Arcare Caboolture Home Care

Performance Report

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| **Address:** | 65 Endeavour BlvdNORTH LAKES QLD 4509 |
| **Phone:** | 07 3393 7105 |
| **Commission ID:** | 700310 |
| **Provider name:** | Arcare Pty Ltd |
| **Activity type:** | Quality Audit |
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# Performance report prepared by

A. Grant, 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:**

* Arcare Cabool - Home Care, 17997, 65 Endeavour Blvd, NORTH LAKES QLD 4509
* Arcare Endeavour EACH D, 17998, 65 Endeavour Blvd, NORTH LAKES QLD 4509

# Overall assessment of Services

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| --- | --- | --- |
| Standard 1 Consumer dignity and choice | HCP | Compliant |
| Requirement 1(3)(a) | HCP | Compliant |
| Requirement 1(3)(b) | HCP | Compliant |
| Requirement 1(3)(c)  | HCP | Compliant |
| Requirement 1(3)(d)  | HCP | Compliant |
| Requirement 1(3)(e)  | HCP | Compliant |
| Requirement 1(3)(f)  | HCP | Compliant |
|  |  |  |
| Standard 2 Ongoing assessment and planning with consumers | HCP  | Compliant |
| Requirement 2(3)(a) | HCP | Compliant |
| Requirement 2(3)(b) | HCP | Compliant |
| Requirement 2(3)(c) | HCP | Compliant |
| Requirement 2(3)(d) | HCP | Compliant |
| Requirement 2(3)(e) | HCP | Compliant |
|  |  |  |
| Standard 3 Personal care and clinical care | HCP | Compliant |
| Requirement 3(3)(a) | HCP | Compliant |
| Requirement 3(3)(b) | HCP | Compliant |
| Requirement 3(3)(c)  | HCP | Compliant |
| Requirement 3(3)(d)  | HCP | Compliant |
| Requirement 3(3)(e)  | HCP | Compliant |
| Requirement 3(3)(f)  | HCP | Compliant |
| Requirement 3(3)(g)  | HCP | Compliant |
|  |  |  |
| Standard 4 Services and supports for daily living | HCP  | Compliant |
| Requirement 4(3)(a) | HCP | Compliant |
| Requirement 4(3)(b) | HCP | Compliant |
| Requirement 4(3)(c) | HCP | Compliant |
| Requirement 4(3)(d) | HCP | Compliant |
| Requirement 4(3)(e) | HCP | Compliant |
| Requirement 4(3)(f) | HCP | Compliant |
| Requirement 4(3)(g) | HCP | Compliant |
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| Standard 5 Organisation’s service environment | HCP  | Not Applicable |
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| Standard 6 Feedback and complaints | HCP  | Compliant |
| Requirement 6(3)(a) | HCP  | Compliant |
| Requirement 6(3)(b) | HCP | Compliant |
| Requirement 6(3)(c)  | HCP | Compliant |
| Requirement 6(3)(d)  | HCP | Compliant |
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| Standard 7 Human resources | HCP  | Compliant |
| Requirement 7(3)(a) | HCP  | Compliant |
| Requirement 7(3)(b) | HCP | Compliant |
| Requirement 7(3)(c)  | HCP | Compliant |
| Requirement 7(3)(d) | HCP | Compliant |
| Requirement 7(3)(e)  | HCP | Compliant |
|  |  |  |
| Standard 8 Organisational governance | HCP  | Compliant |
| Requirement 8(3)(a) | HCP  | Compliant |
| Requirement 8(3)(b) | HCP | Compliant |
| Requirement 8(3)(c)  | HCP | Compliant |
| Requirement 8(3)(d) | HCP | Compliant |
| Requirement 8(3)(e)  | HCP | 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 Quality Audit; the Quality Audit report was informed by a site assessment, observations at the service, review of documents and interviews with staff, Consumers and representatives and others.

