Comfort Care Services

Performance Report

Unit 2, 556-562 Hume Highway
YAGOONA NSW 2199
Phone number: 0466 985 079

**Commission ID:** 201407

**Provider name:** Comfort Care Services Pty Ltd

**Assessment Contact - Site date:** 4 November 2020

**Date of Performance Report:** 13 December 2020

# Publication of report

This Performance Report **may be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(d) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(d) | Compliant |

# Detailed assessment

This performance report details the Commission’s assessment of the provider’s performance, in relation to the service, 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 Assessment Contact - Site; the Assessment Contact - Site report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

# STANDARD 2 Ongoing assessment and planning with consumers

### 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 did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(b) 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.*

The service conducts comprehensive assessments which inform the development of the care plan. The service provides care to older people of culturally and linguistically diverse backgrounds and has in place a culturally appropriate care plan that outlines aspects important to the consumer. Consumers and representatives praised the service highly and confirmed that the assessment and care planning procedures assisted in meeting their care needs and identifying their goals. A client information kit is provided at the commencement of the service which includes advance care planning information. Discussion takes place with care recipients in relation to advance care planning and they are offered relevant information and assistance if they wish.

I find this requirement is compliant as the approved provider has demonstrated 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.

# STANDARD 7 Human resources

### 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 did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

I find this requirement is compliant as the approved provider has demonstrated

## Assessment of Standard 7 Requirements

### Requirement 7(3)(d) Compliant

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

The workforce is recruited, trained and equipped to deliver outcomes for consumers in line with the standards. A comprehensive induction program is in place and care staff are provided with ongoing training and the relevant equipment and support to undertake their job. Interviews with care staff indicated that they were highly satisfied with the support provided to them. Consumers and representatives interviewed confirmed that management and staff have the necessary skills to operate the service and provide them with care and services. Representatives spoke highly of the responsiveness of staff and management and their willingness to assist consumers with their care needs.

I find this requirement is compliant as the approved provider has demonstrated the workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.

# STANDARD 8 Organisational governance

### 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 did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(d) 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.*

The service has risk management systems and practices that respond to managing risk. The service employees a registered nurse who undertakes assessments and monitors care provided including any high impact risks. Monitoring in place includes oversight of consumer’s deteriorating health and other potential risks such as mobility issues, home safety and wellbeing. A policy and procedure is in place to identify and respond to abuse and neglect of consumers and staff were able to explain practices they would follow if they identified elder abuse. Consumers interviewed indicated that they felt secure with the care and services provided and they provided examples of how they were supported to live independently at home.

I find this requirement is compliant as the approved provider has demonstrated 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.

# 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.