Centenary Meals on Wheels

Performance Report

Jindalee Bowls Club, cnr Yallambee and Sinnamon Roads   
JINDALEE QLD 4074  
Phone number: 07 3279 1974

**Commission ID:** 700552

**Provider name:** Centenary Meals on Wheels Incorporated

**Quality Audit date:** 13 December 2021 to 15 December 2021

**Date of Performance Report:** 7 February 2022

# Performance report prepared by

M Murray, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2038.

# Services included in this assessment

**CHSP:**

* CHSP - Meals, 4-7Z52TXC, Jindalee Bowls Club, cnr Yallambee and Sinnamon Roads, JINDALEE QLD 4074

# Overall assessment of Service/s

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Standard 1 Consumer dignity and choice | | | HCP | Not Assessed | | |
|  | | | CHSP | Compliant | | |
| Requirement 1(3)(a) | | HCP | | | Not Assessed |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(b) | | HCP | | | Not Assessed |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(c) | | HCP | | | Not Assessed |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(d) | | HCP | | | Not Assessed |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(e) | | HCP | | | Not Assessed |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(f) | | HCP | | | Not Assessed |
|  | | CHSP | | | Compliant |
| Standard 2 Ongoing assessment and planning with consumers | | | | | | |
|  | | | HCP | Not Assessed | | |
|  | | | CHSP | Compliant | | |
| Requirement 2(3)(a) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(b) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(c) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(d) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(e) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Standard 3 Personal care and clinical care | | | HCP | Not Assessed | | |
|  | | | CHSP | Not Assessed | | |
| Requirement 3(3)(a) | | HCP | | | Not Assessed |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(b) | | HCP | | | Not Assessed |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(c) | | HCP | | | Not Assessed |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(d) | | HCP | | | Not Assessed |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(e) | | HCP | | | Not Assessed |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(f) | | HCP | | | Not Assessed |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(g) | | HCP | | | Not Assessed |
|  | | CHSP | | | Not Assessed |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Standard 4 Services and supports for daily living | | | | |
|  | | HCP | Not Assessed | |
|  | | CHSP | Compliant | |
| Requirement 4(3)(a) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 4(3)(b) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 4(3)(c) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 4(3)(d) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 4(3)(e) | HCP | | Not Assessed |
|  | CHSP | | Not Assessed |
| Requirement 4(3)(f) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 4(3)(g) | HCP | | Not Assessed |
|  | CHSP | | Not Assessed |
| Standard 5 Organisation’s service environment | | | | |
|  | | HCP | Not Assessed | |
|  | | CHSP | Not Assessed | |
| Requirement 5(3)(a) | HCP | | Not Assessed |
|  | CHSP | | Not Assessed |
| Requirement 5(3)(b) | HCP | | Not Assessed |
|  | CHSP | | Not Assessed |
| Requirement 5(3)(c) | HCP | | Not Assessed |
|  | CHSP | | Not Assessed |
| Standard 6 Feedback and complaints | | HCP | Not Assessed | |
|  | | CHSP | Compliant | |
| Requirement 6(3)(a) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 6(3)(b) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 6(3)(c) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 6(3)(d) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Standard 7 Human resources | | HCP | Not Assessed | |
|  | | CHSP | Compliant | |
| Requirement 7(3)(a) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 7(3)(b) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 7(3)(c) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 7(3)(d) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 7(3)(e) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Standard 8 Organisational governance | | HCP | Not Assessed | |
|  | | CHSP | Compliant | |
| Requirement 8(3)(a) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 8(3)(b) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 8(3)(c) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 8(3)(d) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 8(3)(e) | HCP | | Not Assessed |
|  | CHSP | | Not Assessed |

# 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 Not Assessed 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 sampled consumers/representatives and reviewed consumer experience interviews provided from consumers/representatives through on-line surveys and telephone discussions to the Aged Care Quality and Safety Commission. The feedback from consumers/representatives demonstrated the following:

* Consumers/representatives interviewed confirmed consumers are treated with dignity and respect and staff know what is important to them.
* Consumers said they are encouraged to maintain their independence and feel supported by staff who know their choices, preferences and needs.
* Consumers interviewed confirmed their personal privacy is respected and their personal information is kept confidential.
* Service delivery occurs in the way that is individualised to consumers’ specific needs.

