HammondCare At Home - Northern Rivers

Performance Report

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**Commission ID:** 201382

**Provider name:** HammondCare

**Quality Audit date:** 17 March 2021

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# 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 1 Consumer dignity and choice** | **Compliant** |
| Requirement 1(3)(a) | Compliant |
| Requirement 1(3)(b) | Compliant |
| Requirement 1(3)(c) | Compliant |
| Requirement 1(3)(d) | Compliant |
| Requirement 1(3)(e) | Compliant |
| Requirement 1(3)(f) | Compliant |
| **Standard 2 Ongoing assessment and planning with consumers** | **Compliant** |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(b) | Compliant |
| Requirement 2(3)(c) | Compliant |
| Requirement 2(3)(d) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(c) | Compliant |
| Requirement 3(3)(d) | Compliant |
| Requirement 3(3)(e) | Compliant |
| Requirement 3(3)(f) | Compliant |
| Requirement 3(3)(g) | Compliant |
| **Standard 4 Services and supports for daily living** | **Compliant** |
| Requirement 4(3)(a) | Compliant |
| Requirement 4(3)(b) | Compliant |
| Requirement 4(3)(c) | Compliant |
| Requirement 4(3)(d) | Compliant |
| Requirement 4(3)(e) | Compliant |
| Requirement 4(3)(f) | Compliant |
| Requirement 4(3)(g) | Compliant |
| **Standard 6 Feedback and complaints** | **Compliant** |
| Requirement 6(3)(a) | Compliant |
| Requirement 6(3)(b) | Compliant |
| Requirement 6(3)(c) | Compliant |
| Requirement 6(3)(d) | Compliant |
| **Standard 7 Human resources** | **Compliant** |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(3)(b) | Compliant |
| Requirement 7(3)(c) | Compliant |
| Requirement 7(3)(d) | Compliant |
| Requirement 7(3)(e) | Compliant |
| **Standard 8 Organisational governance** | **Compliant** |
| Requirement 8(3)(a) | Compliant |
| Requirement 8(3)(b) | Compliant |
| Requirement 8(3)(c) | Compliant |
| Requirement 8(3)(d) | Compliant |
| Requirement 8(3)(e) | 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 Quality Audit; the Quality Audit report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

Note: the approved provider did not provide a response to the Assessment Team’s report.

# STANDARD 1 COMPLIANT 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 assessed all Requirements in this Standard and have recommended these Requirements as met. I have considered the Assessment Team’s findings and evidence and based on the Assessment Team’s report, I find HammondCare, in relation to HammondCare At Home - Northern Rivers, to be Compliant with Standard 1.

Consumers confirmed that staff treat them with dignity and respect and they provided with adequate information to make choices about their care and services. Consumers confirmed that their choices were respected, privacy maintained, treated with respect and dignity and individual and cultural preferences accommodated. Consumers were satisfied the service provides them with adequate information that enables them to exercise choice in relation to their package.

Care staff described what it means to treat consumers with dignity and respect including calling them by their preferred names, asking them their preferences, and during personal care being aware of what they require in terms assistance. Staff described the assessment process and how consumers are supported to make informed choices and encouraged to involve significant others.

The service has policies and procedures to guide staff to ensure consumers are supported to exercise choice and maintain their independence. Assessment and care planning processes identify individual care needs and specify strategies to provide an individualised package of care. Care plans include detailed goals and strategies that reflect the needs of the consumer, their individual preferences, life experience and circumstances.

The Quality Standard is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

## Assessment of Standard 1 Requirements

### Requirement 1(3)(a) Compliant

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 1(3)(b) Compliant

*Care and services are culturally safe.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 1(3)(c) Compliant

*Each consumer is supported to exercise choice and independence, including to:*

1. *make decisions about their own care and the way care and services are delivered; and*
2. *make decisions about when family, friends, carers or others should be involved in their care; and*
3. *communicate their decisions; and*
4. *make connections with others and maintain relationships of choice, including intimate relationships.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 1(3)(d) Compliant

*Each consumer is supported to take risks to enable them to live the best life they can.*

Based on the information reviewed I find this requirement to be Compliant.

### 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.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 1(3)(f) Compliant

*Each consumer’s privacy is respected and personal information is kept confidential.*

Based on the information reviewed I find this requirement to be Compliant.

# STANDARD 2 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

The Assessment Team assessed all Requirements in this Standard and have recommended these Requirements as met. I have considered the Assessment Team’s findings and evidence and based on the Assessment Team’s report, I find HammondCare, in relation to HammondCare At Home - Northern Rivers, to be Compliant with Standard 2.

