City of Kingston Respite Service

Performance Report

34 Brindisi Street
MENTONE VIC 3124
Phone number: 03 9581 4202

**Commission ID:** 300097

**Provider name:** Kingston City Council

**Quality Audit date:** 3 February 2022 to 7 February 2022

**Date of Performance Report:** 18 March 2022

# Performance report prepared by

C.Athanasiou, 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:**

* AccessCare Southern, 18600, 34 Brindisi Street, MENTONE VIC 3124
* AccessCare Southern, 18601, 34 Brindisi Street, MENTONE VIC 3124

**CHSP:**

* Transport, 4-BB2U5B4, 34 Brindisi Street, MENTONE VIC 3124
* Flexible Respite - Care Relationships and Carer Support, 4-BAC72X1, 34 Brindisi Street, MENTONE VIC 3124
* Home Maintenance, 4-BAC730G, 34 Brindisi Street, MENTONE VIC 3124
* Home Modifications, 4-BAC734O, 34 Brindisi Street, MENTONE VIC 3124
* Centre-based Respite - Care Relationships and Carer Support, 4-BAIIKK9, 34 Brindisi Street, MENTONE VIC 3124
* Meals, 4-BAIIKUT, 34 Brindisi Street, MENTONE VIC 3124
* Other Food Services, 4-BAKLPFC, 34 Brindisi Street, MENTONE VIC 3124
* Personal Care, 4-BAKLPIR, 34 Brindisi Street, MENTONE VIC 3124
* Social Support Individual, 4-BAMTE6Z, 34 Brindisi Street, MENTONE VIC 3124
* Specialised Support Services, 4-BB1JM9E, 34 Brindisi Street, MENTONE VIC 3124
* Social Support - Group, 4-9TDDENK, 34 Brindisi Street, MENTONE VIC 3124
* Domestic Assistance, 4-BAC72TL, 34 Brindisi Street, MENTONE VIC 3124

# Overall assessment of Service/s

|  |  |  |
| --- | --- | --- |
| Standard 1 Consumer dignity and choice | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 1(3)(a) | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 1(3)(b) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 1(3)(c)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 1(3)(d)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 1(3)(e)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 1(3)(f)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Standard 2 Ongoing assessment and planning with consumers |
|  | HCP  | Compliant  |
|  | CHSP | Compliant  |
| Requirement 2(3)(a) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 2(3)(b) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 2(3)(c) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 2(3)(d) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 2(3)(e) | HCP | Compliant  |
|  | CHSP | Compliant  |

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| --- | --- | --- |
| Standard 3 Personal care and clinical care | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 3(3)(a) | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 3(3)(b) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 3(3)(c)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 3(3)(d)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 3(3)(e)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 3(3)(f)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 3(3)(g)  | HCP | Compliant  |
|  | CHSP | Compliant  |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 4(3)(g) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Standard 5 Organisation’s service environment |
|  | HCP  | Not Assessed |
|  | CHSP | Compliant  |
| Requirement 5(3)(a) | HCP | Not Assessed |
|  | CHSP | Not Assessed |
| Requirement 5(3)(b) | HCP | Not Assessed |
|  | CHSP | Not Assessed |
| Requirement 5(3)(c) | HCP | Not Assessed |
|  | CHSP | Compliant  |
| Standard 6 Feedback and complaints | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 6(3)(a) | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 6(3)(b) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 6(3)(c)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 6(3)(d)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Standard 7 Human resources | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 7(3)(a) | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 7(3)(b) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 7(3)(c)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 7(3)(d) | HCP | Compliant  |
|  | CHSP | Compliant  |

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| --- | --- | --- |
| 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 was informed by a site visit, 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

Consumers/representatives interviewed provided feedback that they are treated with dignity and respect and staff recognise 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/representatives interviewed said that their personal privacy is respected, and their personal information is kept confidential.

Staff demonstrated they were aware of each consumer’s background, culture and identity. Service delivery occurs in the way that is individualised to consumers’ specific needs and supports consumers to live the life they choose. Management and staff demonstrated 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, 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.

Consumers/representatives said care and services meet their cultural needs, staff know their backgrounds and care is adjusted to reflect these needs and preferences. Staff are familiar with consumers’ individual cultural needs and provide care to accommodate these needs. Management advised that staff complete training in cultural diversity.