The Assessment Team interviewed management and staff; reviewed organisational information and consumer care documentation which confirmed:

* Management access individualised information pertinent to each consumer’s culture and identity to support consumers to live the life they choose and share pertinent information with staff.
* Staff demonstrated knowledge of communicating effectively with consumers/representatives and provided examples responding to consumer’s choices in an appropriate manner.
* Management and volunteer staff demonstrate an understanding of supporting consumer’s decision making, including their right to take risks. Where a consumer wishes to take risks, their choices are respected. Where necessary, volunteer delivery staff inform Management and discussions occur between Management and the consumer/representative to find solutions that will support the consumer’s choices and maintain their independence and dignity.
* Organisational systems and processes are imbedded in a variety of documents to ensure volunteer staff deliver services in a way that supports consumer’s individuality including risks they wish to take.
* The service’s processes, Management and volunteer staff practices support ongoing engagement and communication with consumers/representatives to understand each consumer’s background and history.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard have been assessed as Compliant.

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(b) | HCP | Not Assessed |
|  | CHSP | Compliant |

### *Care and services are culturally safe.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP | Not Assessed |
|  | 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 | Not Assessed |
|  | CHSP | Compliant |

### *Each consumer is supported to take risks to enable them to live the best life they can.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP | Not Assessed |
|  | 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 | Not Assessed |
|  | CHSP | Compliant |

*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 Ongoing assessment and planning with consumers

# HCP Not Assessed 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 sampled consumers/representatives and reviewed consumer experience interviews provided from consumers/representatives through on-line surveys and telephone discussions to the Commission. The feedback from consumers/representatives demonstrated the following:

Overall sampled consumers/representatives considered that they feel like partners in the ongoing assessment and planning of their care and services.

For example:

* Consumers sampled said they are satisfied the service provided identifies and meets their current needs, goals and wishes.
* Consumers/representatives interviewed confirmed that they are involved in assessment and planning, including when there are changes to consumer’s service needs.
* Consumers/representatives interviewed confirmed that they are informed about the outcomes of assessment and planning and have access to the consumer’s service plan if they wish.
* Consumers/representatives were able to provide examples of how other providers of care and services are involved in meeting consumers’ healthcare needs.

The Assessment Team interviewed management and staff; reviewed organisational information and consumer care documentation which confirmed:

* The service has a paper-based consumer management system in place which supports services that meet each consumer’s needs, goals and preferences and inform the delivery of a safe and effective meal service.
* The Assessment Team reviewed 15 consumer’s documentation and identified assessment and service planning includes the consideration of risk and reflects the consumer’s current needs, goals and preferences.
* Consumer service plans are reviewed annually for effectiveness, and when consumer circumstances change or when incidents occur.
* Documentation for the 15 consumers sampled show integrated and coordinated assessment and planning involving providers of other care and services, including HCP providers.
* The service demonstrated assessment and planning is effective and includes consideration of risks to the consumer’s health and well-being, these processes support staff to deliver a safe and effective meal service to consumers.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard have been assessed as Compliant.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP | Not Assessed |
|  | 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 | Not Assessed |
|  | 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 | Not Assessed |
|  | 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 | Not Assessed |
|  | 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 | Not Assessed |
|  | 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 Not Assessed CHSP Not Assessed

### 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 service does not have any Home care packages.

Standard 3 for the Commonwealth home support programme service is not assessed as there is no personal care or clinical care being delivered.

# STANDARD 4 Services and supports for daily living

# HCP Not Assessed 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 sampled consumers/representatives and reviewed consumer experience interviews provided from consumers/representatives through on-line surveys and telephone discussions to the Commission. The feedback from consumers/representatives demonstrated the following:

* Overall, consumers/representatives interviewed by the Assessment Team considered the consumer is supported by the service to do the things they like to do, and that promotes their mental health, well-being and enhances their quality of life. The service supports this by accommodating consumer requests on delivery dates and times so that consumers can honour outside commitments.
* Consumers said they feel supported by the service, as most of the volunteer delivery staff are members of the local community, the delivery volunteers often stop by for a chat and this helps the consumers to be updated on current community activities and news.
* Most consumers interviewed confirmed they like the food provided by the service and are supported to provide feedback regarding their meal assistance and preferences. The service obtains consumer feedback at every consumer assessment and review meeting, one of the questions is related to how the service has impacted the consumer’s mental health, well-being and enhances their quality of life.

The Assessment Team interviewed management and staff; reviewed organisational information and consumer care documentation which confirmed:

* Staff described how they support consumers to socialise or maintain personal relationships and are aware of people who are important to individual consumers. Staff explained the variety of ways how they share information and are kept informed of the changing needs of consumers. Staff confirmed they have access to sufficient safe and well-maintained equipment and consumables to meet consumer needs fridges for frozen food storage, chilly bins and ice packs to keep frozen food with recommended temperatures during delivery and personal protective equipment.
* Service documentation detailed the consumer’s life history, personal interests, cultural communication needs, religious beliefs and persons of significance.
* The service had policies and procedures to ensure equipment is routinely inspected to ensure its operational integrity and safety.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard which apply to the service have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | HCP | Not Assessed |
|  | 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 | Not Assessed |
|  | CHSP | Compliant |

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP | Not Assessed |
|  | 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 | Not Assessed |
|  | 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)(f) | HCP | Not Assessed |
|  | CHSP | Compliant |

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

# STANDARD 5 Organisation’s service environment

# HCP Not Assessed CHSP Not Assessed

### Consumer outcome:

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

### Organisation statement:

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

## Assessment of Standard 5

The service does not have any Home care packages.

