Centacare Community Services - Brisbane South

Performance Report

90 Kirkland Avenue
COORPAROO QLD 4151
Phone number: (07) 3255 7710

**Commission ID:** 700985

**Provider name:** The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane

**Quality Audit date:** 16 February 2022 to 21 February 2022

**Date of Performance Report:** 23 March 2022

# Performance report prepared by

S Bickerton, 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 Packages (HCP):**

* Amelia House Services, 17962, 90 Kirkland Avenue, COORPAROO QLD 4151

**Commonwealth Home Support Programme (CHSP):**

* CHSP - Domestic Assistance, 4-7ZNPZQ7, 90 Kirkland Avenue, COORPAROO QLD 415
* CHSP - Personal Care, 4-7ZNDQ42, 90 Kirkland Avenue, COORPAROO QLD 4151
* CHSP - Social Support - Individual, 4-7ZNQ000, 90 Kirkland Avenue, COORPAROO QLD 4151
* CHSP - Social Support - Group, 4-7ZNPZWD, 90 Kirkland Avenue, COORPAROO QLD 4151
* CHSP - Flexible Respite, 4-7ZNPZTK, 90 Kirkland Avenue, COORPAROO QLD 4151
* CHSP - Centre Based Respite, 4-7ZNDQ0Z, 90 Kirkland Avenue, COORPAROO QLD 4151
* CHSP - Allied Health and Therapy Services, 4-7ZM7KYI, 90 Kirkland Avenue, COORPAROO QLD 4151
* CHSP - Domestic Assistance, 4-7ZNPZQ7, 121 Main Road, SUNNYBANK QLD 4109
* CHSP - Social Support - Individual, 4-7ZNQ000, 121 Main Road, SUNNYBANK QLD 4109
* CHSP - Social Support - Group, 4-7ZNPZWD, 121 Main Road, SUNNYBANK QLD 4109
* CHSP - Personal Care, 4-7ZNDQ42, 121 Main Road, SUNNYBANK QLD 4109
* CHSP - Flexible Respite, 4-7ZNPZTK, 121 Main Road, SUNNYBANK QLD 4109
* CHSP - Centre Based Respite, 4-7ZNDQ0Z, 193 Ekibin Road, TARRAGINDI QLD 4103
* CHSP - Personal Care, 4-7ZNDQ42, 193 Ekibin Road, TARRAGINDI QLD 4103
* CHSP - Flexible Respite, 4-7ZNPZTK, 193 Ekibin Road, TARRAGINDI QLD 4103
* CHSP - Domestic Assistance, 4-7ZNPZQ7, 193 Ekibin Road, TARRAGINDI QLD 4103
* CHSP - Social Support - Individual, 4-7ZNQ000, 193 Ekibin Road, TARRAGINDI QLD 4103
* CHSP - Social Support - Group, 4-7ZNPZWD, 193 Ekibin Road, TARRAGINDI QLD 4103
* CHSP - Centre Based Respite, 4-7ZNDQ0Z, 68 Meadowlands Road, CARINA QLD 4152
* CHSP - Personal Care, 4-7ZNDQ42, 68 Meadowlands Road, CARINA QLD 4152
* CHSP - Flexible Respite, 4-7ZNPZTK, 68 Meadowlands Road, CARINA QLD 4152
* CHSP - Social Support - Individual, 4-7ZNQ000, 68 Meadowlands Road, CARINA QLD 4152
* CHSP - Social Support - Group, 4-7ZNPZWD, 68 Meadowlands Road, CARINA QLD 4152
* CHSP - Domestic Assistance, 4-7ZNPZQ7, 68 Meadowlands Road, CARINA QLD 4152
* CHSP - Centre Based Respite, 4-7ZNDQ0Z, 9 Amelia Street, COORPAROO QLD 4151
* CHSP - Domestic Assistance, 4-7ZNPZQ7, 9 Amelia Street, COORPAROO QLD 4151
* CHSP - Personal Care, 4-7ZNDQ42, 9 Amelia Street, COORPAROO QLD 4151
* CHSP - Flexible Respite, 4-7ZNPZTK, 9 Amelia Street, COORPAROO QLD 4151
* CHSP - Social Support - Individual, 4-7ZNQ000, 9 Amelia Street, COORPAROO QLD 4151
* CHSP - Social Support - Group, 4-7ZNPZWD, 9 Amelia Street, COORPAROO QLD 4151