# STANDARD 1 Consumer dignity and choice

#  HCP 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

Consumers, and their representatives interviewed by the Assessment Team reported they are treated with dignity and respect by staff and management. The Assessment Team interviewed staff, the Assessment Team noted staff demonstrated knowledge of individual consumer’s identity and provided examples of how they value diversity. During interviews with the Assessment Team staff described how they show respect to consumers, taking the time to listen to them and supporting their preferences. The Assessment Team noted staff spoke about consumers in ways that conveyed respect and an awareness of what is important for the consumers. The Assessment Team noted staff and management demonstrated sound knowledge of each consumer’s preferences and an understanding of their life journey. Evidence analysed by the Assessment Team showed the organisation actively promotes an inclusive approach to encouraging consumer choice and maintaining their independence.

During interviews with the Assessment Team consumers and representatives confirmed that staff understand their needs and preferences and what is important to them, and this is considered when providing care and services. Consumers and representatives stated staff treat them in a way which makes them feel safe and valued. The Assessment Team noted staff and management are familiar with consumers’ individual needs and adapt care, during interviews staff and management described how services are provided in accordance with consumer’s individual wishes and cultural norms. During interviews with the Assessment Team management demonstrated a clear understanding of events and preferences that may affect what is culturally safe for people with special needs.

Consumers, or their representatives, interviewed by the Assessment Team confirmed they are informed of the care and services available and are able to decide how their services are provided. The Assessment Team noted consumers, or their representatives can nominate who they would like to be involved in service planning and consultations regarding their ongoing care. The Assessment Team noted consumers, or their representatives can speak with the staff at any time to request changes to their services and these are acted on promptly.

During interviews with the Assessment Team staff provided examples of how they help consumers make day-to-day choices and how they support consumers experiencing cognitive decline. Documentation evidenced consumer involvement in decisions about the service they receive, including details for those whom consumers would like involved in their care and services.

During interviews with the Assessment Team consumers, or their representatives, stated staff support them to make decisions about things that affect their lives and understand what is important to them. Evidence analysed by the Assessment Team showed the assessment and planning process includes identification of risks and discussion with the consumer including an explanation of the risks and possible consequences of the choices they make.

Evidence analysed by the Assessment Team showed strategies are developed to guide staff in delivering care and services to manage and minimise potential risk and support each consumer’s dignity of risk as safely as possible. The Assessment Team reviewed consumer records which showed the service monitors each consumer’s overall health and wellbeing and responds to risk in various ways to reduce the likelihood and optimise opportunities for consumers to live a life of their choosing.

During interviews with the Assessment Team consumers and representatives confirmed they are provided with information in a way which enables them to make informed choices. Consumers and representatives receive a verbal explanation of the care and services available, assessment and care planning process, feedback and complaints, advocacy and their rights and responsibilities. Evidence analysed by the Assessment Team showed the package budget is prepared in partnership with them and they receive itemised monthly statements. Evidence analysed by the Assessment Team showed consumers are kept informed through regular conversations with staff and written information, such as updated budgets and activity schedules, correspondence and quarterly newsletters.

During interviews with the Assessment Team consumers, or their representatives, confirmed staff respect their privacy and they are confident their personal information is kept confidential. Interviews conducted by the Assessment Team showed consumers are advised of how their personal information will be used and their consent is sought prior to the sharing of information, including the consumer’s nominated representative, providers of care and services, medical and allied health professionals and others involved in the consumer’s care. Evidence analysed by the Assessment Team showed they are informed of the circumstances where their information may need to be disclosed, such as when there are concerns for their health and safety.

The Quality Standard for the Home care packages services are assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

**Assessment of Standard 1 Requirements**

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| Requirement 1(3)(a) | HCP  | Compliant |

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

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| Requirement 1(3)(b) | HCP  | Compliant |

### *Care and services are culturally safe.*

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| --- | --- | --- |
| Requirement 1(3)(c) | HCP  | Compliant |

*Each consumer is supported to exercise choice and independence, including to:*

1. *make decisions about their own care and the way care and services are delivered; and*
2. *make decisions about when family, friends, carers or others should be involved in their care; and*
3. *communicate their decisions; and*
4. *make connections with others and maintain relationships of choice, including intimate relationships.*

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| Requirement 1(3)(d) | HCP  | Compliant |

### *Each consumer is supported to take risks to enable them to live the best life they can.*

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| Requirement 1(3)(e) | HCP  | Compliant |