Consumers/representatives interviewed confirmed they are involved in the initial assessment and ongoing reviews and were aware of and satisfied with the plan of care developed in partnership with them. Consumers provided examples of additional services arranged to meet their changing care needs, and equipment purchased to accommodate some of their changing health or environmental circumstances.

The Assessment Team found care plans are developed in consultation with the consumer and/or their representative, individualised to the consumer and set out the consumer’s goals and agreed care and services. The assessment process includes others involved in the care of the consumer such as medical professionals, allied health, community nurses and wound specialists. A GP medical summary is requested by the CCM and considered when undertaking the assessment.

Care staff have confirmed they have access to consumer care plans which have details of the care and services to be delivered to consumers.

The Approved Provider has policies, processes and templates that guide how the case management team at each service outlets undertakes assessments to identify consumer needs and potential risks.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been 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.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 2(3)(b) Compliant

*Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.*

Based on the information reviewed I find this requirement to be Compliant.

### 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.*

Based on the information reviewed I find this requirement to be Compliant.

### 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.*

Based on the information reviewed I find this requirement to be Compliant.

### 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.*

Based on the information reviewed I find this requirement to be Compliant.

# STANDARD 3 COMPLIANT 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 all Requirements in this Standard and have recommended these Requirements as met. I have considered the Assessment Team’s findings and evidence and based on the Assessment Team’s report, I find HammondCare, in relation to HammondCare At Home - Northern Rivers, to be Compliant with Standard 3.

Overall consumers and representatives interviewed considered that they receive personal and clinical care that is safe and right for them. Consumers and their representatives interviewed confirmed they are supported to access relevant medical practitioners and allied health professionals when they need it. Consumers interviewed described how their situation is monitored by the direct care staff and provided examples of assistance provided in relation to their health needs. Consumer provided feedback on how specific clinical conditions were managed in conjunction with the service.

Staff interviews and a review of consumers care documentation demonstrated clinical care needs were appropriately managed for consumers. Care staff described how they read the communication notes before every visit to ensure they are up to date with changes in the consumer’s condition, needs or preferences and that the care plan is available on their mobile app and provides them with detailed instructions and tasks in relation to the care to be provided.

The service has in place training and support to care workers to recognise and report deterioration and change to a consumer’s health. A clinical governance framework guides the delivery and oversight of high impact high prevalence risks, associated with each consumer. Comprehensive processes are in place to record, escalate and manage any high impact and prevalence risks and near miss incidents and discuss these at regular quality and safety meetings to identify areas for action and potential improvements in care and service delivery.

The Quality Standard is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

### Assessment of Standard 3 Requirements

### 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.*

Based on the information reviewed I find this requirement to be Compliant.

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

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

Based on the information reviewed I find this requirement to be Compliant.

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

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

Based on the information reviewed I find this requirement to be Compliant.

### 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.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 3(3)(e) Compliant

*Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.*

Based on the information reviewed I find this requirement to be Compliant.

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

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

Based on the information reviewed I find this requirement to be Compliant.

### 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.*

Based on the information reviewed I find this requirement to be Compliant.

# STANDARD 4 COMPLIANT Services and support for daily living

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

The Assessment Team assessed all Requirements in this Standard and have recommended these Requirements as met. I have considered the Assessment Team’s findings and evidence and based on the Assessment Team’s report, I find HammondCare, in relation to HammondCare At Home - Northern Rivers, to be Compliant with Standard 4.

Consumers interviewed considered that they get the services and supports for daily living that are important for their health and well-being and that enable them to do the things they want to do. Consumers interviewed provided examples of mobility aides purchased or hired for them on their behalf, and how they assisted to keep them safe and maintain their independence.

Care staff and care managers described supports available for consumers and how they assess their needs and preferences relevant to services being delivered.

Care plans sampled identified consumer goals which included interests relevant to them, their social supports and relationships of importance and strategies that could be used to assist them to do the things of interest to them.

Assessment procedures identify the supports for daily living that a consumer needs to optimise their independence, health, well-being and quality of life. These are noted in a designated section in the care plan and the case management team, with the assistance of Senior Support Officers, source supports and ensure they are provided to the consumer and evaluated for their effectiveness.

The Quality Standard is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

## Assessment of Standard 4 Requirements

### Requirement 4(3)(a) Compliant

*Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 4(3)(b) Compliant

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 4(3)(c) Compliant

*Services and supports for daily living assist each consumer to:*

1. *participate in their community within and outside the organisation’s service environment; and*
2. *have social and personal relationships; and*
3. *do the things of interest to them.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 4(3)(d) Compliant

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 4(3)(e) Compliant

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

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 4(3)(f) Compliant

*Where meals are provided, they are varied and of suitable quality and quantity.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 4(3)(g) Compliant

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

Based on the information reviewed I find this requirement to be Compliant.

