Home Instead Senior Care Penrith

Performance Report

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**Commission ID:** 201385

**Provider name:** Companions in Care Pty Ltd

**Assessment Contact - Site date:** 24 November 2020

**Date of Performance Report:** 21 January 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)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(d) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(d) | 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 assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

# 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team interviewed the consumer, asking the consumer about how they are involved in assessment and care planning, reviewed their care planning documents in detail, and interviewed staff about how they use assessment and care planning documents and review these on an ongoing basis.

The Assessment Team found that the service demonstrated that 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.

Consumers/representatives interviewed advised the Assessment Team that the service provider visited their homes to discuss their current needs, goals and preferences as part of the assessment process. Consumers advised that they are involved in the development of their care plan and a copy is provided. Consumers and representatives interviewed described how the service meets their needs, preferences and what was important to them in terms of how services are delivered.

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

## Assessment of Standard 2 Requirements

### 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.*

# STANDARD 7 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

To understand the consumer’s experience and how the service provider understands and applies this requirement under this Standard, the Assessment Team interviewed consumers, asking about their experiences with the staff, reviewed policies and procedures, and interviewed staff about the initial orientation, ongoing training and support provided by the service and the adequacy of staff employed to complete tasks required.

The Assessment Team found that the workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. The Assessment Team provided information that the organisation ensures staff when recruited, have appropriate qualifications and skills to match the consumer’s needs.

Consumers and their representatives said the care staff are well trained, always on time and very respectful. They provided positive feedback about the staff and management and advised they were most satisfied with the service’s approach.

Care staff interviewed provided examples of their experience in working for the service provider, and said they are well supported in all aspects of their role. Ongoing education is provided for staff to ensure they are equipped to perform their role.

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

## Assessment of Standard 7 Requirements

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

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

# 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

To understand the consumer’s experience and how the organisation understands and applies this requirement under this Standard, the Assessment Team interviewed consumers, asking about the care and services provided, reviewed mechanisms in place to mitigate risks, sighted relevant policies and procedures, and interviewed staff to determine in relation to how they identify and respond to elder abuse and support consumers to live the best life possible.

The Assessment Team found that the service demonstrates effective risk management systems and practices that manage high impact or high prevalence risks associated with the care of consumers, identifying and responding to abuse and neglect of consumers, supporting consumers to live the best life they can.

Consumers’ risks are captured on entry to the service and reviewed twice yearly after the initial assessment. Risks are documented in the care plan and care staff are made aware and provided with any additional information that may be required to manage and mitigate risks to the consumer and also to staff when delivering care and services. Equipment is purchased to mitigate these risks.

Staff are provided with training material on elder abuse and neglect and a policy on managing abuse, neglect and exploitation is in place to support practice.

The service was able to demonstrate how they had supported a consumer who was unhappy with their quality of life to live the best life they could.

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

## Assessment of Standard 8 Requirements

### 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.*

# 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.