Vasey RSL Care Community Services (East)

Performance Report

172 Burwood Road   
HAWTHORN VIC 3122  
Phone number: 03 9810 5500

ID: 300159

Name: Vasey RSL Care Ltd

**Quality Audit date:** 25 November 2021 to 26 November 2021

**Date of Performance Report:** 24 January 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:**

* Vasey RSL Care Community Services (West), 26446, 172 Burwood Road, HAWTHORN VIC 3122
* Vasey RSL Care Community Services (East), 19005, 172 Burwood Road, HAWTHORN VIC 3122
* Vasey RSL Care Community Services (North), 19006, 172 Burwood Road, HAWTHORN VIC 3122
* Vasey RSL Care Community Services (South), 19007, 85 Overport Road, FRANKSTON VIC 3199

# Overall assessment of Service/s

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Standard 1 Consumer dignity and choice | | | HCP | Compliant | | |
|  | | | CHSP | Not Applicable | | |
| Requirement 1(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Not Applicable |
| Requirement 1(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Not Applicable |
| Requirement 1(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Not Applicable |
| Requirement 1(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Not Applicable |
| Requirement 1(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Not Applicable |
| Requirement 1(3)(f) | | HCP | | | Compliant |
|  | | CHSP | | | Not Applicable |
| Standard 2 Ongoing assessment and planning with consumers | | | | | | |
|  | | | HCP | Compliant | | |
|  | | | CHSP | Not Applicable | | |
| Requirement 2(3)(a) | HCP | | Compliant | |
|  | CHSP | | Not Applicable | |
| Requirement 2(3)(b) | HCP | | Compliant | |
|  | CHSP | | Not Applicable | |
| Requirement 2(3)(c) | HCP | | Compliant | |
|  | CHSP | | Not Applicable | |
| Requirement 2(3)(d) | HCP | | Compliant | |
|  | CHSP | | Not Applicable | |
| Requirement 2(3)(e) | HCP | | Compliant | |
|  | CHSP | | Not Applicable | |
| 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 | Non-Compliant | |
|  | | CHSP | Not Applicable | |
| Requirement 4(3)(a) | HCP | | Compliant |
|  | CHSP | | Not Applicable |
| Requirement 4(3)(b) | HCP | | Compliant |
|  | CHSP | | Not Applicable |
| Requirement 4(3)(c) | HCP | | Compliant |
|  | CHSP | | Not Applicable |
| Requirement 4(3)(d) | HCP | | Non-Compliant |
|  | CHSP | | Not Applicable |
| Requirement 4(3)(e) | HCP | | Compliant |
|  | CHSP | | Not Applicable |
| 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 | Not Applicable | |
| Requirement 6(3)(a) | HCP | | Compliant |
|  | CHSP | | Not Applicable |
| Requirement 6(3)(b) | HCP | | Compliant |
|  | CHSP | | Not Applicable |
| Requirement 6(3)(c) | HCP | | Compliant |
|  | CHSP | | Not Applicable |
| Requirement 6(3)(d) | HCP | | Compliant |
|  | CHSP | | Not Applicable |
| Standard 7 Human resources | | HCP | Compliant | |
|  | | CHSP | Not Applicable | |
| Requirement 7(3)(a) | HCP | | Compliant |
|  | CHSP | | Not Applicable |
| Requirement 7(3)(b) | HCP | | Compliant |
|  | CHSP | | Not Applicable |
| Requirement 7(3)(c) | HCP | | Compliant |
|  | CHSP | | Not Applicable |
| Requirement 7(3)(d) | HCP | | Compliant |
|  | CHSP | | Not Applicable |
| Requirement 7(3)(e) | HCP | | Compliant |
|  | CHSP | | Not Applicable |
| Standard 8 Organisational governance | | HCP | Compliant | |
|  | | CHSP | Not Applicable | |
| Requirement 8(3)(a) | HCP | | Compliant |
|  | CHSP | | Not Applicable |
| Requirement 8(3)(b) | HCP | | Compliant |
|  | CHSP | | Not Applicable |
| Requirement 8(3)(c) | HCP | | Compliant |
|  | CHSP | | Not Applicable |
| Requirement 8(3)(d) | HCP | | Compliant |
|  | CHSP | | Not Applicable |
| Requirement 8(3)(e) | HCP | | Compliant |
|  | CHSP | | Not Applicable |

# 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 provider’s response to the Quality Audit report received 13 January 2022.

