**Performance**

**Report**

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| Name of service: | Austa Care New South Wales |
| Service address: | Shop 1, 260 Belmore Road RIVERWOOD NSW 2210 |
| Commission ID: | 201251 |
| Home Service Provider: | Austa Care Pty Ltd |
| Activity type: | Quality Audit |
| Activity date: | 30 November 2022 to 2 December 2022 |
| Performance report date: | 18 January 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.

**This performance report**

This performance report for Austa Care New South Wales (**the service**) has been prepared by G. McNamara, 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:**

* Austa Care Pty Ltd, 26357, Shop 1, 260 Belmore Road, RIVERWOOD NSW 2210
* Austa Care Pty Ltd, 26357, 27 Buncle Street, NORTH MELBOURNE VIC 3051

# Material relied on

The following information has been considered in preparing the 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/representatives and others
* the provider’s response to the assessment team’s report received 3 January 2023.

# Assessment summary for Home Care Packages

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| Standard 1 Consumer dignity and choice | Compliant |
| **Standard 2** Ongoing assessment and planning with consumers | **Compliant** |
| **Standard 3** Personal care and clinical care | **Compliant** |
| **Standard 4** Services and supports for daily living | **Compliant** |
| **Standard 5** Organisation’s service environment | **Compliant** |
| **Standard 6** Feedback and complaints | **Compliant** |
| **Standard 7** Human resources | **Compliant** |
| **Standard 8** Organisational governance | **Compliant** |

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 1

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| Consumer dignity and choice | | HCP |
| Requirement 1(3)(a) | Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. | Compliant |
| Requirement 1(3)(b) | Care and services are culturally safe | Compliant |
| Requirement 1(3)(c) | 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. | Compliant |
| Requirement 1(3)(d) | Each consumer is supported to take risks to enable them to live the best life they can. | Compliant |
| 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 |
| Requirement 1(3)(f) | Each consumer’s privacy is respected and personal information is kept confidential. | Compliant |

Findings

The Quality Standard for the Home Care Package services is Compliant as six of the six specific requirements have been assessed as Compliant.

Consumers consistently provided positive feedback about how the service supports their dignity and choice.

The service was able to demonstrate that it ensures consumers are treated with dignity, respect and are valued as an individual. Information reviewed indicated that staff consistently listened, sought answers, were very respectful and followed consumer instructions to deliver care and services. It provides care and services that are culturally safe through cross matching care workers and consumers backgrounds for the best cultural fit. Consumers are assisted to exercise choice, make decisions and maintain independence with staff interviews echoing that consumers are in charge.

Consumers are supported to take risks to live their best life through risk assessments and through discussions with them about risk mitigation strategies. The service could also demonstrate that information provided to consumers is current, accurate, timely, clear and easy to understand, such as budgets and monthly statements where consumers showed an awareness of their unspent funds. In this regard, the Assessment Team noted that a large majority of consumers have a Chinese background but that financial documents are in English. However, a Chinese version can be provided on request, which is generated manually, and the organisation has logged a request with their software provider for enhancement to allow for generation of HCP budget to be auto generated in Chinese.

Consumer privacy is respected and confidentiality maintained through support worker conduct during service provision and appropriately limiting the availability of information.

The Assessment Team observed that Day Centre activities were conducted in a manner that was respectful and the consumers were happy and engaging. Staff were observed to interact with the consumers in a respectful manner.

Policies and procedures are in place to support and guide staff.

# Standard 2

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| 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 |
| 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)(c) | 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. | 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 |
| Requirement 2(3)(e) | 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. | Compliant |

Findings

The Quality Standard for the Home Care Package services is Compliant as five of the five specific requirements have been assessed as Compliant.

Overall sampled consumers and representatives interviewed confirmed that they were satisfied with the care and services they received, and that they were in line with their goals and preferences. Consumers confirmed they are involved in assessment and care planning processes and where applicable this was done in partnership with others when they wished them to be involved.

Organisational policies and procedures, guiding assessment and care planning templates, and electronic information management systems ensure service staff involved in direct care delivery, work in collaboration with consumers, to deliver services in accordance with their identified care needs, goals and preferences.

Assessment and service planning processes in place include initial and ongoing review and reassessment, and strong ongoing monitoring by support workers and coordination staff.

Consumer documentation reviewed provided evidence of current updated care plans, agreed upon goals, tasks and instructions for care workers, with consideration of risks to consumers and their changing circumstances.

