Uniting Communities - PROSPECT

Performance Report

332 Regency Road   
PROSPECT SA 5082  
Phone number: (08) 8202 5900

**Commission ID:** 600045

**Provider name:** Uniting Communities Incorporated

**Quality Audit date:** 14 January 2022 to 18 January 2022

**Date of Performance Report:** 3 March 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

**CHSP:**

* Allied Health and Therapy Services, 4-7XL7DV2, 332 Regency Road, PROSPECT SA 5082
* CHSP Transport, 4-7XMIIHZ, 332 Regency Road, PROSPECT SA 5082

# The organisation provides Commonwealth Home Support Programme (CHSP) services from the location at Uniting Communities – Prospect but does not provide Home Care Package (HCP) services from that location. Accordingly HCP was not assessed.

# Overall assessment of Service/s

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Standard 4 Services and supports for daily living | | | | |
|  | | HCP | Not Assessed | |
|  | | CHSP | Compliant | |
| Requirement 4(3)(a) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 4(3)(b) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 4(3)(c) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 4(3)(d) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 4(3)(e) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 4(3)(f) | HCP | | Not Assessed |
|  | CHSP | | Not Assessed |
| Requirement 4(3)(g) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Standard 5 Organisation’s service environment | | | | |
|  | | HCP | Not Assessed | |
|  | | CHSP | Compliant | |
| Requirement 5(3)(a) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 5(3)(b) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 5(3)(c) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Standard 6 Feedback and complaints | | HCP | Not Assessed | |
|  | | CHSP | Compliant | |
| Requirement 6(3)(a) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 6(3)(b) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 6(3)(c) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 6(3)(d) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Standard 7 Human resources | | HCP | Not Assessed | |
|  | | CHSP | Compliant | |
| Requirement 7(3)(a) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 7(3)(b) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 7(3)(c) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 7(3)(d) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 7(3)(e) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Standard 8 Organisational governance | | HCP | Not Assessed | |
|  | | CHSP | Compliant | |
| Requirement 8(3)(a) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 8(3)(b) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 8(3)(c) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 8(3)(d) | HCP | | Not Assessed |
|  | CHSP | | Compliant |
| Requirement 8(3)(e) | HCP | | Not Assessed |
|  | 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.

# STANDARD 1 Consumer dignity and choice

# HCP Not Assessed CHSP Compliant

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

This Quality Standard for Commonwealth Home Support Programme service is assessed as Compliant as all the individual Requirements of the Standard have been assessed as Compliant.

Overall consumers and representatives interviewed considered consumers are treated with dignity and respect, can maintain their identity, make informed choices about their care and services and live the life they choose. Consumers and representatives said that consumers are encouraged to do things for themselves, and that staff know what is important to them. Consumers and representatives said that they feel the consumer’s personal privacy is respected and their personal information is kept confidential.

The service demonstrated that therapy services are culturally safe, and that each consumer is supported to exercise choice and decisions about their care, including when others should be involved, and maintain relationships. Each consumer is supported to take risks to enable them to live the best life they can, and staff could describe the process and showed familiarity with choices consumers had made.

**Assessment of Standard 1 Requirements**

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

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

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

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

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

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

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

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

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

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

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

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

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

# STANDARD 2 Ongoing assessment and planning with consumers

# HCP Not Assessed CHSP 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 Commonwealth Home Support Programme service is assessed as Compliant as all the individual Requirements of the Standard have been assessed as Compliant.

The service demonstrated initial and ongoing assessment and planning for services are undertaken in partnership with consumers and/or representatives. Sampled consumers and/or representatives considered they are partners in initial assessment and planning on commencement of services and on an ongoing basis.

Care planning documents demonstrated consumers are assessed during the onboarding process, and their health, condition, wellbeing and risks are identified and assessed. Care planning is based on partnership with consumers and/or their representative, and includes their needs, short and long term goals and preferences for delivery of services.

