Royal Freemasons Home Care

Performance Report

45 Moubray Street   
MELBOURNE VIC 3004  
Phone number: 1800 756 091

**Commission ID:** 300106

**Provider name:** Royal Freemasons Ltd

**Quality Audit date:** 20 January 2022 to 24 January 2022

**Date of Performance Report:** 2 March 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:**

* Royal Freemasons Ltd. Outreach Program - Southern General, 18910, 45 Moubray Street, MELBOURNE VIC 3004
* Royal Freemasons Ltd. Outreach Program - Southern General, 18911, 45 Moubray Street, MELBOURNE VIC 3004
* Royal Freemasons' Ltd. Outreach Program - Southern General, 18914, 45 Moubray Street, MELBOURNE VIC 3004
* Royal Freemasons Ltd Outreach Program (EACH) - Northern, 18906, 45 Moubray Street, MELBOURNE VIC 3004
* Royal Freemasons Ltd Outreach Program - Northern Metro, 18908, 45 Moubray Street, MELBOURNE VIC 3004
* Royal Freemasons Ltd. Outreach Program - Northern Metro, 18909, 45 Moubray Street, MELBOURNE VIC 3004
* Royal Freemasons Ltd Outreach Program (EACH) - Eastern, 18905, 45 Moubray Street, MELBOURNE VIC 3004
* Royal Freemasons Ltd Outreach Program - Eastern Metro General, 18907, 45 Moubray Street, MELBOURNE VIC 3004
* Royal Freemasons' Ltd - Eastern Housing Linked, 18912, 45 Moubray Street, MELBOURNE VIC 3004
* Royal Freemasons' Ltd. Outreach Program - Eastern Metro General, 18913, 45 Moubray Street, MELBOURNE VIC 3004

**CHSP:**

* Allied Health and Therapy Services, 4-B3CAHRU, 45 Moubray Street, MELBOURNE VIC 3004
* Meals, 4-B3CAHV9, 45 Moubray Street, MELBOURNE VIC 3004
* Transport, 4-B3F41TQ, 45 Moubray Street, MELBOURNE VIC 3004
* Flexible Respite - Care Relationships and Carer Support, 4-E0POUR7, 45 Moubray Street, MELBOURNE VIC 3004
* Centre Based Care- Care Relationships and Carer Support, 4-E0DG432, 45 Moubray Street, MELBOURNE VIC 3004
* Domestic Assistance, 4-E0PFE9C, 45 Moubray Street, MELBOURNE VIC 3004
* Personal Care, 4-E0DXGCI, 45 Moubray Street, MELBOURNE VIC 3004
* Nursing, 4-E0PT8QL, 45 Moubray Street, MELBOURNE VIC 3004

# Overall assessment of Service/s

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 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 | Compliant | | |
| Requirement 2(3)(a) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(b) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(c) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(d) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(e) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Standard 3 Personal care and clinical care | | | HCP | Compliant | | |
|  | | | CHSP | Compliant | | |
| Requirement 3(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(f) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(g) | | HCP | | | Compliant |
|  | | CHSP | | | 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 | | Not Applicable |
| Requirement 4(3)(g) | HCP | | Compliant |
|  | CHSP | | Not Applicable |
| Standard 5 Organisation’s service environment | | | | |
|  | | HCP | Not Applicable | |
|  | | CHSP | Not Applicable | |
| Requirement 5(3)(a) | HCP | | Not Applicable |
|  | CHSP | | Not Applicable |
| Requirement 5(3)(b) | HCP | | Not Applicable |
|  | CHSP | | Not Applicable |
| Requirement 5(3)(c) | HCP | | Not Applicable |
|  | CHSP | | Not Applicable |
| 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 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.
* the approved provider’s response dated 17 February 2022 to the Aged Care Quality and Safety Commission Quality Audit Report.

# 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

This Quality Standard for both the Home Care Package service and the Commonwealth Home Support Programme service is assessed as compliant as all the individual Requirements of the Standard have been assessed as compliant.

Consumers/representatives interviewed provided feedback that they are treated with dignity and respect and staff know what is important to them. Consumers said they are encouraged to maintain their independence and feel supported by staff who know their choices, preferences and needs. Consumers/representatives interviewed said the consumer’s personal privacy is respected and their personal information is kept confidential.