Support workers said they tend to see the same consumers and are able to identify deterioration in their physical and mental wellbeing, and relay this to the coordinator who follows-up and keeps them informed of any changes. They also stated they are provided information by coordination staff in relation to the care needs of consumers and are provided with an access of the care plan that includes clear instructions. They access electronic progress notes on their phone and are updated in relation to changes and discuss at regular staff meetings services provided to consumers.

# 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 |
| Requirement 3(3)(b) | Effective management of high impact or high prevalence risks associated with the care of each consumer. | Compliant |
| Requirement 3(3)(c) | The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved. | Compliant |
| Requirement 3(3)(d) | 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. | Compliant |
| Requirement 3(3)(e) | 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. | Compliant |
| Requirement 3(3)(f) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant |
| Requirement 3(3)(g) | 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. | Compliant |

Findings

The Quality Standard for the Home Care Package services is Compliant as seven of the seven specific requirements have been assessed as Compliant.

Consumers and representatives interviewed were satisfied overall with care and services they are currently receiving. They said communication from the office works well, and the case manager/nurse and coordinators regularly contact them about care and services. They said staff provide services safely and confirmed current processes are in place to manage the risks around COVID-19. Several consumers/representatives said they think support worker provide an excellent service and play an important role in helping them maintain their overall health and wellbeing.

The service has systems in place for the delivery of safe and effective personal and clinical care services that meet the needs, goals and preferences of consumers. This includes identifying and managing high impact and high prevalence risks through assessment, care reviews and ongoing monitoring processes and recognising and responding to deterioration or change in health and wellbeing. The information regarding the consumer’s needs and preferences noting any changes is effectively communicated to inform the delivery of care. The service has a registered nurse available to assess and monitor consumers’ clinical needs and can also provide ongoing clinical care to consumers when required, however at the moment the service doesn’t have any consumer requiring clinical care.

Management confirmed care and services are delivered by trained support workers and all services are monitored by coordination staff. Support worker report any changes in the consumer’s overall health and wellbeing and this is followed up in a timely manner. Any incidents, changes in the consumer’s health or other significant events are noted in the consumer’s file and followed up as appropriate.

In its written response the approved provider stated that it has a Registered Nurse (RN) who provides oversight, assessment and monitoring of clinical needs, and that the organisation has policies and procedures, tools and a staffing model to provide clinical care where required. It described its processes for determining when a consumer requires clinical care. Its Plan for Continuous Improvement (PCI) indicated how the organisation planned to provide direct clinical care.

# 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 |
| Requirement 4(3)(b) | Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being. | Compliant |
| Requirement 4(3)(c) | 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. | Compliant |
| Requirement 4(3)(d) | Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared. | Compliant |
| Requirement 4(3)(e) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant |
| Requirement 4(3)(f) | Where meals are provided, they are varied and of suitable quality and quantity. | Not applicable |
| Requirement 4(3)(g) | Where equipment is provided, it is safe, suitable, clean and well maintained. | Compliant |

Findings

The Quality Standard for the Home Care Package services is Compliant as six of the six applicable requirements have been assessed as Compliant.

Consumers and representatives provided positive feedback about how the service provides services and supports for daily living.

The service demonstrated that it provides a wide range of options for consumers to support them to live as independently as possible to enjoy life and remain socially connected. It supports consumers emotional and psychological wellbeing through strong relationships built with their care workers. It provides a wide range of options to participate in the community, engage in relationships and do things that interest consumers.

The Assessment Team observed that there was good communication within the organisation and externally with sub-contracted providers regarding the consumers condition, needs and preferences, and that the service ensures timely and appropriate referrals to individuals, other organisations and providers of other care and services.

Consumers and representatives advised they are assisted to purchase equipment through their package, if it was suitable, met their needs and if there were any issues they would report back to the service. One consumer state they were unsure how to maintain an item purchased a couple of years ago, this was raised with management and they advised they refer any service or maintenance issues raised by the consumer and representative or support worker to the supplier or manufacturer.

# Standard 5

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| Organisation’s service environment | | HCP |
| Requirement 5(3)(a) | The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function. | Compliant |
| Requirement 5(3)(b) | The service environment:   1. is safe, clean, well maintained and comfortable; and 2. enables consumers to move freely, both indoors and outdoors. | Compliant |
| Requirement 5(3)(c) | Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer. | Compliant |

Findings

The Quality Standard for the Home Care Package services is Compliant as three of the three specific requirements have been assessed as Compliant.

Consumers provided positive feedback about the centre environment. Overall consumers and representatives said the service and vehicles were clean and well maintained. In addition, consumers interviewed said they felt safe at the centre. They also said the hall, and also the buses they travel on to the centre, are very clean.

