Fusion Australia Ltd

Performance Report

20 Hobart Street
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**Commission ID:** 200336

**Provider name:** Fusion Australia Limited

**Assessment Contact - Site date:** 8 March 2021

**Date of Performance Report:** 27 April 2021

# 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)(a) | Compliant |
| Requirement 2(3)(d) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(d) | Compliant |
| Requirement 3(3)(f) | Compliant |
| Requirement 3(3)(g) | 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 visit, observations at the service, review of documents and interviews with staff, consumers/representatives and others

The Approved Provider did not submit a response to the Assessment Team’s report.

# 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 assessed Requirements (3)(a), (d) and (e) in this Standard and have recommended these Requirements as met. All other Requirements in this Standard were not assessed at this Assessment Contact. Therefore, an overall rating of the Standard has not been provided.

I have considered the Assessment Team’s findings and evidence and based on the Assessment Team’s report, I find Fusion Australia Limited, in relation to Fusion Australia Ltd, to be Compliant with Standard 2 Requirements (3)(a), (d) and (e).

In relation to Requirement (3)(a), the Assessment Team found consumers and their representatives to be satisfied with the assessment of care needs and subsequent equipment and home modification work undertaken. Documentation sampled confirmed risks are identified to inform safe delivery of care and services for consumers.

In relation to Requirement (3)(d), the Assessment Team found the service provides pre-service and works information to consumers in respect of the service agreement, warranties of work and consumer protection requirements. Consumers and representatives are consulted before and after works are undertaken for suitability.

In relation to Requirement (3)(e), the Assessment Team found consumers and representatives were satisfied the service responds to their changing circumstances. In addition to ongoing consultation and evaluation with consumers and their services, the service also undertakes surveys to understand their own performance.

### 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)(d) 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.*

### 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 Assessment Team assessed Requirements (3)(a), (b), (d), (f) and (g) in this Standard and have recommended these Requirements as met. All other Requirements in this Standard were not assessed at this Assessment Contact. Therefore, an overall rating of the Standard has not been provided.

I have considered the Assessment Team’s findings and evidence and based on the Assessment Team’s report, I find Fusion Australia Limited, in relation to Fusion Australia Ltd, to be Compliant with Standard 3 Requirements (3)(a), (b), (d), (f) and (g).

In relation to Requirement (3)(a), the Assessment Team found consumers to be satisfied with services delivered by Fusion Australia and they optimise their health and wellbeing to help them stay at home. Management stated post service evaluations are undertaken to ensure consumers feel safe and the services assist their daily living.

In relation to Requirement (3)(b), the Assessment Team found the service processes in place to minimise risks to the safety and wellbeing of consumers such as undertaking home environment assessments. Consumers confirmed the equipment they receive and home modifications made have increased safety in their home.

In relation to Requirement (3)(d), the Assessment Team found consumers and representatives are satisfied the service responds to changes in care needs. The service has a process in place to identify changes to consumer needs and actions referrals to relevant services accordingly.

In relation Requirement (3)(f), the Assessment Team found the service to be undertaking referrals to My Aged Care and other services where there was an identified need. Consumers and representatives interviewed said they were satisfied with referral processes at the service and confirmed they are assisted to access allied health services and other medical services as required.

Requirement (3)(g), the Assessment Team found the service has infection control processes in place to minimise risk of infections, including specific to COVID-19. Staff have undertaken appropriate infection control training and have appropriate supplies of personal protective equipment available if needed.

### 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.*

### Requirement 3(3)(b) Compliant

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

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

### Requirement 3(3)(f) Compliant

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

### Requirement 3(3)(g) 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.*

# 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.