Consumers/representatives said they are provided with information which assists them in making decisions about consumer’s services, including services available, and updates on what changes are happening at the service. Consumers also confirmed that they provided accurate and timely information that is clear and easy to understand.

The organisation has policies and procedures to ensure staff deliver services in a way that supports consumer’s individuality including risks they wish to take. The service’s processes along with management and staff practices support ongoing engagement and communication with consumers/representatives to understand each consumer’s background and history.

The Quality Standard for the Home care packages services is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as all the 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

Consumers/representatives said they receive the care and services they need and were satisfied with the care and services delivered by staff.

All consumers/representatives interviewed stated they had taken part in assessment and planning and had access to their care plans. Consumer/representatives stated that any other parties they wished to involve in their care, including other organisations, were consulted.

Staff advised that a copy of the care plan is provided to the consumer/representative. Staff including subcontractors, advised that they receive information on consumers’ needs through their roster on their electronic device and that staff also communicate with the consumer/representative about what services need to be actioned on the day to accommodate consumer’s choices. All staff interviewed were familiar with consumers’ care needs.

Consumers/representatives indicated the services they receive are regularly reviewed. Staff discussed the frequency of reviews dependent on the consumers choice, deterioration and changes in service and care needs.

The risk for individual consumers is assessed and documented in assessments and progress notes. Care documentation reflected regular contact with consumers when a change or incident impacted on the needs, goals or preferences of the consumer.

The service reviews their process of risk and incident management for continuous improvement and best practice.

The Quality Standard for the Home care packages services is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as all the 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.*

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| --- | --- | --- |
| Requirement 2(3)(d) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

*The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(e) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

*Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.*

# STANDARD 3 Personal care and clinical care

#  HCP Compliant  CHSP Compliant

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

Consumers/representatives provided positive feedback regarding clinical and personal care services.

Staff described clearly and provided examples of how care delivery is safe, effective, and tailored to the needs of consumers.

Staff and management identified high impact, high prevalence risks associated with the care of consumers such as falls, pressure injuries, wounds and post hospitalisation delirium. When staff identify any risk to consumers there is an escalation process to initiate the relevant assessments and appropriate actions to mitigate any potential further risks to the consumer.

Staff receive education on assessment and planning with view to risk identification. Staff report any identified or potential risk through feedback to the service. Documentation reviewed evidenced that feedback received is actioned and risks are reviewed on an ongoing basis.

Consumers who are nearing the end of life are supported in a way that ensures their needs, goals and preferences are known and documented and that their comfort is maintained. Staff could explain the referral pathways to other health professionals such as pain services, general practitioners and palliative services.

The service has processes in place for consumers and staff to report change in a consumer’s health status which was evidenced in documentation that timely responses to deterioration and change was recorded appropriately in consumer files. Referrals to several different organisations to assist and support consumers were noted in consumer files and feedback.

Consumers/representatives were satisfied that all staff maintained a good standard of infection control including the ongoing use of personal protective equipment in the home particularly during Covid-19. The organisation has relevant policies in place relating to infection control including a business continuity plan.

The Quality Standard for the Home care packages services is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as all the 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.*

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

Consumers are receiving effective supports for daily living and staff demonstrated a good understanding of individual consumers. Information about their needs and preferences relating to supports for daily living are consistently detailed in care plans and related care documentation.

Care plans reviewed included information regarding consumers’ interests, current or past and detailed what is important to them regarding supports for daily living.

Staff stated the care planning documents included details of how to support a consumer maintain their lifestyle and social interactions. This information is transferred and communicated to subcontracted service request forms and used to guide others responsible for the shared care of the consumer.

Consumers felt the service enabled them to do the things they wanted to do and that they can participate in the community by themselves and/or with the support of the service through their funded package.

Referrals for individuals are sent to relevant service providers when required for the review of consumers care and services.

Equipment is purchased and maintained through consumers home care packages based on assessments carried out by allied health professionals. Consumers are reviewed by allied health services prior to being referred to the state-wide equipment service.

The service provides transport for shopping assistance via a bus service and for community participation.

The service provides maintenance and home modification services based on the assessed needs of the consumer and allied health recommendations as approved by My Aged Care.

