White Oak Home Care Services

Performance Report

3/65 Grand Boulevard   
JOONDALUP WA 6027  
Phone number: 08 9301 0299

**Commission ID:** 500030

**Provider name:** White Oak Home Care Services Pty Ltd

**Quality Audit date:** 8 February 2022 to 10 February 2022

**Date of Performance Report:** 25 March 2022

# Performance report prepared by

C Athanasiou, 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:**

* White Oak Home Care Services, 19393, 3/65 Grand Boulevard, JOONDALUP WA 6027
* White Oak CACP East, 19274, 3/65 Grand Boulevard, JOONDALUP WA 6027

**CHSP:**

* Flexible Respite - Care Relationships and Carer Support, 4-89F6CB0, 3/65 Grand Boulevard, JOONDALUP WA 6027
* Home Modifications, 4-G4Z1APU, 3/65 Grand Boulevard, JOONDALUP WA 6027

# Overall assessment of Service/s

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Standard 1 Consumer dignity and choice | | | HCP | Compliant | | |
|  | | | CHSP | Compliant | | |
| Requirement 1(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(f) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Standard 2 Ongoing assessment and planning with consumers | | | | | | |
|  | | | HCP | Compliant | | |
|  | | | CHSP | Compliant | | |
| Requirement 2(3)(a) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(b) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(c) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(d) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(e) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Standard 3 Personal care and clinical care | | | HCP | Compliant | | |
|  | | | CHSP | Compliant | | |
| Requirement 3(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(f) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(g) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Standard 4 Services and supports for daily living | | | | | | |
|  | | | HCP | Compliant | | |
|  | | | CHSP | Compliant | | |
| Requirement 4(3)(a) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(b) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(c) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(d) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(e) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(f) | HCP | | Not assessed | |
|  | CHSP | | Not assessed | |
| Requirement 4(3)(g) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Standard 5 Organisation’s service environment | | | | | | |
|  | | | HCP | Not Assessed | | |
|  | | | CHSP | Not assessed | | |
| Requirement 5(3)(a) | HCP | | Not Assessed | |
|  | CHSP | | Not Assessed | |
| Requirement 5(3)(b) | HCP | | Not Assessed | |
|  | CHSP | | Not Assessed | |
| Requirement 5(3)(c) | HCP | | Not Assessed | |
|  | CHSP | | Not Assessed | |
| 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

# 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 and representatives were satisfied that they are provided respect and dignity and that their identity and diversity is valued. Where this has not been provided consumers said this has been addressed and changes were made to staffing.

Consumers said their services are culturally safe and staff know them. Consumers and representatives agreed they are part of the decisions made about care and services and can nominate others to support decisions about their care.

Consumers stated they are supported to maintain their independence and take risks which have been discussed and where possible strategies put in place to manage the risk.

Consumers and representatives said they are provided timely information and feel their privacy and confidentiality is maintained.

Staff demonstrated their awareness of what it means to provide respect and culturally safe care. Staff complete initial and annual education for this standard.

Consumer care plans sampled reflected what is important to the consumer, how a service will be delivered, where risk is identified and mitigated and how the consumer will be part of the decision making about their care and services.

The service has policies to support staff in understanding choice, dignity, where risk is identified and decision making as part of care planning assessments.

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

The Quality Standard for the Commonwealth home support programme services are 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 | Compliant |

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

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

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

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

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

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

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

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

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

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

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

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

# STANDARD 2 Ongoing assessment and planning with consumers

# HCP Compliant CHSP Compliant

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

Consumers confirmed that they feel like partners in the ongoing assessment and planning of their care and services. Consumers and representatives interviewed confirmed:

* They were informed of the outcome of the assessment and planning process, and representatives are invited to meet with clinical staff following the development of the consumer’s care plan to ensure the consumers’ needs and preferences have been captured.
* They are provided an opportunity to share their goals and preferences and this information is included in the care plan.
* They can discuss their specific care needs or preferences with staff at any time and changes to the care plan reflect this.

The service has processes in place to ensure there is comprehensive assessment and planning for consumers. The service involves the consumer and as appropriate the representative, in the assessing and planning of the care and services to be provided to the consumer. Staff are encouraged to involve consumers in making decisions about care and services aiming to improve the consumer’s health and well-being.

The assessment and care planning processes include, information gathered from a variety of sources such as external services, and allied health services that may have been involved in caring for the consumer with the focus being on providing care and services that focus on optimising the health and well-being of the consumer in accordance with their needs, goals and preferences. Care and services are reviewed annually or when there is a change to care needs for the consumer.

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

The Quality Standard for the Commonwealth home support programme services are 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 | Compliant |

*Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.*

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

*Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.*

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

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

*The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.*

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

*Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.*

# STANDARD 3 Personal care and clinical care

# HCP Compliant CHSP Compliant

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

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

## Assessment of Standard 3

Consumers and representatives interviewed consider that they receive personal care and clinical care that is safe and right for them.

For example:

* Consumers and representatives interviewed confirmed they are provided timely personal and clinical care that is safe and provided in the manner they have requested.
* Consumers and representatives confirmed they have access to appropriate clinical and other specialists to manage their complex health needs including when there has been an incident affecting them.
* Consumers and representatives reported they see other health specialists, including an occupational therapist or podiatrist.

Documentation review and interviews confirm there is regular assessment and planning of each consumer’s clinical and personal care. Care plans are updated following an incident or decline in health and referrals are made to individuals, other organisations and providers of other care and services as required.

The organisation has policies and procedures that support the workforce to deliver best practice care that meets the consumer’s needs and optimises health and well-being.

Clinical and care staff described individual consumer’s needs and preferences, and how they are informed of changes to each consumer’s care. Staff also identified high prevalence risks for individual consumers and strategies in place to minimise these risks.

