**Performance**

**Report**

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| --- | --- |
| Name of service: | Australian Chinese Community Association - Chatswood |
| Service address: | Suite 103, 10 Help Street CHATSWOOD NSW 2067 |
| Commission ID: | 201030 |
| Home Service Provider: | Australian Chinese Community Association of New South Wales |
| Activity type: | Quality Audit |
| Activity date: | 1 March 2023 to 3 March 2023 |
| Performance report date: | 4 April 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 Australian Chinese Community Association - Chatswood (**the service**) has been prepared by M Cooper, 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:**

* ACCA Chinese Home Care Service - Northern Sydney, 26539, Suite 103, 10 Help Street, CHATSWOOD NSW 2067

**CHSP:**

* Transport, 4-7ZE9GOD, Suite 103, 10 Help Street, CHATSWOOD NSW 2067
* Flexible Respite, 4-7ZE9GRO, Suite 103, 10 Help Street, CHATSWOOD NSW 2067
* Centre Based Respite, 4-7ZE9GL9, Suite 103, 10 Help Street, CHATSWOOD NSW 2067
* Social Support - Individual, 4-7ZF4MLD, Suite 103, 10 Help Street, CHATSWOOD NSW 2067
* Social Support - Group, 4-7ZE9GXW, Suite 103, 10 Help Street, CHATSWOOD NSW 2067

# 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
* Aged Care Act 1997 [Cth]
* Aged Care Quality and Safety Commission Act 2018 [Cth]
* Aged Care Quality and Safety Commission Rules 2018 [Cth]
* User Rights Principles 2014 registered 10 October 2022
* Quality of Care Principles 2014 registered 10 October 2022
* Guidance and Resources for Providers to support the Aged Care Quality Standards published by the Aged Care Quality and Safety Commission in September 2022
* Commonwealth Home Support Programme manual 2022 -2023
* Home Care Package Program operational manual a guide for home care providers Version 1.3 – January 2023

# Assessment summary for Home Care Packages (HCP)

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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 | **Not applicable as not all requirements have been assessed** |
| **Standard 6** Feedback and complaints | **Compliant** |
| **Standard 7** Human resources | **Compliant** |
| **Standard 8** Organisational governance | **Compliant** |

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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

Findings

The Assessment Team reports that consumers and their representatives provided positive feedback about the service staff and their support worker. They said they are treated with respect and support them to make informed choices in relation to their services. They confirmed the service responds to their individual needs, cultural backgrounds and staff protect their privacy. They provided examples of how staff assist them to live the life they choose and to remain living in the community. When interviewed staff could demonstrate their knowledge of the consumers' individual preferences and they demonstrated that they tailor services to the consumer and support them to exercise choice in relation to their services. A review of organisational documents including consumer information demonstrated service staff are guided by the organisation to ensure the consumer's identity is valued, and services are tailored to diverse backgrounds, and their privacy and confidentiality is respected.

Having regard to the Assessment Team’s report, the Provider’s response at the time of the audit, the Provider’s obligations under the Aged Care Act 1997 and the Aged Care Quality and Safety Standards, I have reasonable grounds to form the view that the Provider has complied with Standard 1.

The Quality Standard for the Commonwealth Home Support Programme services is assessed as compliant as six of the six specific requirements have been assessed as compliant.

The Quality Standard for the Home Care Packages service is assessed as compliant as six of the six specific requirements have been assessed as compliant.

# Standard 2

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

Findings

The Assessment Team reports that the Approved Provider is ensuring the assessment and planning including the consideration of risk, informs the delivery of safe and effective care and services. The assessment and planning identifies consumer’s current needs. The assessment and planning process in based on on-going partnerships with consumers and consumers representatives and includes other organisations and individuals involved in the consumer’s care. The outcomes of assessment and planning are affectively communicated to the consumer and documented in a care plan that is available to the consumer and where care and services are provided. Care and services are reviewed regularly for effectiveness, when circumstances and also includes advanced care planning.

Having regard to the Assessment Team’s report, the Provider’s response at the time of the audit, the Provider’s obligations under the Aged Care Act 1997 and the Aged Care Quality and Safety Standards, I have reasonable grounds to form the view that the Provider has complied with Standard 2.