*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.*

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| --- | --- | --- |
| Requirement 1(3)(f) | HCP  | Compliant |

*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 Ongoing assessment and planning with consumers

#  HCP Compliant

### 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

During interviews with the Assessment Team consumers and representatives confirmed being involved in the assessment process and reported the staff had been very accommodating to their requests and understand them well. Evidence analysed by the Assessment Team showed assessment and planning includes consideration of risks to the consumer’s health and well-being and informs the delivery of safe and effective care and services. The Assessment Team noted care plans reviewed included sufficient detail about assessed needs and risks to the consumer to guide staff in managing the risks for consumers.

Consumers and representatives interviewed by the Assessment Team stated staff involve them in the assessment and planning of advance care for the consumer through conversations with staff either in person or by telephone. The Assessment Team analysed evidence which showed 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. Interviews conducted by the Assessment Team with staff demonstrated assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning if the consumer wishes.

Consumers and representatives interviewed by the Assessment Team confirmed they participate in the planning and review of the service they receive. During interviews with the Assessment Team consumers and representatives reported they can choose the organisation, individuals and service providers they wish to work in partnership for the assessment and care planning. Consumers and representatives also reported that the communication is frequent in relation to the changing needs of their situation if required. The Assessment Team noted management and staff could demonstrate how they work with the consumers and representatives to meet the needs of the consumer. Documentation evidenced consumer and representative involvement in the planning of services.

The Assessment Team analysed evidence which showed 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. All consumers and representatives interviewed by the Assessment Team advised they received a copy of their care and services plan when they initially joined the service as well as any updates to their plan. The Assessment Team noted consumers and representatives understood and were able to explain the types and frequency of the services they receive. During interviews with the Assessment Team service staff and subcontractors reported they have access to the consumer’s care and service plan and contains all the information they require in accordance with the consumer’s preferences.

All consumers interviewed by the Assessment Team reported the service has recently and/or frequently conducts a review or reassessment regularly or when their circumstances change. All staff and management interviewed by the Assessment Team reported they conduct a review or reassessment at least once a year and/or when circumstances change, or incident occur.

The Quality Standard for the Home care packages services are assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

**Assessment of Standard 2 Requirements**

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| Requirement 2(3)(a) | HCP  | Compliant |

*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.*

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| Requirement 2(3)(b) | HCP  | 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*.

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| Requirement 2(3)(c) | HCP  | Compliant |

*The organisation demonstrates that assessment and planning:*

1. *is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and*
2. *includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.*

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| Requirement 2(3)(d) | HCP  | Compliant |

*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.*

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| Requirement 2(3)(e) | HCP  | Compliant |

*Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.*

# STANDARD 3 Personal care and clinical care

#  HCP Compliant

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

All consumers interviewed by the Assessment Team stated they receive personal care and clinical care that is safe and right for them and in accordance to their needs and preferences. Evidence analysed by the Assessment Team showed care is tailored to the needs of the consumer. The Assessment Team conducted interviews with staff who provided personal and clinical care to the consumer, the Assessment Team noted staff demonstrated a good understanding of consumer’s needs, goals and preferences relating to the delivery of that care.

The Assessment Team analysed evidence which showed risk assessments are undertaken for high impact or high prevalence risks to determine and minimise these risks. Staff interviewed by the Assessment Team were able to describe risks for individual consumers. The Assessment Team noted information is reflected in care planning documentation, including the identification of all risks, strategies and guidance for staff who regularly provide services to consumers.

The Assessment Team analysed evidence which showed the service was able to demonstrate consumers who are nearing the end of life have their dignity preserved and care is provided in accordance with their needs and preferences. All staff interviewed by the Assessment Team were able to explain how care and services are adjusted for consumers nearing end of life.

Evidence analysed by the Assessment Team showed the service was able to demonstrate changes in a consumer’s capacity or condition is recognised and responded to in a timely manner. Consumers sampled by the Assessment Team showed care planning documentation and/or progress notes reflect the identification of, and response to, deterioration or changes in their condition.

