Programmed Care

Performance Report

Programed Building 115 Sheriffs Road
Underdale SA 5032
Phone number: 1300 364 724

**Commission ID:** 600092

**Provider name:** Clincare Pty Ltd

**Assessment Contact - Desk date:** 6 August 2020

**Date of Performance Report:** 10 September 2020

# 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

|  |  |
| --- | --- |
| **Standard 8 Organisational governance** | **Compliant** |
| Requirement 8(3)(c) | Compliant |

# Detailed assessment

This performance report details the Commission’s assessment of the provider’s performance, in relation to the service, against the Aged Care Quality Standards (Quality Standards). The Quality Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

The following information has been taken into account in developing this performance report:

* the Assessment Team’s report for the Assessment Contact - Desk; the Assessment Contact - Desk report was informed by review of documents and interviews management.

# STANDARD 8 COMPLIANTOrganisational governance

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

The Quality Standard is assessed as Compliant as one of the five specific Requirements has been assessed as Compliant. An overall assessment of all Requirements in this Standard was not completed.

The Assessment Team recommended Requirement (3)(c) in Standard 8 as met. I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report to come to a view of compliance with Standard 8 and find the service is Compliant with Requirement (3)(c).

The service demonstrated organisational wide governance systems in relation to information management, continuous improvement, financial governance, workforce governance, regulatory compliance and feedback and complaints.

The service has access to divisional and organisational policies and an electronic documentation system to record consumer information. There are processes to ensure compliance with legislative obligations, including the provision of monthly statements for Home Care Package consumers. The service has a Continuous improvement plan which is monitored, and the service’s feedback and complaints process viewed by the Assessment Team demonstrated feedback is recorded and actioned.

Management acknowledged monthly statements provided to Home Care Package consumers were not clear. In response, processes for completing monthly statements were reviewed and new statements developed which are easier to understand and more detailed.

Consumer files viewed by the Assessment Team demonstrated all consumers have a Home Care Package agreement and budgets and monthly statements are clear and easy to understand and are reflective of agreed services.

For the reasons detailed above, I find Clincare Pty Ltd, in relation to Programmed Care, Compliant in relation to Standard 8 Requirement (3)(c).

## Assessment of Standard 8 Requirements

### Requirement 8(3)(c) Compliant

*Effective organisation wide governance systems relating to the following:*

1. *information management;*
2. *continuous improvement;*
3. *financial governance;*
4. *workforce governance, including the assignment of clear responsibilities and accountabilities;*
5. *regulatory compliance;*
6. *feedback and complaints.*

# 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.