Catholic Community Services Riverina Murray

Performance Report

156 Bourke St
WAGGA WAGGA NSW 2650
Phone number: 02 9855 2543

**Commission ID:** 200281

**Provider name:** Catholic Healthcare Limited

**Quality Audit date:** 21 January 2022 to 25 January 2022

**Date of Performance Report:** 2 March 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:**

* Catholic Community Services Riverina Murray - CACP, 17451, 156 Bourke St, WAGGA WAGGA NSW 2650
* Catholic Community Services Riverina Murray - High Care, 17452, 156 Bourke St, WAGGA WAGGA NSW 2650
* Catholic Community Services Riverina Murray - High Care Dementia, 17453, 156 Bourke St, WAGGA WAGGA NSW 2650

**CHSP:**

* Domestic Assistance, 4-7XPEFMI, 156 Bourke St, WAGGA WAGGA NSW 2650
* CHSP Personal Care, 4-7XPEFDZ, 156 Bourke St, WAGGA WAGGA NSW 2650
* Social Support - Individual, 4-7XV3U8I, 156 Bourke St, WAGGA WAGGA NSW 2650
* Flexible Respite, 4-7XPEFPJ, 156 Bourke St, WAGGA WAGGA NSW 2650
* Centre Based Respite, 4-7XPEFB8, 156 Bourke St, WAGGA WAGGA NSW 2650

# 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  |

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| --- | --- | --- |
| 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  |

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| --- |
| 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 | Not Assessed  |
|  | CHSP | Not Assessed |
| 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

This Quality Standard for both the Home Care Package service and the Commonwealth Home Support Programme service is assessed as compliant as all the individual Requirements of the Standard have been assessed as compliant.

* Consumers described staff as kind, caring and respectful, care plans were personalised, and staff were able to describe each consumer’s history and their care needs.
* Consumers/representatives interviewed describe staff as attentive and understanding of their circumstances. Consumers feel staff listen to them which is reflected in the care received.
* Consumers interviewed advised that they are encouraged to do things for themselves and that staff know what is important to them.
* Consumers said they felt supported to continue to take risks, and staff could describe the process and showed familiarity with choices consumers had made.
* Consumers/representatives said they receive information about care and services and they can easily understand this information.
* Consumers interviewed advised their personal privacy is respected and their personal information is kept confidential.

**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.*

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| --- | --- | --- |
| 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

This Quality Standard for both the Home Care Package service and the Commonwealth Home Support Programme service is assessed as compliant as all the individual Requirements of the Standard have been assessed as compliant.

* Care planning and assessments viewed were observed to be individualised and comprehensive.
* The service demonstrated that consumers sampled (or representatives on their behalf) have shared their goals and preferences in relation to advanced care planning and end of life wishes.
* The service demonstrated assessment and planning is based on ongoing partnership with the consumers and those who they wish to be involved
* Consumers/representatives expressed satisfaction with communication and felt they were partners in the planning of their care.
* Consumers/representatives said the service regularly communicates with them about their care and services, seeks feedback and makes changes to meet their current needs, goals and preferences.

**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.*

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| --- | --- | --- |
| 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

This Quality Standard for both the Home Care Package service and the Commonwealth Home Support Programme service is assessed as compliant as all the individual Requirements of the Standard have been assessed as compliant.

* The service demonstrated that consumers get safe and effective personal and clinical care that is best practice, tailored to their needs and optimises their health and well-being. Consumers/representatives interviewed said they get the care they need.
* Consumers said they receive individual care and services in regard to high impact or high impact risks. The service was able to demonstrate effective management of high impact and high prevalence risks.
* The service demonstrated that the needs, goals and preferences of consumers nearing end of life are recognised and addressed, their comfort maximised, and their dignity preserved.
* The service demonstrated effective systems and processes in place to ensure any deterioration or change in a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.
* The service demonstrated information about the consumer’s condition, personal and clinical care needs, and preferences is communicated within the service, and with others where the responsibility for care and services is shared. Care documentation demonstrated regular communication and sharing of information with others internally and externally.
* The service demonstrated timely and appropriate referrals to individuals, other organisations and providers of other care and services. Consumers and representatives said they are satisfied with the care and services delivered by those the consumer has been referred to.
* The service has documented policies and procedures to support the minimisation of infection related risks through the implementation of infection prevention and control principles and the promotion of antimicrobial stewardship. The service demonstrated preparedness in the event of an infectious outbreak including for COVID-19.

**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

This Quality Standard for both the Home Care Package service and the Commonwealth Home Support Programme service is assessed as compliant as all relevant Requirements of the Standard have been assessed as compliant.

