Who Cares? We Care! PTY LTD

Performance Report

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**Commission ID:** 300918

**Provider name:** Who Cares? We Care! Pty Ltd

**Assessment Contact - Site date:** 9 February 2021

**Date of Performance Report:** 15 March 2021

# Publication of report

This Performance Report **may be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

# Overall assessment of this Service

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** | **Non-compliant** |
| Requirement 2(3)(a) | Non-compliant |
| Requirement 2(3)(d) | Non-compliant |
| Requirement 2(3)(e) | Non-compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(g) | Compliant |
| **Standard 8 Organisational governance** | **Non-compliant** |
| Requirement 8(3)(c) | Non-compliant |

# Detailed assessment

This performance report details the Commission’s assessment of the provider’s performance, in relation to the service, 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 Assessment Contact - Site; the Assessment Contact - Site report was informed by a site visit, observations at the service, review of documents and interviews with staff, consumers/representatives and others
* the provider’s response to the Assessment Contact - Site report received 18 February 2021.

# STANDARD 2 NON-COMPLIANTOngoing assessment and planning with consumers

### 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

The service was unable to demonstrate ongoing assessment and planning, that the outcomes of assessment and planning were documented in a care and services plan or that care and services were reviewed regularly or as required.

The Quality Standard is assessed as Non-compliant as three of the three specific requirements assessed have been assessed as Non-compliant. A decision of Non-compliant in one or more requirements results in a decision of Non-compliant for the Quality Standard.

###  Requirement 2(3)(a) Non-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.*

The service could not demonstrate that ongoing assessment and planning had been undertaken for a consumer which considered risks to their health and well-being and informed the delivery of safe and effective care and services. While a basic assessment was undertaken when the consumer first commenced receiving care from this service a number of years earlier, there were no updates or a complete care plan created or implemented. Aspects of the care and services required by the consumer were not considered in care planning documentation.

In its response the service provider stated that the consumer had no concerns about the care and services provided, however it acknowledged the findings of the Assessment Team. It sets out its future plans for the consumer identified.

I find this requirement is Non-Compliant.

### Requirement 2(3)(d) Non-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.*

The service could not demonstrate the outcomes of assessment and planning were effectively communicated to a consumer and documented in a care and services plan that was readily available to the consumer, and where care and services are provided. Although the consumer stated they had a care plan and felt no need for one and stated that when they requested something it was provided, the consumer’s file did not have any assessment or care planning documentation other that an initial assessment when the consumer first commenced receiving care from this service a number of years earlier. Relevant risks to the consumer’s safety, health and well-being were not documented in the care and services plan, including aspects of the care and services required by the consumer. The consumer stated that since the initial assessment they had had periods of hospitalisation.

In its response the service provider stated that the consumer had no concerns about the care and services provided and noted that an original plan was given to the Assessment Team, however it acknowledged the findings of the Assessment Team.

I find this requirement is Non-Compliant.

### Requirement 2(3)(e) Non-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.*

A consumer had not had their services reviewed regularly or when changes or incidents occurred. The service was unable to provide any documented information regarding ongoing assessment, care planning and monitoring. Aspects of the care and services required by the consumer were not recorded in a care and services plan and that plan had not been updated since the consumer first commenced receiving care from this service a number of years earlier. The consumer stated that since the initial assessment they had had periods of hospitalisation.

In its response the service provider stated that the consumer had no concerns about the care and services provided, however it acknowledged the findings of the Assessment Team.

I find this requirement is Non-Compliant.

# STANDARD 3 COMPLIANT Personal care and clinical care

### 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

TheAssessment Team did not assess all requirements of this Standard and therefore an overall compliance rating for the Quality Standard is not provided.

### Requirement 3(3)(g) 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.*

Based on the information provided I find this requirement is Compliant.

# STANDARD 8 NON-COMPLIANTOrganisational governance

### 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

The service was unable to demonstrate an effective organisation wide governance system relating to regulatory compliance.

The Quality Standard is assessed as Non-compliant as the one (1) specific requirement assessed has been assessed as Non-compliant. A decision of Non-compliant in one or more requirements results in a decision of Non-compliant for the Quality Standard.

### Requirement 8(3)(c) Non-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.*

The service was unable to demonstrate an effective organisation wide governance system relating to regulatory compliance. There was no evidence a budget was discussed or a care plan in place to complement that budget. Invoices were paid for services not all of which were demonstrably within guidelines for permitted use of funds. Monthly statements were not itemised and no home care agreement was observed. Management was unable to demonstrate knowledge of the requirements for home care agreements or budgets.

In its response the service provider stated that it could have demonstrated systems and processes, however it did not specifically address the matters identified above or provide additional information or documentation.

I find this requirement is Non-Compliant.

# 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.

# Standard 2

### Requirement 2(3)(a)

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

Ensure that assessment and planning informs the delivery of safe and effective care and services, in particular that a comprehensive care plan is created when services commence, is updated as required and captures all aspects of the care and services required by the consumer including consideration of risks to the consumer’s health and well-being.

### Requirement 2(3)(d)

*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.*

Ensure that the outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that includes consideration of risks to the consumer’s health and well-being.

### Requirement 2(3)(e)

*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.*

Demonstrate that 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 8

### Requirement 8(3)(c)

*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.*

Demonstrateaneffective organisation wide governance system relating to regulatory compliance, which covers but is not limited to creation of budgets and care plans to complement that budget, home care agreements, permitted use of funds and issue of itemised statements.