Australian Home Care Services

Performance Report

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| **Address:** | Suite 11, Level 2, 617 Elizabeth St REDFERN NSW 2016 |
| **Phone:** | 03 9835 9100 |
| **Commission ID:** | 201111 |
| **Provider name:** | Australian Home Care Services Pty Ltd |
| **Activity type:** | Quality Audit |
| **Activity date:** | 17 May 2022 to 19 May 2022 |
| **Performance report date:** | 27 July 2022 |

# Performance report prepared by

G.McNamara, 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:**

* Australian Home Care - South Eastern Sydney Metro, 17310, Suite 11, Level 2, 617 Elizabeth St, REDFERN NSW 2016

**CHSP:**

* Domestic Assistance, 4-BFPSRIM, Suite 11, Level 2, 617 Elizabeth St, REDFERN NSW 2016

# Overall assessment of Service/s

|  |  |  |
| --- | --- | --- |
| Standard 1 Consumer dignity and choice | HCP | Compliant |
| CHSP | Compliant |
| Requirement 1(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 1(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 1(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 1(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 1(3)(e) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 1(3)(f) | HCP | Compliant |
|  | CHSP | Compliant |
|  |  |  |
| Standard 2 Ongoing assessment and planning with consumers | HCP | Compliant |
| CHSP | Not-Compliant |
| Requirement 2(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 2(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 2(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 2(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 2(3)(e) | HCP | Compliant |
|  | CHSP | Not-Compliant |
|  |  |  |
| Standard 3 Personal care and clinical care | HCP | Compliant |
| CHSP | Compliant |
| Requirement 3(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 3(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 3(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 3(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 3(3)(e) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 3(3)(f) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 3(3)(g) | HCP | Compliant |
|  | CHSP | Compliant |
|  | HCP | Compliant |
| Standard 4 Services and supports for daily living | HCP | Compliant |
| CHSP | Compliant |
| Requirement 4(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(e) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(f) | HCP | Not applicable |
|  | CHSP | Not Applicable |
| Requirement 4(3)(g) | HCP | Compliant |
|  | CHSP | Not Applicable |
|  |  |  |
| Standard 5 Organisation’s service environment | HCP | Not Applicable |
| CHSP | Not Applicable |
|  |  |  |
| Standard 6 Feedback and complaints | HCP | Compliant |
| CHSP | Compliant |
| Requirement 6(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 6(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 6(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 6(3)(d) | HCP | Compliant |
|  |  |  |
| Standard 7 Human resources | HCP | Compliant |
| CHSP | Compliant |
| Requirement 7(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 7(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 7(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 7(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 7(3)(e) | HCP | Compliant |
|  | CHSP | Compliant |
|  |  |  |
| Standard 8 Organisational governance | HCP | Compliant |
| CHSP | Compliant |
| Requirement 8(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 8(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 8(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 8(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 8(3)(e) | HCP | Compliant |
|  | CHSP | 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/representatives and others
* the provider’s response to the Quality Audit report received 23 June 2022.

# STANDARD 1 Consumer dignity and choice

# HCP Compliant CHSP 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 representatives provided positive feedback around care and service delivery. They confirmed staff treat them respectfully and support them to make informed choices. They provided examples of how they are assisted to live the life they choose. Consumers and representatives said that the service responds to their cultural backgrounds and staff protect their privacy.

Support staff demonstrated knowledge of their consumers and how they preferred to receive services. Coordination staff also described how consumers/representatives are involved in making decisions about the services they receive and how they ensure consumer information is kept confidential.

Staff are guided by a code of conduct that requires that services are provided respectfully in an inclusive manner. Review of organisational documents including a consumer service guide, policies and procedures, provided evidence that consumers are supported to exercise choice and independence.

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.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

**Assessment of Standard 1 Requirements**

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

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

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP | Compliant |
|  | CHSP | 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.*

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP | Compliant |
|  | CHSP | 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.*

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

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

# STANDARD 2 Ongoing assessment and planning with consumers

# HCP Compliant CHSP Not 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

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

Assessment and care planning documentation sighted demonstrated care and services are reviewed regularly when needs or circumstances change, although not every individual CHSP consumer’s assessment and care planning documentation is reviewed periodically and communicated to the consumers.

Staff demonstrated that the outcomes of the assessment and care planning are used to deliver care and services for the HCP consumers, however CHSP consumers do not have client support managers allocated or a nominated person to conduct a regular and episodic review of the consumers' care documentation.

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.

The Quality Standard for the Commonwealth home support programme service is assessed as Not Compliant as one (1) of the five specific requirements has been assessed as Not Compliant.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP | Compliant |
|  | CHSP | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | HCP | Compliant |
|  | CHSP | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(c) | HCP | Compliant |
|  | CHSP | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(d) | HCP | Compliant |
|  | CHSP | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(e) | HCP | Compliant |
|  | CHSP | Not 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.*

Findings

The service provider demonstrated for HCP consumers that care and services are reviewed regularly and when changes occur through increased needs identified by the consumer or representative, support worker, clinical team and client support managers. Consumers confirmed they nominate their case management preference, and the client support managers and clinical team conduct regular reviews of their care and services. Documentation on consumer files also confirmed regular reviews had been conducted and changes made based on incidents or changes in consumer preferences.