The Quality Standard for the Commonwealth Home Support Programme services is assessed as compliant as five of the five specific requirements have been assessed as compliant.

The Quality Standard for the Home Care Packages service is assessed as compliant as five of the five specific requirements have been assessed as compliant.

# Standard 3

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| Personal care and clinical care | | HCP | CHSP |
| 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 | Compliant |
| Requirement 3(3)(b) | Effective management of high impact or high prevalence risks associated with the care of each consumer. | Compliant | 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 | 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 | 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 | Compliant |
| Requirement 3(3)(f) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant | 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 | Compliant |

Findings

The Assessment Team reports that the Approved Provider is ensuring that there are systems in place for the delivery of safe and effective personal and clinical care through assessing clinical needs by a qualified registered nurse. This enables any high impact and high prevalent risks to be identified and managed through assessment, care reviews and ongoing monitoring. Staff are trained to provide safe personal care that considers consumer needs and preferences. Consumers and representatives interviewed were satisfied overall with the care and services they are currently receiving and the care staff providing them. They said care staff provide services safely and confirmed current processes are in place to manage the risks around COVID. The Approved Provider is monitoring service provision through coordination and nursing staff. Support workers report any changes in the consumer’s overall health and wellbeing and these are noted in the consumer’s file and followed up as appropriate

Having regard to the Assessment Team’s report, the Provider’s response at the time of the audit, the Provider’s obligations under the Aged Care Act 1997 and the Aged Care Quality and Safety Standards, I have reasonable grounds to form the view that the Provider has complied with Standard 3.

The Quality Standard for the Commonwealth Home Support Programme services is assessed as compliant as seven of the seven specific requirements have been assessed as compliant.

The Quality Standard for the Home Care Packages service is assessed as compliant as seven of the seven specific requirements have been assessed as compliant.

# Standard 4

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| Services and supports for daily living | | HCP | CHSP |
| 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 | Compliant |
| Requirement 4(3)(b) | Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being. | Compliant | 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 | 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 | Compliant |
| Requirement 4(3)(e) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant | Compliant |
| Requirement 4(3)(f) | Where meals are provided, they are varied and of suitable quality and quantity. | Compliant | Compliant |
| Requirement 4(3)(g) | Where equipment is provided, it is safe, suitable, clean and well maintained. | Not applicable | Not applicable |

Findings

The Assessment Team reports that the Approved Provider is ensuring each consumer gets safe and effective services that meet their needs, goals, and preferences. The Provider demonstrated that services and supports for daily living promote each consumer’s emotional, spiritual, and psychological well-being. Consumers are supported to participate in their community, have social and personal relationships, and do the things of interest to them. Information about the consumer’s condition, needs and preferences are communicated within the organisation and with others where required. This allows the Provider to make timely and appropriate referrals to individuals and other organisations. The Provider is supplying equipment that is safe, suitable, clean and well maintained

Having regard to the Assessment Team’s report, the Provider’s response at the time of the audit, the Provider’s obligations under the Aged Care Act 1997 and the Aged Care Quality and Safety Standards, I have reasonable grounds to form the view that the Provider has complied with Standard 4

The Quality Standard for the Commonwealth Home Support Programme services is assessed as compliant as six of the six applicable requirements have been assessed as compliant.

The Quality Standard for the Home Care Packages service is assessed as compliant as six of the six applicable requirements have been assessed as compliant.

# Standard 5

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| Organisation’s service environment | | HCP | CHSP |
| 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. | Not applicable | 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. | Not applicable | Compliant |
| Requirement 5(3)(c) | Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer. | Not applicable | Compliant |

Findings

The Assessment Team reports that the Approved Provider is providing a service environment that is welcoming and easy to understand and optimises each consumers independence interaction and function. The environment is safe clean, well maintained and enables consumers to move about freely. The furniture and fittings that are safe clean and well maintained

Having regard to the Assessment Team’s report, the Provider’s response at the time of the audit, the Provider’s obligations under the Aged Care Act 1997 and the Aged Care Quality and Safety Standards, I have reasonable grounds to form the view that the Provider has complied with Standard 5.

The Quality Standard for the Commonwealth Home Support Programme services is assessed as compliant as three of the three specific requirements have been assessed as compliant.

