Churches of Christ Care - Community Care - Brisbane

Performance Report

10 Bringelly Street
ARANA HILLS QLD 4054
Phone number: 07 3850 7900

**Commission ID:** 700245

**Provider name:** Churches of Christ in Queensland

**Quality Audit date:** 1 December 2021 to 2 December 2021

**Date of Performance Report:** 4 February 2022

# Performance report prepared by

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

# Publication of report

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

# Services included in this assessment

**Home Care:**

* Home Care Services - Redcliffe, 22819, 10 Bringelly Street, ARANA HILLS QLD 4054
* Churches of Christ Care Community Care - Brisbane North, 23070, 10 Bringelly Street, ARANA HILLS QLD 4054
* Buckingham Gardens Community Care Program - Brisbane South, 18115, 10 Bringelly Street, ARANA HILLS QLD 4054

**CHSP:**

* CHSP - Home Maintenance, 4-22DBAK0, 10 Bringelly Street, ARANA HILLS QLD 4054
* CHSP - Social Support Individual, 4-22DGVJN, 10 Bringelly Street, ARANA HILLS QLD 4054
* CHSP Social Support Group, 4-22DGVRC, 10 Bringelly Street, ARANA HILLS QLD 4054
* CHSP - Domestic Assistance, 4-22DGVO3, 10 Bringelly Street, ARANA HILLS QLD 4054
* CHSP - Personal Care, 4-22DBAKT, 10 Bringelly Street, ARANA HILLS QLD 4054
* CHSP - Nursing, 4-22DGVOW, 10 Bringelly Street, ARANA HILLS QLD 4054
* CHSP - Home Modifications (4-22DGVRV) - CHSP, 4-22DGVRV, 10 Bringelly Street, ARANA HILLS QLD 4054

# 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  |
| Standard 4 Services and supports for daily living |
|  | HCP  | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(e) | HCP | Compliant |
|  | CHSP | Compliant |

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(g) | HCP | Compliant |
|  | CHSP | Compliant |
| Standard 5 Organisation’s service environment |
|  | HCP  | Not Applicable |
|  | CHSP | Not Applicable |
| Requirement 5(3)(a) | HCP | Not Applicable |
|  | CHSP | Not Applicable |
| Requirement 5(3)(b) | HCP | Not Applicable |
|  | CHSP | Not Applicable |
| Requirement 5(3)(c) | HCP | Not Applicable |
|  | CHSP | Not Applicable |
| 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

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

* Consumers/representatives are treated with dignity and respect, can maintain their identity, make informed choices about their care and services and live a life of their choosing.
* Staff treat consumers with respect, staff know them as individuals and what is important to them, and the service encourages and supports consumer independence.
* Staff respect the consumer’s personal privacy and confidentiality.

Feedback from staff interviews demonstrate staff know what is important to consumers and evidence how staff respect, support and are guided by, consumer care needs, goals and preferences.

Management and staff demonstrate an understanding of supporting consumers’ decision making, including their right to take risks. Where a consumer wishes to take risks, their choices are respected. Where necessary, discussions occur between staff and the consumer/representative to find solutions that will support the consumer’s choices and maintain their independence and dignity.

Care documentation was individualised and included individual strategies, individual needs, cultural background, goals and preferences in relation to care and services.

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

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | HCP  | Compliant |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Each consumer is supported to exercise choice and independence, including to:*

1. *make decisions about their own care and the way care and services are delivered; and*
2. *make decisions about when family, friends, carers or others should be involved in their care; and*
3. *communicate their decisions; and*
4. *make connections with others and maintain relationships of choice, including intimate relationships.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(d) | HCP  | Compliant |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(f) | HCP  | Compliant |
|  | CHSP  | Compliant |

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

# STANDARD 2 Ongoing assessment and planning with consumers

#  HCP Compliant CHSP Compliant

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

The Assessment Team interviewed sampled consumers/representatives and reviewed consumer experience interviews provided from consumers/representatives through on-line surveys and telephone discussions through the Aged Care Quality and Safety 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/representatives interviewed said that they are involved in care planning, including when there are changes to consumers’ care needs.
* Consumers/representatives said staff understand their end of life wishes and a review of documentation said the consumers wishes are documented.

