A picture containing text, invertebrate, centipede, hydrozoan

Description automatically generatedGraphical user interface, text, letter

Description automatically generatedWintringham - General Packages - Southern & Bayside

Performance Report

372 South Road   
MOORABBIN VIC 3189  
Phone number: 03 9376 1122

**Commission ID:** 300121

**Provider name:** Wintringham

**Quality Audit date:** 2 February 2022 to 4 February 2022

**Date of Performance Report:** 9 March 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:**

* Wintringham - Southern Peninsula Level 3, 23176, 372 South Road, MOORABBIN VIC 3189
* Wintringham Inner Southern Community Housing and Support, 22845, 372 South Road, MOORABBIN VIC 3189
* Wintringham - General Packages - Southern & Bayside, 19051, 372 South Road, MOORABBIN VIC 3189
* Wintringham - General Packages - Southern Metro, 19052, 372 South Road, MOORABBIN VIC 3189
* Wintringham Housing Linked Aged Care Packages, 19060, 372 South Road, MOORABBIN VIC 3189
* Wintringham Moorabbin EACH Dementia, 19061, 372 South Road, MOORABBIN VIC 3189

**CHSP:**

* Transport, 4-G4Z1B7R, 372 South Road, MOORABBIN VIC 3189

# 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 | Not Assessed | |
| Requirement 3(3)(a) | HCP | | Compliant |
|  | CHSP | | Not Assessed |
| Requirement 3(3)(b) | HCP | | Compliant |
|  | CHSP | | Not Assessed |
| Requirement 3(3)(c) | HCP | | Compliant |
|  | CHSP | | Not Assessed |
| Requirement 3(3)(d) | HCP | | Compliant |
|  | CHSP | | Not Assessed |
| Requirement 3(3)(e) | HCP | | Compliant |
|  | CHSP | | Not Assessed |
| Requirement 3(3)(f) | HCP | | Compliant |
|  | CHSP | | Not Assessed |
| Requirement 3(3)(g) | HCP | | Compliant |
|  | CHSP | | Not Assessed |

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

All consumers and representatives interviewed are satisfied that consumers are treated with dignity and respect, included as individuals with their own backgrounds and cultures, supported to make independent choices and decisions and encouraged to live well. Consumers and representatives said in different ways that information provided is sufficient, timely and clear, and staff protect consumer privacy and confidentiality.

Interviews with staff including care and support workers, contracted staff, case managers, service management and organisational staff and management showed ways dignity, respect and support for consumer identity and culture, choice, decision- making, independence and privacy is implemented in practice. Review of a wide range of service and organisational documentation including a consumer handbook , policies, procedures, forms and work instructions showed established systems to ensure each consumer is welcomed and the service is inclusive.

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 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 | Compliant |

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

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

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

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

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

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

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

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

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

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

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

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

# STANDARD 2 Ongoing assessment and planning with consumers

# HCP 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 and representatives interviewed indicated they were satisfied with the care and services they received in line with their goals and preferences. All consumers indicated they were involved in the assessment and planning process and confirmed where applicable this was done in partnership with other people or organisations when they wished them to be involved.

Assessment and planning documentation identified the current needs, goals and preferences of the consumer. The service has a suite of documentation to guide care and services in the assessment and planning process.

The outcomes of the assessment and plan are communicated to the consumer through a documented care plan that, with consumer consent, is also maintained in a folder in the consumer’s home. Care and services are reviewed regularly and more often if the need arises due to a change in circumstance or condition of the consumer and following incidents.

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 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 | 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.*

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

*The organisation demonstrates that assessment and planning:*

1. *is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and*
2. *includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.*

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

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

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

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

# STANDARD 3 Personal care and clinical care

# HCP Compliant CHSP Not Assessed

### 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 interviewed were satisfied with the delivery of their personal and clinical care. Care and support staff and case managers described how they know the care they deliver is safe, effective and individualised to meet the needs of the consumers.

Staff and management identified the effects of COVID-19 and consumer behaviours as high impact, high prevalence risks. Staff demonstrated a good understanding of the consumers they care for and were able to discuss individual ways they provide services and support consumers to remain living at home. Management and staff identified that they have a large cohort of vulnerable and at risk consumers and have developed a risk matrix to provide essential services.

The organisation has a clinical team which works across the services. The team provides assessment and ongoing clinical support where needed and discusses consumers on a regular basis with case managers and care and support workers. Clinical care is not provided by the clinical team on an ongoing basis, but nursing staff are available for consultation.

The service has a range of processes for staff to report change in a consumer’s condition and evidenced this occurs in a timely manner. Referral processes are in place and staff demonstrated a good understanding of the support services available, both within and external to the service.