# STANDARD 6 COMPLIANT Feedback and complaints

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

The Assessment Team assessed all Requirements in this Standard and have recommended these Requirements as met. I have considered the Assessment Team’s findings and evidence and based on the Assessment Team’s report, I find HammondCare, in relation to HammondCare At Home - Northern Rivers, to be Compliant with Standard 6.

Consumers and representatives interviewed reported they know how to provide feedback or make a complaint and felt comfortable in doing so saying they are not fearful of being treated in a negative way. Consumers provided examples of where feedback was provided and actions were taken by the service to address their concerns.

Staff described how they encourage and support consumers to provide feedback. Staff described encouraging consumers to provide feedback so the services would best meet their needs and preferences. Staff described processes of taking consumer feedback, logging the feedback and how actions are taken.

The service has documented processes covering complaints mechanisms and management of complaints. Information on how to provide feedback and make a formal complaint (both internally and external) is provided to consumers when they begin with the service. The Assessment Team reviewed the complaints register and found that complaints had been appropriately actioned and followed up with the complainant. Any serious complaints are passed onto senior management, as required.

The service has an open disclosure policy/guide. Staff are trained in the concepts of open disclosure including the four steps - identify when things go wrong, acknowledge and apologise, investigate, improve and who is responsible for each part of the process.

The Quality Standard is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

### Requirement 6(3)(a) Compliant

*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 6(3)(b) Compliant

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 6(3)(c) Compliant

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 6(3)(d) Compliant

*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 COMPLIANT Human resources

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

The Assessment Team assessed all Requirements in this Standard and have recommended these Requirements as met. I have considered the Assessment Team’s findings and evidence and based on the Assessment Team’s report, I find HammondCare, in relation to HammondCare At Home - Northern Rivers, to be Compliant with Standard 7.

Consumers interviewed were satisfied staff came on time or they were informed it someone would be late and alternative arrangements made. They also said they were informed if a change was being made in the care worker they were expecting. Consumers interviewed felt confident that staff providing their services know what they’re doing and could describe examples of staff catering to their particular needs or preferences.

Care staff confirmed they undertake mandatory online training models and there are ongoing additional on-line and face to face educational opportunities. Staff said they generally have regular shifts and allocated to the same consumer so they get to know their preferences well and can cater to their needs.

The service has systems to monitor staffing to assist in ensuring appropriate care and services are delivered. This includes undertaking staff appraisals and monitoring of staff education including mandatory education. The service is currently reviewing case loads and planning recruitment to meet increased needs. The service has a performance development framework to monitor and assess the performance of the workforce.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(a) Compliant

*The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 7(3)(b) Compliant

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 7(3)(c) Compliant

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 7(3)(d) Compliant

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 7(3)(e) Compliant

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

Based on the information reviewed I find this requirement to be Compliant.

# STANDARD 8 COMPLIANT 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

The Assessment Team assessed all Requirements in this Standard and have recommended these Requirements as met. I have considered the Assessment Team’s findings and evidence and based on the Assessment Team’s report, I find HammondCare, in relation to HammondCare At Home - Northern Rivers, to be Compliant with Standard 8.

Consumers interviewed were happy with the way the organisation is run and indicated they can partner in improving the delivery of care and services. Consumers provided examples of being involved in the development and evaluation of their services.

Staff were able to describe risk management frameworks including incident reporting and responding to high impact and high prevalence risk for consumers.

The organisation demonstrated there are systems and processes relating to governance that have been recently reviewed and strengthened and are aligned to the Quality Standards. The organisation has effective governance systems in relation to information management, continuous improvement, financial governance, workforce governance, regulatory compliance and feedback and compliance. The organisation has a detailed clinical governance framework and effective risk management processes in place.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(a) Compliant

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 8(3)(b) Compliant

*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

Based on the information reviewed I find this requirement to be Compliant.

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

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

1. *information management;*
2. *continuous improvement;*
3. *financial governance;*
4. *workforce governance, including the assignment of clear responsibilities and accountabilities;*
5. *regulatory compliance;*
6. *feedback and complaints.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 8(3)(d) Compliant

*Effective risk management systems and practices, including but not limited to the following:*

1. *managing high impact or high prevalence risks associated with the care of consumers;*
2. *identifying and responding to abuse and neglect of consumers;*
3. *supporting consumers to live the best life they can.*

Based on the information reviewed I find this requirement to be Compliant.

### Requirement 8(3)(e) Compliant

*Where clinical care is provided—a clinical governance framework, including but not limited to the following:*

1. *antimicrobial stewardship;*
2. *minimising the use of restraint;*
3. *open disclosure.*

Based on the information reviewed I find this requirement to be 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.