Parkinson's Queensland Inc

Performance Report

2 Clunies Ross Court
EIGHT MILE PLAINS QLD 4178
Phone number: 07 3209 1588 or 1800 644 189

**Commission ID:** 700617

**Provider name:** Parkinson's Queensland Inc

**Quality Audit date:** 5 January 2022 to 7 January 2022

**Date of Performance Report:** 14 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

**CHSP:**

* CHSP - Specialised Support Services, 4-8162EHG, 2 Clunies Ross Court, EIGHT MILE PLAINS QLD 4178

# Overall assessment of Service/s

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

|  |
| --- |
| Standard 4 Services and supports for daily living |
|  | HCP  | Not Assessed |
|  | CHSP | Compliant |
| Requirement 4(3)(a) | HCP | Not Assessed |
|  | CHSP | Compliant |
| Requirement 4(3)(b) | HCP | Not Assessed |
|  | CHSP | Compliant |
| Requirement 4(3)(c) | HCP | Not Assessed |
|  | CHSP | Compliant |
| Requirement 4(3)(d) | HCP | Not Assessed |
|  | CHSP | Compliant |
| Requirement 4(3)(e) | HCP | Not Assessed |
|  | CHSP | Compliant |
| Requirement 4(3)(f) | HCP | Not Assessed |
|  | CHSP | Not Assessed |
| Requirement 4(3)(g) | HCP | Not Assessed |
|  | 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  | Not Assessed |
|   | CHSP | Compliant |
| Requirement 6(3)(a) | HCP  | Not Assessed |
|   | CHSP | Compliant |
| Requirement 6(3)(b) | HCP | Not Assessed |
|  | CHSP | Compliant |
| Requirement 6(3)(c)  | HCP | Not Assessed |
|  | CHSP | Compliant |
| Requirement 6(3)(d)  | HCP | Not Assessed |
|  | CHSP | Compliant |
| Standard 7 Human resources | HCP  | Not Assessed |
|   | CHSP | Compliant |
| Requirement 7(3)(a) | HCP  | Not Assessed |
|   | CHSP | Compliant |
| Requirement 7(3)(b) | HCP | Not Assessed |
|  | CHSP | Compliant |
| Requirement 7(3)(c)  | HCP | Not Assessed |
|  | CHSP | Compliant |
| Requirement 7(3)(d) | HCP | Not Assessed |
|  | CHSP | Compliant |
| Requirement 7(3)(e)  | HCP | Not Assessed |
|  | CHSP | Compliant |
| Standard 8 Organisational governance | HCP  | Not Assessed |
|   | CHSP | Not Compliant |
| Requirement 8(3)(a) | HCP  | Not Assessed |
|   | CHSP | Compliant |
| Requirement 8(3)(b) | HCP | Not Assessed |
|  | CHSP | Compliant |
| Requirement 8(3)(c)  | HCP | Not Assessed |
|  | CHSP | Not Compliant |
| Requirement 8(3)(d) | HCP | Not Assessed  |
|  | CHSP | Compliant |
| Requirement 8(3)(e)  | HCP | Not Assessed |
|  | 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.

# STANDARD 1 Consumer dignity and choice

#  HCP Not Assessed 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

Overall consumers, comprising of both people living with Parkinson’s disease and/or their representatives (carers) provided examples of the way the service supports their needs. Consumers provided information regarding:

* Access to peers and support as well as relevant information enable consumers to make informed decisions and choices to live their lives as they wish.
* Consumers are supported to share their life journey and experiences in forums and on matters of importance to them. In this, consumers advised they feel safe and respected to do so, as well as their confidentiality is maintained.

The organisation has strategic documents, procedures and guidelines to ensure the provision of information and services occurs in an inclusive and respectful manner.

