Country to Coast Home Care

Performance Report

7 Birkdale Close   
ANGLESEA VIC 3230  
Phone number: 0407 332 016

**Commission ID:** 301053

**Provider name:** Victorian Home Care Services Pty Ltd

**Quality Audit date:** 14 December 2021 to 16 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

**Home Care:**

* Country to Coast HCP Level 4, 27663, 7 Birkdale Close, ANGLESEA VIC 3230

# Overall assessment of Service/s

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Standard 1 Consumer dignity and choice | | | HCP | | Compliant | |
|  | | | CHSP | | Not Assessed | |
| Requirement 1(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 1(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 1(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 1(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 1(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 1(3)(f) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Standard 2 Ongoing assessment and planning with consumers | | | | | | |
|  | | | HCP | | Non-Compliant | |
|  | | | CHSP | | Not Assessed | |
| Requirement 2(3)(a) | HCP | | Non-Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 2(3)(b) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 2(3)(c) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 2(3)(d) | HCP | | Non-Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 2(3)(e) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Standard 3 Personal care and clinical care | | | HCP | | Compliant | |
|  | | | CHSP | | Not Assessed | |
| Requirement 3(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(f) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(g) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Standard 4 Services and supports for daily living | | | | | | |
|  | | | HCP | | Compliant | |
|  | | | CHSP | | Not Assessed | |
| Requirement 4(3)(a) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 4(3)(b) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 4(3)(c) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 4(3)(d) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 4(3)(e) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 4(3)(f) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 4(3)(g) | HCP | | Compliant | |
|  | 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 | | Compliant | |
|  | | | CHSP | | Not Assessed | |
| Requirement 6(3)(a) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 6(3)(b) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 6(3)(c) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 6(3)(d) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Standard 7 Human resources | | | HCP | Compliant | | |
|  | | | CHSP | Not Assessed | | |
| Requirement 7(3)(a) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 7(3)(b) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 7(3)(c) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 7(3)(d) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 7(3)(e) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Standard 8 Organisational governance | | | HCP | Non-Compliant | | |
|  | | | CHSP | Not Assessed | | |
| Requirement 8(3)(a) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 8(3)(b) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 8(3)(c) | HCP | | Non-Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 8(3)(d) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 8(3)(e) | HCP | | Compliant | |
|  | 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
* the provider’s response to the Quality Audit report received 20 January 2022 in the form of a plan for continuous improvement.

# STANDARD 1 Consumer dignity and choice

# HCP Compliant CHSP Not Assessed

### 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 and representatives interviewed confirmed they are treated with dignity and respect from all staff.

Staff were able to demonstrate an understanding of what it means to be respectful and provide dignity to the consumers they care for.

Care and service information provided to consumers and representatives at commencement of service is comprehensive.

Consumers and representatives said they receive information to enable them to make decisions about services included in their home care package.

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

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 1 Requirements**

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

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

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

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

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

*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 | Not Assessed |

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

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

*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 | Not Assessed |

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

# STANDARD 2 Ongoing assessment and planning with consumers

# HCP Non-Compliant CHSP Not Assessed

### 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

Documentation informing assessment and care planning information was not always comprehensive and did not always contain sufficient detail to guide care and services and manage risks.

Care plans did not consistently document all the services consumers were receiving especially services received by subcontracted services. Care directives for staff to follow were saved in a variety of places and not consistently documented in the consumers care plan for staff to follow.

This Quality Standard for the Home care packages service is assessed as Non-compliant as two of the five requirements of the Standard have been assessed as Non-compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 2 Requirements**

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

*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.*

The Assessment Team’s clinical file review identified for three of three named consumers that the outcome of assessments and care planning were not documented in a way that informed safe care. Deficits were noted in the management of falls risks, diabetes management and strategies to manage wandering behaviour.

The approved provider did not contest the Assessment Team’s evidence and submitted a continuous improvement plan.

Based on the evidence summarised above the approved provider has failed to comply with this Requirement.

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | HCP | Compliant |
|  | CHSP | Not Assessed |

*Assessment and planning identify 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 | Not Assessed |

*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 | Non-Compliant |
|  | CHSP | Not Assessed |

*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.*

The Assessment Team’s file review identified for four of four named consumers, the outcome of assessment and planning was not accurately documented. As a result, while consumers were receiving information documented in a care and services plan generally these plans were not an effective communication tool.

The approved provider did not contest the Assessment Team’s evidence and submitted a continuous improvement plan.

Based on the evidence summarised above the approved provider has failed to comply with this Requirement.

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(e) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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 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

Assessments for personal and clinical care are conducted internally by care managers. While risks are generally identified they are not consistently managed. Staff knowledge of care needs of individual consumers is good.

