Montefiore HomeCare

Performance Report

36 Dangar Street
RANDWICK NSW 2031
Phone number: 02 8345 9100

**Commission ID:** 200856

**Provider name:** Sir Moses Montefiore Jewish Home

**Quality Audit date:** 2 February 2022 to 4 February 2022

**Date of Performance Report:** 25 March 2022

# Performance report prepared by

C Athanasiou, 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:**

* Montefiore HomeCare Northern Sydney, 19348, 36 Dangar Street, RANDWICK NSW 2031
* Montefiore HomeCare, 19349, 36 Dangar Street, RANDWICK NSW 2031

**CHSP:**

* Allied Health and Therapy Services, 4-7X9LR8M, 36 Dangar Street, RANDWICK NSW 2031

# Overall assessment of Services

|  |  |  |
| --- | --- | --- |
| Standard 1 Consumer dignity and choice | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 1(3)(a) | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 1(3)(b) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 1(3)(c)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 1(3)(d)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 1(3)(e)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 1(3)(f)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Standard 2 Ongoing assessment and planning with consumers |
|  | HCP  | Compliant  |
|  | CHSP | Not Assessed |
| Requirement 2(3)(a) | HCP | Compliant  |
| Requirement 2(3)(b) | HCP | Compliant  |
| Requirement 2(3)(c) | HCP | Compliant  |
| Requirement 2(3)(d) | HCP | Compliant  |
| Requirement 2(3)(e) | HCP | Compliant  |
|  |  |  |
| Standard 3 Personal care and clinical care | HCP  | Compliant  |
|   | CHSP | Not Assessed |
| Requirement 3(3)(a) | HCP  | Compliant  |
| Requirement 3(3)(b) | HCP | Compliant  |
| Requirement 3(3)(c)  | HCP | Compliant  |
| Requirement 3(3)(d)  | HCP | Compliant  |
| Requirement 3(3)(e)  | HCP | Compliant  |
| Requirement 3(3)(f)  | HCP | Compliant  |
| Requirement 3(3)(g)  | HCP | Compliant  |

|  |
| --- |
| Standard 4 Services and supports for daily living |
|  | HCP  | Compliant  |
|  | CHSP | Compliant  |
| Requirement 4(3)(a) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 4(3)(b) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 4(3)(c) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 4(3)(d) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 4(3)(e) | HCP | Compliant  |
|  | CHSP | Compliant  |

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 4(3)(g) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Standard 5 Organisation’s service environment |
|  | HCP  | Not Assessed |
|  | CHSP | Not Assessed |
| Standard 6 Feedback and complaints | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 6(3)(a) | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 6(3)(b) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 6(3)(c)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 6(3)(d)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Standard 7 Human resources | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 7(3)(a) | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 7(3)(b) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 7(3)(c)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 7(3)(d) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 7(3)(e)  | HCP | Compliant  |
|  | CHSP | Compliant  |

|  |  |  |
| --- | --- | --- |
| Standard 8 Organisational governance | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 8(3)(a) | HCP  | Compliant  |
|   | CHSP | Compliant  |
| Requirement 8(3)(b) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 8(3)(c)  | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 8(3)(d) | HCP | Compliant  |
|  | CHSP | Compliant  |
| Requirement 8(3)(e)  | HCP | Compliant  |
|  | CHSP | Compliant  |

# 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 considered 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.

# STANDARD 1 Consumer dignity and choice

#  HCP Compliant  CHSP Compliant

### 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

The Approved Provider has a culture of inclusion and respect of consumers and supports consumers to maintain their identity and live the life they choose.

Consumers and representatives provided positive feedback around the cultural appropriateness of care and service delivery. They confirmed that their privacy was respected, and they spoke positively regarding the staff and felt their individual preferences and religious, cultural, and linguistic backgrounds was considered and integrated in the care provided.

Policies and procedures were observed to be in place to guide staff to ensure that services are provided respectfully and respond to the cultural of the consumer cohort in receipt of services. Training is provided to staff and volunteers to ensure services are appropriate to consumers diverse backgrounds.

