Enrich Living Pty Ltd - ACT

Performance Report

55 Burkitt Street
PAGE ACT 2614
Phone number: 08 9287 8619

**Commission ID:** 200954

**Provider name:** MyHomeCare Pty Ltd

**Quality Audit date:** 12 January 2022 to 14 January 2022

**Date of Performance Report:** 25 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:**

* Enrich Living Pty Ltd - ACT, 17202, 55 Burkitt Street, PAGE ACT 2614
* Short Term Restorative Care (STRC), STRC, 55 Burkitt Street, PAGE ACT 2614

This Service does not provide any Commonwealth Home Support Programme Services and therefore the CHSP program has not been assessed.

# Overall assessment of Service/s

|  |  |  |
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| Standard 1 Consumer dignity and choice | HCP  |  Compliant  |
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| Requirement 1(3)(a) | HCP  | Compliant  |
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| Requirement 1(3)(b) | HCP | Compliant  |
|  |   |   |
| Requirement 1(3)(c)  | HCP | Compliant  |
|  |   |   |
| Requirement 1(3)(d)  | HCP | Compliant  |
|  |   |   |
| Requirement 1(3)(e)  | HCP | Compliant  |
|  |   |   |
| Requirement 1(3)(f)  | HCP | Compliant  |
|  |   |   |
| Standard 2 Ongoing assessment and planning with consumers HCP Compliant |
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| Requirement 2(3)(a) | HCP | Compliant  |
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| Requirement 2(3)(b) | HCP | Compliant  |
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| Requirement 2(3)(c) | HCP | Compliant  |
|  |  |  |
| Requirement 2(3)(d) | HCP | Compliant  |
|  |  |  |
| Requirement 2(3)(e) | HCP | Compliant  |
|  |  |  |
| Standard 3 Personal care and clinical care | HCP  | Compliant  |
|   |  |  |
| Requirement 3(3)(a) | HCP  | Compliant  |
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| Requirement 3(3)(b) | HCP | Compliant  |
|  |  |  |
| Requirement 3(3)(c)  | HCP | Compliant  |
|  |  |  |
| Requirement 3(3)(d)  | HCP | Compliant  |
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| Requirement 3(3)(e)  | HCP | Compliant  |
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| Requirement 3(3)(f)  | HCP | Compliant  |
|  |  |  |
| Requirement 3(3)(g)  | HCP | Compliant  |
|  |  |  |
| Standard 4 Services and supports for daily living HCP Compliant |
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| Requirement 4(3)(a) | HCP | Compliant  |
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| Requirement 4(3)(b) | HCP | Compliant  |
|  |  |  |
| Requirement 4(3)(c) | HCP | Compliant  |
|  |  |  |
| Requirement 4(3)(d) | HCP | Compliant  |
|  |  |  |
| Requirement 4(3)(e) | HCP | Compliant  |
|  |  |  |
| Requirement 4(3)(f) | HCP | Compliant  |
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| Requirement 4(3)(g) | HCP | Compliant  |
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| --- |
| Standard 5 Organisation’s Service environment HCP Not Assessed |
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| Requirement 5(3)(a) | HCP | Not Assessed  |
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| Requirement 5(3)(b) | HCP | Not Assessed |
|  |  |  |
| Requirement 5(3)(c) | HCP | Not Assessed |
|  |  |  |
| Standard 6 Feedback and complaints | HCP  | Compliant  |
|   |  |  |
| Requirement 6(3)(a) | HCP  | Compliant  |
|   |  |  |
| Requirement 6(3)(b) | HCP | Compliant  |
|  |  |  |
| Requirement 6(3)(c)  | HCP | Compliant  |
|  |  |  |
| Requirement 6(3)(d)  | HCP | Compliant  |
|  |  |  |
| Standard 7 Human resources | HCP  | Compliant  |
|   |  |  |
| Requirement 7(3)(a) | HCP  | Compliant  |
|   |  |  |
| Requirement 7(3)(b) | HCP | Compliant  |
|  |  |  |
| Requirement 7(3)(c)  | HCP | Compliant  |
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| Requirement 7(3)(d) | HCP | Compliant  |
|  |  |  |
| Requirement 7(3)(e)  | HCP | Compliant  |
|  |  |  |
| Standard 8 Organisational governance | HCP  | Compliant  |
|   |  |  |
| Requirement 8(3)(a) | HCP  | Compliant  |
|   |  |  |
| Requirement 8(3)(b) | HCP | Compliant  |
|  |  |  |
| Requirement 8(3)(c)  | HCP | Compliant  |
|  |  |  |
| Requirement 8(3)(d) | HCP | Compliant  |
|  |  |  |
| Requirement 8(3)(e)  | HCP | 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 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 confirmed they are treated with dignity and respect from staff and that care and Services are delivered in a way which is culturally safe.

Consumers and representatives confirmed that they are supported to make decisions and to maintain connections with the wider community.

Consumers and representatives were satisfied that they receive adequate information to enable them to make decisions about the Services they receive through their home care package.

Staff provided multiple practical examples of how they respect consumer privacy and confirmed a policy to support this.

