LDK Home Care Turramurra

Performance Report

440 Bobbin Head Road   
NORTH TURRAMURRA NSW 2074  
Phone number: 1300 535 000

**Commission ID:** 201444

**Provider name:** LDK AP Pty Ltd

**Quality Audit date:** 15 December 2021 to 16 December 2021

**Date of Performance Report:** 7 February 2022

# Performance report prepared by

M Murray, delegate of the Aged Care Quality and Safety Commissioner.

# 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 2038.

# Services included in this assessment

**Home Care:**

* LDK Home Care Turramurra, 27544, 440 Bobbin Head Road, NORTH TURRAMURRA NSW 2074

# Overall assessment of Service/s

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Standard 1 Consumer dignity and choice | | | HCP | | Compliant | |
|  | | | CHSP | | Not Assessed | |
| Requirement 1(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 1(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 1(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 1(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 1(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 1(3)(f) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Standard 2 Ongoing assessment and planning with consumers | | | | | | |
|  | | | HCP | | Compliant | |
|  | | | CHSP | | Not Assessed | |
| Requirement 2(3)(a) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 2(3)(b) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 2(3)(c) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 2(3)(d) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 2(3)(e) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Standard 3 Personal care and clinical care | | | HCP | | Compliant | |
|  | | | CHSP | | Not Assessed | |
| Requirement 3(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(f) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(g) | | HCP | | | Compliant |
|  | | CHSP | | | Not Assessed |
| Standard 4 Services and supports for daily living | | | | | | |
|  | | | HCP | | Compliant | |
|  | | | CHSP | | Not Assessed | |
| Requirement 4(3)(a) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 4(3)(b) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 4(3)(c) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 4(3)(d) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 4(3)(e) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 4(3)(f) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 4(3)(g) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Standard 5 Organisation’s service environment | | | | | | |
|  | | | HCP | | Not Assessed | |
|  | | | CHSP | | Not Assessed | |
| Requirement 5(3)(a) | HCP | | Not Assessed | |
|  | CHSP | | Not Assessed | |
| Requirement 5(3)(b) | HCP | | Not Assessed | |
|  | CHSP | | Not Assessed | |
| Requirement 5(3)(c) | HCP | | Not Assessed | |
|  | CHSP | | Not Assessed | |
| Standard 6 Feedback and complaints | | | HCP | | Compliant | |
|  | | | CHSP | | Not Assessed | |
| Requirement 6(3)(a) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 6(3)(b) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 6(3)(c) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 6(3)(d) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Standard 7 Human resources | | | HCP | Compliant | | |
|  | | | CHSP | Not Assessed | | |
| Requirement 7(3)(a) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 7(3)(b) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 7(3)(c) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 7(3)(d) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 7(3)(e) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Standard 8 Organisational governance | | | HCP | Compliant | | |
|  | | | CHSP | Not Assessed | | |
| Requirement 8(3)(a) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 8(3)(b) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 8(3)(c) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 8(3)(d) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |
| Requirement 8(3)(e) | HCP | | Compliant | |
|  | CHSP | | Not Assessed | |

# Detailed assessment

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the services, 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
* the provider’s response to the Quality Audit report received 27 January 2022 which acknowledges and accepts the evidence of the Assessment Team.

# STANDARD 1 Consumer dignity and choice

# HCP Compliant CHSP Not Assessed

### 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

Consumers and representatives confirmed they are treated with respect and dignity and described how this is reflected in care and services. Consumers indicated in various ways that they feel safe and their backgrounds and needs are understood. Staff and management demonstrated that they recognize, promote and value each consumer’s identity and diversity. Where the service is aware of any individual consumer’s diversity or ethnicity, this is celebrated.

Consumers and representatives were satisfied with the support they receive to exercise choice, retain independence and maintain relationships important to them. Choice and independence is supported in a number of ways, through the provision of information, consultation and exploration of options to support choice and informed decision making. The consumer’s independence in decision making is optimised at every opportunity and representatives are involved as the consumer chooses. Information is documented on the consumer’s record regarding their plan for advanced care or in the event of an emergency to ensure their wishes are known.

The service’s model of care promotes and supports consumer choice and dignity of risk and all strategies are explored to minimise any potential risk. Staff were able to describe the ways they support consumers to do the things important to the consumers in the safest way possible.

Consumers and representatives are provided with information initially, further information and updates are provided in an ongoing way and they are consulted throughout the course of service provision. Information provided to consumers is regularly reviewed and revised to ensure currency and accuracy. The privacy of consumers is respected, including during care, and confidentiality is maintainedThe Quality Standard for the Home care packages service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(b) | HCP | Compliant |
|  | CHSP | Not Assessed |

### *Care and services are culturally safe.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(d) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(f) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

# STANDARD 2 Ongoing assessment and planning with consumers

# HCP Compliant CHSP Not Assessed

### 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

Overall sampled consumers confirmed that they feel like partners in the ongoing assessment and planning of their care and services. For example:

* Consumers/representatives confirmed they are involved in assessment and care planning processes and their individual needs, goals and preferences are taken into account.
* Consumers felt supported by the service to make decisions regarding care and services. Consumers confirmed that where they chose to have others responsible for their decision making, the service accommodated this.
* Consumers said they have access to their care plan in their home and confirmed that care and services are reviewed when their needs or circumstances change or when they request it.
* Care planning and assessment documentation demonstrated that care and services are reviewed regularly and when needs or circumstances change.
* Staff demonstrated that outcomes of assessment and care planning are used in the delivery of care and services for consumers.