The organisation has a policy and procedure around the deterioration of a consumer’s mental health, cognitive or physical function ensuring it is recognised and responded to in a timely manner.

The organisation continues to review its precautions to prevent and control infection at the service considering the current COVID-19 pandemic. This includes asking all consumers a series of questions before entering their home, ensuring staff are aware of effective infection prevention and control activities and maintaining and updating a pandemic management plan.

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

The Quality Standard for the Commonwealth home support programme services are 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 | Compliant |

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

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

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

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

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

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

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

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

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

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

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

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

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

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

# STANDARD 4 Services and supports for daily living

# HCP Compliant CHSP Compliant

### Consumer outcome:

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

### Organisation statement:

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

## Assessment of Standard 4

Consumers and representatives interviewed considered that they get the services and supports for daily living that are important for their health and well-being and that enable them to do the things they want to do.

Consumers provided examples including, how they are supported to continue their interest in participating in local community activities including attending the local community centre to participate in the exercise groups or to attend church.

Staff demonstrated how they provided meaningful activity, ensured consumers were safe and understood how the connection to their culture is important for consumers receiving services.

The staff at the service were able to demonstrate they understand the emotional, spiritual and psychological well-being of the consumers.

The management team were able to provide examples of how they work with other providers and organisations and share information and make referrals as appropriate, to support the consumer’s participation in the community.

The service provides consumers with appropriately assessed equipment which is maintained. Consumers confirmed they are satisfied with equipment provided.

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

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

The service did not assess the provider’s performance against Standard 4 Requirement (3)(f) as the service does not provide meals.

**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 assessed |
|  | CHSP | Not assessed |

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

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

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

# STANDARD 5 Organisation’s service environment

# HCP Not Assessed CHSP Not Assessed

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

The Quality Standard for the Home care packages service and the Quality Standard for the Commonwealth home support programme services were not assessed during this Assessment. Consumers are not provided services where they are delivered at a centre run by the service.

## Assessment of Standard 5 Requirements

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

*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 | Not Assessed |

*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 | Not Assessed |

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

**STANDARD 6 Feedback and complaints**

# HCP Compliant CHSP Compliant

### Consumer outcome:

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

### Organisation statement:

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

## Assessment of Standard 6

Consumers and their representatives said they are provided opportunities to provide feedback and make a complaint.

Consumers and representatives said they feel comfortable to provide feedback or make a complaint.

The service provides information on providing feedback through service information, at review and when discussing changes to care and services. The service also provides information on external complaints mechanisms and advocacy services.

The service collates feedback and complaints and trends complaints to inform practice improvement. Review of the continuous improvement register and interview with management showed there has been action taken to resolve complaints including where there are concerns around communication and rostering of consistent support staff.

The service has policy and process which guides staff on the timeframes and escalation of complaints. An open disclosure approach is used to resolve complaints.

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

The Quality Standard for the Commonwealth home support programme services are assessed 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 | 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

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

Most consumers and their representatives are satisfied with the staff provided. Where concern was raised it was due to changes in consistency of staff which management acknowledged was an ongoing challenge due to staff resigning and having to take unplanned leave during the COVID19 pandemic period. The service demonstrated it is working to resolve the concerns raised about consistency of staff.

Management advised recruitment of staff is challenging due to lack of applicants for vacant roles but confirmed they have been able to fill most vacant shifts with staff flexibility and agreement to increased hours.

Consumers and representatives said staff are respectful, kind and caring. Where this may not have happened, the service provides timely changes to the satisfaction of the consumer and their representative.

Staff have access to job descriptions which describe their roles, responsibilities and accountabilities.

There are processes to ensure staff are competent and have the skills and knowledge to perform their role. Induction and ongoing training are provided and monitored through observation of practise, feedback from consumers and representatives and, tracking to ensure all staff are completing directed training.

Performance management is implemented where staff are not meeting the responsibility and accountability measures relevant to their role.

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

The Quality Standard for the Commonwealth home support programme services are 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 | 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.*

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|  |  |  |
| --- | --- | --- |
| 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 and representatives said they are engaged in the development, delivery and evaluation of their services.

Staff said the service is well run and they are supported in their roles.

The service has a governing body which is informed and promotes a culture of safe and quality services. The Board and Chief Executive Officer receive reporting on all aspects of the service to inform practice improvement as needed and have key performance indicators in place which the service works towards under these Standards. The Board communicates with all stakeholders including during the current COVID19 pandemic to inform how the service is keeping abreast of changes and how they are being managed.

The service has systems in place to ensure there is policy, processes and reporting structures for information management, continuous improvement, financial reporting, workforce governance, regulatory compliance and feedback and complaints.

The service has processes to identify and understand high impact and high risk for consumers with guidance on strategies to support consumers including to maintain independence and live their best lives. Staff have awareness of elder abuse and incident reporting which is reported and followed up.

The service has a clinical governance framework in place including policies and processes to guide clinical and personal care. The service is regularly updating its COVID19 response and communicating with consumers, representatives and staff. As an identified improvement the service has commenced collating and trending clinical indicators.

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

The Quality Standard for the Commonwealth home support programme services are 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 | Compliant |

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

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

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

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

*Effective organisation wide governance systems relating to the following:*

1. *information management;*
2. *continuous improvement;*
3. *financial governance;*
4. *workforce governance, including the assignment of clear responsibilities and accountabilities;*
5. *regulatory compliance;*
6. *feedback and complaints.*

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

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

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

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

*Where clinical care is provided—a clinical governance framework, including but not limited to the following:*

1. *antimicrobial stewardship;*
2. *minimising the use of restraint;*
3. *open disclosure.*

# Areas for improvement

There are no specific areas identified in which improvements must be made to ensure compliance with the Quality Standards. The provider is however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.