* Management and volunteers demonstrated an awareness and described the various ways in which they uphold the organisational values of integrity, empathy, respect and collaboration in regard to the work they undertake and support consumers to live the life they choose.
* Review of documentation demonstrated the inclusive and respectful language to influence communication protocols and assist with communication with people living with Parkinson’s disease. Collection of each individual’s information reflected this approach to all matters within the organisation and demonstrated in their engagement with other organisations or individuals who communicate with the organisation.

This Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all Requirements of this Standard have been assessed as Compliant.

**Assessment of Standard 1 Requirements**

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

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

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

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

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

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

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

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

# STANDARD 2 Ongoing assessment and planning with consumers

#  HCP Not Assessed CHSP Not Compliant

### 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 organisation has not recognised, developed nor implemented ongoing assessment and planning protocols to ensure all consumers receive a plan of care or support, seek and/or document relevant information about their needs, goals and preferences. As a result:

* The organisation does not have an adequate assessment process and/or seek information from government assessments to identify each consumer’s eligibility to access the support groups they attend.
* No plans of support are developed, discussed or provided to consumers who attend support meetings.
* While information regarding each consumer’s needs and risks associated with Parkinson’s disease is known and discussed informally, there is minimal information documented regarding consumer’s needs, goals and preferences.
* The organisation does not have a system to review service delivery. As a result, the organisation does not identify when service needs have changed, including changed circumstances or when an incident occurs.

This Quality Standard for the Commonwealth home support programme service is assessed as Non-compliant as all Requirements of this Standard have been assessed as Non-compliant.

**Assessment of Standard 2 Requirements**

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

The Assessment Team found the service does not have an adequate assessment processes, to identify and consider risks to the consumer’s health and well-being. The organisation does not have a system to seek information. Individual risks such as propensity to fall, difficulty communicating, or swallowing difficulties are not always sought or documented for each consumer. A care plan is not developed to inform care delivery.

The approved provider did not respond to the Assessment Team’s report.

Based on the evidence (summarised above) the service does not comply with this Requirement.

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | HCP  | Not Assessed |
|  | CHSP  | Not 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 the service does not have adequate assessment processes to identify each consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes. The current needs of consumers to fully participate in service delivery, such as support with their mobility level, management of hearing aids, continence or other needs are not assessed. Consumer goals for participation in the program are not recorded.

The approved provider did not respond to the Assessment Team’s report.

Based on the evidence (summarised above) the service does not comply with this Requirement.

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

*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.*

The Assessment Team found while the service does plan in partnership with consumers and others the consumer wishes to involve in attendance at support meetings, it does not have a process to ensure review occurs. The organisation does not communicate with other organisations, individuals and providers of other services involved in the care of the consumer. The service does not use information available such as ‘My Aged Care’ assessments to inform themselves of other support people or organisations in the consumer’s life that might help inform assessment and planning.

The approved provider did not respond to the Assessment Team’s report.

Based on the evidence (summarised above) the service does not comply with this Requirement.

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

*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.*

The organisation does not have a system to ensure each consumer is provided with a support plan, that is documented and discussed with the consumer and readily available to them.

Consumers said they do not receive a documented plan of support.

The approved provider did not respond to the Assessment Team’s report.

Based on the evidence (summarised above) the service does not comply with this Requirement.

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

*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.*

While management demonstrated emails received and responses to consumers requests for referral to health professionals or other organisations this does not prompt a review of the consumer.

The organisation has an incident report process, which is managed individually for each consumer. When incidents have occurred, management and volunteers have completed a form, which is reported to management and actioned as an incident. However, the incident does not trigger a review of the consumer’s care and service needs.

The approved provider did not respond to the Assessment Team’s report.

Based on the evidence (summarised above) the service does not comply with this Requirement.

# STANDARD 3 Personal care and clinical care

#  HCP Not Assessed 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 does not have any Home care packages.

Standard 3 for the Commonwealth home support programme service is not assessed as there is no personal care or clinical care being delivered.