Consumers said they felt supported to continue to take risks, and staff could describe the process and showed familiarity with choices consumers had made.

Consumers interviewed confirmed they received information, including a home care agreement and budget when they commenced with the service.

The Quality Standard for the Home Care Package Service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The Commonwealth Home Support Programme service is assessed as Compliant as all the requirements of the Standard have been assessed as compliant.

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(b) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

*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  | Compliant  |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

*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  | Compliant  |

*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 have a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

Assessment and care planning were observed to record consumer needs, goals, and preferences and agreed care and services to be delivered.

Management advised advance care planning is discussed as part of the assessment process with the Consumer’s consent.

Consumers and representatives interviewed confirmed that they are consulted by coordination staff initially and ongoing regarding planning their care and services.

Consumers provided examples of how they are involved in assessment and planning processes and described how their individual preferences are considered when delivering care and services.

Consumers and representatives expressed satisfaction with communication and felt they were partners in the planning of their care. Care planning documents reviewed reflected the involvement of representatives and other organisations. All consumers and representatives interviewed in relation to this requirement confirmed they are provided and explained information about their services.

Care planning processes in place are responsive to requested changes by consumers and/or their representative. Ongoing monitoring and regular review by coordinators ensure that services are continually evaluated and optimise the health and well-being of the consumer.

This Quality Standard for the Home Care Package service was assessed as compliant as all the Requirements of the Standard have been assessed as compliant.

The Commonwealth Home Support Programme service was not 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 best practice, tailored to their needs and optimises their health and well-being. Management described effective monitoring systems and processes to ensure personal and clinical care safe and tailored to the needs of consumers.

Care documentation reviewed reflected individualised personal and clinical care that is safe, best practice, tailored to their needs and optimises the consumer’s health and well-being.

The service has policies and procedures in place to support the management of high impact and high prevalence risks. Staff could describe the high impact and high prevalence risks for consumers within the service and how they minimise those risks. Staff were aware of how to report and document incidents and management described how incidents are reviewed and any required follow up is actioned.

Management described effective monitoring systems and processes to ensure personal and clinical care safe are tailored to the needs of consumers.

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

Staff were able to describe the referral process they follow in the event of a deterioration or an incident, of a consumer including how they would identify if they required the support of external health services.

Care documentation demonstrated regular communication and sharing of information with others internally and externally. Some consumers described how they receive individual care and services regarding high impact or high impact risks. Consumers and representatives say they are satisfied with the care and services delivered by those the consumer has been referred to.

Management and staff described the organisational Infection Control Principles which guides their approach to managing consumers and staff during a pandemic. Management demonstrated the requirement to have their influenza and COVID-19 vaccinations.

This Quality Standard for the Home Care Package service was assessed as compliant as all the individual Requirements of the Standard have been assessed as compliant.

The Commonwealth Home Support Programme service was not 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 Compliant

### 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

Feedback from consumers, representatives and staff demonstrated the supports provided to consumers optimise the consumer’s independence, health, well-being and quality of life.

The service demonstrated services and supports for daily living promote the emotional, spiritual, and psychological well-being and that services and supports for daily living assist consumers to take part in the community, interact with others and do things of interest to them.

Consumers and representatives said they are satisfied that information about the consumer’s needs and preferences is shared with others involved in the delivery of services and supports for daily living.

Management described how they refer consumers to other service providers and how the consumer is actively involved in decisions about referrals including their consent being obtained.

Meals are provided through brokered services to consumers who said they are satisfied with the meals provided and that they meet their nutrition and hydration needs and preferences.

Management were able to describe the process for identifying when a consumer requires equipment for support in the home. Staff confirmed how they referred consumers to occupational therapists for assessment where appropriate equipment was arranged to meet their needs.

The Quality Standard for the Home Care Package Service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The Commonwealth Home Support Programme service is assessed as Compliant as all the requirements of the Standard have been assessed as compliant.

