Wise Choice In Home Care

Performance Report

Shop 8, 97 Rawson Street
FAIRFIELD WEST NSW 2165
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**Commission ID:** 201412

**Provider name:** Wise Choice In Home Care Pty Ltd

**Assessment Contact - Site date:** 16 October 2020

**Date of Performance Report:** 18 November 2020

# 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** |  |
| Requirement 2(3)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(d) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(d) | 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 assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

# STANDARD 2 Ongoing 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 Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(b) 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.*

Care plans are developed in consultation with the consumer and/or their representative. Consumers, and their representatives, interviewed advised that they have discussed their current needs, goals and preferences as part of the assessment process. An initial comprehensive assessment has been conducted for each consumer, with formal reassessment annually or in response to changes in the consumer’s health and wellbeing or living circumstances. Care plans address the consumer’s current needs, goals and preferences, and the service is encouraging consumers and/or their representatives to complete an advanced care directive for end of life care.

Based on the information provided I find that the approved provider is compliant with this requirement.

# STANDARD 7 Human resources

### 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 Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(d) Compliant

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

Consumers and representatives interviewed said that they are well supported by the staff who are appear to well trained and are attentive to their needs. Staff are recruited based on relevant certification and experience in aged care and disability care. There is a comprehensive orientation for staff regarding the service’s polices procedures, processes and practices and ongoing education is provided for staff to ensure they are equipped to perform their role. The service matches staff skills and attributes to each individual consumer’s needs and preferences. Care staff interviewed confirmed they receive sufficient support to deliver the outcomes required by these standards.

Based on the information provided I find that the approved provider is compliant with this requirement.

# STANDARD 8 Organisational 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 Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(d) 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.*

There is a risk management framework in place, underpinned by practical strategies to identify and manage, mitigate or eliminate potential risk for consumers.Staff receive relevant guidance in relation to identifying and responding to abuse and neglect of consumers. Regular reviews are undertaken in consultation with each consumer and/or their representative, at least annually or more often if required, to identify changes in care needs, reset goals and support the consumer to live the best life they can. Consumers and representatives said the service has had a positive impact on their quality of life and assisted them to remain living at home as safely and independently as possible.

Based on the information provided I find that the approved provider is compliant with this requirement.

# 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.