# STANDARD 1 Consumer dignity and choice

# HCP Compliant CHSP Not Applicable

### 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

All consumers and representatives interviewed said they are treated with dignity and respect. Consumers described how they can make choices for themselves about the care and services they receive and who is involved in their care. Consumers are supported to make decisions about the risks they wish to take, and staff ensure safety measures are in place to support consumers can live the best life they can.

Consumers and representatives said they receive information to enable them to make decisions about their home care package and information is delivered in a way that is easy to understand.

Care workers are familiar with consumers’ individual cultural needs and provide care to support these needs. Some consumer documentation reflected individualised preferences and a commitment to cultural safety. Care workers described how they support consumers to maintain their privacy and dignity.

Interviews were held with consumers’ representatives, care advisors, coordinators, management and subcontracted care workers. Documentation including care assessment, care planning and file notes were reviewed.

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

**Assessment of Standard 1 Requirements**

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

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

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

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

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

*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 | Not Applicable |

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

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

*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 | Not Applicable |

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

# STANDARD 2 Ongoing assessment and planning with consumers

# HCP Compliant CHSP Not Applicable

### 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 and representatives said they get the care and services they need and are satisfied with the care and services delivered by staff. All confirmed taking 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. The majority of consumers and representatives said they receive a copy of their care plan. While care advisors said a copy is available in the consumer’s home, no care workers interviewed recalled seeing a care plan however, were familiar with consumers’ care needs.

Consumers and representatives said the services they receive are regularly reviewed. Care advisors discussed the frequency of reviews dependent on the home care package level and changes in the consumer’s need.

The service has self-identified collection of assessment and risk information could be strengthened. Improvements are underway and include a recent introduction of a risk and vulnerability tool. Care documentation generally reflected regular contact with consumers when a change or an incident impacted on the needs, goals or preferences of the consumer.

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

**Assessment of Standard 2 Requirements**

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

*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 | Not Applicable |

*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 | Not Applicable |

*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 | Not Applicable |

*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 | Not Applicable |

*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 and 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. A risk and vulnerability tool has been introduced to aid the identification of consumers at risk and initiate actions to mitigate further risks to the consumer. Care advisors have received education on assessment and planning with a focus on risk identification.

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.

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 and representatives said staff and care advisors maintain a good standard of infection control including the ongoing use of personal protective equipment in the home. The service discussed regular contact during the pandemic contacting consumers weekly and following COVID-19 vaccinations to check on the welfare of the consumer.

The Quality Standard for the Home care packages service is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant

**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 Non-Compliant CHSP Not Applicable

### Consumer outcome:

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

### Organisation statement:

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

## Assessment of Standard 4

Consumers and representatives provided feedback about how consumers are supported to maintain their independence and do the things they want to do. All consumers and representatives interviewed expressed satisfaction with the emotional support consumers receive from staff. They also gave examples of consumers pursuing activities of interest to them, maintaining relationships and stay involved in their community.

The service demonstrated appropriate referrals occur for consumers to other organisations where they are better placed to support the consumer’s social life and wellbeing.

Staff demonstrated a good understanding of individual consumers The Assessment Team reviewed care planning

Information about each consumer’s needs and preferences relating to supports for daily living are not consistently detailed in care plans and in general care plans sampled included little information regarding consumers’ interests, current or past or what is important to them regarding supports for daily living. Not all consumers have the capacity, communication ability or have representatives to discuss care needs with care workers.

The service’s auditing processes have not identified why information collected from consumers in relation to supports for daily living is not shared with others responsible for the care of consumers.

The Quality Standard for the Home care packages service is assessed as Non- Compliant as one of the seven specific requirements have been assessed as Non-Compliant.

**Assessment of Standard 4 Requirements**

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

*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 | Not Applicable |

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

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

*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 | Non-Compliant |
|  | CHSP | Not Applicable |

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

The Assessment Team found information about consumers’ needs and preferences relating to supports for daily living are not consistently detailed in care plans and other related care documentation. In general care plans sampled included little information regarding consumers’ interests, current or past or what is important to them regarding supports for daily living. When care planning documents did include detail, this information was not necessarily transferred to the service provider request forms and used to guide others responsible for the shared care of the consumer.

