Pronia Community Services

Performance Report

7 Union Street   
BRUNSWICK VIC 3056  
Phone number: 03 9388 9998

**Commission ID:** 300174

**Provider name:** Pronia

**Quality Audit date:** 14 January 2022 to 31 January 2022

**Date of Performance Report: 25 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:**

* AGWS Community Aged Care Packages - Northern Region, 18605, 7 Union Street, BRUNSWICK VIC 3056
* AGWS Community Aged Care Packages - Western Region, 18606, 7 Union Street, BRUNSWICK VIC 3056
* Greek Care CACP Service, 18813, 7 Union Street, BRUNSWICK VIC 3056
* Short Term Restorative Care (STRC), STRC, 7 Union Street, BRUNSWICK VIC 3056

**CHSP:**

* Centre-based Respite - Care Relationships and Carer Support, 4-BBOZFW9, 7 Union Street, BRUNSWICK VIC 3056
* Flexible Respite - Care Relationships and Carer Support, 4-BBOZGAS, 7 Union Street, BRUNSWICK VIC 3056
* Social Support Group, 4-BBWQHB9, 7 Union Street, BRUNSWICK VIC 3056
* Social Support Individual, 4-BBWQHG8, 7 Union Street, BRUNSWICK VIC 3056
* Specialised Support Services, 4-BBXF7R2, 7 Union Street, BRUNSWICK VIC 3056
* Centre-based Respite - Care Relationships and Carer Support, 4-BBOZFW9, 9-11 Marwal Avenue, BALWYN VIC 3103
* Flexible Respite - Care Relationships and Carer Support, 4-BBOZGAS, 9-11 Marwal Avenue, BALWYN VIC 3103

# Overall assessment of Service/s

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Standard 1 Consumer dignity and choice | | HCP | Compliant | |
|  | | CHSP | Compliant | |
|  | STRC | | Compliant |
| Requirement 1(3)(a) | HCP | | Compliant |
|  | CHSP | | Compliant |
|  | STRC | | Compliant |
| Requirement 1(3)(b) | HCP | | Compliant |
|  | CHSP | | Compliant |
|  | STRC | | Compliant |
| Requirement 1(3)(c) | HCP | | Compliant |
|  | CHSP | | Compliant |
|  | STRC | | Compliant |
| Requirement 1(3)(d) | HCP | | Compliant |
|  | CHSP | | Compliant |
|  | STRC | | Compliant |
| Requirement 1(3)(e) | HCP | | Compliant |
|  | CHSP | | Compliant |
|  | STRC | | Compliant |
| Requirement 1(3)(f) | HCP | | Compliant |
|  | CHSP | | Compliant |
|  | STRC | | Compliant |

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| --- | --- | --- | --- | --- | --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | | | | | | |
|  | | | HCP | Compliant | | |
|  | | | CHSP | Compliant | | |
|  | STRC | | Compliant | |
| Requirement 2(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 2(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 2(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 2(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 2(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
|  | | |  |  | | |
| Standard 3 Personal care and clinical care | | | HCP | Compliant | | |
|  | | | CHSP | Compliant | | |
|  | STRC | | Compliant | |
| Requirement 3(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 3(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 3(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 3(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 3(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 3(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 3(3)(f) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 3(3)(g) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
|  | | | | | |
| Standard 4 Services and supports for daily living | | | | | |
|  | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 4(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 4(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 4(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 4(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 4(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 4(3)(f) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 4(3)(g) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |

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| --- | --- | --- | --- | --- | --- | --- |
| Standard 5 Organisation’s service environment | | | | | | |
|  | | HCP | | | Not Assessed |
|  | | CHSP | | | Not Assessed |
|  | | STRC | | | Not Assessed |
| Requirement 5(3)(a) | | HCP | | | Not Assessed |
|  | | CHSP | | | Not Assessed |
|  | | STRC | | | Not Assessed |
| Requirement 5(3)(b) | | HCP | | | Not Assessed |
|  | | CHSP | | | Not Assessed |
|  | | STRC | | | Not Assessed |
| Requirement 5(3)(c) | | HCP | | | Not Assessed |
|  | | CHSP | | | Not Assessed |
|  | | STRC | | | Not Assessed |
|  | | |  |  | | |
| Standard 6 Feedback and complaints | | | HCP | Compliant | | |
|  | | | CHSP | Compliant | | |
|  | STRC | | Compliant | |
| Requirement 6(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 6(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 6(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |

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| --- | --- | --- | --- | --- | --- |
| Requirement 6(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
|  | | |  |  | | |
| Standard 7 Human resources | | | HCP | Compliant | | |
|  | | | CHSP | Compliant | | |
|  | STRC | | Compliant | |
| Requirement 7(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 7(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 7(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 7(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 7(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
|  | | |  |  | | |
| Standard 8 Organisational governance | | | HCP | Compliant | | |
|  | | | CHSP | Compliant | | |
|  | | STRC | | | Compliant |
| Requirement 8(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 8(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 8(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 8(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | Compliant |
| Requirement 8(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
|  | | STRC | | | 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 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 | Compliant |
| CHSP | Compliant |
| STRC | 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 service demonstrated consumers and their representatives are treated with dignity and respect and their identity, culture and diversity is valued. Consumers and their representatives said staff treat them respectfully.