The Service’s care planning documentation reflected individualised needs, preferences of consumers and what is important to them. Additionally, several polices defined Diversity, Dignity of Risk and Cultural Safety including annual training delivered to staff.

The Quality Standard for the Home care package Service 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  |
|  |   |   |

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

Based on all the available information reviewed, I find this requirement Compliant.

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

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

Based on all the available information reviewed, I find this requirement Compliant.

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP  | 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.*

Based on all the available information reviewed, I find this requirement Compliant.

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

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

Based on all the available information reviewed, I find this requirement Compliant.

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP  | 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.*

Based on all the available information reviewed, I find this requirement Compliant.

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

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

Based on all the available information reviewed, I find this requirement Compliant.

# STANDARD 2 Ongoing assessment and planning with consumers

#  HCP 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

The Service demonstrated initial and ongoing assessment and planning for care and services in partnership with consumers and their representatives. This was further confirmed by Consumers and their representatives who stated that they are partnered by the Service at the initial assessment stage, including the ongoing and planning of their care and services.

Documentation, including care plans, evidenced that consumers are assessed at the initial admission process where their health, wellbeing, goals and any risks identified are assessed. Care planning is carried out in partnership with consumers and/or their representative, and includes their needs, goals and preferences for delivery of care and services. Documentation evidenced that care plans are updated in line with consumer’s change in health status, circumstances, goals and choices.

The Service has an Advanced Care Planning process in place where end of life care is encouraged, discussed and documented. The Service has relevant policies and processes in place regarding assessment, planning and referrals to other agencies when required.

Staff demonstrated their knowledge in the care planning and assessment process, including assessment reviews and their frequency through the Service’s electronic database.

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

**Assessment of Standard 2 Requirements**

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| --- | --- | --- |
| Requirement 2(3)(a) | HCP  | 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.*

Based on all the available information reviewed, I find this requirement Compliant.

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | HCP  | 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.*

 Based on all the available information reviewed, I find this requirement Compliant.

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(c) | HCP  | 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.*

 Based on all the available information reviewed, I find this requirement Compliant.

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(d) | HCP  | 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.*

Based on all the available information reviewed, I find this requirement Compliant.

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(e) | HCP  | 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.*

Based on all the available information reviewed, I find this requirement Compliant.

# 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

The Service demonstrated that Consumers receive safe and effective personal and clinical care, which is tailored to the consumer’s needs, goals and preferences to optimise their health and well-being.

Consumers and their Representatives confirmed that they are satisfied that:

* the care and services they receive are tailored to their needs as well as being responsive and adaptive to changes in health status and preferences;
* staff know them well and can recognise a change in their health and wellbeing to enable them to take appropriate and timely action
* there is a continuity of care delivery from new staff and other organisations
* timely referrals to other agencies or assistance to coordinate medical visits occur in response to a change in their condition.

The Service has systems and processes in place for the management of infection control including the management of Covid-19. The Service delivers training to staff across several competencies including, but not limited to, Covid19 and infection control, dementia, manual handling. This education informs ongoing policy and procedures to reflect best practice.

Staff described how care is tailored for each consumer and was able to describe the escalation process when consumers were observed and assessed as having a decline in health. Staff recognise high prevalent risks and management strategies and provided examples in relation to skin integrity, falls management, pain and behaviour management.

The Service has processes in place to recognise and address goals, needs, spiritual needs, and the preferences of consumers nearing end of life which includes: care planning, discussions, documenting preferences and referrals to connect consumers in with palliative care support.

Documentation and observations evidenced that care needs are accurately recorded to guide care including clinical care, and the Service has appropriate policies and procedures in place.

The Quality Standard for the Home Care Package Service 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  |
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*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.*

 Based on all the available information reviewed, I find this requirement Compliant.

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

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

 Based on all the available information reviewed, I find this requirement Compliant.

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(c) | HCP  | Compliant  |
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*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

Based on all the available information reviewed, I find this requirement Compliant.

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| --- | --- | --- |
| Requirement 3(3)(d) | HCP  | 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.*

Based on all the available information reviewed, I find this requirement Compliant.

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| --- | --- | --- |
| Requirement 3(3)(e) | HCP  | 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.*

Based on all the available information reviewed, I find this requirement Compliant.

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| --- | --- | --- |
| Requirement 3(3)(f) | HCP  | Compliant  |
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*Timely and appropriate referrals to individuals, other organisations and providers of other care and Services.*

Based on all the available information reviewed, I find this requirement Compliant.

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| --- | --- | --- |
| Requirement 3(3)(g) | HCP  | 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.*

Based on all the available information reviewed, I find this requirement Compliant.

# 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

The Service demonstrated that consumers receive safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

Consumers advised that they receive services for daily living that optimises their independence, wellbeing and quality of life, considers their goads and preferences to optimise their independence and quality of life. Consumers advised that they are supported to engage and connect within the community.

Services and supports for daily living, including referrals to other health professionals, are provided by the Service to cover a range of options for consumers including home care (domestic assistance), home maintenance and gardening, transport, social support and equipment.