Evidence analysed by the Assessment Team showed the service was able to demonstrate that information about the consumer’s condition, needs and preferences is documented and effectively communicated with those involved in the care of consumers. The Assessment Team noted all information are detailed in a support plan, which acts as the overarching care documentation and includes personal/preference information such the consumer’s home care package budget and the types of service they have. The Assessment Team noted this information is shared with the consumer and representatives. In addition, evidence analysed by the Assessment Team showed the service provider engages subcontractors to deliver personal and clinical care on their behalf and subcontractors are provided with all the relevant information. Subcontractors interviewed by the Assessment Team confirmed they are provided with the detailed information required to care for the consumer. Consumers, representatives and staff interviewed by the Assessment Team stated the consumers care needs and preferences are effectively communicated between staff to ensure the consumers receive the care they need.

Consumers and representatives interviewed by the Assessment Team reported they are satisfied with the care and services delivered by others whom the consumer has been referred to. Staff interviewed by the Assessment Team confirmed referrals are completed in consultation with the consumer and representative. The Assessment Team analysed evidence which showed care planning documents demonstrate referrals to other health professionals and other service providers occurs when appropriate and in a timely manner.

Consumers and representatives interviewed by the Assessment Team reported they have been kept up to date by the service in relation to COVID-19 as it impacts on the service they receive. Staff interviewed by the Assessment Team had an understanding of practical ways to minimise the transmission of infections and understand what signs may indicate infection.

The Quality Standard for the Home care packages services are assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

**Assessment of Standard 3 Requirements**

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| Requirement 3(3)(a) | HCP  | Compliant |

*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.*

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| Requirement 3(3)(b) | HCP  | Compliant |

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

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| Requirement 3(3)(c) | HCP  | Compliant |

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

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| Requirement 3(3)(d) | HCP  | Compliant |

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

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| Requirement 3(3)(e) | HCP  | Compliant |

*Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.*

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| Requirement 3(3)(f) | HCP  | Compliant |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

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| Requirement 3(3)(g) | HCP  | Compliant |

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

# STANDARD 4 Services and supports for daily living

#  HCP Compliant

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

Consumers and representatives interviewed by the Assessment Team stated the services they receive support their lifestyle, needs and staff assist them to be as independent as possible, to do the things that are important to them. Evidence analysed by the Assessment Team showed staff and management work with external providers to ensure the relevant support is provided to deliver safe and effective services that supports consumers’ daily living under their care plan.

Consumers and representatives interviewed by the Assessment Team provided examples of how staff take the time to talk to them when they are feeling sad or low. During interviews with the Assessment Team staff demonstrated an understanding of what is important to the consumer and provided examples of how they have supported the wellbeing of consumers when the consumer have felt low.

Consumers and representatives interviewed by the Assessment Team stated they are supported by the service to maintain contact with the people who are important to them and engage in activities that are of interest to them. Care documentation analysed by the Assessment Team provides information on each consumer’s background and their social activity preferences.

Consumers and representatives interviewed by the Assessment Team stated they are satisfied that information about their care and services is shared within the service and with others involved in their care. Most consumers interviewed by the Assessment Team reported they are attended by regular care staff and confirmed those staff have a good knowledge of the care and services they need. During interviews with the Assessment Team staff reported information about consumers is available on care planning documents which they have access to and described how they are informed of any changes to the consumer’s condition prior to a scheduled visit.

Consumers and representatives interviewed by the Assessment Team stated they are satisfied with the services and supports delivered by others the consumer has been referred to. The Assessment team interviewed staff who were all able to describe the process for referrals to others, including ensuring any referrals are completed in consultation with the consumer. A review of care planning documents completed by the Assessment Team showed that timely referrals have been made as appropriate, including home maintenance, respite services and supports from other organisations through brokered arrangements.

Evidence analysed by the Assessment Team showed the service supports the nutritional needs of consumers, through assistance with grocery shopping and/or meal preparation in the consumer’s home if required, or meal delivery services with consumers making a contribution for the cost of the meal ingredients. Evidence analysed showed the assessment and care planning processes include discussions on the consumer’s nutritional and hydration needs and capacity to prepare appropriate meals to maintain overall health and wellbeing.

