Angels in Aprons

Performance Report

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| **Address:** | 88 L'Estrange TceKelvin Grove QLD 4059 |
| **Phone:** | (07) 3356 2563 |
| **Commission ID:** | 701062 |
| **Provider name:** | Angels in Aprons Pty Ltd |
| **Activity type:** | Assessment Contact - Desk |
| **Activity date:** | 1 September 2022 |
| **Performance report date:** | 3 October 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 2018.

**Services included in this assessment**

**Home Care:**

* Angels in Aprons, 26175, 88 L'Estrange Tce, Kelvin Grove QLD 4059

# Overall assessment of Service/s

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| --- | --- | --- |
| Standard 1 Consumer dignity and choice | HCP | Not Compliant |
| Requirement 1(3)(e)  | HCP | Not Compliant |
|  |  |  |
| Standard 8 Organisational governance | HCP  | Not Compliant |
| Requirement 8(3)(b) | HCP | Not 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 Assessment Contact - Desk; the Assessment Contact - Desk report was informed by review of documents and interviews with staff, consumers/representatives and others.
* the provider’s response to the Assessment Contact - Desk report received 19 September 2022.

The Assessment Team’s focus for the assessment contact was the implementation of the Social, Community, Home Care and Disability Services Industry Award 2020 (SCHADS Award).

# STANDARD 1 Consumer dignity and choice

#  HCP Not 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

The approved provider has not communicated the SHADS award in a way that supports consumers to make informed choices about their care and services.

The Quality Standard for the Home care packages service is assessed as Non-compliant as a requirement has been assessed as Non-compliant.

**Assessment of Standard 1 Requirements**

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| Requirement 1(3)(e) | HCP  | Not Compliant |
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*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.*

Findings

Management advised the Assessment Team that the service had provided 30 days’ notice to consumers of the implementation of the award, which came into effect on first full pay period starting on or after 1 July 2022. A number of consumers’ services have been impacted by the introduction of the SCHADS award. Management discussed changes to service times and described visiting consumers to gain consent to changes to the consumer’s budget and agreement.

The approved provider’s response includes a copy of an email dated 16 June 2022 to each consumer that accompanied a budget and a Home Care Package agreement with a request to the consumer to review and sign.

In my view, consumers would not have been clear, based on this email that the award did not require employees to spend the entire minimum shift of two hours with a single consumer and that, in fact, care staff could see more than one consumer, at more than one location, within the care staff’s minimum two-hour payment time.

I am satisfied that the information provided to consumers, as submitted in the approved provider’s response, would not support consumers to understand all the available choices in structuring their care and services and to make an informed decision about any change that was suggested by the approved provider.

The organisation does not comply with this requirement.

# STANDARD 8 Organisational governance

#  HCP Not 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

The governing body did not demonstrate it had correctly applied the SHADS award at the time the legislation came into effect.

The Quality Standard for the Home care packages service is assessed as Non-compliant as a requirement has been assessed as Non-compliant.

## Assessment of Standard 8 Requirements

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| --- | --- | --- |
| Requirement 8(3)(b) | HCP  | Not Compliant |
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*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

Findings

The Assessment Team’s report evidences the governing body did not demonstrate it had correctly applied the SHADS award at the time the legislation came into effect.

The approved provider’s response outlines that it understood which consumers would be impacted by the implementation of the SHADS award. It also notes consideration of how some consumer needs might be incorporated into a two hour shift. For example, moving some activities into the 2 hour shift slot and cancelling a shift which occurs on another day.

The approved provider’s response notes some internal system constraints that have resulted in a lack of focus on options to re-roster care staff so that they can be paid on any alternative basis other than on a per shift per consumer basis.

The response also notes management’s consideration of balancing care staff preferences to retain their existing consumers and considerations in regard to placing consumers in a position where the consumer would have to choose between their preferred care staff member or their preferred time.

In my view, the organisation had not sufficiently tested with consumers, rostering options and options to have care and services delivered by another care staff member. This would have supported the consumer to form their own determination as to whether they would accept for example, a different staff member, in preference to depleting the funds in their home care package at a faster rate than has previously occurred.

I am satisfied that the governing body’s starting position on the implementation of the award has been the notion that care staff will be paid two hours per shift with each consumer. This approach does not reflect the intent of the award.

The organisation does not comply with this requirement.

# Areas for improvement

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

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| Standard 1 Consumer dignity and choice |  |  |
| Requirement 1(3)(e) Ensure that consumers have current accurate information on the Social, Community, Home Care and Disability Services Industry Award 2020 (SCHADS Award).   |
| Standard 8 Organisational governance |  |  |
| Requirement 8(3)(b) |  |  |

Ensure the governing body understands the intent of the Social, Community, Home Care and Disability Services Industry Award 2020 (SCHADS Award) and that consumers home care package funds are not unnecessarily depleted as a result of how the award is implemented.