The Quality Standard for the Home care packages services is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

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

**Assessment of Standard 4**

|  |  |  |
| --- | --- | --- |
| 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 Assessed  CHSP Compliant

### Consumer outcome:

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

### Organisation statement:

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

## Assessment of Standard 5

Observations and the inspection of the food distribution centre for the delivery of meals to consumers was found to be to be clean and well maintained. COVID safe protocols such as cleaning, hand hygiene and use of personal protective equipment was evident. Meal assessments and care plans are undertaken. Consumers said that they were satisfied with the meals received.

Inspection of the maintenance workshop evidenced that maintenance vehicles are provided with equipment that is tagged and tested. Personal protective equipment and work health and safety checks are undertaken. The home modifications team provides consumers with handrails for bathrooms, toilets and showers and can provide quotes for ramps to assist consumers to safely do activities of daily living. Safety checks are undertaken, and policies and procedures are in place around safe work.

The transport team manages a fleet of buses that are modified to support consumers who use mobility aids. Buses are serviced and maintained as per schedule and annual roadworthy inspections are undertaken. Bus drivers undertake a vehicle safety check every morning. COVID infection control equipment such as handwash and wipes are available on the bus and consumers are temperature checked for safety. Inspection of the buses found them to be clean, safe and well maintained and suitable for the consumers.

The Quality Standard for the Home care packages services were not assessed as they are not applicable under this Standard.

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

## Assessment of Standard 5 Requirements

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(b) | HCP  | Not Assessed |
|  | CHSP  | Not Assessed  |

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(c) | HCP  | Not Assessed |
|  | CHSP  | Compliant  |

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer*

# STANDARD 6 Feedback and complaints

#  HCP Compliant  CHSP Compliant

### Consumer outcome:

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

### Organisation statement:

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

## Assessment of Standard 6

Consumers/representatives said that they are comfortable and encouraged to raise complaints and provide feedback. Consumers/representatives were aware of external avenues and supports available for them to raise concerns and resolve complaints including advocacy groups and interpreter services.

Complaints and feedback are monitored through meetings and logged in the complaints register. Identified improvements are documented in the plan for continuous improvement. Complaints register records information on the complaint raised, follow up and outcome.

Staff and management were able to describe how they assist consumers with cognitive or communication difficulties to raise complaints or provide feedback.

The organisation has a feedback and complaints policy, procedure and flowcharts to guide staff in responding to feedback and escalating concerns depending on the urgency of the complaint. The organisation also has an open disclosure policy and procedure.

The Quality Standard for the Home care packages services is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as all the 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

Consumers/representatives commented that all staff are kind and caring and that some care services are delivered by subcontracted service providers.

Staff are familiar with consumers and spoke about them in a respectful way. Consumers/representatives said staff know what they are doing.

Consumers/representatives said that all staff are kind and caring. Care advisors and care workers are familiar with consumers and spoke about them in a respectful way. Staff were able to provide examples to demonstrate how they treat each consumer respectfully and are aware of their individual preferences including cultural needs. Management and staff were aware of the culture and diversity needs of the consumers.

Staff demonstrated their abilities to perform their tasks effectively in their role. Staff discussed initial orientation processes, staff meetings and mandatory training.

Management stated they have processes in place to ensure the subcontracted staff have the necessary skills and knowledge to perform their role through regular meetings with providers and feedback from consumers.

Management discussed supervision and annual performance of their care advisors, nursing, program coordinators, staff and administration staff.

The service has an ongoing recruitment process and subcontracted 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 Quality Standard for the Home care packages services is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as all the 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

Consumers/representatives interviewed, and documentation reviewed confirmed consumers are engaged in the development, evaluation and improvement of care and services in consultation with the organisation.

The service demonstrated that the organisation’s governing body has established processes to demonstrate its accountability for providing governance systems which deliver safe, inclusive and quality care and services to consumers. There are organisational wide governance systems to monitor processes such as information systems, regulatory compliance, financial management, workforce governance, feedback and complaints.

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. Complaints and incidents are reviewed by management and an open disclosure process is undertaken as required to resolve issues.

The organisation has an elder abuse policy inclusive of a suspected consumer abuse flowchart with referral points and contact numbers. Elder abuse information is provided to all consumers. Care workers receive regular training in elder abuse.

The Quality Standard for the Home care packages services is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as all the 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.