Consumers and/or representatives interviewed confirmed the outcomes of assessment and planning had been communicated to them.

The service has policies and processes to guide staff in relation to assessment and planning. Care and services are reviewed at least annually and as needed.

Staff interviewed were knowledgeable about assessment, care planning and review processes, and confirmed care planning documents are readily accessible. Staff interviewed showed knowledge about consumers’ needs, goals and risks.

The service was able to demonstrate care and services are reviewed regularly, and when circumstances change or when incidents impact on the consumers’ needs, goals or preferences.

**Assessment of Standard 2 Requirements**

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

*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 | Not Assessed |
|  | 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 | Not Assessed |
|  | 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 Not Assessed 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 Commonwealth Home Support Programme service is assessed as Compliant as all the individual Requirements of the Standard have been assessed as Compliant.

The service demonstrated that consumers receive safe and effective Allied Health related care and services, in accordance with the consumer’s needs, goals and preferences to optimise their health and well-being. Sampled consumers considered that they receive care and services that is safe and right for them and they have access to other health professionals when they need it.

Staff and management demonstrated understanding of high impact and high prevalence risks and provided examples of consumers’ individual risks and management strategies.

While management advised end of life and/or palliative care are not part of the service’s offering under the Commonwealth Home Support Programme funding, the service was able to demonstrate they have processes in place to support the needs, goals and preferences of consumers nearing the end of life to maximise their comfort and preserve their dignity, with processes in place to identify and refer consumers nearing end of life if required.

Consumers and/or representatives interviewed advised the service would respond to consumers’ change or deterioration if appropriate. Staff and management described how the service identify and respond to changes in the condition of consumers.

Allied health services are reviewed regularly, at least annually and as required when consumer’s condition changes. Care planning documents are developed in consultation with consumers and/or representatives, including their needs, short- and long-term goals and preferences in relation to the allied health services they receive. Information about consumers’ care planning is communicated with consumers and those responsible for care and services provision.

Staff and management demonstrated consumers are referred to other health professionals or organisations in a timely and appropriate manner.

The service has systems and processes to maintain appropriate infection prevention and control and minimise the risk of COVID-19.

**Assessment of Standard 3 Requirements**

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

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

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

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

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

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

This Quality Standard for Commonwealth Home Support Programme service is assessed as Compliant as all the individual Requirements of the Standard have been assessed as Compliant.

The service demonstrated that consumers receive safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life. Sampled consumers considered that they receive services for daily living that optimises their independence, wellbeing and quality of life, and that enable them to participate in the community and have social relationships.

Care planning documents are developed in consultation with consumers and/or representatives, and are informed by their needs, short- and long-term goals, and preferences related to the services of daily living they receive. Information about consumers’ care planning is communicated with those responsible for service provision.

Services and supports for daily living provided by the service include transport and equipment. Through the provision of allied health services such as group physiotherapy exercise and transport to the allied health clinic, the service promotes consumer’s emotional and psychological well-being, and support them participate in their community, have social relationships and do things of interest to them.

Staff and management demonstrated consumers are referred to other health professionals or organisations in a timely and appropriate manner.

Staff and management described equipment provided to consumers, for example, home modification safety equipment.

**Assessment of Standard 4 Requirements**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

# STANDARD 5 Organisation’s service environment

# HCP Not Assessed CHSP Compliant

### 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

This Quality Standard for Commonwealth Home Support Programme service is assessed as Compliant as all the individual Requirements of the Standard have been assessed as Compliant.

Consumers sampled confirmed they feel welcome and safe at the Allied health clinic, which is clean and well maintained.

Staff and management described processes to ensure the service environment and equipment are clean, safe and maintained, including to minimise the risk of infections. They advised the service has reactive and preventative maintenance processes, and documents viewed showed the service has these processes in place to ensure the service environment and equipment is safe, clean and maintained.