While staff could discuss the supports they provide to consumers this is reliant on the care worker’s familiarity with the consumer gained from home visits, rather than information provided by the consumer to the service. Not all consumers have the capacity, communication ability or have representatives to discuss care needs with care workers.

The approved provider’s response states that initial assessments with all consumers elicits information about their lives including social groups or activities and family or friends that provide support as well as any hobbies or interests. This starts an ongoing discussion with the consumer about assistance to meet their goals and preferences with their choices about what is most important to them being respected. However, given the turnover of consumers in a calendar year and the past two years of Government imposed COVID-19 restrictions, information being provided to service providers and carers around social outings and interactions has been limited as it has not been relevant to the provision of services in the pandemic.

The approved provider outlines that they have strengthened the information being provided to service providers and carers and this information is also now included in the care plan that is available in the consumer’s home.

Based on the evidence summarised above the approved provider does not comply with this Requirement. The reasons for not capturing the information as set out by the approved provider are not persuasive and do not address the concern the Assessment Team set out that not all consumers have the capacity, communication ability or have representatives to discuss care needs with care workers. A lack of documented information impacts on these more vulnerable consumers.

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

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

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

This Standard does not apply to this organisation as it does not operate a location where consumers go to have services provided.

## 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.*

Not applicable.

|  |  |  |
| --- | --- | --- |
| 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.*

Not applicable.

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

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

Not Applicable.

# STANDARD 6 Feedback and complaints

# HCP Compliant CHSP Not Applicable

### Consumer outcome:

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

### Organisation statement:

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

## Assessment of Standard 6

Consumers and 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.

Staff described, and documentation indicated responsiveness to feedback and an open disclosure approach is used.

Complaints are logged in the feedback and complaints register, reviewed through audits and escalated to the particular area for actioning. Management undertake trending of investigated complaints.

Management advised training is provided to all inhouse staff on how to respond to and record complaints and ensure an open disclosure approach. The service has self-identified that not all feedback and complaints is captured due to the issues being resolved at point of contact.

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

## Assessment of Standard 6 Requirements

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

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

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

*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 | Not Applicable |

*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 | Not Applicable |

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

# STANDARD 7 Human resources

# HCP Compliant CHSP Not Applicable

### 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 indicated care advisors and coordinators are available most of the time when they contact the office and care workers attend as scheduled. Consumers and representatives commented that all staff are kind and caring. All direct care services are delivered by subcontracted service providers.

Care advisors and care coordinators are familiar with consumers and spoke about them in a respectful way. Most consumers and 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, mandatory training and consumer case conferencing.

Management discussed supervision and annual performance of their care advisors, care coordinators and administration staff.

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

## Assessment of Standard 7 Requirements

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

*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 | Not Applicable |

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

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

*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 | Not Applicable |

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

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

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

# STANDARD 8 Organisational governance

# HCP Compliant CHSP Not Applicable

### 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 and representatives are encouraged to participate in the development, delivery and evaluation of care and services in consultation with the service.

The service demonstrated that the organisation’s governing body promotes a culture of safe, inclusive, quality care and services and is accountable for their delivery. A quality ‘excellent care’ framework has been implemented that ensures the Board and various committees receive monthly reports on significant incidents, including clinical care data relating to the safety of consumers.

The service has organisational wide governance systems to monitor processes such as information systems, regulatory compliance, financial management, workforce governance, feedback and complaints. The Board, management and subcommittees monitor and implement processes to provide safe care and service delivery to consumers under the home care package program.

The organisation has a risk framework for identifying high impact and high prevalence risks. Management discussed the processes to ensure action is taken and consumers are supported to live the best life they can.

All clinical care for consumers is provided by subcontracted nursing, allied health services and medical practitioners. 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.

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

## Assessment of Standard 8 Requirements

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

*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 | Not Applicable |

*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 | Not Applicable |

*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 | Not Applicable |

*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 | Not Applicable |

*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.*

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# 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.

Make improvements to comply with Requirement 4(3)(d)

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

* Ensure initial assessments capture information relevant to Standard 4(3)(d) consistently.
* Monitor that information to support the consumer’s quality of life is shared where care is subcontracted.
* Seek the input of staff, consumers and others about the level of information shared so that consumers do not have to repeat information to individuals delivering care and services unnecessarily.
* Audit any planned improvements in Requirement 4(3)(d) to ensure that they become embedded in day to day practice.