Accreditation Decision

**Decision to re-accredit service following a site audit**

**Service and approved provider details**

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| --- | --- |
| **Name of service:** | Casey Aged Care |
| **RACS ID:** | 3819 |
| **Name of approved provider:** | Aged Care Group Pty Ltd |
| **Address details:**  | 300 Golf Links Road NARRE WARREN VIC 3805 |
| **Date of site audit:** | 26 November 2019 to 28 November 2019 |

**Summary of decision**

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| --- | --- |
| **Decision made on:** | 23 December 2019 |
| **Decision made by**: | An Authorised delegate of the Aged Care Quality and Safety Commissioner (Commissioner) under section 76 of the *Aged Care Quality and Safety Commission Act 2018* to decide under section 41 of the Aged Care Quality and Safety Commission Rules 2018 (Rules) about the accreditation of a service. |
| **Decision:** | To re-accredit the service under section 41 of the Rules. |
| **Further period of accreditation:** | 14 March 2020 to 14 March 2023 |
| **Assessment of performance with the Aged Care Quality Standards** |
| Standard 1 Consumer dignity and choice | Met |
| Requirement 1(3)(a) | Met |
| Requirement 1(3)(b) | Met |
| Requirement 1(3)(c) | Met |
| Requirement 1(3)(d) | Met |
| Requirement 1(3)(e) | Met |
| Requirement 1(3)(f) | Met |
| Standard 2 Ongoing assessment and planning with consumers | Met |
| Requirement 2(3)(a) | Met |
| Requirement 2(3)(b) | Met |
| Requirement 2(3)(c) | Met |
| Requirement 2(3)(d) | Met |
| Requirement 2(3)(e) | Met |
| Standard 3 Personal care and clinical care | Met |
| Requirement 3(3)(a) | Met |
| Requirement 3(3)(b) | Met |
| Requirement 3(3)(c) | Met |
| Requirement 3(3)(d) | Met |
| Requirement 3(3)(e) | Met |
| Requirement 3(3)(f) | Met |
| Requirement 3(3)(g) | Met |
| Standard 4 Services and supports for daily living |  Not Met |
| Requirement 4(3)(a) | Met |
| Requirement 4(3)(b) | Met |
| Requirement 4(3)(c) | Met |
| Requirement 4(3)(d) | Met |
| Requirement 4(3)(e) | Met |
| Requirement 4(3)(f) | Not Met |
| Requirement 4(3)(g) | Met |
| Standard 5 Organisation’s service environment | Met |
| Requirement 5(3)(a) | Met |
| Requirement 5(3)(b) | Met |
| Requirement 5(3)(c) | Met |
| Standard 6 Feedback and complaints | Met |
| Requirement 6(3)(a) | Met |
| Requirement 6(3)(b) | Met |
| Requirement 6(3)(c) | Met |
| Requirement 6(3)(d) | Met |
| Standard 7 Human resources | Not Met |
| Requirement 7(3)(a) | Not Met |
| Requirement 7(3)(b) | Met |
| Requirement 7(3)(c) | Met |
| Requirement 7(3)(d) | Met |
| Requirement 7(3)(e) | Met |
| Standard 8 Organisational governance | Met |
| Requirement 8(3)(a) | Met |
| Requirement 8(3)(b) | Met |
| Requirement 8(3)(c) | Met |
| Requirement 8(3)(d) | Met |
| Requirement 8(3)(e) | Met |
| **Timetable for making improvements:** | By 28 February 2020  |
| **Revised plan for continuous improvement due:** | By 07 January 2020  |

**This decision is published on the Aged Care Quality and Safety Commission’s (Commission) website under section 48 of the Rules.**

Site Audit Performance
Assessment Report

The Commission makes the decision taking into account this Site Audit Performance report, any response by the provider, and any other relevant information.

The not met recommendations made by the Assessment Team in this Site Audit Performance report may differ from the findings in the decision.

## Introduction

**This is the report of an assessment of Casey Aged Care (the Service) conducted from 26 November 2019 to 28 November 2019.**

**This assessment was conducted for the purposes of assessing the provider’s performance in relation to the Service against the Aged Care Quality Standards (the Quality Standards) in accordance with the Aged Care Quality and Safety Commission Rules 2018.**

This report contains detailed findings about the performance assessment of the Service against each Quality Standard and the requirements within each Quality Standard. The Quality Standard and assessed requirements are rated as either Met or Not Met.

A Met rating for the Quality Standard means that all requirements of that Quality Standard have been assessed and rated as Met

A Not Met rating for the Quality Standard means that one or more requirements of that Quality Standard has been assessed and one or more of those requirements have been rated as Not Met.