Care workers are aware of each consumer’s background, culture and identity. Service delivery occurs in the way that is individualised to consumers’ specific needs and supports consumers to live the life they choose. Management and staff demonstrate an understanding of supporting consumer decision making, including their right to take risks. Where a consumer wishes to take risks, their choices are respected. Where necessary, staff inform management and discussions occur between management and the consumer/representative to find solutions that will support the consumer’s choices and maintain their independence and dignity.

The organisation has policies and procedures to ensure staff deliver services in a way that supports each consumer’s individuality including risks they wish to take. The service’s processes along with management and staff practices support ongoing engagement and communication with consumers/representatives to understand each consumer’s background and history.

**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 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

This Quality Standard for both the Home Care Package service and the Commonwealth Home Support Programme service is assessed as compliant as all the individual Requirements of the Standard have been assessed as compliant.

Consumers/representatives indicated they get the care and services they need and were satisfied with the care and services delivered by staff. All consumers interviewed stated that they had taken part in assessment and planning, completed in partnership with the consumer and others the consumer wishes to involve, including other organisations involved in their care.

Consumers/representatives interviewed confirmed being involved in an assessment process and having been provided with a goal directed care plan. Case managers were able to explain the consumer assessment and review process and that reviews are monitored via a review date in the consumer’s electronic file. Care workers interviewed receive information on consumers’ needs on their mobile devices and were familiar with consumers’ care needs.

Assessments and planning identify the current needs, goals and preferences of the consumer. The Assessment Team noted risks are not consistently documented. Advanced care planning is part of the assessment process and if the consumer has an advanced health directive then it is documented in the consumer’s health profile.

Consumers/representatives indicated the services they receive are regularly reviewed. Case managers discussed the frequency of reviews is dependent on the Home Care Package level or as needed for Commonwealth Home Support Programme consumers.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP | Compliant |
|  | CHSP | 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 |

*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 |

*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 |

*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 |

*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

### 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

This Quality Standard for both the Home Care Package service and the Commonwealth Home Support Programme service is assessed as compliant as all the individual Requirements of the Standard have been assessed as compliant.

Consumers/representatives provided positive feedback regarding clinical and personal care services. Staff, including care workers described, in general terms how they know care is safe, effective and tailored to the needs of consumers. Staff and management identified high impact, high prevalence risks associated with the care of consumers being falls, pressure injuries, wounds and post hospitalisation delirium. A dignity of risk tool identifies consumers at risk and actions to mitigate further risks to the consumer.

Consumers who are nearing the end of life are supported in a way that ensures their needs, goals and preferences are known and comfort is maintained. Staff discussed referral to pain services and medical practitioners when a need is identified.

Information about consumers’ conditions, needs and preferences is documented and communicated with care workers in the form of emails, roster notes and via an ‘app’ on their mobile device that includes access to the consumer’s goal directed care plan and care directives.

Service requests are forwarded to subcontracted service providers via email and include relevant care directives for care workers to follow.

The service has a range of processes in place for consumers and staff to report changes and evidenced timely response to deterioration and change for the majority of consumers’ files sampled. Referral processes were evidenced by the service.

Consumers/representatives were satisfied with infection control standards and the use of personal protective equipment in the home.

When there are changes in a consumer’s care needs relevant referrals are sent to a variety of services including occupational therapists, physiotherapists, dietitians and nursing services.

Staff are provided with personal protective equipment and ask screening questions prior to entering a consumer’s home. The organisation has developed a COVID-19 safe plan.

**Assessment of Standard 3 Requirements**

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

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

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

*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 |

*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 |

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

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

### 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

This Quality Standard for both the Home Care Package service and the Commonwealth Home Support Programme service is assessed as compliant as all the individual Requirements of the Standard have been assessed as compliant.

Consumers are receiving effective supports for daily living and staff demonstrated a good understanding of individual consumers. Information about their needs and preferences relating to supports for daily living are consistently detailed in care plans and related care documentation. In general care plans sampled included information regarding consumers’ interests, current or past or what is important to them regarding supports for daily living. Care workers stated the care planning documents include details of how to support a consumer maintain their lifestyle and social interactions. This information is transferred to contracted service provider request forms and used to guide others responsible for the shared care of the consumer.

Most consumers felt the service enabled them to do the things they wanted to do and that they participate in the community by themselves and/or with the support of their Home Care Package or Commonwealth Home Support Programme funding.

Care workers interviewed described how they deliver services and supports that promote consumers’ well-being.

Relevant information about a consumer’s condition, needs and preferences is shared with internal and subcontracted care workers and other relevant services.

Referrals for individuals are sent to relevant service providers for the review of consumers care and services.

