**Performance**

**Report**

**1800 951 822**

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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) – non-site |
| Activity date: | on 5 September 2023 |
| Performance report date: | 3 December 2023 |

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.

# Service 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 for All Care (**the service**) has been prepared by M Abjorensen, 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 service, 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) – non-site report was informed by review of documents and interviews with staff, consumers/representatives and others

# Assessment summary for Home Care Packages (HCP)

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| Standard 1 Consumer dignity and choice | Not applicable |
| **Standard 2** Ongoing assessment and planning with consumers | **Not applicable** |
| **Standard 3** Personal care and clinical care | **Not applicable** |
| **Standard 4** Services and supports for daily living | **Not applicable** |
| **Standard 5** Organisation’s service environment | **Not applicable** |
| **Standard 6** Feedback and complaints | **Not applicable** |
| **Standard 7** Human resources | **Not applicable as not all requirements have been assessed** |
| **Standard 8** Organisational governance | **Not applicable** |

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.

# Standard 7

|  |  |  |
| --- | --- | --- |
| Human resources | | HCP |
| Requirement 7(3)(a) | 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. | Compliant |
| Requirement 7(3)(b) | Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity. | Not applicable |
| Requirement 7(3)(c) | The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles. | Not applicable |
| Requirement 7(3)(d) | The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. | Not applicable |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Not applicable |

Findings

Management said there had been no unfilled shifts in the last month and workforce planning occurs to prioritise consumer services deemed as essential. Management reported, and documentation showed, there have not been any complaints received relating to consumer scheduled services over the period of June, July and August.

Consumers and representatives reported staff arrive according to scheduled timeframes and they are not rushed whilst providing services. Consumers and representatives described consistency in the staff delivering services with knowledge of consumers’ needs and preferences.

Staff said they provide regular planned services and sufficient time is allocated to scheduled services. Where additional time is required during service delivery, care staff contact the service to ensure this is managed in accordance with schedules and consumer needs.

Based on the information summarised above, I find the provider, in relation to the service, compliant with (3)(a) in Standard 7, Human resources.

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