Haisey Home Care Services

Performance Report

Unit 10, 39 Eucumbene Drive
RAVENHALL VIC 3023
Phone number: 03 8358 5945

**Commission ID:** 301038

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

**Assessment Contact - Desk date:** 17 August 2021

**Date of Performance Report:** 28 September 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.

**Services included in this assessment**

**Home Care:**

* Haisey Home Care Services - " Supporting Independence", 27239, Unit 10, 39 Eucumbene Drive, RAVENHALL VIC 3023

# Overall assessment of this Service

|  |  |
| --- | --- |
| **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 |

# 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 a desk assessment, review of documents and interviews with staff, consumers/representatives and others.
* the provider’s response to the Assessment Contact - Desk report received 13 September 2021.
* The service has completed their ‘Compliance action plan’ of 28 April 2021 and changes resulting from planned actions have progressed but are not yet fully implemented.
* The service has provided their ‘Compliance action plan’ dated 12 September 2021

# STANDARD 2 NON-COMPLIANTOngoing 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 service does not adequately demonstrate assessment and planning identifies and addresses consumers’ current needs. Review of documentation and interviews conducted, demonstrate risks to the individual consumer’s health and wellbeing are not always identified or managed to inform and deliver safe and effective care.

#### Most consumers and representatives said they receive a copy of their care plan, however some have not received one in a timely manner on request. Personal carers stated they have access to care plans, where care and services are provided. However, the outcomes of assessment and care planning are not accurately and effectively documented to support the provision of care and services.

Regular reviews do not always ensure care plans are effective. Management could not demonstrate care and services for all consumers are reviewed as circumstances change to ensure the effectiveness of care and services, including when hospitalisation occurs or care needs are increased.

The majority of consumers and representatives are satisfied assessment and care planning processes meet consumer needs, and said they have access to care plans. Staff knew consumers well and were able to describe ways they provide care and services to consumers and that care plans are available.

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.

## Assessment of Standard 2 Requirements

### 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.*

Assessment and care planning does not always inform the delivery of safe care and services for consumers as it does not effectively reflect the needs of consumers and does not always recognise clinical risks associated with consumers’ diagnoses. Needs and risks to the individual consumer’s health and wellbeing are not always identified and responded to.

Following the assessment contact on 29 January 2021, management advised there have been changes to the consideration of risk in assessment and care planning processes. These include the addition of a section for risk and risk management, the recruitment of a care manager and an external consultant was also engaged to provide education and advice on assessment and care planning.

All consumers had falls risks assessments conducted by May 2021.

Although the improvements have progressed they are not yet fully implemented and have not yet resulted in improvements to care and services.

The assessments that the Assessment Team reviewed are incomplete or not current. Risks are not always documented such as when a consumer smokes, consumers have skin integrity issues, weight loss or gain or those who have had changes to medication.

The provider in their response agreed that there were still gaps in their processes but have engaged new clinical staff and have upgraded their clinical documentation systems. They have put in place a new action plan for improvement to address the unmet requirements.

Based on the information provided I find the service non-compliant in this requirement but acknowledge the action already undertaken to address the deficits.

### 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.*

#### Most consumers and representatives said they receive a copy of their care plan. Personal carers said they have access to care plans where care and services are provided. However, the outcomes of assessment and care planning are not accurately and effectively documented to support the provision of care and services. Not all consumers or representatives have received a timely copy of the consumer’s care plan upon request.

Information in care plans is either not current nor reflective of assessed care needs. One consumer was assessed as being able to self-administer medications when they were not capable and medication was not being takenbut dropped on the bed. One consumer had a personal alarm where the service is contacted in an emergency but this was no longer being used according to their representative.

For one consumer it was unclear who was administering medication as it was listed as the family’s responsibility in the care plan, but the family believed it was the personal carer’s role, however the carer stated they did not administer medications. Management stated it was the representatives duty to communicate changes to care.

There was also conflicting information in another consumer’s care plan where it stated they were a high and also a low risk of falls.

Consumers and representatives described care provision that was not detailed in outcomes of assessment and care planning. Management was not aware of the needs and preferences of some consumers or the tasks that some personal carers or contractors are said to be completing for consumers.

The provider has initiated an action plan for the care manager to review all files for accuracy and all care staff will now have a one to one conversation with the care manager to understand how the care and services are to be delivered.

Based on the information provided I find the service non-compliant in this requirement but acknowledge the action already undertaken to address the deficits.

### 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.*

Regular reviews do not always ensure care plans are effective. Management could not demonstrate care and services for all consumers are reviewed as circumstances change to ensure the effectiveness of care and services, including when hospitalisation occurs or care and services are increased. Not all care plans reflect current care and service needs.

One consumer’s file showed they were suffering increased pain and the consumer was to discuss it with their general practitioner but the service did not follow up on whether this was done in order to update their records and services. This consumer’s representative, however, was satisfied with the care provided by the service.

The service in their response state they have followed up on all of the consumers referenced in the Assessment Team report and have made the appropriate changes to the care plans. They have initiated an action plan to ensure that reviews are conducted and followed through after hospitalisations or as changes occur. There will be education of staff on clearly defined roles so all are clear on their role and the importance of observation, communication and accurate documentation.

Based on the information provided I find the service is non-compliant with this requirement but acknowledge the improvements already made and the proposed action plan to be implemented.

# 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.

* Ensure that regular review and assessment is undertaken for all consumers and care plans reflect the required outcomes.
* Ensure regular communication is undertaken with the consumer and/or their representative in order to ensure accurate information is provided in relation to the care required.
* Provide a timely copy of care plans on request.
* Update all care plans after hospitalisations and when circumstances change to effectiveness of care provided .