Consumers interviewed by the Assessment Team confirmed when they receive meals delivered to their home, they are provided with a menu, assisted with ordering, receive what they order and are satisfied with the quality and variety of the meals.

The Assessment Team analysed evidence which showed where equipment has been provided for the consumer’s use in their own home, consumers and representatives have reported it is suitable and meets their needs. During interviews with the Assessment Team consumers provided examples of the service organising ongoing assessment to ensure their equipment is well maintained. During interviews with the Assessment Team staff were able to explain how they identify each consumer’s equipment requirements and how they monitor and reports risks in relation to the safe use of the equipment. Documentation reviewed by the Assessment Team corroborated the feedback received from consumers and included documents and procedures for staff.

The Quality Standard for the Home care packages services are assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

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| Requirement 4(3)(a) | HCP  | Compliant |

*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.*

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| Requirement 4(3)(b) | HCP  | Compliant |

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

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| Requirement 4(3)(c) | HCP  | Compliant |

*Services and supports for daily living assist each consumer to:*

1. *participate in their community within and outside the organisation’s service environment; and*
2. *have social and personal relationships; and*
3. *do the things of interest to them.*

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| Requirement 4(3)(d) | HCP  | Compliant |

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

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| Requirement 4(3)(e) | HCP  | Compliant |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

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| Requirement 4(3)(f) | HCP  | Compliant |

*Where meals are provided, they are varied and of suitable quality and quantity.*

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| Requirement 4(3)(g) | HCP  | Compliant |

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

# STANDARD 5 Organisation’s service environment

#  HCP Not Applicable

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

The Quality Standard for the Home care packages services are assessed as Not Applicable as three of the three specific requirements have been assessed as Not Applicable.

**STANDARD 6 Feedback and complaints**

#  HCP Compliant

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

Consumers and representatives interviewed by the Assessment Team confirmed they know how to provide feedback and feel comfortable to raise issues if they are not satisfied with the service they receive. During interviews with the Assessment Team Consumers and representatives explained they are able to provide feedback directly to the staff or call the office and speak with staff or management. During interviews with the Assessment Team consumers and representatives advised they are able to provide feedback at any time and also participate in satisfaction surveys. During interviews with the Assessment Team staff discussed how they support consumers to provide feedback, encourage consumers to tell them if they are not happy with any aspect of the service and pass on feedback to management. Evidence analysed by the Assessment Team showed the consumer information pack includes an outline of the ways feedback can be provided or a complaint can be made.

Evidence analysed by the Assessment Team showed consumers and representatives are provided with information on how to access translation and interpreting, communication support and advocacy services should they require these. The Assessment Team noted the consumers are informed of their right to contact the Commission to make a complaint and current contact details are provided. Representatives interviewed by the Assessment Team stated they are able to contact the service on behalf of consumers with communication barriers, should they have any concerns regarding their care and services. The Assessment Team interviewed staff which showed they were aware of the range of options available to support consumers if they require assistance to provide feedback or make a complaint. The Assessment Team noted staff demonstrated an awareness of how to support consumers living with vision and/or hearing loss and cognitive impairment to provide feedback or raise concerns.

Consumers and representatives interviewed by the Assessment Team confirmed the service responds promptly to any issues raised, provides an honest explanation and action is promptly taken. Consumers and representatives interviewed by the Assessment Team stated they were confident that they will continue to be treated with respect and dignity regardless of any issues they may raise.

The Assessment Team analysed evidence which showed the organisation demonstrated appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong. The Assessment Team noted an established feedback and complaints handling process supports staff and management in capturing and responding to feedback and complaints. The Assessment Team noted staff and management consult with consumers where the service has not met their expectations, offer an apology and work to resolve issues promptly. The Assessment Team analysed evidence which showed complaints documentation demonstrated open disclosure is used as part of the complaint management process.

During interviews with the Assessment Team staff described how feedback from consumers is reported to management for follow up and review. Evidence analysed by the Assessment Team showed all feedback both positive and negative is consistently recorded, actioned, analysed and reviewed to improve service performance in an ongoing way. The Assessment Team noted feedback and complaints are discussed by management, feed into monitoring of service performance and are used to identify improvements, including on a broader organisational scale.