Deterioration in a consumer health and wellbeing is documented and monitored by care staff and the consumer’s care manager. Reviews are conducted when there is deterioration in a consumer care needs with new services put in place as required.

When there are changes in consumers care needs relevant referrals are sent to a variety of services including allied health services such as occupational therapists.

The service has processes in place to minimise infection related risks. Staff are provided with personal protective equipment, have completed online COVID training and the organisation has developed an outbreak management plan and QR codes at consumers’ homes.

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

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 3 Requirements**

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

*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 | Not Assessed |

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

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

*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 | Not Assessed |

*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 | Not Assessed |

*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 | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(g) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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 Not Assessed

### 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

Overall consumers were satisfied they get the services and supports for daily living that are important for their health and well-being to enable them to do the things they want to do.

For example:

* Most consumers felt the service enabled them to do the things they wanted to do.
* Staff interviewed described how they deliver services and supports that promotes consumers well-being.

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

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 4 Requirements**

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

*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 | Not Assessed |

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

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

*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 | Not Assessed |

*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 | Not Assessed |

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

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

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

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

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

# 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 operate a service environment. Standard 5 does not apply to the Home care packages service, it has not been assessed.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

# STANDARD 6 Feedback and complaints

# HCP Compliant CHSP Not Assessed

### 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 and representatives said they were aware of ways to provide feedback and make complaints. They are comfortable raising and have been encouraged to do so by the service.

Staff described how they would assist consumers to provide feedback and raise complaints if the consumer requested.

The information pack, home care agreement and continuous improvement register identified the organisation has processes in place for consumers and representatives to provide feedback.

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

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 6 Requirements**

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

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

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

*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 | Not Assessed |

*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 | Not Assessed |

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

# STANDARD 7 Human resources

# HCP Compliant CHSP Not Assessed

### 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 and representatives were satisfied that there were enough staff to deliver care and quality services.

There are systems and processes to ensure there are enough staff to deliver safe, quality care and services. Management and staff explained, and documentation confirmed the organisation has processes in place for rostering staff for the service.

The organisation provides online training modules that included the Department of Health online COVID training modules. Management advised all new staff are offered buddy shifts and face to face training sessions are provided.

Management monitors staff compliance including staff professional registrations and police checks. Staff performance monitoring and supervision processes are in place.

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

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 7 Requirements**

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

*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 | Not Assessed |

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

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

*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 | Not Assessed |

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

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

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

# STANDARD 8 Organisational governance

# HCP Non-Compliant CHSP Not Assessed

### 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 and representatives are encouraged to participate in the development, delivery and evaluation of care and services and in consultation processes within the service and organisation.

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

The organisation has effective organisational wide governance systems to monitor processes such as regulatory compliance, workforce governance and feedback and complaints.

The Assessment Team identified that information management and financial governance systems are not effective.

This Quality Standard for the Home care packages service is assessed as Non-compliant as one the five requirements of the Standard have been assessed as Non-Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 8 Requirements**

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

*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 | Not Assessed |

*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 | Non-Compliant |
|  | CHSP | Not Assessed |

*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.*

The service is overseen by a director and committee of management. The Assessment Team provided evidence of compliance in sub-Requirements (ii), (iv), (v) and (vi).

The Assessment Team found the service did not have effective governance systems in relation to sub requirements (i) information management and (iii) financial governance.

Assessment and care planning information is not always accurate and does not consistently inform safe and effective care delivery.

The service is not providing fully itemised monthly statements to consumers.

While broad information management systems are in place, assessment and care planning information is not accurately recorded and does not inform safe and effective care delivery.

The Assessment Team identified that the service provides monthly statements to consumers that are itemised for in-house services, however services provided by subcontracted organisations is shown as a total figure in the statement. As a result, the specific reason for the disbursement of funds is not fully transparent to the consumer.

The approved provider did not contest the Assessment Team’s evidence and submitted a continuous improvement plan.

Based on the evidence summarised above the approved provider has failed to comply with this Requirement.

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(d) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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 | 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.*

# Areas for improvement

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

**Requirement 2(3)(a)**

*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.*

* Ensure assessment identifies current and emerging risks to the health and wellbeing of the consumer.
* Ensure that documented care plans accurately reflect the outcomes of these assessments and clearly present to the reader how to manage / mitigate risks as agreed with the consumer and/or their representative.
* Seek and act on feedback from care workers who provide care, including agency and staff that do not regularly support the consumer to ensure the accuracy and usefulness of information being provided. Address any gaps in information.
* Audit files to ensure they always contain contemporary information .

**Requirement 2(3)(d)**

*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.*

* Audit files held at consumer’s homes to ensure their accuracy.

**Requirement 8(3)(c)**

*Effective organisation wide governance systems relating to information management and financial governance;*

* Ensure statements provided to consumers clearly show how funds have been disbursed.