Observations of the service environment showed it was welcoming, clean and well maintained. The service’s processes to minimise the risk of infections include regular cleaning, mandatory masks, social distancing and health related screening of visitors.

## Assessment of Standard 5 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) | HCP | Not Assessed |
|  | CHSP | Compliant |

*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 Assessed |
|  | CHSP | Compliant |

*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 Assessed |
|  | CHSP | Compliant |

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# STANDARD 6 Feedback and complaints

# HCP Not Assessed CHSP Compliant

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

This Quality Standard for 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 confirmed they feel safe, encouraged and supported to give feedback and make complaints. Consumers and representatives are given information regarding access to advocacy, language services, and methods of raising complaints both internally and externally.

Management discussed processes to ensure consumers are made aware of other methods for raising and resolving complaints and have access to advocates and language services if required. Management described the service’s processes for managing complaints and how the service records, acts and analyses complaints to inform systemic improvements.

The Complaints Register viewed by the Assessment Team show consumers and representatives are supported and can access feedback mechanisms. The service demonstrated open disclosure principles are used as part of the complaint management process.

Feedback received through internal audits and consumer surveys are analysed and actions are captured onto the Continuous Improvement Plan which is monitored to ensure implementation and review of long-term initiatives.

## Assessment of Standard 6 Requirements

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

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

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

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

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

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

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

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

# STANDARD 7 Human resources

# HCP Not Assessed CHSP Compliant

### Consumer outcome:

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

### Organisation statement:

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

## Assessment of Standard 7

This Quality Standard for Commonwealth Home Support Programme service is assessed as Compliant as all the individual Requirements of the Standard have been assessed as Compliant.

The service demonstrated that the workforce is planned, with sufficient qualified staff to enable the delivery and management of safe, quality care and services. Consumers and representatives interviewed confirmed that they think there are adequate staff and reported consistent staff members are allocated to deliver services. Consumers and representatives considered that consumers receive quality services when they need them and from people who are kind, capable and caring.

The service demonstrated that the workforce receives ongoing support, training, professional development and feedback to meet the needs of aged care consumers and deliver the outcomes of the Quality Standards.

The service has human resources and related policies to guide management in initial selection and the onboarding process.

The service demonstrated they regularly assess, monitor and review the performance of each member of the workforce through an effective human resources system. The service demonstrated they regularly evaluate how staff are performing their role, including volunteers.

## Assessment of Standard 7 Requirements

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

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

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

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

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

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

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

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

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

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

# STANDARD 8 Organisational governance

# HCP Not Assessed CHSP 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 Commonwealth Home Support Programme service is assessed as Compliant as all the individual Requirements of the Standard have been assessed as Compliant.

Consumers have input into the service through several feedback mechanisms that includes the consumer and representative surveys, informal and formal feedback, and the treatment plan process. Consumers confirmed they are satisfied they receive safe and quality therapy services and are confident in the management of the service.

The service’s governing body are accountable for the delivery of safe and quality care and services. The governance system is based on systems that regularly report key information from the service to the governing body and systems to review this information and provide directives to the service’s management and staff.

The service was able to demonstrate effective organisation wide governance systems relating to information management, continuous improvement, financial governance, feedback and complaints, regulatory compliance and workforce governance.

The service has effective governance systems, effective risk management systems and a clinical governance framework.

## Assessment of Standard 8 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | HCP | Not Assessed |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(b) | HCP | Not Assessed |
|  | CHSP | Compliant |

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

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| Requirement 8(3)(c) | HCP | Not Assessed |
|  | 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 | Not Assessed |
|  | CHSP | Compliant |

*Effective risk management systems and practices, including but not limited to the following:*

1. *managing high impact or high prevalence risks associated with the care of consumers;*
2. *identifying and responding to abuse and neglect of consumers;*
3. *supporting consumers to live the best life they can*
4. *managing and preventing incidents, including the use of an incident management system.*

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| Requirement 8(3)(e) | HCP | Not Assessed |
|  | 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.