Standard 5 for the Commonwealth home support programme service is not assessed as the service does not operate a location where consumers receive services.

# STANDARD 6 Feedback and complaints

# HCP Not Assessed CHSP Compliant

### Consumer outcome:

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

### Organisation statement:

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

## Assessment of Standard 6

The Assessment Team interviewed sampled consumers/representatives and reviewed consumer experience interviews provided from consumers/representatives through on-line surveys and telephone discussions to the Commission. The feedback from consumers/representatives demonstrated the following:

* Consumers/representatives interviewed explained the process to follow when raising a concern or providing feedback and were able to do this verbally, via email or text, in writing or through volunteer delivery staff who would raise concerns on their behalf.
* Consumers/representatives said that they were comfortable in raising concerns with volunteer delivery staff and management and provided examples of times they had raised issues or concerns, and they were resolved in a timely manner.
* Complaints and feedback are monitored through meetings, logged in a Complaints Register and any identified improvements are in the Plan for Continuous Improvement (PCI). Complaint and feedback registers detail information on the concerns raised and actions taken.
* Volunteer delivery staff and Management were able to describe how they would assist consumers with cognitive or communication difficulties raise complaints or provide feedback.
* The organisation has policies and procedures on open disclosure and volunteer delivery staff said they have received training in open disclosure. Management and volunteer delivery staff responsible for the complaint management demonstrated their understanding of applying open disclosure including acknowledging and apologising when a mistake was made.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard have been assessed as Compliant.

## Assessment of Standard 6 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(a) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | HCP | Not Assessed |
|  | 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 | Not Assessed |
|  | 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 | Not Assessed |
|  | CHSP | Compliant |

*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 Human resources

# HCP Not Assessed 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

The Assessment Team interviewed sampled consumers/representatives and reviewed consumer experience interviews provided from consumers/representatives through on-line surveys and telephone discussions to the Commission. The feedback from consumers/representatives demonstrated the following:

* Overall, consumers/representatives provided feedback that they get meals of high quality, sufficient quantity and supplied to their individual preferences. Consumers reported that volunteer delivery staff are kind and caring and respect their individual preferences.
* Consumers/representatives interviewed confirmed that they think there are adequate volunteer delivery staff and reported consistent volunteer delivery staff members are allocated to deliver their meals within their chosen timeframes and staff have time to engage with them.
* The delivery volunteer delivery staff are volunteers and rosters are prepared annually and updated every two months to ensure that there are adequate staffing levels.
* The organisation regularly reviews the skills, qualifications and competencies of the workforce to ensure they have adequately trained volunteer delivery staff to coordinate meal service delivery.
* The service has an orientation and training program in place and HR performance management framework in place to regularly assess, monitor and review the performance of each paid member of the workforce.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard have been assessed as Compliant.

## Assessment of Standard 7 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | HCP | Not Assessed |
|  | 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 | Not Assessed |
|  | CHSP | Compliant |

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | HCP | Not Assessed |
|  | 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 | Not Assessed |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

# STANDARD 8 Organisational governance

# HCP Not Assessed 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 sampled consumers/representatives and reviewed consumer experience interviews provided from consumers/representatives through on-line surveys and telephone discussions to the Commission. The feedback from consumers/representatives demonstrated the following:

* Overall sampled consumers considered the organisation well run and provided feedback that the service partners with them in ensuring their individual preferences are catered for the delivery of meals.
* The service’s governing body has established processes to show it is accountable for providing governance systems which deliver safe, inclusive and quality services to consumers, that meet the Standards. Overall, consumers/representatives interviewed, and documentation confirmed consumers are engaged in the development, evaluation and improvement of meal delivery services.
* The organisation has an effective risk management system for the management of high impact and high-prevalence risks associated with delivery meals to consumers.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard that apply to the service have been assessed as Compliant.

## Assessment of Standard 8 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | HCP | Not Assessed |
|  | 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 | Not Assessed |
|  | 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 | Not Assessed |
|  | 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 | Not Assessed |
|  | 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 | Not Assessed |
|  | CHSP | Not Assessed |

*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.*

This Requirement has not been assessed as the service does not deliver clinical care.

# 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.