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

* The service has an Electronic care management system in place which supports planned care and services that meet each consumer’s needs, goals and preferences and inform the delivery of safe and effective care.
* The Assessment Team reviewed care planning documentation for 15 consumers and identified assessment and planning includes the consideration of risk and reflects the consumer’s current needs, goals and preferences, including advanced care planning and end of life planning.
* Care and services are reviewed six monthly for clinically complex consumers and annually for effectiveness, and when circumstances change or when incidents occur.
* Care plans for fifteen consumers sampled show integrated and coordinated assessment and planning involving providers of other care and services, including Medical Officers and other health professionals.
* The service demonstrated assessment and planning is effective and includes consideration of risks to the consumer’s health and well-being, and these processes support staff to deliver safe and effective care.

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

**Assessment of Standard 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 sampled consumers/representatives and reviewed consumer experience interviews provided from consumers/representatives through on-line surveys and telephone discussions through the Aged Care Quality and Safety Commission. The feedback from consumers/representatives demonstrated the following:

* Overall, sampled consumers considered that they receive personal care and clinical care that is safe, right for them and in line with best practice guidelines.
* Consumers/representatives sampled said consumers receive care they need which is tailored to their individual needs and preferences, and they have access to a medical officer or other health professionals when they need it.
* Consumers/representatives sampled said they receive care and services in line with their preferences for end of life care, including for dignity and comfort.
* Consumers said the care they receive when they are unwell or experiencing a deterioration in their health is responded to in a timely manner, with their preferences being met.

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

* The documented individual needs of consumers inform the provision of safe and effective personal and clinical care, including timely and appropriate referrals to medical officers and health professionals, and the sharing and communication of information to support the consumers health and well-being.
* Care documentation reflects the identification of, and response to, changes in the consumer’s condition and/or health status, including the effective management of high impact and high prevalence risks to the consumer.
* The service has a documented infection control process, including an outbreak management plan, education and training for staff.

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

**Assessment of Standard 3 Requirements**

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

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

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| --- | --- | --- |
| 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 sampled consumers/representatives and reviewed consumer experience interviews provided from consumers/representatives through on-line surveys and telephone discussions through the Aged Care Quality and Safety 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.
* Consumers said they feel supported to keep in touch with people who are important to them and participate in the internal or external community.
* Most consumers interviewed said they like the food provided by the service, it was of a suitable quantity and quality and are supported to provide feedback regarding their meal assistance and preferences.

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

* 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 said they have access to sufficient safe and well-maintained equipment and consumables to meet consumer needs.
* Care documentation detailed the consumers life history, personal interests, cultural communication needs, religious beliefs and persons of significance. They demonstrated consumers are actively supported to pursue their interests within the service, through brokered services and the broader community through individual and group activities.
* Care planning documentation reflected the involvement of and input from representatives in the provision of lifestyle supports, dietary requirements and preferences.
* The service had policies and procedures to ensure referral pathways for external support are established and equipment is routinely inspected to ensure its operational integrity and safety.

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

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Services and supports for daily living assist each consumer to:*

1. *participate in their community within and outside the organisation’s service environment; and*
2. *have social and personal relationships; and*
3. *do the things of interest to them.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(d) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(e) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP  | Compliant |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

# STANDARD 5 Organisation’s service environment

#  HCP Not Applicable CHSP Not Applicable

### 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 a location that consumers attend to receive care and services. This Standard does not apply to the service.

## Assessment of Standard 5 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) | HCP  | Not Applicable |
|  | CHSP  | Not Applicable |

*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 Applicable |
|  | CHSP  | Not Applicable |

*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 Applicable |
|  | CHSP  | Not Applicable |

*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

The Assessment Team found the service has an effective complaints management and feedback framework. Information is directed to the appropriate person to action and actions are taken in consultation with the consumer. The consumer’s satisfaction with the outcome of the issueis sought. The governing body reviews complaints and considers any broader opportunities that a complaint may inform.

