**Performance**

**Report**

**1800 951 822**

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| Name of service: | Alpha Omega Consulting |
| Service address: | 162 Railway Parade Cabramatta NSW 2166 |
| Commission ID: | 201443 |
| Home Service Provider: | Alpha Omega Aged Care Pty Ltd |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 20 September 2022 |
| Performance report date: | 30 September 2022 |

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.

**This performance report**

This performance report for Alpha Omega Consulting (**the service**) has been prepared by S Bickerton, 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.

# Services included in this assessment

**Home Care Packages (HCP):**

* Home Care, Allied Health, Nursing Services, Case Management, 27662, 162 Railway Parade, Cabramatta NSW 2166

# Material relied on

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

* the assessment team’s report for the Assessment Contact - Desk; informed by review of documents and interviews with staff, consumers/representatives and others
* the provider’s response to the assessment team’s report received 28 September 2022

# Assessment summary for Home Care Packages (HCP)

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| --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | Not applicable as not all requirements have been assessed |

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

# Areas for improvement

The provider is required to actively pursue continuous improvement to remain compliant with the Quality Standards.

# Standard 2

|  |  |  |
| --- | --- | --- |
| Ongoing assessment and planning with consumers | | HCP |
| 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. | Compliant |

At the time of assessment, the service was:

* Evidencing that consumer assessments include detailed care plans, care instructions, consumer risk identification, and associated strategies for risk mitigation

Findings

Service staff demonstrated an understanding of compliant consumer assessment and care planning, and the service evidenced templates and procedures are embedded to guide staff through these processes. Service staff demonstrated an understanding of consumers individual needs, including consumer risks.

Consumer documentation evidenced consumer needs are assessed and care plans document consumer risks. Accompanying care instructions to staff evidenced that service staff are supported with the issuance of regular consumer information and guidance.

* Consumer assessment and care planning was evidenced in all consumer files reviewed by the assessment team. The service provided contemporary care documentation that included individualised risk mitigation strategies.
* Service management evidenced through documentation that support staff attend regular meetings that include training elements to refine consumer assessment and planning.
* The assessment team reviewed the service procedures and policies relevant to consumer assessment and planning. Templates used by the service are designed to ensure consistent service delivery and cover relevant aspects of consumer care.

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)