Haisey Home Care Services

Performance Report

Unit 10, 39 Eucumbene Drive
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**Commission ID:** 301038

**Provider name:** Haisey Home Care Service Pty Ltd

**Assessment Contact - Site date:** 29 January 2021

**Date of Performance Report:** 23 March 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** | **Non-Compliant** |
| Requirement 2(3)(a) | Non-Compliant |
| Requirement 2(3)(d) | Non-Compliant |
| Requirement 2(3)(e) | Non-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 provider’s response to the Assessment Contact - Site report received 16 February 2021

# STANDARD 2  NON-COMPLIANT 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

All consumers and/or their representatives confirmed taking part in assessment, care planning and review processes.

The Assessment Team noted assessment processes generally identify each consumer’s current needs, goals and preferences, including risks associated with their care needs. However, not all information regarding consumers individual risks are identified during assessment, and in some cases, relevant information contained within assessments regarding consumers risks is not populated in the final care and service plan.

Care and service plans are provided to consumers and those involved in consumers care, however, they do not contain all relevant assessment information regarding risks to ensure the delivery of safe and effective care.

While each consumer’s care and services are reviewed on a regular basis, this process is not always effective and does not result in changes to the care and service plan.

The Assessment Team found that the service does not meet the three requirements assessed under Standard 2.

The Quality Standard is assessed as Non-compliant as three requirements have been assessed as Non-compliant. A decision of Non-compliant in one or more requirements results in a decision of Non-Compliant for the Quality Standard.

### Requirement 2(3)(a) Non-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.*

The service’s assessment processes follow a defined process to identify each consumer’s individual care and service needs, including risks associated with their care, however, not all relevant information regarding consumer’s assessed needs, risks and related strategies to manage these are populated in the final care and service plan. Care and services provided are not adequately documented in a care and services plan.

The approved provider responded by providing an action plan showing that a new comprehensive assessment form has been implemented. All consumers are in the process of being reviewed and their care and services plans updated with risks identified and strategies in place to manage these are being documented. Staff education is being conducted to improve diabetes and falls management. Assessed needs including medication and pain management will be clearly identified in the care plan.

I find this requirement non-compliant as, at the time of the assessment contact, the approved provider was unable to demonstrate that 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) Non-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.*

The outcomes of assessment and planning are not effectively communicated to consumers because care plans do not reflect care and services provided. Care and services provided are not adequately documented in a care and services plan.

The approved provider responded by providing an action plan showing that all consumers are in the process of being reviewed and their care and services plans updated to ensure all information obtained during the assessment is transferred to the final care plan.

I find this requirement non-compliant as, at the time of the assessment contact, the approved provider was unable to demonstrate that 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) Non-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.*

Care and services plans are not reviewed for their effectiveness when circumstances changed. While care reviews occur on a regular basis, this process is not effective and does not result in changes to the care and service plan when new risks and/or health changes are identified.

The approved provider responded by providing an action plan showing that all consumers are in the process of being reviewed and their care and services plans updated. Staff will receive education on the importance of review and documenting changes in the consumer’s care and services plan.

I find this requirement non-compliant as, at the time of the assessment contact, the approved provider was unable to demonstrate that 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

All consumers and/or their representatives confirmed consumer receives safe and effective clinical and/or personal care.

The service demonstrated that where high impact or high prevalence risks associated with the care of consumers are identified, these are managed safely.

The service demonstrated where consumers needs have changed due to ill health or incident that appropriate actions have been taken and relevant referrals made or offered to allied health supports.

The service has a pandemic management plan and demonstrated how they have, and continue to, supported consumers during the COVID-19 pandemic. Staff demonstrated an understanding of infection prevention and control practices appropriate to their roles.

The Assessment Team found that the service met five of five requirements assessed under Standard 3.

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

### 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

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

### Requirement 2(3)(a)

*The service will ensure 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)

*The service will ensure 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)

*The service will ensure 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.*