St Paul's Court

Performance Report

54 Heatherhill Road   
FRANKSTON VIC 3199  
Phone number: 03 9095 1209

**Commission ID:** 300056

**Provider name:** Anglican Aged Care Services Group

**Quality Audit date:** 23 February 2022 to 25 February 2022

**Date of Performance Report:** 6 April 2022

# Performance report prepared by

G McNamara 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:**

* Hurlingham, 18820, 54 Heatherhill Road, FRANKSTON VIC 3199

**CHSP:**

* Domestic Assistance, 4-B7BK8MT, 54 Heatherhill Road, FRANKSTON VIC 3199

# Overall assessment of Services

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 | | Not Applicable |
|  | 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 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 received on 23 March 2022

# 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

Consumers/representatives interviewed provided feedback that they are treated with dignity and respect, and Care workers understand 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 were aware of the background, culture and identify of consumers to whom they were providing care. Service delivery occurs in the way that meets the needs and supports consumers to live independently as much as possible. Management and care workers demonstrated an understanding of supporting consumer’s decision making, including their right to take risks.

The organisation has policies and procedures to enable care workers to deliver services in a way that supports consumer’s independence. The service’s processes along with staff practices support ongoing engagement and communication with consumers/representatives.

The Quality Standard for the Home care packages services are assessed as Compliant as 6 of the 6 specific requirements have been assessed as Compliant

The Quality Standard for the Commonwealth home support programme services are assessed as Compliant as 6 of the 6 specific requirements have been assessed as Compliant.

**Assessment of Standard 1 Requirements**

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

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

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

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

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

*Each consumer is supported to exercise choice and independence, including to:*

1. *make decisions about their own care and the way care and services are delivered; and*
2. *make decisions about when family, friends, carers or others should be involved in their care; and*
3. *communicate their decisions; and*
4. *make connections with others and maintain relationships of choice, including intimate relationships.*

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

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

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

*Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.*

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

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

# STANDARD 2 Ongoing assessment and planning with consumers

# HCP Not 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

Consumers/representatives confirmed taking part in assessment and planning, where the consumer’s needs, goals and preferences are discussed. The partnership care plan is provided to the consumer/representatives

Consumers/representatives interviewed under the HCP and CHSP programs indicated they get the care and services they need and were mostly satisfied with the care and services delivered by care workers. Care workers at interview were able to discuss clearly what information was available to them to guide service delivery to consumers. Care planning information is discussed in partnership with consumers and generally reflected detailed care requirements. Client advisors were familiar with care needs and risks to the consumers’ health and wellbeing and undertake ongoing monitoring of consumers.

However, the service was not able to demonstrate that in all instances, assessment and planning includesconsideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services. For a consumer who independently manages her care package, there was insufficient evidence to demonstrate that the outcomes of staff engagement with that consumer were recorded documented or monitored, to inform the delivery of care.

The Quality Standard for the Home care packages services is assessed as Non -compliant as one (1) of the 5 specific requirements has been assessed as Non-Compliant.

The Quality Standard for the Commonwealth home support programme services are assessed as Compliant as 5 of the 5 specific requirements have been assessed as Compliant.

**Assessment of Standard 2 Requirements**

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

Consumers and representatives informed the Assessment Team they get the care and services they need and were mostly satisfied with the care and services delivered by care workers. Care workers were able to discuss clearly what information was available to them to guide service delivery to consumers. Care planning information is discussed in partnership with consumers and generally reflected detailed care requirements. Client advisors were familiar with care needs and risks to the consumers’ health and wellbeing and undertake ongoing monitoring of consumers.

However, for one consumer who receives a level 4 home care package and who takes a large role in the management of their package, the Assessment Team identified that, while that consumers care plan outlined a detailed task list, there were no notes or feedback from care workers as to care and services being delivered or if they have noted any issues concerns or issues for the consumer. The Assessment team reported that management discussed the monitoring of self-managed packages, and stated that they would review and implement processes to monitor self-managed packages in the future.

In its response the approved provider gave clarity to some aspects of the Assessment Team’s findings about that consumer, and provided information about its engagement and the engagement of others, including external agencies, allied health professionals and medical officers with the consumer, and regular in-home care visits from itself and others. It detailed the measures it had taken to support the consumer’s independence. However, it acknowledged that the lack of notes or other recorded feedback for that consumer was identified as an area for improvement and detailed the measures it had or would put in place.