The service demonstrated that it provides a welcoming environment which promotes a sense of belonging and optimises independence and ensures the environment is safe, clean, comfortable and well maintained. This was confirmed by observations by the Assessment Team.

The service ensures all consumers are assisted to connect with relevant staff, by providing guidance and support in getting in and out of the transporting vehicle. Daily cleaning of the service environment is undertaken. It also regularly maintains and updates equipment, and ensures it is safe and well maintained for consumers.

# Standard 6

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| Feedback and complaints | | HCP |
| Requirement 6(3)(a) | Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints. | Compliant |
| Requirement 6(3)(b) | Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints. | Compliant |
| Requirement 6(3)(c) | Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong. | Compliant |
| Requirement 6(3)(d) | Feedback and complaints are reviewed and used to improve the quality of care and services. | Compliant |

Findings

The Quality Standard for the Home Care Package services is Compliant as four of the four specific requirements have been assessed as Compliant.

Consumers and representatives advised they do not have any concerns as they are satisfied with the services and they can discuss any issues with the support worker and coordination staff in a conference style. Consumers and representatives said they received information on their right to an advocate and advocacy services in their community as well as how to provide feedback or complaints. They knew how to access interpreter services if needed. They felt staff would take any concerns seriously and address their complaints, and said the service seeks feedback to see if they can improve services.

The service demonstrated that it provides access, support and information to consumers to encourage feedback and complaints. It promotes and provides information of relevant external agencies and advocates and practices open disclosure where required. It responds to consumer’s feedback with service improvements.

# Standard 7

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| 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. | Compliant |
| 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 |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Compliant |

Findings

The Quality Standard for the Home Care Package services is Compliant as five of the five specific requirements have been assessed as Compliant.

Consumers and representatives confirmed care staff deliver the support and assistance when they expect them and at a time suitable for them. Consumers and representatives interviewed said their team coordinator and support workers treat them with kindness and respected them as individuals. They advised they are satisfied with the knowledge and skills of the support workers for example in the safe use of equipment per personal care and support. Consumers and representatives also stated they are asked to provide feedback about their care and services and if there are any issues with staff or the way they provide services. In addition, they advised that they are currently satisfied with the services and with the staff providing and overseeing services.

The service demonstrated the workforce is planned to enable delivery of safe and quality care, and that it provides training and support to the staff to increase staff competency and skill. It demonstrated that it has systems to review performance based on assessment and consumer feedback.

Management advised recruitment processes in place assess workforce credentials. Performance management processes are in place and offer staff an opportunity to identify training and development needs. Training documentation was sighted, and management monitor and record training information sessions attended by staff, these include initial induction, annual mandatory training and specific professional development sessions for example training on dementia framework, infection control, writing care plans and progress notes.

Relevant training and policies and procedures were observed by the Assessment Team.

# Standard 8

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| Organisational governance | | HCP |
| Requirement 8(3)(a) | Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement. | Compliant |
| Requirement 8(3)(b) | The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery. | Compliant |
| 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 |
| Requirement 8(3)(d) | 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. | Compliant |
| Requirement 8(3)(e) | 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. | Compliant |

Findings

The Quality Standard for the Home Care Package services is Compliant as five of the five specific requirements have been assessed as Compliant.

Consumers and representatives provided examples of where they have provided feedback to the service, including through consumer satisfaction surveys. They expressed satisfaction with the quality of the service and said they can input as to how the service are delivered through their care planning discussions. Consumers and representatives were satisfied that service promotes a culture of safe, inclusive and quality care and service is accountable for their delivery. Consumers interviewed outlined interactions with coordination staff and complimented responsiveness and indicated they were satisfied with the service they received.

The service demonstrated that it promotes consumers access and engagement with them through their care planning, and that it promotes care and support delivery in culturally safe, inclusive manner. It showed that its governance framework provides for effective engagement of the consumers and workforce through information and feedback to achieve continuous improvement. It supports to live their best life by identifying risk and having policies to manage these. Appropriate and effective governance and risk management systems and processes were seen to be in place.

Management advised their Clinical Governance Framework outlines the level of responsibilities for all employees. The service has a RN who reviews clinical aspects of the consumers care plan. The RN is supported by the Clinical Consultant who has clinical background and responsibility of reviewing clinical policies and procedures which guide the support workers. Home care staff have been trained to report on signs of consumer deterioration, incidents etc to the CEO. In its written response the approved provider submitted additional information on its clinical governance framework, including policies and procedures, monitoring and reporting and a training schedule. It provided a PCI which indicated that it would have clinical care as an in house service in 2023.

1. The preparation of the performance report is in accordance with section 57of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)