There will be no rating of the Quality Standard if only some of the requirements have been assessed and those requirements have been rated as Met.

This Report is to be read in conjunction with the Quality Standards.

## Assessment Details

The assessment was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

The following interviews were undertaken:

| **Type** | **Number** |
| --- | --- |
| Food Services Staff | 1 |
| Lifestyle manager | 1 |
| Consumers | 24 |
| Representatives | 5 |
| Enrolled nurse | 4 |
| Care Manager | 1 |
| Lifestyle staff | 1 |
| Lifestyle team leader | 1 |
| Cleaning staff | 1 |
| Director | 1 |
| Care staff | 7 |
| Quality manager | 1 |
| Maintenance manager | 1 |
| Chef | 1 |
| Laundry staff | 1 |

## Detailed findings

This section covers information about the assessment of the provider’s performance, in relation to the service, against each of the requirements of the Quality Standards that were assessed.

### Standard 1: Consumer dignity and choice Met

#### 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:

2. The organisation:

(a) has a culture of inclusion and respect for consumers; and

(b) supports consumers to exercise choice and independence; and

(c) respects consumers’ privacy.

#### Summary of Assessment of Standard 1:

Overall consumers confirmed they are treated with dignity and respect, cam maintain their identity, make informed choices about their care and services and live the life they choose.

For example:

* Overall consumers interviewed confirmed staff treat them with respect. Consumers and representatives provided examples of how staff showed them respect and valued individual consumers’ identity.
* Consumers said they are encouraged to exercise their choice and to be as independent as possible in the life they choose to live. Consumers reported they could exercise their choice and continue to be involved in activities of their choice such as visiting shops, gardening and other hobbies.
* Consumers interviewed were satisfied their privacy was respected and personal information was kept confidential. They gave examples of what this meant to them including that their personal privacy was respected whilst personal care was being delivered, staff gave them privacy when they do not wish to be disturbed and staff generally knocked and requested entry before coming into their room.
* Consumers were satisfied they could maintain relationships and new and existing friendships.

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, The Assessment Team sampled the experience of consumers, asking them about the requirements, reviewing their care plan documentation (for alignment with the feedback from consumers) and testing staff understanding and application of the requirements under this Standard. The Assessment Team also examined relevant documentation and drew relevant information from other consumer interviews and the assessment of other Standards.

* The Assessment Team observed staff engage with consumers in a kind, caring and respectful manner. Staff gave examples demonstrating they were familiar with consumers and their lifestyles and understand consumers’ individual preferences, culture and identity. Staff consistently spoke about consumers in a way that showed respect and understanding. Where consumers are less able to make choices, staff demonstrated they knew consumers' likes and dislikes. Consumer files reviewed demonstrated that consumers are consulted about their care services. Consumer care plans contain a summary of the consumer’s personal circumstances and life journey. The service has staff who speak a range of languages are available to assist consumers. Interpreter services are used as required. The services diversity plan demonstrates an inclusive and consumer-centred approach. Information privacy systems are established.

The Assessment Team found that 6 of 6 specific requirements were met.

#### Requirements:

##### Standard 1 Requirement 3(a) Met

The organisation demonstrates that each consumer is treated with dignity and respect, with their identity, culture and diversity valued.

##### Standard 1 Requirement 3(b) Met

The organisation demonstrates that care and services are culturally safe.

##### Standard 1 Requirement 3(c) Met

The organisation demonstrates that each consumer is supported to exercise choice and independence, including to:

(i) make decisions about their own care and the way care and services are delivered; and

(ii) make decisions about when family, friends, carers or others should be involved in their care; and

(iii) communicate their decisions; and

(iv) make connections with others and maintain relationships of choice, including intimate relationships.

##### Standard 1 Requirement 3(d) Met

The organisation demonstrates that each consumer is supported to take risks to enable them to live the best life they can.

##### Standard 1 Requirement 3(e) Met

The organisation demonstrates that 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.

##### Standard 1 Requirement 3(f) Met

The organisation demonstrates that each consumer’s privacy is respected and personal information is kept confidential.

### Standard 2: Ongoing assessment and planning with consumers Met

#### Consumer outcome:

1. 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:

2. 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.

#### Summary of Assessment of Standard 2:

Overall consumers confirmed they are involved in the ongoing assessment and planning of their care and services.