The Quality Standard for the Home care packages services are assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

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| Requirement 6(3)(a) | HCP  | Compliant |

*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

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| Requirement 6(3)(b) | HCP  | Compliant |

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

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| Requirement 6(3)(c) | HCP  | Compliant |

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

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| --- | --- | --- |
| Requirement 6(3)(d) | HCP  | Compliant |

*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 Human resources

#  HCP Compliant

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### 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 analysed evidence which showed the organisation demonstrated that the workforce is planned and deployed to support care and service delivery. Consumers and representatives interviewed by the Assessment Team were satisfied with the staff availability and consistency and confirmed staff know their needs and preferences. During interviews with the Assessment Team consumers and representatives confirmed they receive the agreed care and services, as planned in consultation with them, and staff are always on time. During interviews with the Assessment Team consumers advised they are consulted if regular staff are not available unexpectedly and are offered the choice of another staff or an additional service at a later time.

During interviews with the Assessment Team staff stated they have sufficient time to provide care and can request to spend additional time with the consumer if required. The Assessment Team noted staff are allocated to individual consumers, whose preferences for particular attributes are taken into account when scheduling.

During interviews with the Assessment Team staff consistently spoke about how they show care for their consumers and respect their choices. During interviews with the Assessment Team staff were able to describe what they would do if they observed disrespect towards a consumer and advised they would report any concerns to management.

The Assessment Team analysed evidence which showed policies and procedures, supporting documentation and published information, clearly set out the organisation’s approach to respecting each consumer’s individual uniqueness.

Consumers and representatives interviewed by the Assessment Team stated staff provide a good service and they have confidence in staff abilities. Staff and management interviewed by the Assessment Team were familiar with individual consumers and showed they understand how this information relates directly to their role.

The Assessment Team analysed evidence which showed staff hold qualifications and skill set competencies relevant to their role, including a minimum of Certificate III, current first aid and cardiopulmonary resuscitation certificates. The Assessment Team analysed evidence which showed staff work within their responsibilities, skills and scope of practice. Evidence analysed showed the organisation engages qualified professionals to provide nursing services and allied health care to consumers on their behalf. Evidence analysed by the Assessment Team showed a range of other services may be provided to consumers by appropriately skilled subcontractors where required, such as personal care, domestic assistance, meals, personal alarms, home modifications and maintenance. The Assessment Team noted management regularly review roles and responsibilities and the knowledge and competencies required to successfully fulfil these roles.

The Assessment Team analysed evidence which showed staff are recruited, trained and equipped for their role, prior to commencing care provisions with consumers. Analysed evidence showed induction and orientation, mandatory training and buddy shifts prepare staff for their role. The Assessment Team interviewed staff who confirmed they receive ongoing mentoring and management are always available to provide support at any time in addition to being offered options to further enhance their knowledge and opportunities for personal development.

The Assessment Team analysed evidence which showed the organisation monitors performance and capabilities of the workforce overall to ensure service standards are met. Analysed evidence showed consumer feedback positive and negative is taken into account when monitoring staff and subcontractor performance on an ongoing basis. The Assessment Team noted where expectations have not been met, this is actioned promptly, and additional training and support provided if required.

The Assessment Team analysed evidence which showed staff receive ongoing supervision and support, including through the probation period, and monthly meetings allow discussion of any current issues, training requirements and support strategies. Evidence analysed showed regular performance discussions and formal annual appraisal.

The Quality Standard for the Home care packages services are assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 7 Requirements

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| Requirement 7(3)(a) | HCP  | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(b) | HCP  | Compliant |

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | HCP  | Compliant |

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(d) | HCP  | Compliant |

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

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| --- | --- | --- |
| Requirement 7(3)(e) | HCP  | Compliant |

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

# STANDARD 8 Organisational governance

#  HCP 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 Assessment Team analysed evidence which showed consumers are offered the opportunity to be engaged in service development and evaluation of care and services. Consumer and representative feedback obtained during interviews with the Assessment Team confirmed that the service seeks their input into the care and services they receive and service offerings overall. Evidence examined by the Assessment Team showed consumers and representatives are consulted regularly, can make suggestions for improvement and feel their feedback is taken on board.