The Quality Standard for the Home care packages service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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)(b) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(c) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(d) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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

# HCP Compliant CHSP Not Assessed

### 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

Consumers/representatives interviewed were satisfied overall with care and services they are currently receiving:

* They said communication from the office works well, and the nurses who oversee the packages regularly contact them about care and services.
* Several consumers/representatives said they think care staff provide a good service, and play an important role in helping them maintain their health and wellbeing.
* They said staff provide services safely and confirmed current processes are in place to manage the risks around COVID-19.
* Those who are receiving or who had received clinical services said these services were organised easily and helped them to recover quickly.

The service has systems in place for the delivery of safe and effective personal and clinical care services that meet the needs, goals and preferences of consumers. This includes identifying and managing high impact and high prevalence risks through assessment, care reviews and ongoing monitoring processes and recognising and responding to deterioration or change in health and wellbeing. The information regarding the consumer’s needs and preferences noting any changes is effectively communicated to inform the delivery of care. Registered nurses are involved in assessing and monitoring clinical needs for consumers and they also provide ongoing clinical care to consumers when needed.

Management confirmed care and services are delivered by trained care staff and all services are monitored by registered nurses. Care staff report any changes in the consumer’s overall health and wellbeing and this is followed up in a timely manner. Any incidents, changes in the consumer’s health or other significant events are noted in the consumer’s file and followed up as appropriate.

The Quality Standard for the Home care packages service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 3 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(a) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(c) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(d) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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)(e) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(f) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(g) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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.*

# STANDARD 4 Services and supports for daily living

# HCP Compliant CHSP Not Assessed

### 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

Overall sampled consumers confirmed 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. For example:

* Consumers interviewed confirmed that they are supported to keep in touch with people who are important to them.
* Some consumers are enjoying accessing the community independently and said the service supports them to do this. Examples were visiting family and friends, going shopping and being transported to meet friends for coffee or attend particular social groups.
* Consumers said they felt supported to live their life the way they choose and had their preferences considered when receiving care. Consumers said the staff know them very well and what they like or dislike.

Referrals are made to external providers for services and the provision of equipment when needed. All consumers/representatives said they have access to a range of various services which meets their needs.

Staff are aware of the organisational philosophy of care. Examples were provided by staff, management and consumers/representatives of how consumers’ individual needs are met and how they are supported to live the life they want. This is also supported by the staff code of conduct.

Assessment and care planning documentation included consumer goals and preferences and showed evidence of the ongoing review of these.

The Quality Standard for the Home care packages service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(b) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(d) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(e) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

# STANDARD 5 Organisation’s service environment

# HCP Not Assessed CHSP Not Assessed

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

The service does not oprerate a service environment. Standard 5 does not apply to the Home care packages service.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

# STANDARD 6 Feedback and complaints

# HCP Compliant CHSP Not Assessed

### 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

Consumers and representatives confirmed they are able to provide feedback and suggestions via a range of pathways and mediums. Their feedback and suggestions are sought throughout the course of care and service provision. They are informed of their right to make a complaint and are provided information on what they can expect from the service in response to a complaint. They are provided with information and assisted if required to access an advocacy service or contact an external complaints mechanism. Consumer and representatives advised they feel comfortable in providing feedback and suggestion or making a complaint should they wish to do so.

Staff encourage consumers to provide feedback at every opportunity. Where a consumer indicates dissatisfaction with any aspect of their care and services, this is reported to management for action. Management and members of the Board are actively engaged in seeking individual consumer’s opinions and suggestions for improvement. All feedback, positive and negative, is analysed and feeds into the continuous improvement process. Open disclosure is practiced when the service has not met the consumer’s expectations.

The Quality Standard for the Home care packages service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 6 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(a) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(c) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(d) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

# STANDARD 7 Human resources

# HCP Compliant CHSP Not Assessed

### 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

Consumers, or their representatives, interviewed advised their care and services are provided on the day and at the time agreed. They have regular care staff attending who are familiar with their needs and preferences. They were complimentary of the respect, care and attention shown to them by staff and management. Consumers and representatives are satisfied with the knowledge, skills and professionalism of staff.

Staff skills and attributes are matched to accommodate each consumer’s needs, goals and preferences and a care skills matrix informs care. Care is monitored at an operational level to ensure the acuity of consumers can be met by staff with the required skills and specific training is provided to meet the needs of individual consumers. Staff receive comprehensive training, ongoing support and opportunities for professional development, through the care education and training framework including clinical and care competency-based assessments.

Staff performance is reviewed regularly and as required and action is taken promptly when consumers are less than satisfied with the quality of care and services.

The Quality Standard for the Home care packages service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 7 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(b) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(d) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

# STANDARD 8 Organisational governance

# HCP Compliant CHSP Not Assessed

### 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

Consumers and representatives confirmed they are able to provide feedback in a range of ways and are made to feel comfortable in expressing their opinion of the service and care and services are adapted to their satisfaction. Consumers and representatives advised their feedback is actively sought and described a range of improvements made by the service.

The service demonstrated effective organisation wide governance systems and processes apply to the Home Care Package service, including risk management and care governance frameworks to support quality of care.

The Board is provided with relevant information and reports to inform decision-making and direction. Management have ready access to all information to ensure transparency and informed decision making. Information dissemination is via multi-faceted communication pathways, and ongoing briefings and discussions occur at all levels. The service focuses on achieving positive lifestyle, clinical and personal care outcomes for consumers.

The Quality Standard for the Home care packages service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 8 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(b) | HCP | Compliant |
|  | CHSP | Not Assessed |

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

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(c) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(d) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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*
4. *managing and preventing incidents, including the use of an incident management system.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(e) | HCP | Compliant |
|  | CHSP | Not Assessed |

*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.*

# 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.