The service is part of a wider organisation which provides a range of aged and other community services to the Greek community in Melbourne. In support of this the service actively recruits staff and volunteers who can speak Greek.

Consumers and representatives said they have specifically chosen Pronia as it is able to provide care and services which are culturally appropriate for Greek people. Consumers spoke about the benefits of the staff, who are predominantly of Greek heritage, such as maintaining their language and Greek identity, having traditional Greek food prepared as part of the service and sharing in cultural celebrations with like-minded people.

Staff were able to describe how they provide care that is culturally safe and what it means individually to the consumers they deliver services to.

The service has programs and services in place to ensure consumers can continue to maintain relationships of their choice and are supported to do this.

Where risk is identified staff discuss the risk with the consumer and agree on how the risk can be managed while supporting the consumer to balance the risk and their overall wellbeing and lifestyle choices.

Information is provided in the appropriate language and staff support translation where required.

Consumers and representatives said they are provided privacy and trusted their information was kept safe and only shared with those who are part of their care and services.

This Quality Standard for the Home Care Packages program, the Commonwealth Home Support Program and the Short-term Restorative Care Program is assessed as Compliant as all the Requirements of the Standard have been assessed as Compliant for each program.

**Assessment of Standard 1 Requirements**

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

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

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

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

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

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

# STANDARD 2 Ongoing assessment and planning with consumers

|  |  |
| --- | --- |
| HCP | Compliant |
| CHSP | Compliant |
| STRC | 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 service demonstrated it undertakes initial and ongoing assessment and, planning for care and services and consumers and their representatives are consulted in this process.

Information is gathered from the consumer, representative and others to inform the care plan. The goals, needs and preferences for care and services are recorded in the consumer care plan. Sampled care records showed these are individualised to the consumer and reviewed regularly as well as when circumstances change.

Consumers and/or their representative are provided copies of the care plan.

Timely referrals occur to ensure the consumer’s identified or emerging allied health and clinical needs are met.

Where care responsibilities are shared, information is appropriately distributed with others, such as medical practitioners, so that considered and holistic plans can be put in place to support the consumer’s wellbeing and health status.

This Quality Standard for the Home Care Packages program, the Commonwealth Home Support Program and the Short-term Restorative Care Program is assessed as Compliant as all the Requirements of the Standard have been assessed as Compliant for each program.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |
|  | STRC | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
|  | STRC | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |
|  | STRC | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
|  | STRC | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(e) | HCP | Compliant |
|  | CHSP | Compliant |
|  | STRC | 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.*

# STANDARD 3 Personal care and clinical care

|  |  |
| --- | --- |
| HCP | Compliant |
| CHSP | Compliant |
| STRC | Compliant |

### 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 delivers safe and effective personal and clinical care in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

The service uses a brokered nursing provider to deliver clinical care services. The quality of the clinical care is monitored by the approved provider and information is shared to ensure the services are delivered as requested. Most consumers are satisfied with how their clinical care is delivered, the service works closely with management at the brokerage organisation to resolve any concerns raised.

The Assessment Team found where nursing care is provided it is being delivered in line with best practice.

Staff monitor consumers for signs of deterioration and discuss additional care and services that may be required with case managers who coordinate with medical officers and others to ensure needs are met.

Staff described how they support consumers living with dementia and were confident in the management of falls and provision of personal care.

The service has links to a palliative team and staff provide emotional support through the palliative care phase.

Staff have received training in infection control including for the COVID-19 pandemic. Staff have access to personal protective equipment and complete screening with consumers at each visit.

This Quality Standard for the Home Care Packages program, the Commonwealth Home Support Program and the Short-term Restorative Care Program is assessed as Compliant as all the Requirements of the Standard have been assessed as Compliant for each program.

**Assessment of Standard 3 Requirements**

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

*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 | Compliant |
|  | STRC | Compliant |

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

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

*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 | Compliant |
|  | STRC | Compliant |

*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 | Compliant |
|  | STRC | Compliant |

*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 | Compliant |
|  | STRC | Compliant |

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

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

*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 |
| STRC | 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 and their representatives said they are provided supports for daily living that are important for their health and wellbeing and enable them to do things they want to do.

Consumers and their representatives provided examples how the service supports activities for daily life including, continuing with preferred routines, going to places important to them, attending social activities and maintaining relationships in the community.