The service does not provide meals and as such Requirement 4(3)(f) has not been assessed.

* + The service demonstrated that each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences. Feedback from consumers, representatives and staff demonstrated the supports provided optimise the consumer’s independence, health, well-being and quality of life.
	+ The service demonstrated services and supports for daily living promote the emotional, spiritual and psychological well-being of consumers. This information aligned with feedback from consumers/representatives.
	+ Consumers said they get the most out of their social life and are provided with opportunities for social interaction and social connection through the supports they receive and do things of interest to them.
	+ The service demonstrated that services and supports for daily living assist consumers to take part in the community, interact with others and do things of interest to them.
	+ Consumers interviewed confirmed staff who attend to the consumer’s personal care know their care needs and preferences, and they have continuity of care, including when care is provided by new care staff and/or other organisations.
	+ The service demonstrated timely and appropriate referrals to individuals, other organisations and providers of other services and supports for daily living. Consumers/representatives say they are satisfied with the services and supports delivered by those the consumer has been referred to.

**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  | Not Assessed |
|  | CHSP  | Not Assessed |

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

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| --- | --- | --- |
| 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

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

This Quality Standard for the Home Care Package Programme was not assessed as all care or services are delivered at the consumer’s home or at the premises of other providers.

* Consumers interviewed said the centre-based service environment was safe and comfortable and that the staff consulted with them to plan activities in accordance with their preferences and interests.
* The service environment, furniture and equipment available for use in the centre is suitable for the consumers of the Commonweatlh Home Support Programme who attend for social and other activities.
* Consumers were observed to be in receipt of quality care and services from staff who have the appropriate skills to support them in the centre.
* Representatives interviewed indicated that the centre provided a vital respite service and valuable social support services for the consumer.

## 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

This Quality Standard for both the Home Care Package service and the Commonwealth Home Support Programme service is assessed as compliant as all the individual Requirements of the Standard have been assessed as compliant.

* Consumers/representatives interviewed confirmed that at commencement of their services they are provided with information in relation to their right to provide feedback and suggestions in relation to their care. Information in relation to the complaints process is provided via a range of written and verbal methods.
* Consumers confirmed that staff encourage them to make a complaint to the service management if their concerns are not addressed.
* Complaints were addressed by the service and an open disclosure approach was demonstrated by management and staff.
* Consumers interviewed provided examples of issues raised and actions undertaken to address these, they also confirmed that they were aware they could involve an advocate of their choice when raising matters of concern.
* The service has in place a continuous improvement approach to feedback and complaints handling, including the timely acknowledgement and implementation of appropriate actions to address the concern raised; and processes to enhance the relevant areas requiring improvement within the organisation.

## 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

This Quality Standard for both the Home Care Package service and the Commonwealth Home Support Programme service is assessed as compliant as all the individual Requirements of the Standard have been assessed as compliant.

* The organisation has processes in place to ensure that the number and mix of staff employed enables the delivery of safe and quality care and services across the two areas (Southern Highlands and Riverina Murray) for both funded programs.
* Consumers stated that staff were always respectful and able to care for them in a safe and respectful manner.
* Consumers indicated that they are very satisfied with the community workers that provide services to them in their home and felt that they had the skills and willingness to assist them.
* Consumers interviewed confirmed that there were sufficient staff with the relevant skills and experience to provide home care services that were safe and effective.
* The service has in place performance monitoring and development processes for staff at all levels in the organisation. Regular performance reviews are carried out by the supervisors and key support needs identified and embedded in education and support programs.

## Assessment of Standard 7 Requirements

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| --- | --- | --- |
| 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.*

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| --- | --- | --- |
| Requirement 7(3)(d) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

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

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| --- | --- | --- |
| 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

This Quality Standard for both the Home Care Package service and the Commonwealth Home Support Programme service is assessed as compliant as all the individual Requirements of the Standard have been assessed as compliant.

* The organisation has processes in place to engage consumers, such as an annual consumer survey, regular and ongoing review, and communication with consumers about their care and services, feedback, and complaints mechanisms.
* Management and staff demonstrated that there are systems and processes in place in relation to risk management, information management, continuous improvement, financial and workforce governance, regulatory compliance, feedback, and complaints. Staff and consumers and representatives interviewed indicated that their feedback is sought and considered to enhance care and services.
* The organisation has a clinical governance framework in place that is specific to the home and community services and addresses the clinical care needs of consumers. The framework includes antimicrobial stewardship, restraint minimisation and open disclosure.

## 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.