For example:

* Most consumers interviewed said they have a say in their daily activities and feel safe most of the time or always.
* Overall consumers interviewed described how they and the people important to them are involved in assessment and planning on an ongoing basis to some extent.
* Most consumers interviewed confirmed they knew their care and services plan was available to them should they ask.

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of the consumers – reviewing their care planning and documents in detail, asking consumers about how they are involved in the care planning, and interviewing staff about how they use care planning documents and review them on an ongoing basis.

Staff interviewed described involving the people important to consumers in assessment and planning on an ongoing basis, for example, representative and power of attorney. Of consumers files sampled the agreed goals and preferences service plan reflected those who consumers wish to be involved in assessment and planning on an ongoing basis. The organisation monitors and reviews this requirement through feedback, progress note documentation, assessment and planning processes, audits, meetings and continuous improvement.

The Assessment Team found that 5 of 5 specific requirements were met.

#### Requirements:

##### Standard 2 Requirement 3(a) Met

The organisation demonstrates that 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.

##### Standard 2 Requirement 3(b) Met

The organisation demonstrates that 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.

##### Standard 2 Requirement 3(c) Met

The organisation demonstrates that assessment and planning:

(i) 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

(ii) includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.

##### Standard 2 Requirement 3(d) Met

The organisation demonstrates that 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.

##### Standard 2 Requirement 3(e) Met

The organisation demonstrates that 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 Met

#### 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:

2. 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

#### Summary of Assessment of Standard 3:

Most consumers consider they receive personal care and clinical care that is safe and right for them.

For example:

* All consumers interviewed said they feel safe at the service most of the time or always.
* Most consumers said they get the care they need.
* Consumers confirmed they have access to a general practitioner and other health professionals when they need it and on request.
* Consumers interviewed described what is important to them in terms of how care is delivered including independence, care being delivered the way they choose and having care plans in place.

To understand the consumer’s experience and how the organisation understands and applies the requirement within this Standard, the Assessment Team sampled the experience of consumers – their care plans and assessments were reviewed and staff were asked about how they ensure the delivery of safe and effective care for consumers. The team also examined relevant documents.

* Staff described the care they provide is safe and effective, for example, following policy, procedures and standards, attending learning and development opportunities and meetings.
* Of consumer files sampled the Assessment Team noted care planning documentation reflected individualised care that is safe, effective and tailored to the specific needs and preferences of consumers. In addition, the Assessment Team noted referral and input of others, for example, dietitians, general practitioners, wound and palliative specialists and geriatricians.

The Assessment Team found that 7 of 7 specific requirements were met.

#### Requirements:

##### Standard 3 Requirement 3(a) Met

The organisation demonstrates that each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:

(i) is best practice and

(ii) is tailored to their needs and

(iii) optimises their health and well-being.

##### Standard 3 Requirement 3(b) Met

The organisation demonstrates that effective management of high impact or high prevalence risks associated with the care of each consumer.

##### Standard 3 Requirement 3(c) Met

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

##### Standard 3 Requirement 3(d) Met

The organisation demonstrates that 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.

##### Standard 3 Requirement 3(e) Met

The organisation demonstrates that 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.

##### Standard 3 Requirement 3(f) Met

The organisation demonstrates that timely and appropriate referrals to individuals, other organisations and providers of other care and services.

##### Standard 3 Requirement 3(g) Met

The organisation demonstrates that minimisation of infection related risks through implementing:

(i) standard and transmission based precautions to prevent and control infection; and

(ii) 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 Not Met

#### 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:

2. 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.

#### Summary of Assessment of Standard 4:

#### Requirements:

Overall consumers were satisfied with six of seven aspects of services and support for daily living that are important for their health and wellbeing and that enable them to do the things they want to do.

For example:

* All consumers interviewed confirmed consumers are encouraged to do as much as possible for themselves most of the time or always and provided examples of about how the organisation supports their needs, goals and preferences.
* Most consumers and representatives interviewed were satisfied care and service provision met consumers emotional, spiritual and psychological well-being.
* Consumers interviewed about supports for daily living were satisfied they could maintain relationships and do things that interested them in the internal and external community.
* Some consumers said they did not like the quality, quality and variety of food and meal choices.

To understand the consumer’s experience and how the organisation understands and applies the requirement within this Standard, the Assessment Team sampled the experience of consumers – observations were made, consumers were asked about the things they like to do and how these things are enabled or supported by the service and staff were asked about their understanding and application of the requirements. The team also examined relevant documents.

* There are activities held across both levels of the service. There are a range of activities in the program to suit consumers with different levels of functional ability.
* The Assessment Team observed staff talking with consumers about how the consumers were feeling.
* Lifestyle staff described the activities that consumers were interested in and this was reflected in review of lifestyle care plans.

