**Performance**

**Report**

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| Name: | All Care |
| Commission ID: | 201349 |
| Address: | Suite 7, 135-143 Princes Hwy, Fairy Meadow, New South Wales, 2519 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 2 October 2024 |
| Performance report date: | 6 November 2024 |

This performance report **is published** on the Aged Care Quality and Safety Commission’s (the **Commission**) website under the Aged Care Quality and Safety Commission Rules 2018.

# Services included in this assessment

Home Care Packages (**HCP**) included:  
Provider: 9268 All Care Health Services Group Pty Ltd  
Service: 26973 All Care Health Services Group  
  
Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 9794 All Care Health Services Group Pty Ltd  
Service: 27715 All Care Health Services Group Pty Ltd - Community and Home Support

**This performance report**

This performance report has been prepared by G Cherry, delegate of the Aged Care Quality and Safety Commissioner (Commissioner)[[1]](#footnote-1).

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the services it operates, against the Aged Care Quality Standards (Quality Standards). The Quality Standards and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies any areas in which improvements must be made to ensure the Quality Standards are complied with.

# Material relied on

The following information has been considered in preparing the performance report:

* the assessment team’s report for the Assessment contact (performance assessment) – site report was informed by a site assessment, observations at service outlets, review of documents and interviews with staff, consumers/representatives, and others
* Performance Report dated 3 December 2023
* Information received from the public

# Assessment summary for Home Care Packages (HCP)

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| Standard 1 Consumer dignity and choice | Not applicable as not all requirements assessed |
| **Standard 2** Ongoing assessment and planning with consumers | **Not applicable as not all requirements assessed** |
| **Standard 3** Personal care and clinical care | **Not applicable as not all requirements assessed** |
| **Standard 4** Services and supports for daily living | **Not applicable as not all requirements assessed** |
| **Standard 6** Feedback and complaints | **Not applicable as not all requirements assessed** |
| **Standard 7** Human resources | **Not applicable as not all requirements assessed** |
| **Standard 8** Organisational governance | **Not applicable as not all requirements assessed** |

A detailed assessment is provided later in this report for each assessed Standard.

# 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 required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.

# Other relevant matters:

All Care Health Services-Community and Home Support is in Wollongong, south of Sydney New South Wales. The service provides support to consumers receiving Home Care Packages (HCP) levels 1-4 and subcontracts allied health services, domestic assistance, lawn mowing, gardening, and home modification services. They provide home modifications for consumers receiving funding via the Commonwealth Home Support Program (CHSP) however did not have any consumers funded for CHSP at the time of this assessment.

# Standard 1

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| Consumer dignity and choice | | HCP |
| Requirement 1(3)(e) | 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. | Compliant |

Findings

Effective systems ensure provision of current, accurate and timely information to consumers, in a clear, easy to understand manner enabling choice and decision making. Consumers and representatives consider information is accurate noting statements are easy to understand, expressing confidence in Management would take required action if they raised concerns. Consumers advised receipt of notification when changes to planned service times occur and accessing an online portal to view information. Management and support staff described methods to provide information and documents detail this occurs in a timely manner.

# Standard 2

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| Ongoing assessment and planning with consumers | | HCP |
| Requirement 2(3)(b) | 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. | Compliant |
| 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. | Compliant |

Findings

Requirement 2(3)(b)

An effective system ensures consumers’ needs, goals/preferences are identified via assessment and care planning processes, including consideration end of life planning. Consumers consider services meet their current needs and preferences (including allocation of specific support staff). Staff demonstrated knowledge of individual consumer’s needs and documents reflect individualised goals/preferences including end of life wishes. Policies/procedures guide staff in assessment and care planning processes and Management advised planned development of an end-of-life care framework to encourage/support comprehensive discussion/guidance relation to end of life care planning discussions.

Requirement 2(3)(d)

The service evidenced effective communication of assessment/care planning outcomes documented in a care plan available to consumers via request. Consumers acknowledged receipt of care plan, and explanation of assessment data gathered. Documents detailed comprehensive/signed care plans discussed with consumers. Staff demonstrate information is accessible, accurate and provides relevant detail to deliver appropriately correct care/services. Management explained the process to ensure support workers access required information.

