wellbeing.

Information about a consumer’s condition, needs and preferences is shared with internal staff, and, where relevant, subcontracted allied health services.

Referrals for individuals are sent to relevant service providers when required for the review of consumer’s care and services.

Equipment is purchased through consumers home care packages. The equipment is assessed and maintained by relevant allied health professionals and is identified as suitable to meet the consumers care needs.

This Quality Standard for the Home Care Package service was assessed as compliant as all the Requirements of the Standard have been assessed as compliant.

This Quality Standard for the Commonwealth Home Support Programme service was assessed as compliant as all the Requirements of the Standard 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 Assessed 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

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

The service environment is safe, clean, well maintained and comfortable. The environment enables consumers to move freely, both indoors and outdoors.

Furniture, fittings and equipment are safe, clean, well maintained and suitable for consumers.

Access and egress were observed to be unobstructed throughout the centre, outdoor courtyard and bathrooms. The layout enables consumers to move around freely and signage is used to assist navigation. The centre had comfortable temperature and lighting levels, with natural light through large sliding glass doors, and enough furniture indoors and in the courtyard.

Infection prevention and control supplies, such as hand sanitiser, sanitising wipes, handwashing signs, are strategically placed throughout. Adequate supplies of PPE and sanitising products were observed by the Assessment Team to be readily available. There is a well-equipped kitchen to cater for social support groups. The kitchen was observed by the Assessment Team to be clean, hygiene measures in place and equipment to be in good order.

Evacuation diagrams are clearly displayed and there are regular fire drills. Fire extinguishers and fire blankets are inspected. The centre’s cook is a qualified first responder and evacuation coordinator; their certificate is displayed on the kitchen wall.

Management advised domestic assistance care staff clean the community centre. Bathroom cleaning records are displayed on bathroom doors and completed by staff.

To support care and service delivery, the organisation maintains a fleet of vehicles: and buses.

Social support group outings include transport using the organisation’s buses. Consumers confirmed the buses are well maintained and advised that staff practice safe driving.

This Quality Standard for the Home Care Package service was not assessed as it is not applicable.

The Commonwealth Home Support Programme service is assessed as compliant as all the Requirements of the Standard have been assessed as compliant.

## Assessment of Standard 5 Requirements

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

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

# STANDARD 6 Feedback and complaints

#  HCP Compliant  CHSP Compliant

### Consumer outcome:

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

### Organisation statement:

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

## Assessment of Standard 6

The service demonstrated they actively encourage consumers and their representatives to provide feedback or to make a complaint about the care and services they receive. Consumers and their representatives interviewed confirmed they feel empowered and supported to provide feedback or make a complaint and feel comfortable to raise issues. Consumers and representatives confirmed the service responds promptly to issues raised.

Staff demonstrated a working knowledge of how to seek and respond to both positive and negative feedback from consumers. Staff could explain the range of options available to support consumers if they require assistance. Management acknowledge each consumer’s feedback or complaint and consult with them regarding issues raised to resolve issues to their satisfaction.

Staff and management consult with consumers where the service has not met their expectations, offer an apology and work to resolve issues promptly.

Consumers and representatives confirmed they are aware of other options for raising issues and complaints should they wish to do so.

Staff demonstrated an awareness of the other options available to support consumers, including external complaints, advocacy and translation or interpreting services if required.

Feedback and complaints feed into continuous improvement of care and services and at an organisational level.

Open disclosure is supported by honest discussions with consumers and representative when the service has not met their expectations or has been below expected standard. The service’s approach is one of openness, learning for all involved and continuous improvement.

The service has policies, procedures and information for consumers in relation to feedback and complaints. An established feedback and complaints handling process supports staff and management in capturing and responding to feedback and complaints.

This Quality Standard for the Home Care Package service was assessed as compliant as all the Requirements of the Standard have been assessed as compliant.

This Quality Standard for the Commonwealth Home Support Programme service was assessed as compliant as all the Requirements of the Standard 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

Consumers and representatives were satisfied with staff availability and staff consistency and were complimentary on the quality of care provided by staff. Consumers and their representatives confirmed staff are gentle, treat them kindly and with care, respect their individuality and accommodate their preferences.

The service demonstrated the workforce is planned for appropriately with the appropriate number and variety of staff to manage and deliver safe and quality care and services.

The service monitors staff numbers to ensure there is ongoing capacity, the appropriate skills and knowledge to meet the needs of consumers. Staff hold qualifications, registrations and competencies relevant to their role and ongoing compliance is monitored.

Specific roles are identified and recruited for accordingly. All staff are inducted into their role and the organisation. Staff are supported, supervised and their competency is regularly assessed.

Staff receive ongoing training and support for professional development. The organisation monitors performance and capabilities of the workforce to ensure service standards are met.

This Quality Standard for the Home Care Package service was assessed as compliant as all the Requirements of the Standard have been assessed as compliant.

This Quality Standard for the Commonwealth Home Support Programme service was assessed as compliant as all the Requirements of the Standard 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

Consumer and representative feedback confirmed that they are engaged and involved in the development and delivery of their care and services. Management meet regularly to discuss service quality and to explore what options are available for continuous improvement.

The organisation has effective management systems and processes in place to support staff in their roles. The service demonstrated effective governance systems in relation to information management, financial governance, workforce governance, regulatory compliance and feedback and complaints. The service demonstrated that there are processes in place to meet legislative and regulatory requirements and staff are aware or their obligations within their roles. The service demonstrated a process for regular service review and ongoing improvement activities for continuous improvement.

The organisation has a risk management framework in place, including mechanisms for identifying, reporting, evaluating and mitigating risks for consumers, which includes processes for managing and preventing incidents and suspected elder abuse or neglect. An established incident management system and reporting pathway is in place, with reporting through management to the Board. Incidents are managed promptly, and analysis of the root cause and impact informs strategies to prevent recurrence.

Clinical governance is supported by qualified staff, oversight by management and reporting to the Board. The service works with external expert professionals as part of a community of practice. External expertise is engaged as required for consumers who have complex clinical care needs.

The organisation has a Complaints Management system where feedback and complaints are resolved fairly, promptly, confidentially and without retribution. Verbal and written information about the complaints process is given to consumers and representatives upon entry to the service. The organisation actively seeks feedback from consumers, staff and partners-in-care to inform improvement. Feedback and complaints feed into actions for improvement including outcome measures. The organisation has an open disclosure process and is supported by honest discussions with consumers and representatives.

The organisation promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery. The organisation evaluates service performance and quality of care on a regular basis.

This Quality Standard for the Home Care Package service was assessed as compliant as all the Requirements of the Standard have been assessed as compliant.

This Quality Standard for the Commonwealth Home Support Programme service was assessed as compliant as all the Requirements of the Standard 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.