The service does not provide a Commonwealth Home Support Programme meals program, however meals for Home Care Package consumers are sourced and consumers are satisfied with the quality.

Equipment is purchased through consumers’ home care packages. The equipment is assessed by relevant allied health professionals and is identified as suitable to meet the consumers care needs.

**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 | Not Applicable |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP | Compliant |
|  | CHSP | Not Applicable |

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

# STANDARD 5 Organisation’s service environment

# HCP Not Applicable CHSP Not Applicable

### 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 organisation currently does not provide any allied health or social support services in a community setting due to the COVID-19 embargo.

The service is currently reviewing its Commonwealth Home Support Programme social support program and may commence services in the future.

Therefore, the Assessment Team found this Standard to be not applicable for assessment.

## Assessment of Standard 5 Requirements

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

*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 Applicable |
|  | CHSP | Not Applicable |

*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 Applicable |
|  | CHSP | Not Applicable |

*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

This Quality Standard for both the Home Care Package service and the Commonwealth Home Support Programme service is assessed as compliant as all the individual Requirements of the Standard have been assessed as compliant.

Consumers and representatives demonstrated an awareness of how to raise any concerns with management and commented that they are confident actions would be taken. Consumers and representatives demonstrated an awareness of external avenues and supports available for them to raise concerns and resolve complaints.

Complaints and feedback are monitored through meetings, logged in a Complaints Register and any identified improvements are in the Plan for Continuous Improvement (PCI). Complaint and feedback registers detail information on the concerns raised and actions taken.

Staff and management were able to describe how they would assist consumers with cognitive or communication difficulties raise complaints or provide feedback.

The organisation has policies and procedures on open disclosure and staff said they have received training in open disclosure. Staff described and documentation indicated responsiveness to feedback and an open disclosure approach is used.

Management advised and the continuous improvement plan confirmed that complaints are documented, trended and improvements actioned to ensure quality of care and services.

## 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

This Quality Standard for both the Home Care Package service and the Commonwealth Home Support Programme service is assessed as compliant as all the individual Requirements of the Standard have been assessed as compliant.

Consumers/representatives indicated case managers and care workers are constantly changing due to transition of staff however most of the time when they can speak to staff when they contact the office and care workers attend as scheduled. Consumers and representatives commented that all care worker are kind and caring. Some care services may be delivered by subcontracted service providers.

Care workers are familiar with consumers and spoke about them in a respectful way. Most consumers/representatives said staff know what they are doing.

Staff, including care workers indicated in various ways confidence in their abilities to perform effectively in the role. Staff discussed initial orientation processes, staff meetings and mandatory training.

Management discussed supervision and annual performance of their case managers, nursing, allied health, program coordinators, care workers and administration staff and discussed planned improvements including a recruitment drive to fill gaps identified due to the transition and attrition of staff over the last few months.

The service has an ongoing recruitment process and sub-contracted arrangements to ensure enough staff are available to deliver scheduled care and services.

The organisation regularly reviews the skills, qualifications and competencies of the workforce when there are changes in the consumer’s care and preferences to ensure there is adequate skilled staff to deliver safe, respectful and quality care and services.

## 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

This Quality Standard for both the Home Care Package service and the Commonwealth Home Support Programme service is assessed as compliant as all the individual Requirements of the Standard have been assessed as compliant.

Consumers/representatives interviewed and documentation confirmed consumers are engaged in the development, evaluation and improvement of care and services in consultation with the organisation.

The service demonstrated that the organisation’s governing body has established processes to show it is accountable for providing governance systems which deliver safe, inclusive and quality care and services to consumers. A dashboard ensures the Board and the sub-committees receive daily/monthly reports on significant incidents, including clinical care data relating to the safety of consumers. There are organisational wide governance systems to monitor processes such as information systems, regulatory compliance, financial management, workforce governance, feedback and complaints.

The organisation has an effective risk management system for the management of high impact and high-prevalence risks associated with the care of consumers.

In relation to abuse and neglect of consumers this is identified and responded to through monitoring and assessment of consumers. Risk management processes, consumer feedback and staff training assist to identify abuse and neglect of consumers.

The organisation has a clinical governance framework that includes policies on antimicrobial stewardship, minimising restraint and open disclosure. Staff and management were able to describe how these policies operate in practice to support the consumer to live the best life they can. Consumers are provided with information on minimising the use of restrictive practices. Complaints and incidents are reviewed by management and an open disclosure process is undertaken to resolve the issues.

## 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.