# Standard 3

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| Personal care and clinical care | | HCP |
| Requirement 3(3)(a) | 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. | Compliant |

Findings

The service demonstrations provision of safe and effective personal/clinical optimising health and well-being and tailored to individual needs. Consumers/representatives expressed satisfaction with quality of personal/clinical care, consumers noting they feel safe during receipt of services/care which meet their needs, giving examples of improved outcomes. Staff demonstrate familiarity/knowledge of individual consumer needs and safety considerations. Documents detail directive/instructions specific to individual consumers, regarding personal care, mobility assistance, wound care, medication assistance, medical officer, and specialist involvement.

# Standard 4

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| Services and supports for daily living | | HCP |
| Requirement 4(3)(a) | 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. | Compliant |

Findings

The service demonstrates safe and effective support for daily living to meet consumer’s needs. Consumers/representatives consider consumers receive services/supports to optimise independence, health, and well-being. Management and staff described processes to ensure this occurs and documents demonstrate assessment processes capture what is important to each consumer. Examples include use of a mobility scooter enabling independence, transport assistance, attendance at strength-based therapy classes, social engagement and group therapy sessions organised by the service.

# Standard 6

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| Feedback and complaints | | HCP |
| Requirement 6(3)(d) | Feedback and complaints are reviewed and used to improve the quality of care and services. | Compliant |

Findings

The service reviews feedback and complaints to inform/improve quality of care and services. Consumers/representatives expressed satisfaction in relation to complaints management noting timely responsiveness and consistent improvement. Client engagement managers and support workers described processes for reporting feedback/complaints and importance to the continuous improvement cycle. Management advised feedback/complaints are discussed, reviewed and actions developed during meeting forums and documents detail evidence of this.

# Standard 7

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| Human resources | | HCP |
| Requirement 7(3)(c) | The workforce is competent, and the members of the workforce have the qualifications and knowledge to effectively perform their roles. | Compliant |
| Requirement 7(3)(d) | The workforce is recruited, trained, equipped, and supported to deliver the outcomes required by these standards. | Compliant |

Findings

Requirement 7(3)(c)

A process ensures a competent workforce with qualifications and knowledge to effectively perform their roles. Consumers/representatives gave positive feedback relating to staff skills, competency, and knowledge of service delivery. Management demonstrated a robust recruitment/onboarding process supported by a human resource (HR) team includes ensuring staff have relevant experience, registrations/credentials/qualifications/competencies specific to their roles. Competency assessments are conducted by the clinical care manager plus regular review/observations occur and document review demonstrates effectiveness of the process. A brokerage agreement stipulates obligations and responsibilities of staff while representing the provider and monitoring of brokerage service/agreements is managed.

Requirement 7(3)(d)

An effective system ensures the workforce is recruited, trained, equipped, and supported to deliver outcomes required by the Quality Standards. Recruitment policies/procedures, and a HR manager supports organisational learning and development. Consumers/representatives express satisfaction with staff skills and knowledge. Management described the induction process includes mandatory training based on role requirements and completion of competency assessments. Staff advised receipt of regular training including targeted topics when consumers’ need change and/or when delivering care to consumers receiving high care needs. Management described processes for identifying staff training needs include staff performance reviews, consumers’ changing clinical needs, incidents trends, consumer feedback and staff requests.

# Standard 8

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| Organisational governance | | HCP |
| 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. | Compliant |

Findings

Effective organisational governance systems are demonstrated.

An electronic care management system (ECMS) contains care planning documents, sends SMS messaged to consumers/staff, an electronic HR system contains staff files and systems exist for policy and procedures. Regular meetings occur in relation to continuous improvement. Management explained recent improvements include a rostering system and reduction in complaints. An electronic portal provides consumers/representatives with real time access to information. Plans include improvements relating to advanced care/end of life planning and a staff education framework. An effective system ensures consumers/representatives receive itemised/accurate monthly statements. A recruitment process ensures appropriate staff numbers with experience/skills. Competencies and job descriptions exist. The service has peak body membership to ensure receipt of aged care legislative changes. Consumers and representatives consider receipt of support to provide feedback/complaints, noting appropriate action taken when things go wrong. Feedback and complaints are reviewed and used to inform/improve care and services.

1. The preparation of the performance report is in accordance with section 68Aof the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)