Living Made Easy

Performance Report

Level 2, Suite 6, 10 William Street
GOSFORD NSW 2250
Phone number: 02 4346 4080

**Commission ID:** 201271

**Provider name:** 2REALIT PTY LTD

**Assessment Contact - Desk date:** 24 June 2021 to 29 June 2021

**Date of Performance Report:** 6 October 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:**

* Living Made Easy NSW, 26161, Level 2, Suite 6, 10 William Street, GOSFORD NSW 2250

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(e) | Compliant |
| **Standard 4 Services and supports for daily living** |  |
| Requirement 4(3)(d) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(c) | 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 review of documents and interviews with staff, consumers/representatives and others
* the provider’s response to the Assessment Contact - Desk report received 29 July 2021.

# 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

The service has assessment and care planning processes which inform the delivery of care and services to meet each consumer’s needs, goals and preferences, including the consideration of risks to their health and wellbeing.

Each consumer, and/or their representative, participates in the assessment of their care and service needs to inform development of the care plan. Information regarding the consumer’s needs, goals and preferences, including any strategies to manage risk, are consistently documented in care plans and related care documentation.

Ongoing consultation occurs with the consumer, their representative and others involved in their care to ensure safe and effective care and service delivery.

The assessment and care planning process consistently includes consideration of the risks to a consumer’s health or wellbeing. Information gathered through assessment and ongoing monitoring, including any risks, is used to tailor care and services to the specific circumstances of each consumer and guide care staff in their role.

One (1) of the five specific requirements of this Standard was assessed and I have found it to be Compliant. As not all requirements were assessed an overall rating for the Quality Standard is not provided.

## 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 Compliant.

# 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

The service has systems in place for the delivery of safe and effective care and services that meet the needs, goals and preferences of consumers. This includes identifying and managing 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 and any changes is effectively communicated to inform the delivery of care. Registered nurses are employed by the organisation in each region to assess and monitor clinical needs for consumers and also provide direct care through the provision of ongoing clinical care services, such as wound care. Where needed, subcontracted nursing agencies may also be used. Information about a consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.

Consumers/representatives interviewed were satisfied overall with clinical and personal care services delivered to them. Management confirmed care and services are delivered by trained registered nurses, care managers are enrolled nurses and direct care staff and services are monitored on an ongoing basis. Some direct care services are also delivered through subcontracted agencies.

Two of the seven specific requirements of this Standard were assessed and I have found both to be Compliant. As not all requirements were assessed an overall rating for the Quality Standard is not provided.

### 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 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 Compliant.

# STANDARD 4 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

Consumers, and representatives, interviewed confirmed they get the services and supports for daily living that are important for their health and wellbeing and that enable them to do the things they want to do. Referrals are made to external providers for services and the provision of equipment or supplies when needed, and all consumers/representatives said they have access to a range of various services to support their independence and lifestyle choices.

Consumer records sighted demonstrate ongoing communication with all those involved in the consumer’s care, including medical practitioners, and where services are provided by other service providers and subcontractors.

Assessment and care planning documentation included consumer goals and preferences and showed ongoing review and evaluation of each goal.

One (1) of the seven specific requirements of this Standard was assessed and I have found it to be Compliant. As not all requirements were assessed an overall rating for the Quality Standard is not provided.

## Assessment of Standard 4 Requirements

### 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 Compliant.

# 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

## The organisation demonstrated there are systems and processes relating to governance that are continually being reviewed and strengthened and are aligned to the Quality Standards. The organisation has generally effective governance systems in relation to information management, continuous improvement, financial governance, workforce governance, regulatory compliance and feedback and complaints.

One (1) of the five specific requirements of this Standard was assessed and I have found it to be Compliant. As not all requirements were assessed an overall rating for the Quality Standard is not provided.

### 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.*

## The Assessment team found that the organisation has effective governance systems in relation to continuous improvement, financial governance, workforce governance, regulatory compliance and feedback and compliance and I agree with these findings. However, the Assessment team found that although the organisation has effective information management systems in most aspects, it could not show there are effective information management systems in relation to ensuring the necessary documentation from subcontracted services is complete and up to date.

I consider that the organisation’s governance systems as evidenced at this service were generally effective. At the time of the Assessment Contact the Chief Executive Officer (CEO) identified that for some of the smaller subcontractor services used not all required documentation had been sent in or was out of date. The CEO identified the processes which were being put in place to identify this. I am satisfied this demonstrates that, while some improvements were required, the service’s system was effective in identifying the need for these improvements and prompting action to address same. In its response the approved provider gave an update on the implementation of these improvements.

I find this requirement 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.