Gratitude In-home Care

Performance Report

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PRESTON VIC 3072  
Phone number: 1300 912 155

**Commission ID:** 301039

**Provider name:** Latitude Care Pty Ltd

**Assessment Contact - Desk date:** 6 October 2020

**Date of Performance Report:** 24 October 2020

# 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 |
| **Standard 8 Organisational governance** |  |
| Requirement 8(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/management.

# 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

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

The service was found to be Non-Compliant in one of the five requirements, Requirement 2(3)(a), under this Standard at the Quality Audit on 27 February 2020.

Management reviewed assessment and planning processes, which now document consumers health and wellbeing. Management explained processes employed by the service to assess consumers at admission and on an ongoing basis.

Consumer care documentation sampled by the Assessment Team demonstrate care plans document goals, which identify consumers’ choices and strategies to achieve them.

The Requirement 2(3)(a) is assessed as Compliant.

## 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.*

# 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

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

The service was found to be Non-Compliant in one of the five requirements, Requirement 8(3)(c), under this Standard at the Assessment Contact on 27 February 2020.

Management have since reviewed and updated the monthly statements to ensure they meet the legislation. Management advised that consumers were involved in the approval of the new format of statements to ensure they were easily understood by consumers. Management stated all consumers have signed the Charter of Aged Care Rights and a copy is stored in the consumer file.

The Assessment Team reviewed a sample of monthly statements for the month of September 2020, which demonstrated the service has processes to itemise statements effectively thus meeting the regulatory requirements.

The Requirement 8(3)(c) is assessed as Compliant.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(c) Compliant

*Effective organisation wide governance systems relating to the following:*

1. *regulatory compliance;*

# 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.