The Assessment Team found that 6 of 7 specific requirements were met.

Service management has identified a need to improve meals, implemented various changes and intends to make further changes as shown by documentation providing meal options developed during the assessment. However, this requirement was not met at the time of the assessment as a significant proportion of consumers were not satisfied with the temperature and quantity and with meal options.

##### Standard 4 Requirement 3(a) Met

The organisation demonstrates that 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.

##### Standard 4 Requirement 3(b) Met

The organisation demonstrates that services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.

##### Standard 4 Requirement 3(c) Met

The organisation demonstrates that services and supports for daily living assist each consumer to:

(i) participate in their community within and outside the organisation’s service environment; and

(ii) have social and personal relationships; and

(iii) do the things of interest to them.

##### Standard 4 Requirement 3(d) Met

The organisation demonstrates that information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.

##### Standard 4 Requirement 3(e) Met

The organisation demonstrates that timely and appropriate referrals to individuals, other organisations and providers of other care and services.

##### Standard 4 Requirement 3(f) Not Met

The organisation demonstrates that where meals are provided, they are varied and of suitable quality and quantity.

##### Standard 4 Requirement 3(g) Met

The organisation demonstrates that where equipment is provided, it is safe, suitable, clean and well maintained.

### Standard 5: Organisation’s service environment Met

#### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

#### Organisation statement:

2. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

#### Summary of Assessment of Standard 5:

Most consumers indicated they feel they belong in the service, and all consumers interviewed said they feel safe and comfortable.

For example:

* One hundred per cent of consumers interviewed confirmed they feel safe.
* Approximately half of consumers said they feel at home, with the other consumers indicating while they were comfortable at the service, they preferred their home of origin.
* Consumers interviewed generally said they felt at home because the service was so comfortable.
* All consumers interviewed were satisfied the service is clean and well maintained.
* Consumers sampled indicated in various ways they were satisfied furniture, fittings and equipment were safe, suitable and well maintained.

To understand the consumer’s experience and how the organisation understands and applies the requirement within this Standard, the Assessment Team observed the service environment, spoke with consumers about their experience of the serv ice environment and interviewed care staff about the suitability and safety of equipment. The team also examined relevant documents.

* The Assessment Team observed the environment appeared well maintained, clean and safe.
* Preventative and corrective maintenance programs operate in a timely manner.
* Staff were generally satisfied the equipment used for moving and handling consumers was safe.

The Assessment Team found 3 of 3 specific requirements were met.

#### Requirements:

##### Standard 5 Requirement 3(a) Met

The organisation demonstrates that the service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.

##### Standard 5 Requirement 3(b) Met

The organisation demonstrates that the service environment:

(i) is safe, clean, well maintained and comfortable; and

(ii) enables consumers to move freely, both indoors and outdoors.

##### Standard 5 Requirement 3(c) Met

The organisation demonstrates that furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

### Standard 6: Feedback and complaints Met

#### 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:

2. 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.

#### Summary of Assessment of Standard 6:

Overall consumers consider that they are encouraged and supported to give feedback and make comments, and appropriate action is taken.

For example:

* Consumers and representatives interviewed said they are encouraged to provide feedback and complaints in their preferred way.
* Consumers said they are supported and encouraged to provide feedback at meetings and management always listen to and generally action their comments and complaints.
* Consumers and representatives interviewed stated that they felt comfortable to raise complaints.
* Most consumers and representatives interviewed said that staff follow up when they raise things most of the time or always.

To understand the consumer’s experience and how the organisation understands and applies the requirement within this Standard, the Assessment Team sampled the experience of consumers- asking them about how they raise complaints and the organisation’s response. The team also examined the complaints register, complaint review processes and tested staff understanding and application of the requirements under this Standard.

* Management showed consumer and representative feedback is encouraged and welcomed.
* A log of all complaints, suggestions and compliments is maintained which demonstrated that timely action is taken in response to complaints.
* Staff discussed how they assist consumers to raise concerns including completing complaint forms, advocating on their behalf with management and using language services as appropriate.

The Assessment Team found 4 of 4 specific requirements were met.

#### Requirements:

##### Standard 6 Requirement 3(a) Met

The organisation demonstrates that consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.

##### Standard 6 Requirement 3(b) Met

The organisation demonstrates that consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.

##### Standard 6 Requirement 3(c) Met

The organisation demonstrates that appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

##### Standard 6 Requirement 3(d) Met

The organisation demonstrates that feedback and complaints are reviewed and used to improve the quality of care and services.