I accept that the approved provider had various mechanisms in place to monitor that consumers care, but I am not satisfied it sufficiently captured information to effectively inform care planning and assessment for that consumer, including in relation to current or emerging risks. While I acknowledge the improvements identified and the approved providers engagement with this issue matters, I find that at the time of the Quality Audit the approved provider was Not compliant with this requirement in relation to Home care packages 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 Not Applicable

### 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

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 as falls, pressure injuries, wounds and post hospitalisation delirium. The risk identified is not consistently documented and a new assessment document is being implemented to capture and document this information.

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 palliative care services when a need is identified.

The service has a range of processes in place for consumers and staff to report change 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 how care workers and nursing staff maintain a good standard of infection control including the ongoing use of personal protective equipment in the home.

When there are changes in consumers care needs relevant referrals are sent to a variety of services including allied health services such as occupational therapists, physiotherapists, dietitians and nursing services.

The service has processes in place to minimise infection related risks. Staff are provided with personal protective equipment; care workers ask screening questions prior to entering a consumer’s home and the organisation has developed a COVID-19 safe plan.

The Quality Standard for the Home care packages services is assessed as Compliant as 7 of the 7 specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services is Not-applicable and has not been assessed.

**Assessment of Standard 3 Requirements**

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

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(b) | HCP | Compliant |
|  | CHSP | Not Applicable |

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(c) | HCP | Compliant |
|  | CHSP | Not Applicable |

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(d) | HCP | Compliant |
|  | CHSP | Not Applicable |

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(e) | HCP | Compliant |
|  | CHSP | Not Applicable |

*Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(f) | HCP | Compliant |
|  | CHSP | Not Applicable |

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

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

*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

The organisation demonstrated that consumers are receiving effective supports for daily living. Staff showed 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 used to guide others responsible for the shared care of the consumer.

Most consumers/representatives felt the service enabled the consumer to do the things they wanted to do and that they participate in the community by themselves and/or with the support of their HCP or CHSP funding.

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

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.

The Quality Standard for the Home care packages services is assessed as Compliant as 6 of the 6 applicable requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as 5 of the 5 applicable requirements have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

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

*Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.*

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

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

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

*Services and supports for daily living assist each consumer to:*

1. *participate in their community within and outside the organisation’s service environment; and*
2. *have social and personal relationships; and*
3. *do the things of interest to them.*

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

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP | Not Applicable |
|  | 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.

# 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

Consumers/representatives demonstrated an awareness of how to raise a concern with the organisation and commented that actions would be taken in response and of external avenues and supports available for them to raise concerns and resolve complaints.

Complaints and feedback are monitored through meetings, logged in the complaints register and any identified improvements are in the plan for continuous improvement. The complaints register detail information on the complaint raised and follow up.

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

The organisation has an open disclosure policy and procedure.

The Quality Standard for the Home care packages services is assessed as Compliant as 4 of the 4 specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as 4 of the 4 specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

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

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

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

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

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

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

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

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

# STANDARD 7 Human resources

# HCP Compliant CHSP Compliant

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

Consumers and representatives stated that Care workers are kind and caring.

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

Staff, including Care workers described how they perform effectively in the role. Staff discussed initial orientation, processes, staff meetings and training processes.

Management discussed supervision and annual performance of their care manager, Care workers and administration staff.

The service has an ongoing recruitment process and subcontracted 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.

The Quality Standard for the Home care packages services is assessed as Compliant as 5 of the 5 specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as 5 of the 5 specific requirements have been assessed as Compliant.

## Assessment of Standard 7 Requirements

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

*The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.*

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

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

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

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

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

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

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

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

# STANDARD 8 Organisational governance

# HCP Compliant CHSP Compliant

### Consumer outcome:

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

### Organisation statement:

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

## Assessment of Standard 8

Consumers/representatives interviewed stated, and documentation confirmed, that 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. 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. 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. Complaints and incidents are reviewed by management and an open disclosure process is undertaken to resolve the issues.

The Quality Standard for the Home care packages services is assessed as Compliant as 5 of the 5 specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as 5 of the 5 specific requirements have been assessed as Compliant.

## Assessment of Standard 8 Requirements

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

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

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

*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

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| 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.*

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| 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.*

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| 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

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.

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| Requirement 2(3)(a) |  |  |
|  |  |  |

*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.*

* Ensure that assessment and planning includes the consideration of risks to the consumer’s health and well-being and informs the delivery of safe and effective care and services, including but not limited to sufficiently capturing information about care provided to and observations of that consumer, to effectively inform care planning and assessment, including in relation to current or emerging risks, and particularly for consumers who take a large role in the management of their package.