Cabanda Community Aged Care Packages

 Performance Report

59 John Street
ROSEWOOD QLD 4340
Phone number: 07 5464 2392

**Commission ID:** 700145

**Provider name:** Cabanda Care Inc.

**Quality Audit date:** 15 December 2021 to 21 December 2021

**Date of Performance Report:** 11 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:**

* Cabanda Community Aged Care Packages, 18118, 59 John Street, ROSEWOOD QLD 4340

**CHSP:**

* CHSP - Meals, 4-226JVUB, 59 John Street, ROSEWOOD QLD 4340
* CHSP - Social Support - Group, 4-226JVW7, 59 John Street, ROSEWOOD QLD 4340
* CHSP - Transport, 4-23SFFTH, 59 John Street, ROSEWOOD QLD 4340
* CRCS - Centre-based Respite, 4-2N8F8GR, 59 John Street, ROSEWOOD QLD 4340

# 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) | HCP | Not Assessed |
|  | CHSP | Compliant |
| Requirement 5(3)(b) | HCP | Not Assessed |
|  | CHSP | Compliant |
| Requirement 5(3)(c) | HCP | Not Assessed |
|  | 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

All sampled consumers and representatives considered consumers are treated with dignity and respect, can maintain their identity, make informed choices about their care and services and live a life of their choosing.

For example:

* Consumers confirmed staff treat them with respect, staff know them as individuals and what is important to them, and the service encourages and supports consumer independence.
* Consumers confirmed staff respect their personal privacy and confidentiality and that of other consumers engaging with the service.

Feedback from staff interviews demonstrate staff know what is important to consumers and evidenced how staff respect, support and are guided by, consumer care needs, goals and preferences. Care documentation was individualised and included individual strategies, individual needs, goals and preferences in relation to care and services.

This Quality Standard for both the Home care packages service and the Commonwealth home support service is assessed as compliant as all the individual 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

The organisation has policies and procedures to ensure there is ongoing assessment and planning that is conducted in partnership with consumers and representatives .

* The service ensures ongoing assessment and planning occurs in consultation with the consumer/representatives and others involved in their care with a focus on optimising each consumer’s health and well-being in line with their needs, goals and preferences.
* Overall consumers and representatives interviewed provided positive feedback on care and service assessment and planning and described the following:
	+ How the service collaborates with them to make informed decisions about the care and services to identify and support each consumer’s needs, goals and preferences for service delivery.
	+ Confirmed that the care and services provided align with the consumers wishes and staff know and understand what is important to each consumer.
	+ Care and service needs are regularly reviewed and amended as per their requests, or when the consumer’s needs have changed. They indicated that their consent is sought regarding changes, information is documented and available in care plans.
* Review of assessment and planning documentation identified ongoing partnership and consultation with consumers, representatives and others involved in the consumer’s care. Care planning documents contained individualised specific information and detailed guidance relevant to each consumer including their goals, needs and preferences.

This Quality Standard for both the Home care packages service and the Commonwealth home support service is assessed as compliant as all the individual 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

The organisation has policies and procedures to ensure the delivery of safe and effective personal and clinical care is provided in accordance with the consumer’s needs goals and preferences to optimise health and well-being.

* The service demonstrate consumers are provided with safe and effective personal and clinical care. Best practice has been incorporated into the care and service guidelines, assessments and protocols to inform care delivery in relation to the consumer cohort and their specific needs. Specifically, in relation to wound care management, pain management, falls management and dementia management and changing cognition. The service demonstrate staff are competent and skilled in provision of personal and clinical care.
* Overall consumers and representatives interviewed expressed they receive safe and effective care and services that support consumer’s well-being and enable the consumer to live safely and independently as possible at home.
	+ Consumers and representatives advised the service ensures there is consistent staff who attend to their needs. They explained aspects specific to their skin care, cognition and behaviour support, falls management and personal care. They indicated staff know and understand what is important to each consumer.
	+ Consumers and representatives explained how the service supports them to make informed decisions, based on the consumer’s assessed needs. The consumer is referred to health professionals and consultation and access care and services to meet the consumer’s needs goals and preferences.
* Care planning documents demonstrate the service ensures appropriate assessment and planning incorporates consideration of individual consumers risks, needs, goals and preferences. Care planning documents are individualised and includes guidance and strategies to support each consumer in accordance with their needs and to ensure the delivery of safe and effective personal and clinical care.

This Quality Standard for both the Home care packages service and the Commonwealth home support service is assessed as compliant as all the individual 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

The organisation has policies and procedures to ensure safe and effective services and supports for daily living that optimises the consumer’s independence, health, well-being and quality of life.

* The service demonstrate the effective communication and collaboration with consumers and representatives to identify the services and supports to enable consumers to maintain their independence, spiritual, emotional, social and human needs, equipment and supports to enhance the consumer’s quality of life.
* Overall consumers and representatives interviewed expressed satisfaction with the supports of daily living provided by the service. For example:
	+ Consumers and representatives described how the service engages in partnership with the consumer to identify their leisure and lifestyle needs. This incorporates information sought about the consumer’s past and current interests, life pursuits and engagement with the broader community.
	+ Consumers and representatives described how the service problem solves with them when barriers to meaningful engagement are identified. They described how consumers are supported and actively engage and/or have recommenced participation in lifestyle and leisure activities.
	+ Consumers and representatives described the numerous ways staff are available and discreetly support them to maintain their engagement in the community.
* Care planning documents demonstrate:
	+ Inclusive service delivery provided in partnership with consumers and representatives to engage and support the consumer’s lifestyle, community and leisure interests important to them.
	+ Referrals to other organisations and health professionals to enable consumers engagement to improve function; maintain their well-being and access the wider community; and/or to maintain their independent lifestyle choices through equipment needs and/or aids in relation to their specific disability
* Coordinators, the RN and staff/volunteers demonstrate a shared awareness of the individual needs, goals and preferences of sampled consumers. They refer to care planning information which is available in various forms to guide their practice.