Due to the COVID-19 pandemic and the temporary closure of its activity centres the service has implemented alternative strategies to support consumers to remain connected to the service.

Interviews with staff showed they understand each consumer’s needs and preferences and provide activities to meet these needs.

Referrals are made to support consumers to maintain their independence, increase their quality of life and support their emotional and spiritual needs.

Management described the importance of staff and volunteers having the same cultural background to engage with consumers and understand the importance of their culture in their everyday life.

There are processes for consumers to have access to equipment that meets their assessed needs. Documentation showed there is timely referral to others to support each consumer’s daily living activities.

This Quality Standard for the Home Care Packages program, the Commonwealth Home Support Program and the Short-term Restorative Care Program is assessed as Compliant as all the Requirements of the Standard have been assessed as Compliant for each program.

**Assessment of Standard 4 Requirements**

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

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

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(4)(g) | HCP | Compliant |
|  | CHSP | Compliant |
|  | STRC | 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 |
| STRC | 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.The Standard has not been assessed.

# STANDARD 6 Feedback and complaints

|  |  |
| --- | --- |
| HCP | Compliant |
| CHSP | Compliant |
| STRC | 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

Consumers and their representatives said they are encouraged to provide feedback and are supported to do this through regular contact with office staff as well as raising issues with direct care workers. There are Greek speaking staff who can communicate in the consumer’s preferred language and escalate and address their concerns. Staff gave examples of how they had supported consumers and their representatives to raise issues.

Information on providing feedback and making complaints directly to the service or via external parties or advocates is provided to consumers and representatives.

The service uses an open disclosure approach when acting on complaints. Consumers and representatives were mostly satisfied their complaint was addressed and where the outcome was not satisfactory they said the service supported them to access third party complaint bodies and advocates.

Feedback and complaints are used to improve care and services. Examples of improvements have included changes made to consumer statements and clearer information being provided on what is and what is not included in home care package funding.

The Assessment Team noted feedback on care worker availability during the COVID-19 pandemic. Management outlined various strategies and risk management approaches that had been implemented to address these concerns.

This Quality Standard for the Home Care Packages program, the Commonwealth Home Support Program and the Short-term Restorative Care Program is assessed as Compliant as all the Requirements of the Standard have been assessed as Compliant for each program.

## Assessment of Standard 6 Requirements

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

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

# STANDARD 7 Human resources

|  |  |
| --- | --- |
| HCP | Compliant |
| CHSP | Compliant |
| STRC | 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 service undertakes workforce planning to ensure the number and skill mix of the staff is sufficient to delivery safe and quality care and services. The service uses a mixture of inhouse and brokered care workers. Clinical care is brokered to preferred providers.

Consumers said in various ways staff are respectful, kind and caring.

Staff are competent and there are processes in place to ensure staff have the qualifications required to complete their role. The service supports care staff to increase their skills and attain qualifications to provide personal care. Feedback is gained from consumers and representatives as part of monitoring gaps in training and professional development needs.

Staff were satisfied with opportunities to develop their skills and had received training in supporting consumers living with dementia.

The organisation has performance management systems which include staff appraisals, regular meetings with supervisors and review of feedback.

This Quality Standard for the Home Care Packages program, the Commonwealth Home Support Program and the Short-term Restorative Care Program is assessed as Compliant as all the Requirements of the Standard have been assessed as Compliant for each program.

## Assessment of Standard 7 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |
|  | STRC | 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 |
|  | STRC | 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 |
|  | STRC | 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 |
|  | STRC | 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 |
|  | STRC | 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 |
| STRC | 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 service consults its consumers and their representatives in the development, delivery and evaluation of care and services. Consumers and representatives are encouraged to provide feedback and are involved in how the organisation is run. Examples of consumer involvement included consultation about activities, requests for translation of information and the development of care templates.

The service is part of a larger organisation which provides a range of community services to the Greek community. Governance is in place to ensure members of the governing body meet regularly and receive reports to understand the quality of care and services are being provided. This supports any deficits being quickly identified and addressed. During the COVID-19 pandemic the governing body has provided leadership and guidance on strategic changes to support continuity of care.

There are organisational wide governance systems to guide information management, financial and workforce governance, regulatory compliance and systems to address feedback and complaints. The service demonstrated it has continuous improvements in place driven by feedback, audits and changes to legislation.

The service has a clinical governance framework and associated policies and has commenced clinical support to review and update clinical guidance to ensure it continues to meet the Aged Care Quality Standards.

The governing body has processes in place to manage risks associated with brokerage arrangements and receives structured information from these organisations to ensure they have visibility of the quality of clinical services.

This Quality Standard for the Home Care Packages program, the Commonwealth Home Support Program and the Short-term Restorative Care Program is assessed as Compliant as all the Requirements of the Standard have been assessed as Compliant for each program.

## Assessment of Standard 8 Requirements

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