The Assessment Team analysed evidence which showed the governing body is accountable for the delivery of a culture of safe, inclusive and quality care and services. Evidence analysed showed the governing body remains informed through formal governance, leadership and reporting pathways from the service level, through feedback and complaints mechanisms, consumer surveys and established risk management framework, in order to satisfy itself that the Quality Standards are being met.

The Assessment Team analysed evidence which showed oversight of the service’s performance and the safety and quality of care and services is maintained, through communication in real time, monthly reporting and ongoing monitoring by the clinical governance committee and the leadership team, with the general manager reporting to the Board.

The Assessment Team analysed evidence which showed the organisation has effective governance systems relating to information management, continuous improvement, financial governance, workforce governance, regulatory compliance, feedback and complaints.

The Assessment Team analysed evidence which showed policies and procedures are in place to guide information management, relevant to roles. Evidence analysed showed staff access current information on consumer’s care requirements and preferences to support care and service delivery. Evidence analysed by the Assessment Team showed information and updates are provided through established communication and reporting pathways and regular meetings. Evidence analysed showed the organisation maintains a range of electronic software programs to ensure information is managed and communicated appropriately. The Assessment Team noted electronic information is held securely, with back-up to support continuity of care and procedures to manage cyber security.

Evidence analysed by the Assessment Team showed active pursuit of continuous improvement was demonstrated through a range of operational systems and processes, including through self-assessment against the Quality Standards. The Assessment Team noted continuous quality improvement is embedded in service operations and staff practice, with documents evidencing issues identified for improvement, actions taken, completion dates and outcomes. Evidence analysed by the Assessment Team showed the national quality and compliance manager has recently been appointed to support comprehensive review and streamlining of quality and compliance systems and processes, including implementation of new risk management and staff education platforms, to enhance efficiency and effectiveness of information flow.

Evidence analysed by the Assessment Team showed the organisation has a documented risk management framework, and there are multiple mechanisms for identifying, evaluating and mitigating risks. Evidence analysed showed a range of policies guide management of consumer risk. The Assessment Team noted assessment and care planning incorporates risk identification and triggered assessment tools where risk is indicated. Evidence analysed showed strategies are developed to manage and minimise high impact and high prevalent risks for each consumer, including non-response to a schedule visit, falls risk, deterioration, elder abuse, chronic or complex and/or clinical care needs and dignity of risk in consumer choice. Evidence analysed by the Assessment Team showed vulnerable consumers are identified including consumers experiencing social isolation, requiring specific care and services or who have been diagnosed with dementia. The Assessment Team noted changes in consumer wellbeing or observed deterioration is reported, with prompt consultation with the consumer, or their representative, and others involved in the consumer’s care.

Evidence analysed by the Assessment Team showed the service is supported by the organisational clinical governance framework. Evidence analysed showed each consumer who is living with chronic or complex health conditions, or who requires a higher level of care than they are receiving, is provided with a top-to-toe clinical assessment which takes into account their overall health and wellbeing.

Evidence analysed by the Assessment Team showed the clinical care consultant works closely with the care consultant to design a package of care which is inclusive of all aspects, in collaboration with the consumer’s medical officer, pharmacist, acute and sub-acute healthcare professionals, medical specialists and allied professional services.

Evidence analysed by the Assessment Team showed clinical incidents and clinical audit results are reported and trended and discussed at the clinical governance committee. Consumers who may be at high risk are identified through this process and strategies for the care and delivery of services is discussed with the service management.

The Quality Standard for the Commonwealth home support programme services are assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 8 Requirements

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| Requirement 8(3)(a) | HCP  | Compliant |

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(b) | HCP  | Compliant |

*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

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| Requirement 8(3)(c) | HCP  | Compliant |

*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.*

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| Requirement 8(3)(d) | HCP  | 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*
4. *managing and preventing incidents, including the use of an incident management system.*

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| Requirement 8(3)(e) | HCP  | Compliant |

*Where clinical care is provided—a clinical governance framework, including but not limited to the following:*

1. *antimicrobial stewardship;*
2. *minimising the use of restraint;*
3. *open disclosure.*

# 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.