# STANDARD 4 Services and supports for daily living

#  HCP Not Assessed 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

Consumers interviewed described how the organisation supports them to access the wider community, maintain interests and pursuits that are important to them and enable them to remain living at home independently.

The organisation understands and recognises the social, mental and psychological impacts of people living with Parkinson’s disease, such as perceptions of stigma related to their diagnosis. The organisation demonstrates they have a multifaceted approach and provide and develop a wide range of resources to inform and support consumers to independently access and participate in the wider community.

* Consumers have access to electronic platforms and information that provides them with opportunities to engage and participate in community events, meetings and webinars.
* Support meetings are scheduled and enable consumers a safe space receive peer support. These meetings provide social connection with others and provide consumers with possibilities to participate in leisure activities.
* Consumers are referred to health professionals and other organisations to inform their decisions regarding supports required for daily living

The organisation does not provide consumers with meals or equipment, these Requirements have not been assessed.

This Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all Requirements of this Standard which apply to the service have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

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

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

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

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

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP  | Not Assessed |
|  | 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 have any Home care packages.

Standard 5 for the Commonwealth home support programme service is not assessed as the service does not operate a location where consumers receive services.

# STANDARD 6 Feedback and complaints

#  HCP Not Assessed 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 Assessment Team interviewed sampled consumers and reviewed consumer experience interviews provided from consumers through on-line surveys and telephone discussions through the Commission. The feedback from consumers demonstrated the following:

* Overall sampled consumers considered that they are encouraged and supported to give feedback and make complaints, and that appropriate action is taken.
* Consumers advised they know of the various avenues to raise concerns; they feel comfortable providing feedback and feel safe to do so.
* Consumers sampled who had raised complaints or concerns said their feedback was generally acknowledged and changes were implemented in response to their feedback; they said management and relevant staff had apologised and that services had improved following their feedback.

This Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all Requirements of this Standard have been assessed as Compliant.

## Assessment of Standard 6 Requirements

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

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

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

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

# STANDARD 7 Human resources

#  HCP Not Assessed 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 Assessment Team interviewed sampled consumers and reviewed consumer experience interviews provided from consumers through on-line surveys and telephone discussions through the Commission. The feedback from consumers demonstrated the following:

* Consumers reported that staff and volunteers are kind and caring and respect their individual preferences.
* Consumers interviewed said that they think the volunteers manage their individual support groups well and have time to engage with them in a meaningful manner.

Management said that the organisation regularly reviews the skills, qualifications and competencies of the workforce, including volunteers to ensure they have adequately trained staff to deliver their service.

This Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard have been assessed as Compliant.

## Assessment of Standard 7 Requirements

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

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

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

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

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

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

# STANDARD 8 Organisational governance

#  HCP Not Assessed CHSP Not 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

The organisation’s Management committee promotes a culture of safe, inclusive and quality care and services and is generally accountable for their delivery. The management committee has strategic documents outlining key performance indicators, such as results of incidents and complaints. However, the organisation’s strategic documents do not incorporate information relating to all aspects of aged care programme guidelines and Quality Standards and the organisation was not consistently aware of these requirements.

This Quality Standard for the Commonwealth home support programme service is assessed as Non-compliant as one of the Requirements of this Standard has been assessed as Non-Compliant.

## Assessment of Standard 8 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | HCP  | Not Assessed |
|  | 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  | Not Assessed |
|  | 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  | Not Assessed |
|  | CHSP  | Not 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 while the organisation has processes to manage consumer and operational information, the Assessment team identified the organisation does not effectively document assessment and planning.

The approved provider did not respond to the Assessment Team’s report.

Based on the evidence (summarised above) the service does not comply with this Requirement as it has failed to comply with sub-requirement (i) information management.

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(d) | HCP  | Not Assessed |
|  | 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  | Not Assessed |
|  | 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.*

This Requirement has not been assessed as the service does not deliver clinical care.

# 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.