The service has processes in place to minimise infection risks and use of appropriate antibiotic prescribing and staff demonstrated a good understanding of these. Staff are provided with personal protective equipment and care and support workers ask screening questions before entering a consumer’s home.

Care planning documents accurately describe the consumer’s current personal and clinical care needs, with detailed information to guide staff to deliver care in line with consumer wishes.

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 service was not assessed as the service does not provide personal or clinical care to Commonwealth home support programme consumers.

**Assessment of Standard 3 Requirements**

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

*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 Assessed |

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

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

*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 Assessed |

*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 Assessed |

*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 Assessed |

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

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

*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 confirmed they are receiving safe and effective supports for daily living that enable them to live independently. Consumers also described ways their Home Care Package services or Commonwealth Home Support Programme services enabled them to participate in the community independently, maintaining relationships and interests and to have quality of life.

Staff demonstrated a good understanding of the consumers they care for and what was important to them. Care workers stated the care planning documents include details of how to support a consumer with their preferred lifestyle and social interactions and appropriate referral as needed.

The consumer cohort is mainly made up of vulnerable consumers who live alone and staff are often their only contact.

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 service except Requirement 4 (3) (f) and Requirement 4 (3) (g) which do not apply and were not assessed is Compliant as all of the relevant Requirements have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

*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 was not assessed because the organisation does not operate an environment that consumers attend.

The Quality Standard for the Commonwealth home support programme service was not assessed because the organisation does not operate an environment that consumers attend.

**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

All consumers and representatives interviewed are satisfied they can provide feedback and make complaints, they feel safe to do so and they would not hesitate to raise any concerns if necessary. Consumer and representative feedback indicated that staff actioned comments and complaints and while matters were usually quickly resolved at local level, they could complain to the organisation or make external complaints.

Staff described the actions they would take if a consumer raised feedback or complaints, including assisting them to inform their case manager of concerns as appropriate. While there are few recent complaints on file, management described ways the service supports and encourages consumer feedback and complaints and discussed ways matters are resolved. Documentation review shows open disclosure occurs and comments and complaints inform continuous improvement. There are systems to support feedback and complaints including a conflict and complaint management policy and procedure, a complaint systems model, feedback and improvement forms in homes and multilingual brochures for external complaints. The consumer welcome booklet has information on internal and external complaints, advocacy and interpreter services. Staff training in complaint management and open disclosure occurs as appropriate to roles. The organisation’s website openly invites feedback and complaints so consumers may experience ‘the best support possible

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 service is 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

Consumers and representatives were satisfied with the availability and competence of staff, commenting that staff are respectful, kind, caring and good at their jobs. Staff said while travel times between consumers are not always realistic and can be stressful, there is mostly enough time to complete their tasks. Staff said the service needed more staff. The service has skilled and qualified staff who demonstrated knowledge of consumer needs and preferences, and spoke about ways they provide quality, respectful and safe care. Staff report, and documentation review confirmed, staff probity checks occur and staff have access to training and support to deliver safe and effective care and have regular performance appraisals.

Management discussed the challenges of recruiting and retaining sufficient employed and brokered staff given the COVID-19 impact on staffing, resultant unfilled shifts and ways essential services are prioritised. Case managers assist in the provision of care and services as required. Management spoke about increased actions being taken to attract and recruit staff and ways new principles inform rostering to ensure essential care and services are maintained. A workforce management committee discusses possible solutions to workforce issues and strategies to increase and fast track staff recruitment have been implemented. Staff performance is monitored and reviewed.

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 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 | Compliant |

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

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

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

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

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

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

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

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

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

# STANDARD 8 Organisational governance

# HCP Compliant CHSP Compliant

### Consumer outcome:

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

### Organisation statement:

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

## Assessment of Standard 8

Consumers and representatives are engaged in the development, delivery and evaluation of care and services to the extent that they choose.

The organisation’s governing body promotes a culture of safe, inclusive, quality care and services and is accountable for their delivery. A strategic framework includes the organisation’s vision, values, philosophy and objectives, a Strategic Plan 2019-2024 that documents strategic priorities and initiatives to achieve goals and a business plan. An annual review document 2020-2021 is accessible on the organisation’s website.

The service has effective organisation wide governance systems to monitor information systems, continuous improvement, financial governance, workforce governance , regulatory compliance and feedback and complaints.

The organisation has risk management systems for managing high impact and high prevalence risks, managing and prevent incidents, identifying and responding to abuse and neglect and supporting consumers to live their best life.

The organisation has a clinical governance framework that addresses but is not limited to minimising the use of restraint and open disclosure . The committee has responsibility for antimicrobial stewardship, but management said this does not apply in the services assessed.

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 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 | 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.