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

*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  | Compliant  |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

*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  | Compliant  |

*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  | Compliant  |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

*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

This Quality Standard for the Home Care Package service and the Commonwealth Home Support Programme service was not applicable and therefore not assessed.

## Assessment of Standard 5 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) | HCP  | Not Assessed |
|  | CHSP  | Not Assessed |

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(b) | HCP  | Not Assessed |
|  | CHSP  | Not Assessed |

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(c) | HCP  | Not Assessed |
|  | CHSP  | Not Assessed |

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# STANDARD 6 Feedback and complaints

#  HCP Compliant  CHSP Compliant

### 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

The Approved Provider has a feedback and complaints process in place that ensures consumers are encouraged to provide feedback, to have their comments and suggestions addressed and to ensure this occurs in a transparent manner.

Information on advocacy and language services is communicated and available at the commencement of services.

Policies and procedures guide staff in relation to processing feedback and complaints including open disclosure. Feedback and complaints are recorded in an electronic register for the appropriate management and outcomes whilst also identifying improvement opportunities for continuous improvement. Staff demonstrated their knowledge of the complaints process and explained how they promoted a culture of encouraging feedback.

Consumers said that they were satisfied with the complaints process and how their concerns were addressed and resolved promptly.

The Quality Standard for the Home Care Package Service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The Commonwealth Home Support Programme service is assessed as Compliant as all the requirements of the Standard have been assessed as compliant.

## Assessment of Standard 6 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(a) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

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

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

*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  | Compliant  |

*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  | Compliant  |

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

# STANDARD 7 Human resources

#  HCP Compliant  CHSP Compliant

### 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

The Approved Provider ensures that there is adequately, skilled, and qualified staff to provide the services. Recruitment processes overseen by senior management of the services ensure that appropriately skilled staff are recruited to provide the care and services to the consumer cohort that receives them.

Consumers and representatives interviewed confirmed that staff are kind, caring and respectful of their identity, culture, and diversity.

Consumers and representatives raised no concerns in relation to the skills and experience of staff. Consumers confirmed that the service work with them to meet their needs and respond to their requests in relation to the daily delivery of their services. Consumers further confirmed that staff were respectful and went above and beyond to ensure their comfort and safety, whilst providing quality services.

Documentation evidenced that staff are employed with relevant qualifications, and performance development processes are in place for regular and on-going training and support.

The Quality Standard for the Home Care Package Service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The Commonwealth Home Support Programme service is assessed as Compliant as all the requirements of the Standard have been assessed as compliant.

## Assessment of Standard 7 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

*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  | Compliant  |

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

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

*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  | Compliant  |

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

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

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

# STANDARD 8 Organisational governance

#  HCP Compliant  CHSP Compliant

### 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 said that they were satisfied with the services that are delivered to them and confirmed that they are consulted for feedback to identify ways to improve service delivery.

Management demonstrated there are systems and processes in place relating to governance that are regularly reviewed to support the safe and effective delivery of quality services.

The Approved Provider has governance systems in place to ensure there are processes in place for the management of information management, continuous improvement, financial and workforce governance, regulatory compliance and for feedback and complaints.

Risk are identified and managed, and processes are in place such as work health and safety, safe food infection control, and management consumer related risks. The service has effective risk management practices in place to identify high risk incidents including potential incidents of alleged abuse and neglect. Staff are aware of the escalation process of incident reporting including the relevant legislative reporting obligations.

The Approved Provider has a Clinical Governance Policy in place that applies to all services it operates and guides staff to provide clinical care as part of a holistic consumer directed approach, to optimise consumer wellbeing.

The Quality Standard for the Home Care Package Service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The Commonwealth Home Support Programme service is assessed as Compliant as all the requirements of the Standard have been assessed as compliant.

## Assessment of Standard 8 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

*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  | Compliant  |

*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  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(d) | HCP  | Compliant  |
|  | CHSP  | 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*
4. *managing and preventing incidents, including the use of an incident management system.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(e) | HCP  | Compliant  |
|  | CHSP  | Compliant  |

*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.