# 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  | Compliant  |
|  | CHSP | Compliant  |
| Requirement 5(3)(a) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 5(3)(b) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 5(3)(c) | HCP | Compliant  |
|  | 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 considered in developing this performance report:

* the assessment team’s report for the quality audit 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

The assessment team interviewed numerous consumers and their representatives, who explained in different ways how the service holds discussions with them to keep them informed about their care and services. Consumers and representatives explained they feel supported by service management and are provided with information to help them make decisions including how to best manage their HCP budget to support their needs and preferences.

Consumers and representatives said they are treated with respect and are afforded dignity by the service. For example:

* Consumers and representatives said staff know what is important to them.
* Consumers said they are part of the decision making about their care and services.
* Consumers confirmed they are encouraged to maintain relationships and make new ones.
* Consumers and representatives said they are provided privacy and they believe their information is kept confidential.

Service staff described the importance of knowing each consumer and including them in making plans. Service staff were able to describe what culturally safe care looked like, including consideration of consumer comfort and preferences.

The assessment team reviewed consumer care documentation, that evidenced consumers are consulted and their preferences and choices are noted.

The service supports its staff with ongoing training linked to the requirements relevant in this standard, and service policies guide staff in providing care that is inclusive and supportive of consumers.

Quality Standard one for both HCP and CHSP is assessed as compliant. All individual Requirements of this 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 assessment team interviewed numerous consumers and their representatives, who explained in different ways that they feel like partners in the ongoing assessment and planning of their care and services. For example:

* Some consumers explained how they were informed of the outcome of assessment and planning processes, and their representatives were invited to meet with service management to ensure all needs and preferences had been captured.
* Some consumers commented on how they are provided opportunities to share their goals and preferences for inclusion in care plans.
* Some consumers said they feel they can discuss specific care needs or preferences at any time with staff and know changes to their care plans will be made.

The service has processes embedded to guide comprehensive consumer assessment and care planning. These processes include gathering information from a variety of sources with shared involvement in consumer care. Overall the assessment team evidenced that the service focus is aimed at providing care and services to optimise consumer health and well-being in accordance with needs, goals and preferences.

The assessment team further evidenced consumer care plans being reviewed regularly, for example: When declining health is identified, when incidents have occurred, following discharge from hospital, when there are preference changes, or during annual reviews.

Quality Standard two for both HCP and CHSP is assessed as compliant. All individual Requirements of this 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 assessment team interviewed numerous consumers and their representatives, who explained in different ways that they considered they receive personal care and clinical care that is safe, right for them and in line with best practice guidelines. Some consumers and representatives said:

* They are given timely, personal and clinical care in the way they request.
* They have access to clinical services to manage complex health needs, including when something new affects them. This includes health specialists, occupational therapist, or podiatrist for example.

The assessment team interviewed service staff and reviewed service documentation. It was demonstrated that regular assessment and planning occurs for consumer’s clinical and personal care. Care plans were observed to record incidents and declines in consumer health.

* The service has policies and procedures embedded to support staff in delivering care that meets consumer’s needs, goals and preferences.
* Service staff demonstrated knowledge of individual consumer needs and preferences and explained ways they remain informed of changes to consumer care. Additionally, staff made mention of being informed of high prevalence risks for individual consumers and supporting strategies in place to minimise consumer impact.
* Service management explained that advance health care directives are discussed with consumers and representatives on entry to the service, and annually or as required thereafter.

Quality Standard three for both HCP and CHSP is assessed as compliant. All individual Requirements of this 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 assessment team interviewed numerous consumers and their representatives, who explained in different ways that they considered their services support their health, well-being and enable them to do the things they want to do.

* Consumers provided examples including how they are supported to continue participating in local community activities including attending the local community centre to participate in the program or to attend the local church.
* Consumers and representatives expressed satisfaction with equipment and food provided by the service

Service staff explained to the assessment team how they supported consumers in participating in their own meaningful activities and ensured safe practises are followed. Service staff demonstrated an understanding of the importance of connection to culture, emotional, spiritual and psychological well-being.