This Quality Standard for both the Home care packages service and the Commonwealth home support service is assessed as compliant as all the individual 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

Consumers and representatives of the Commonwealth home support service described how the service environment supports and promotes the consumer’s independence. For example:

* Consumers and representatives interviewed said the service supports their independence and ensures their safety and comfort. This includes transport arrangements to and from their homes; ensuring the furnishings at the service meet their needs; and provision of resources and equipment to enable their enjoyment of scheduled activities that are suitable to their needs.
* Management advised and staff confirmed, consumers are invited through the assessment process to attend the centre and nominate their inclusion in outings, activities of interest and community events. Review of care planning and assessments and interview with staff and volunteers, confirmed consumers’ specific requirements and supports are shared and understood to ensure consumers’ independence, safety and comfort are provided within the service environment.
* Observation of the community centre’s environment demonstrate consumers and other parties safely navigate both the external and internal environment with ease. Access to the centre supports all consumers including those living with disability; there are appropriate amenities and furnishings to promote and support consumers’ independence and function. The internal area is clutter free, with sufficient space for mobility aids and wheelchairs to navigate. There is sufficient visible cues and signage to enable consumers to navigate their way within the internal and external areas of the building. The internal and external environment is clean and well maintained.
* The service is supported by organisational processes to ensure scheduled and reactive maintenance occurs to maintain the safety of the community centre and office buildings used by the service. There is a work health and safety audit processes to monitor the safety of the environment and the building. Associated meetings, risk assessments, hazard/incident reporting identifies actions to be taken to address deficits within the environment to maintain safety.

This Quality Standard for the Commonwealth home support service is assessed as compliant as all the individual Requirements of the Standard have been assessed as compliant.

This Quality Standard has not been assessed for the Home care packages service as the approved provider does not have a location that consumers attend for services.

## 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

To understand the consumer experience and how the organisation understands and applies the requirements of this Standard, the Assessment Team sampled the experience of consumers – discussing their experiences of the service’s complaints and feedback processes and to describe the organisation’s response. The Assessment Team also observed the complaints register, complaints trend analysis and examined staff understanding and application of the requirements under this Standard.

Overall sampled consumers and representatives considered that they are encouraged and supported to give feedback and make complaints, and that appropriate action is taken. For example:

* Consumers and representatives advised they are aware of the various pathways to raise concerns or complaints and reported they feel comfortable and safe providing feedback.
* Consumers and representatives interviewed who had raised complaints or concerns said their feedback was acknowledged and reported improvements were made in response to their feedback; they said management and relevant staff had apologised and that care and/or services had improved following their feedback.

The Assessment Team reviewed the feedback and complaints register and noted consumer suggestions and complaints are recorded along with the actions taken to address the complaint. The PCI reflected improvements made in response to feedback received.

An organisational process is in place to govern feedback and complaints processes. Management are responsible for all investigation and actions in relation to feedback received which is logged electronically and reviewed at organisational level.

This Quality Standard for both the Home care packages service and the Commonwealth home support service is assessed as compliant as all the individual 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

To understand the consumer’s experience and how the organisation understands and applies the individual requirements within this Standard, the Assessment Team spoke with consumers about their experience, interviewed staff, and reviewed a range of documents.

For example:

* All sampled consumers and representatives reported they receive quality care and services at the times they need them from people who are kind, capable and caring.
* Consumers and representatives interviewed confirmed that they think there are adequate staff and reported 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 brokerage arrangements to ensure enough staff are available to deliver scheduled care and services and to ensure appropriately qualified and skilled staff are available for referral when required.

Policies and procedures are in place to support human resource management and education and training.

The service has an orientation and training program in place and a system in place to regularly assess, monitor and review the performance of each member of the workforce.

This Quality Standard for both the Home care packages service and the Commonwealth home support service is assessed as compliant as all the individual 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

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

For example:

* Consumers and/or representatives advised they are invited to provide feedback on care and service delivery via periodic surveys, direct engagement with management, via telephone and face to face discussions with staff and management during visits.
* Consumers described their participation in decisions regarding their care and services and advised changes are accommodated and promptly implemented.
* Consumers and/or representatives said management communicates with them regularly regarding any changes impacting on the delivery of care and services, such as COVID-19 restrictions and the implementation of Aged care legislative change for example.
* The General Manager communicates and reports directly with the Board to ensure the organisation delivers safe and quality care and services to consumers.
* The organisation has policies and procedures supporting the self-determination of consumers and documents the consumer’s right to take risks. Documentation and care practices including risk identification and management processes, risk mitigation strategies and a governance framework outlining accountability, roles and responsibilities exists.
* The organisation has an embedded clinical governance framework that facilitates engagement with external specialist providers such as wound consultants and Dementia Services Australia in the development of non-pharmaceutical consumer strategies for example.

Audits are undertaken on a periodic basis with a documented risk management framework guiding the management and oversight of risk. The governance framework evidenced the role of staff education and training, consumer and representative involvement in processes contributing to the improvement of care and services delivery, and an incident management system. Incidents are reported to the governing body via the executive clinical governance team.

This Quality Standard for both the Home care packages service and the Commonwealth home support service is assessed as compliant as all the individual 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.