Metta Community Care Sydney

Performance Report

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**Commission ID:** 201417

**Provider name:** Burmese Community Development Collaboration (BCDC)

**Assessment Contact - Site date:** 23 February 2021

**Date of Performance Report:** 1 April 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(b) | Compliant |
| **Standard 7 Human resources** | **Non-compliant** |
| Requirement 7(3)(d) | Non-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
* the provider’s response to the Assessment Contact - Site report received 17 March 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, specifically in relation to Requirement 2(3)(b), the Assessment Team interviewed representatives, reviewed assessment and planning documents and asked care staff how care plans were used to guide and implement care and services.

Of two representatives interviewed by the Assessment Team, both were satisfied with the care and services provided by the service. They acknowledged that the service was very helpful in assisting consumers to apply for and receive the appropriate home care package level so that their current care needs were managed. Both representatives interviewed said that the care staff were “wonderful”, they always arrived on time and they have developed a close bond with the family and consumer. One representative said they believed their relative’s cognition had improved since the care worker had read to them in their own language.

Care planning documentation reviewed by the Assessment Team demonstrated that care plans are developed in consultation with the consumer and/or their representatives. Consumer goals, needs, and preferences are documented and include instructions to assist staff when delivering care.

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.*

The Assessment Team found that care plans have been developed in consultation with the consumer and/or representative, and a variety of assessments are used to identify and record the needs, goals and preferences of the consumer. The service demonstrated that all consumers have been given the opportunity to discuss end of life and advanced care planning and have developed new forms to accurately capture the required information.

I find this requirement is Compliant.

# STANDARD 7 NON-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

To understand the consumer’s experience and how the organisation understands and applies requirement 7(3)d within this Standard, the Assessment Team spoke with consumers about their experience of the staff, interviewed staff, and reviewed a range of records including training records and other documentation.

The Assessment Team found the service has made improvements to the training andperformance monitoring of staff. However, the service is unable to demonstrate ongoing training, professional development and supervision for the staff currently employed.

Systems to support the effective management of information which assists with the oversight and management of staff were not in place during the assessment contact. This impacts on the service's ability to ensure staff are trained, equipped and supported to deliver the outcomes required by the Quality Standards.

The Quality Standard is assessed as Non-compliant as one of the five specific requirements have been assessed as Non-compliant.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(d) Non-compliant

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

The Assessment Team found that the service did not demonstrate that job descriptions are reviewed regularly and contained outdated information. The service did not have an induction process or program to ensure staff are consistently and appropriately orientated to the service. The service did not have an ongoing training program in place to ensure staff are supported to deliver the outcomes required by the Quality Standards. No future training was planned and there was no avenue to identify and address staff training needs.

In their response, the approved provider demonstrated that job descriptions have been reviewed and updated accordingly. The service has developed an induction and orientation program for all new staff, and a compulsory training program. The service has developed an education plan for 2021 that includes training on the Quality Standards.

While the service worked quickly to rectify the gaps identified by the Assessment Team, the service needs time to implement the new processes and systems to demonstrate they are effective in supporting staff to deliver the outcomes required by the Quality Standards. At the time of the assessment contact, the service did not have an induction or ongoing training program for staff to ensure the workforce was recruited, trained and equip to deliver the outcomes required by these standards.

I find this requirement is Non-compliant.

# Areas for improvement

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

### Requirement 7(3)(d)

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

The approved provider must demonstrate:

* An effective induction and ongoing training program for all staff that trains and equips them to deliver the outcomes required by the Quality Standards.
* An effective monitoring system that ensures currency of documents and processes that support staff to deliver the outcomes required by the Quality Standards.
* The service has implemented all continuous improvements outlined in their response to this assessment contact.