Quality Standard four for both HCP and CHSP is assessed as compliant. All individual Requirements of this 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 Compliant  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

Overall, consumers interviewed by the assessment team considered that they feel they belong in the service and are safe and comfortable in the service environment.

Consumers remarked they could freely and safely access indoor and outdoor areas and felt safe attending social support services at the respite centre. The environment at the respite centre was described as easy to access and made people feel welcome. Consumers enjoyed the services activities, meals and social experiences.

The Assessment Team observed the service environment to be clean, comfortable and welcoming to consumers. Parking availability was noted with well-maintained pathways leading to the respite centre. Furniture, fittings and equipment at the respite centre was considered safe, clean, well-maintained and suitable for consumers.

Quality Standard five for both HCP and CHSP is assessed as compliant. All individual Requirements of this Standard have been assessed as compliant.

## Assessment of Standard 5 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) | HCP  | Compliant  |
|  | 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  | Compliant  |
|  | 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  | Compliant  |
|  | 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

During interview, consumers and their representatives explained ways they can raise concerns or provide feedback to the service. This included:

* Talking to service staff, contacting, or escalating concerns to external organisations. Consumers and representatives indicated they were comfortable in providing feedback or making a complaint to the service.

Service staff described how they supported consumers and representatives to provide feedback and raise concerns. For example:

* Information is shared regarding external advocacy and complaints services. These resources are also listed in written guides issued to consumers.
* Some consumers who speak English as a second language can utilise the skills of staff at the service who can translate.

The assessment team reviewed service processes and evidenced the capture of complaints and feedback. Service management explained an open disclosure approach was used by the service, and the assessment team corroborated this by evidencing complaint records demonstrating utilisation of appropriate framework.

The service demonstrated that consumer complaints and feedback is used to improve service outcomes for consumers. Trends are identified and as a result the service implements improvement processes.

Quality Standard six for both HCP and CHSP is assessed as compliant. All individual Requirements of this 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

During interview with the assessment team several consumers and their representatives provided feedback indicating:

* They were mostly satisfied that adequate staff are available with appropriate skill ratios to deliver safe and quality care and services, and that enough time is allocated for consumer care and services.
* Service staff are respectful, kind and caring. If this was ever not the case, consumers explained they would contact service management.
* Satisfaction that staff are competent and trained to complete their roles.

Service management explained challenges in staff availability due to the COVID-19 pandemic required strategy development to prioritise service delivery based on individual consumer needs. Ongoing recruitment, rostering and retention projects are in progress as part of continuous improvement.

The service has human resource processes to ensure staff are recruited and inducted to the service with competencies required for their role. Ongoing training is delivered to staff on commencement and renewed annually.

Service staff explained they are provided with opportunities to increase their skills and knowledge and expressed that they feel supported by service management. Regular supervision and formal appraisal processes ensure the service has managerial oversight of staff performance.

Quality Standard seven for both HCP and CHSP is assessed as compliant. All individual Requirements of this 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

The assessment team interviewed several consumers, who overall considered the service to be well run. Consumers and representatives expressed they are consulted and engaged in the development and evaluation of their care and services. Consumers attending the centre respite services said they are consulted on the program and have input to their meals at the centre.

The assessment team reviewed service documentation, systems and process, and interviewed service management. The service’s governing body demonstrated accountability for providing governance systems that deliver safe, inclusive and quality care and services to consumers through several established processes. The assessment team noted that consumer engagement is integrated into the services development, evaluation and improvement of care and services.

The assessment team evidenced:

* Embedded processes in place to identify consumer impact and risk. The service incident management system is monitored, with incidents being investigated and referred for further assessment as required.
* Embedded clinical governance framework in place with policies and processes to guide staff including using an open disclosure approach to incidents and complaints. The service collects clinical data and uses the information to guide staffing and training.

The service has governance systems in place to ensure there are processes in place for the management of information management, continuous improvement, financial and workforce governance, regulatory compliance and for feedback and complaints. Improvements are identified from feedback, outcomes of complaints, incidents and regulatory compliance changes.

Quality Standard eight for both HCP and CHSP is assessed as compliant. All individual Requirements of this 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.