Management and staff demonstrate how they take additional measures to encourage and engage consumers in things of interest to them and connect with family and friends to maintain relationships of importance.

Staff demonstrated how they support Consumers emotionally and promote wellbeing and explained what they did to support consumers during the Covid-19 pandemic where there were limitations on social interactions. Consumers supported this by providing feedback by stating how supportive and attentive staff were to their wellbeing during their visits.

The Service has relevant processes and procedures in place, including training, to provide safe and effective services to optimise independence, well-being and quality of life.

The Quality Standard for the Home Care Package Service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

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| --- | --- | --- |
| Requirement 4(3)(a) | HCP  | 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.*

Based on all the available information reviewed, I find this requirement Compliant.

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

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

Based on all the available information reviewed, I find this requirement Compliant.

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| --- | --- | --- |
| Requirement 4(3)(c) | HCP  | 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.*

Based on all the available information reviewed, I find this requirement Compliant.

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

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

Based on all the available information reviewed, I find this requirement Compliant.

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

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

Based on all the available information reviewed, I find this requirement Compliant.

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| --- | --- | --- |
| Requirement 4(3)(f) | HCP  | Compliant  |
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*Where meals are provided, they are varied and of suitable quality and quantity.*

Based on all the available information reviewed, I find this requirement Compliant.

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

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

Based on all the available information reviewed, I find this requirement Compliant.

# 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 in a Service environment, therefore Standard 5 does not apply to the Home Care Packages Service.

This Standard 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 confirmed they are aware of different ways to provide feedback and make complaints. Consumers and their representative advised that they were comfortable raising complaints and that the Service encourages a culture of feedback and complaints.

Staff could explain the complaint process and how to link consumers in with advocacy and language services including how to lodge a complaint. Staff confirmed that they receive regular training in the complaints process and have a complaints policy.

The Service seeks feedback from consumers via feedback forms, phone, face-to-face, surveys and the internet.

Information including the information pack, home care agreement and complaint register identified the organisation has processes in place for consumers and representatives to provide feedback.

The Quality Standard for the Home Care Package Service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

## Assessment of Standard 6 Requirements

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

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

Based on all the available information reviewed, I find this requirement Compliant.

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

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

Based on all the available information reviewed, I find this requirement Compliant.

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

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

Based on all the available information reviewed, I find this requirement Compliant.

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

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

Based on all the available information reviewed, I find this requirement Compliant.

# 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 is an appropriate number of skilled staff to deliver quality care and Services.

There are systems and workplace planning systems in place to ensure there are an appropriate number of skilled staff to deliver safe, quality care and services across a diverse range of consumers with different care needs and preferences. Management and staff explained confirmed the organisation has processes in place for rostering staff for the Service across a variety of shifts. The Service has a risk mechanism in place to ensure unplanned absences are covered.

The Service advised that they:

* obtain evidence of qualifications, training records and professional registrations are provided prior to commencement with the organisation for all staff, including contractors and agency staff.
* ongoing training is provided to staff online, face to face and via team leaders.
* staff have access to organisational policies and procedures via mobile devices
* engage a third party to conduct surveys and request feedback from consumers and/or their representatives regarding the care they receive from staff.

The Service provides training in a variety of formats and new staff are provided buddy shifts and face to face training sessions. The Service has relevant procedures and process to support and guide staff.

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

The Quality Standard for the Home Care Package Service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

## Assessment of Standard 7 Requirements

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| --- | --- | --- |
| Requirement 7(3)(a) | HCP  | 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.*

Based on all the available information reviewed, I find this requirement Compliant.

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

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

Based on all the available information reviewed, I find this requirement Compliant.

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

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

Based on all the available information reviewed, I find this requirement Compliant.

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

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

Based on all the available information reviewed, I find this requirement Compliant.

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

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

Based on all the available information reviewed, I find this requirement Compliant

# STANDARD 8 Organisational governance

#  HCP 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 with the Service and organisation.

Consumers and representatives reported they provide feedback directly to care managers, via surveys and during care plan reviews and feel that their feedback is taken onboard.

Management advised compliance monitoring is integrated as part of ongoing governance which oversees compliance, risk and quality assurance and continuous improvement processes.

The Quality and Compliance Team is responsible for ensuring any regulatory changes are reflected in policies and procedures and communicated to staff email alerts. The organisation receives notifications of regulatory changes via peak bodies, industry groups and government departmental communications from the Department of Health and the Aged Care Quality and Safety.

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

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

Consumers confirmed monthly statements itemise Services, in a format that is easy to understand.

The Quality Standard for the Home care package Service 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  |
|  |  |  |

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

Based on all the available information reviewed, I find this requirement Compliant

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

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

Based on all the available information reviewed, I find this requirement Compliant

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(c) | HCP  | 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.*

Based on all the available information reviewed, I find this requirement Compliant

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| Requirement 8(3)(d) | HCP  | 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.*

Based on all the available information reviewed, I find this requirement Compliant

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| Requirement 8(3)(e) | HCP  | 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.*

Based on all the available information reviewed, I find this requirement Compliant

# 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.