Empowered Ageing

Performance Report

5 Valencia Street
DURAL NSW 2158
Phone number: 1300 105 106

**Commission ID:** 201276

**Provider name:** Empowered Ageing Pty Ltd

**Assessment Contact - Desk date:** 1 October 2021 to 8 October 2021

**Date of Performance Report:** 8 December 2021

# 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 2018.

**Services included in this assessment**

**Home Care:**

* Empowered Ageing, 26643, 5 Valencia Street, DURAL NSW 2158

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(c) | Compliant |
| Requirement 8(3)(e) | Compliant |

# Detailed assessment

This performance report details the Commissioner’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 - Desk; the Assessment Contact - Desk report was informed by 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

To understand the consumer’s experience and how the organisation applies the requirements within this Standard, the Assessment Team sampled the experience of consumers reviewing their care planning documents in detail, asking consumers and representatives about how they are involved, interviewed management and support workers about the care and services provided. Consumers and representatives said that they feel like partners in the ongoing assessment and planning of their services. The service, in partnership with the consumer and/or representative identifies, discusses, and manages possible risks and responds to incidents, deterioration or changes in the health and wellbeing of the consumer.

The approved provider complies with the Requirements assessed at this vist, as detailed below.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) 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)(e) 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

### Consumer outcome:

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

### Organisation statement:

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

## Assessment of Standard 3

The service, in partnership with the consumer and/or representative who self-manages their package, ensures delivery of safe and effective care and services that meet the needs, goals and preferences of consumers. Allied health professionals, including nurses are paid via the package at the request of the consumer and/or representative. If requiring assistance, the service assists to source relevant health professionals. Consumers and representatives interviewed confirmed they are satisfied with the care and services they are currently receiving. They said communication between them, and the service works well. Consumers and representatives said the service assists them in maintaining their health and wellbeing and provides invaluable support to develop the care plan and ensure they get the clinical care that is safe and right for them.

The approved provider complies with the Requirements assessed at this vist, as detailed below.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(a) 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.*

# 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

To understand how the service understands and applies the requirements assessed within this Standard, the Assessment Team spoke with management and staff and reviewed relevant systems and processes relating to structures in place underpinning the delivery of care and services. Management was able to demonstrate that there are systems in place in relation to information management, continuous improvement, financial governance, workforce governance, regulatory compliance and feedback and complaints. Staff and consumers interviewed indicated that the organisation is run well, that their feedback is considered and used to enhance care and services and overall organisational operations.

The approved provider complies with the Requirements assessed at this vist, as detailed below.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(c) 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)(e) 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.