Mercy Home & Community Care - CACP Southern

Performance Report

45-47 Warrigal Road   
HUGHESDALE VIC 3166  
Phone number: 03 8416 7928

**Commission ID:** 300186

**Provider name:** Mercy Aged and Community Care Ltd

**Quality Audit date:** 11 January 2022 to 14 January 2022

**Date of Performance Report:** 24 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:**

* Mercy Home & Community Care - Yarra Ranges, 22773, 45-47 Warrigal Road, HUGHESDALE VIC 3166
* Mercy Home & Community Care - CACP Southern, 18866, 45-47 Warrigal Road, HUGHESDALE VIC 3166
* Mercy Home & Community Care - EACH - Eastern, 18867, 45-47 Warrigal Road, HUGHESDALE VIC 3166
* Mercy Home & Community Care - EACH Southern, 18868, 45-47 Warrigal Road, HUGHESDALE VIC 3166
* Mercy Home & Community Care - EACHD Southern, 18869, 45-47 Warrigal Road, HUGHESDALE VIC 3166
* Mercy Home and Community Care, 18870, 45-47 Warrigal Road, HUGHESDALE VIC 3166

# 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 approved provider’s response to the Quality Audit dated 10 February 2022.

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# 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 interviewed said consumers were treated with dignity and respect, with their identity, culture and diversity valued. Feedback included that care and services are culturally safe and incorporated examples of ways consumers’ cultural needs and preferences are respected. Consumers are supported to make and communicate choices and decisions about care and services and to maintain relationships important to them.

Consumers and representatives said consumers are supported to take risks to ensure they can live their best life. The majority of consumers and representatives said information they receive about their home care package is clear to them and all expressed confidence that privacy and confidentiality are respected.

Staff described how they practice dignity and respect for consumers and described the ways they meet consumers’ cultural needs. They gave examples of their support for choice and decision making and ways they assist the consumer to maintain relationships. Staff described how they ensure privacy and confidentiality for consumers including when delivering personal care.

This 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

The service demonstrated that assessment and planning, including the consideration of risk, is undertaken for consumers. Care and service plans are used to inform the delivery of care through the provision of a summary version of the care plan along with shift notes which are readily available to front line staff.

Generally, assessments identified the consumer’s current needs, goals and preferences although there was limited detail on advance care and end of life planning. Management advised their ‘Learning Ladder’ includes palliative care education and has been expanded to include advance care and end of life planning resource material.

There was evidence in the assessment and care planning documentation that consumers and/or their representatives were involved in assessment, planning and review of the care and services. This also included other individuals or agencies that are involved in the care of the consumer.

The outcomes of assessments are communicated to the consumer through a documented care plan. This information is available for home care staff through their mobile devices to external staff through a referral email process. Care and services are reviewed at least yearly, but more often if a new needs emerges, a change in circumstance occurs and when an incident impacts on the needs, goals or preferences of the consumer.

There was positive feedback from consumers and/or their representatives on their role in assessment and planning.

This 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

The service demonstrated that consumers receive safe and effective personal and clinical care that is tailored to their needs, goals and preferences and optimise their health and well-being.

Consumers and representatives provided positive feedback regarding clinical and personal care services and commented in different ways their confidence that services are safe and meet the consumer’s specific needs. Where risks are evident, consumers said these were known by the service and managed during the delivery of care. Consumers with identified risks such as pressure injuries or falls generally have specialist assessments completed and treatment plans developed.

Staff were alert to identifying any deterioration of consumers’ health and well-being and referrals to clinical staff were actioned appropriately. Treatment plans are updated in line with any change to clinical care delivery and the plan is available in the consumer’s home. Referrals to specialist services such as pain management specialists and physiotherapists were evident.

The service has clinical services and relationships within palliative care networks and nursing staff have recently received training in palliative care.

Where consumers receive care and services through other services and health providers, there are processes to communicate information about the consumer’s condition, needs and preferences. Information sharing through processes such as alerts on the consumer information management system, referrals, reports and team discussions is effective.

There are systems and processes to minimise infection related risks to consumers, including during the COVID-19 pandemic.

This 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

The service demonstrated that consumers receive safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life. Services and supports for daily living provided by the service cover a wide range of options for consumers to support them to live as independently as possible, enjoy life and remain connected to their local community.

Feedback from most consumers and representatives interviewed demonstrated that consumers get the services and supports that are important for their health and well-being and that enable them to do the things they want to do. Consumers confirmed they are supported by the service to undertake a range of lifestyle activities of interest to them, participate in the broader community and maintain contact with people who are important to them.

This 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 operate a service environment. Standard 5 does not apply to the Home care packages service. The Standard has not been assessed.

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 interviewed said they know of ways to provide feedback or complain, including external avenues, and they would be confident to do so if the need arose. Most consumers and representatives said they had not needed to complain and staff resolved problems when they arise.

Staff described how they support consumers to give feedback or complain and escalate the issue. Staff described ways they respond to feedback and complaints and work to resolve issues.

Management described the current system for registering feedback and complaints. The Assessment Team noted established escalation and response structures and evidence of open disclosure, trending of complaints and links to continuous improvement activities. Staff receive training in responding to a complaint in line with the scope of their role.

This 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 and representatives were satisfied with the availability and competence of staff, commenting that staff are kind, caring and respectful. Staff were familiar with consumers’ needs and described how their interactions with consumers are underpinned by the consumer’s identity and culture. Staff said there is enough time to complete tasks and attend to consumers’ personal and other needs.

There are minimum qualification requirements and ongoing staff competency training and checks. Staff report they have access to training and are equipped and supported to deliver safe and effective care.

The service’s annual performance appraisal system is expanding to capture front line staff.

Management discussed the ongoing recruitment of new staff and strategies to continue to meet the needs of the consumers, given the COVID-19 impact on staffing. Unfilled shifts are monitored and contracted staff are deployed to assist when a shift cannot be filled internally.

This 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 are supported to be engaged in the development, delivery and evaluation of care and services to the extent that they choose.

The service demonstrated that the organisation’s governing body promotes a culture of safe, inclusive, quality care and services and is accountable for its delivery. A Strategic framework 2018-2022 identifies quality goals and priorities. A ‘Care First’ clinical governance framework 2020-2023 documents levels of accountability or committees within the organisational structure and how the Board and subcommittees are to receive reports on safety and quality. An Equity and Inclusion committee, action plan and online ‘hub’ promote inclusive practice.

The service has effective organisation wide governance systems to monitor information systems, continuous improvement, financial governance, workforce governance, regulatory compliance and feedback and complaints.

The organisation has risk management systems for managing high impact and high prevalence risks and identify and respond to abuse and neglect.

A clinical governance framework guides the delivery of all aspects of clinical care.

This 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.