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# Standard 6

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| Feedback and complaints | | HCP | CHSP |
| Requirement 6(3)(a) | Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints. | Compliant | 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 | 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 | Compliant |
| Requirement 6(3)(d) | Feedback and complaints are reviewed and used to improve the quality of care and services. | Compliant | Compliant |

Findings

The Assessment Team reports that the Approved Provider is supplying consumers and representative with information on external supports such as advocacy services to assist with complaints resolution. Consumers and representatives interviewed said they know ways to provide feedback or complain including external avenues and some consumers said they would be confident to do so if the need arose while others said they never have to raise any concern as the services are excellent. The Provider has reviewed and analysed the feedback from consumers and representatives and it indicated that fees, charges, reimbursement system and subcontractor staff feature most prominently.

The Approved Provider has a centralised complaints management system for recording feedback and complaints, established escalation and response structures, open disclosure, analysis of complaint data for trends and the links to broader business learning and continuous improvement. Staff receive training in complaint response as appropriate to their roles.

Having regard to the Assessment Team’s report, the Provider’s response at the time of the audit, the Provider’s obligations under the Aged Care Act 1997 and the Aged Care Quality and Safety Standards, I have reasonable grounds to form the view that the Provider has complied with Standard 6.

The Quality Standard for the Commonwealth Home Support Programme services is assessed as compliant as four of the four specific requirements have been assessed as compliant.

The Quality Standard for the Home Care Packages service is assessed as compliant as four of the four specific requirements have been assessed as compliant.

# Standard 7

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| Human resources | | HCP | CHSP |
| 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 | Compliant |
| Requirement 7(3)(b) | Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity. | Compliant | 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 | Compliant |
| Requirement 7(3)(d) | The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. | Compliant | Compliant |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Compliant | Compliant |

Findings

The Assessment Team reports that the Approved Provider demonstrated that the workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture, and diversity. The Provider is continually engaged in recruitment processes and brokerage arrangements to ensure enough staff are available to deliver scheduled care and services. The orientation and training program is regularly assessed, monitored and reviewed to ensure the performance of each member of the workforce. As part of its processes the Provider also Monitors compliance of staff qualifications.

Having regard to the Assessment Team’s report, the Provider’s response at the time of the audit, the Provider’s obligations under the Aged Care Act 1997 and the Aged Care Quality and Safety Standards, I have reasonable grounds to form the view that the Provider has complied with Standard 7.

The Quality Standard for the Commonwealth Home Support Programme services is assessed as compliant as five of the five specific requirements have been assessed as compliant.

The Quality Standard for the Home Care Packages service is assessed as compliant as five of the five specific requirements have been assessed as compliant.

# Standard 8

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| Organisational governance | | HCP | CHSP |
| Requirement 8(3)(a) | Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement. | Compliant | 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 | 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 | 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 | 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 | Compliant |

Findings

The Assessment Team reports that the Approved Provider is proactively inviting consumers and representatives to participate in surveys. Their involvement in surveys is facilitated by an app on their phones. Consumers and their representatives described how they engage in giving feedback to the Provider with some consumers indicated that they would give verbal feedback to staff if they asked for it. When interviewed staff stated that the service is well run and they demonstrated an understanding of policies and procedures overseeing the delivery of safe, quality services.

The Provider has a risk management system in place that identifies and responds to vulnerable consumers. The executive is informed of any emerging risks, incident trends, complaints and continuous improvement activities with regular planning mechanisms in place. Management advised they have ready access to all information to ensure transparency and informed decision making. The service focuses on achieving positive lifestyle outcomes for consumers.

Having regard to the Assessment Team’s report, the Provider’s response at the time of the audit, the Provider’s obligations under the Aged Care Act 1997 and the Aged Care Quality and Safety Standards, I have reasonable grounds to form the view that the Provider has complied with Standard 8.

The Quality Standard for the Commonwealth Home Support Programme services is assessed as compliant as five of the five specific requirements have been assessed as compliant.

The Quality Standard for the Home Care Packages service is assessed as compliant as five of the five specific requirements have been assessed as compliant.

1. The preparation of the performance report is in accordance with section s57 – quality audit, of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)