### Standard 7: Human resources Not Met

#### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

#### Organisation statement:

2. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

#### Summary of Assessment of Standard 7:

Overall consumers were satisfied with four of five aspects of human resources and indicated staff are knowledgeable, capable and caring.

For example:

* Most consumers interviewed said staff were kind, caring and gentle when providing care.
* Consumers interviewed were overall satisfied staff know what they are doing most of the time or always.
* Consumers were not all satisfied members of the workforce have the time to deliver quality care and services and some consumers indicated dissatisfaction around call bell response time.
* Consumers indicated in various ways they were generally satisfied staff are recruited, selected and trained to deliver the care consumers need.

To understand the consumer’s experience and how the organisation understands and applies the requirement within this Standard, the Assessment Team spoke with consumers about their experience of staff, interviewed staff and reviewed a range of records including staff rosters, training records and performance review information.

Staff said while management try to replace staff on unplanned leave they cannot always fill shifts at short notice. Management expressed confidence that they have an adequate casual pool of care staff and said while there are no vacancies across all roles, additional staff recruitment is occurring. Documentation review showed new system modifications now allow management to monitor call bell response and in particular excessive call bell response times. The service is currently implementing actions to address and improve call bell response.

The Assessment Team found 4 of 5 specific requirements were met.

Management has recruited staff and is working towards the implementation of a consumer focussed, flexible and responsive workforce who meet consumer needs. However, currently over half the consumers and representatives interviewed are not satisfied with staffing sufficiency and responsiveness and some consumers said in different ways care delivery is adversely affected.

#### Requirements:

##### Standard 7 Requirement 3(a) Not Met

The organisation demonstrates that 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.

##### Standard 7 Requirement 3(b) Met

The organisation demonstrates that workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.

##### Standard 7 Requirement 3(c) Met

The organisation demonstrates that the workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.

##### Standard 7 Requirement 3(d) Met

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

##### Standard 7 Requirement 3(e) Met

The organisation demonstrates that regular assessment, monitoring and review of the performance of each member of the workforce.

### Standard 8: Organisational governance Met

#### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

#### Organisation statement:

2. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

#### Summary of Assessment of Standard 8:

Overall consumers indicated the organisation is well run and they can partner in the delivery of care and services.

For example:

* Most consumers interviewed confirmed the service is well run.
* Consumers interviewed said in different ways that the new management team were making improvements and responded to their improvement feedback and suggestions. They provided examples of service improvements they continued to through discussions with management.
* Consumers interviewed indicated in different ways they feel they are living the best life they can.

To understand the consumer’s experience and how the organisation understands and applies the requirement within this Standard, the Assessment Team spoke with management and staff and reviewed relevant systems and processes relating to the organisational governance underpinning the delivery of care and services (as assessed through other Standards).

* Service performance is monitored and reviewed through review of quality indicator data including incident data. Results are escalated to senior management, organisational management and Board level as appropriate. Service level responsibility and reporting requirements in relation to information governance, financial governance, workforce governance, regulatory compliance and feedback and complaints, including open disclosure are clearly outlined.
* High risk or high prevalence risk management includes individual consumers being provided with information regarding their right to take risks. Examples of support for consumers to take reasonable risks were provided. The service has recently reviewed restraint practices and strengthened the monitoring of restraint and processes in relation to the use, monitoring and review of psychotropic medication. Management showed consumer and staff vaccination programs operate, staff participate in infection control training and infections are tracked and monitored.

The Assessment Team found 5 of 5 specific requirements were met.

#### Requirements:

##### Standard 8 Requirement 3(a) Met

The organisation demonstrates that consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.

##### Standard 8 Requirement 3(b) Met

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

##### Standard 8 Requirement 3(c) Met

The organisation demonstrates that effective organisation wide governance systems relating to the following:

(i) information management

(ii) continuous improvement

(iii) financial governance

(iv) workforce governance, including the assignment of clear responsibilities and accountabilities

(v) regulatory compliance

(vi) feedback and complaints

##### Standard 8 Requirement 3(d) Met

The organisation demonstrates that effective risk management systems and practices, including but not limited to the following:

(i) managing high-impact or high-prevalence risks associated with the care of consumers

(ii) identifying and responding to abuse and neglect of consumers

(iii) supporting consumers to live the best life they can

##### Standard 8 Requirement 3(e) Met

The organisation demonstrates that where clinical care is provided - a clinical governance framework, including but not limited to the following:

(i) antimicrobial stewardship

(ii) minimising the use of restraint

* (iii) open disclosure