Five Good Friends Qld

Performance Report

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**Commission ID:** 700948

**Provider name:** FiveGoodFriends Pty Ltd

**Assessment Contact - Desk date:** 20 April 2021

**Date of Performance Report:** 11 June 2021

# 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.

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 1 Consumer dignity and choice** |  |
| Requirement 1(3)(e) | Compliant |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(c) | 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 - Desk; the Assessment Contact - Desk report was informed by review of documents and interviews with staff, consumers/representatives and others
* other information and intelligence held by the Commission in relation to the service.

# STANDARD 1 Consumer dignity and choice

### 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

The Assessment Team did not assess all requirements and therefore an overall compliance rating or summary for the Quality Standard is not provided.

## Assessment of Standard 1 Requirements

### Requirement 1(3)(e) 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.*

Consumers were provided with current accurate information in a timely manner that was clear and easy to understand.

Consumers and representatives could choose the services they wanted, staff explained things to them, and they received monthly statements which they reported they understood. Consumers and representatives received information, including a home care agreement and budget when they commenced with the service. The budget contained information on the Home care package amount, any subsidies and a forecast for unspent funds or over spent funds. Consumers and representatives confirmed the information they were given about services was easy to understand. The Care Manager managed the budget and discussed any changes with the consumer or representative in line with changes to the care plan.

A review of care planning documentation demonstrated consumers have a signed home care agreement, care plan and a signed Charter of Aged Care Rights in place.

Care planning documentation, which was made available to the consumer and representative, included information detailing the services to be provided and/or information to support care and services including the consumer’s agreed goals and management strategies required to meet the consumer’s needs. Care planning documentation included a signed home care agreement, care plan and a signed Charter of Aged Care Rights.

Communication with consumers and representatives was made in accordance to their preferences whether via mail, phone or email. The ‘Members’ handbook provided information to enable consumers and representatives to exercise choice including information about advocacy services and feedback/complaints. Consumers and representatives were provided with information and supported to access interpreter services if required.

The service had a dedicated software team which has built technology to enhance consumers lives directly with the development of a digital application that offered more control that was simple and transparent. The application allowed the consumer to view their care schedule, who was providing services, statements, budgets and information to allow members to make informed decisions from current information.

To ensure information about consumers was up to date, accurate and correct, the application is constantly updated by staff. Staff received education on all aspects of documenting information correctly and accurately, including who they reported to ensuring accurate information is available to all concerned.

Based on the information contained above, it is my decision this Requirement is Compliant.

# 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 compliance rating or summary for the Quality Standard is not provided.

## Assessment of Standard 2 Requirements

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

Assessment and planning occurred in partnership with the consumer, and included other organisations, individuals and providers of other care and services. Consumers and representatives confirmed being involved in assessment and planning.

Care planning documents reflected ongoing partnerships with the consumer and others they wanted involved in assessment, planning and review, including providers of other services when required. Care planning documents demonstrated evidence of referrals to, and consultation by allied health professionals and medical specialists

The service’s Quality Outcomes Manager confirmed consumers were involved in the assessment and care planning process. Where the consumer was unable to participate, they involved the family in the process. Consumers and representatives were partnered and engaged through home visits, telephone conversations and email correspondence. Review of documentation demonstrated consumer and representatives were involved in assessment and care planning.

Management had brokerage agreements in place with other organisations, individuals and providers of other care and services that were involved in the care of consumers. Management described how the service engages brokerage services, the review of credentials and qualifications of such brokered services, including the monitoring of these services to ensure safe and correct service delivery in line with the service’s expectations in the delivery of care and services to their members.

Review of documentation demonstrated brokerage service providers had a signed brokerage agreement to ensure the expectations of both the service and legislative requirements such as probity checks and qualifications are in place. The ‘Market Place Team’ was responsible for the continued monitoring of all outsourced brokered services and completed an evaluation and review of the brokered service provider every eight weeks to ensure that the member was pleased with the service and that the organisation was satisfied the brokered service is fulfilling their signed obligations. Review of documentation such as referrals and email correspondence between the service and brokered services demonstrated regular and continued correspondence of information regarding a member and services they either receive or wish to receive. The organisation had policies and procedures for staff related to assessment and planning and the involvement of others in this process.

Based on the information recorded above, it is my decision this Requirement is 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.