* 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 staff who would raise concerns on their behalf.
* Consumers/representatives said that they were comfortable in raising concerns with staff and management and provided examples of times they had raised issues or concerns and they were generally resolved in a timely manner. Consumers/representatives advised that they were comfortable escalating concerns to management.
* Complaints and feedback are monitored through meetings, generally logged in a Complaints Register and any identified improvements are in the Plan for Continuous Improvement. Complaint and feedback registers detail information on the concerns raised and actions taken.
* 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 staff said they have received training in open disclosure. Management and staff responsible for the complaint management demonstrated their understanding of applying open disclosure including acknowledging and apologising when a mistake was made.

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

## Assessment of Standard 6 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(a) | HCP  | Compliant |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(c) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(d) | HCP  | Compliant |
|  | CHSP  | Compliant |

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

# STANDARD 7 Human resources

#  HCP Compliant CHSP Compliant

### Consumer outcome:

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

### Organisation statement:

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

## Assessment of Standard 7

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

* Overall, consumers/representatives provided feedback that they get safe, quality care and services and consumers reported staff are kind, caring and respect their culture, individual identity and diversity.
* Consumers and representatives interviewed said that they think there are adequate staff and reported consistent staff members are allocated to deliver their care and services in accordance with their needs, goals and preferences.
* The service has an ongoing recruitment process and brokerage arrangements to ensure enough staff are available to deliver scheduled care and services.
* The organisation regularly reviews the skills, qualifications and competencies of the workforce when there are changes in the consumer’s care and preferences to ensure there is adequate skilled staff to deliver safe, respectful and quality care and services.
* The service has an orientation and training program in place and human resource performance management framework in place to regularly assess, monitor and review the performance of each member of the workforce.

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

## Assessment of Standard 7 Requirements

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

*The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.*

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

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

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

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

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

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

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

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

# STANDARD 8 Organisational governance

#  HCP Compliant CHSP Compliant

### Consumer outcome:

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

### Organisation statement:

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

## Assessment of Standard 8

The Assessment Team interviewed sampled consumers/representatives and reviewed consumer experience interviews provided from consumers/representatives through on-line surveys and telephone discussions through the Aged Care Quality and Safety 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 to improve the delivery of care and services.
* The service’s governing body has established processes to show it is accountable for providing governance systems which deliver safe, inclusive and quality care and services to consumers, that meet the Standards. Overall, consumers/representatives interviewed and documentation confirmed consumers are engaged in the development, evaluation and improvement of care and services.
* The organisation has an effective risk management system for the management of high impact and high-prevalence risks associated with the care of consumers. The organisation has a clinical governance framework that includes policies on antimicrobial stewardship, minimising restraint and open disclosure. Staff and management were able to describe how these policies operate in practice to support the consumer to live the best life they can.

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

## Assessment of Standard 8 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(c) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Effective organisation wide governance systems relating to the following:*

1. *information management;*
2. *continuous improvement;*
3. *financial governance;*
4. *workforce governance, including the assignment of clear responsibilities and accountabilities;*
5. *regulatory compliance;*
6. *feedback and complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(d) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Effective risk management systems and practices, including but not limited to the following:*

1. *managing high impact or high prevalence risks associated with the care of consumers;*
2. *identifying and responding to abuse and neglect of consumers;*
3. *supporting consumers to live the best life they can*
4. *managing and preventing incidents, including the use of an incident management system.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(e) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Where clinical care is provided—a clinical governance framework, including but not limited to the following:*

1. *antimicrobial stewardship;*
2. *minimising the use of restraint;*
3. *open disclosure.*

# Areas for improvement

There are no specific areas identified in which improvements must be made to ensure compliance with the Quality Standards. The provider is, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.