However, CHSP consumers do not have client support managers allocated or a nominated person to conduct a regular and episodic review of the consumers' care documentation. Four out of six CHSP consumers files sampled didn't have updated care plans. While one CHSP consumer stated they requested a change to the days of service which was done without any trouble, another stated they were not aware of their care plan and was unable to recall having any discussion with the service.

The Assessment Team reported that management acknowledged the identified issues in relation to CHSP consumers and had included this on their plan for continuous improvement. This was evidenced in the documentation review.

In its written response the approved provider stated it had devoted additional resources to care planning and review.

While these actions are acknowledged, the approved provider will need to demonstrate that, for CHSP consumers, regular and as required reviews are being undertaken.

I find that, at the time of the Quality Audit the approved provider was not compliant with this requirement in relation to CHSP consumers.

# STANDARD 3 Personal care and clinical care

# HCP Compliant CHSP 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

Consumers/representatives interviewed were satisfied overall with the care and services they are currently receiving. For example:

* They said communication from the office works well, and the customer support managers 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 workers provide an excellent service and play an important role in helping them maintain their overall health and well-being.

The service has systems in place to deliver 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, ongoing monitoring processes, and recognising and responding to deterioration or change in health and well-being. The information regarding the consumer’s needs and preferences, noting any changes, is effectively communicated to inform care delivery. The service has a clinical team available to assess and monitor consumers’ clinical needs and provide ongoing clinical care when required. Further, the service plans to recruit five more RNs to monitor consumers’ clinical needs.

Management confirmed that trained support workers deliver care and services. The customer support managers monitor all services, and clinical guidance is provided by the regional clinical and quality manager. Support workers report any changes in the consumer’s overall health and well-being and follow 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.

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.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant seven of the seven specific requirements have been assessed as Compliant.

**Assessment of Standard 3 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(a) | HCP | Compliant |
|  | CHSP | 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.*

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

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

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(d) | HCP | Compliant |
|  | CHSP | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(e) | HCP | Compliant |
|  | CHSP | 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.*

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

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

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

Overall sampled consumers confirmed they get the services and supports for daily living that are important for their health and well-being and that enable them to do the things they want to do. Consumers/representatives interviewed confirmed that, where needed, they are supported to keep in touch with people who are important to them.

Some consumers enjoy accessing the community independently and said the service supports them to do this. Consumers said they felt supported to live their life the way they choose and had their preferences considered when receiving care. Consumers said the staff know them very well and what they like or dislike and make sure to follow these when providing care.

Referrals are made to external providers for services and the provision of equipment when needed. All consumers/representatives said they have access to a range of various services which meets their needs.

Staff are aware of the organisational philosophy of care. Examples were provided by staff, management and consumers/representatives of how consumers’ individual needs are met and how they are supported to live the life they want. Details of these were also noted to be included in consumer notes and in care plans.

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.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as five of the five applicable requirements have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | HCP | Compliant |
|  | CHSP | 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.*

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP | Compliant |
|  | CHSP | 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.*

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

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

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP | Not Applicable |
|  | CHSP | Not Applicable |

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

The organisation does not provide meals therefore this requirement is Not Applicable.

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP | Compliant |
|  | CHSP | Not Applicable |

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

The organisation does not provide equipment under its CHSP service therefore this requirement is Not Applicable to CHSP.

# STANDARD 5 Organisation’s service environment

# HCP Not Applicable CHSP 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.

The organisation does not provide a service environment therefore this Standard is Not Applicable.

# STANDARD 6 Feedback and complaints

# HCP Compliant CHSP 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/representatives confirmed they are able to provide feedback and suggestions at any time through a range of mechanisms such as verbal, by email and through surveys. Their feedback and suggestions are sought throughout the course of care and service provision. They are informed of their right to make a complaint and are provided with information on internal and external complaints mechanisms and advocacy services they can access. Consumers/representatives advised they feel comfortable in providing feedback and suggestions or making a complaint should they wish to do so. Some said they have done this and they felt appropriate action had been taken to address their concerns.

Staff encourage consumers to provide feedback and internal processes are in place to document and action feedback. Although some aspects of complaints would be actioned at the client support manager level, information on actions taken are fed up to relevant regional management staff. External complaints through the Aged Care Quality and Safety Commission (the Commission), or more serious complaints involve regional management. Statistics regarding complaints/feedback are reported to the Executive Team on a regular basis and trending of this information occurs to identify continuous improvement opportunities. Open disclosure is practiced if the service has not met the consumer’s expectations.

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.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

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

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

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

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

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

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

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

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

# STANDARD 7 Human resources

# HCP Compliant CHSP Compliant

### 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

Consumers/representatives, interviewed advised care and services are provided on the agreed days and times. They were complimentary of the respect, care and attention shown to them by support staff, service coordinators and representatives overall and management. Consumers confirmed staff are not usually rushed when delivering services and will receive a phone call on the occasion a staff member is running late or if services need to be rescheduled they are offered options.

The service demonstrated new staff are supported with an onboarding program, with roles and responsibilities of each role clearly defined. Staff performance is also reviewed regularly and as required and action is taken promptly if consumers raise any issues regarding support workers or office based staff.

All staff reported feeling supported in their role via frequent team and individual communications and supported to access additional training if needed or requested. The service keeps a record of qualifications and training completed by all staff and provides a range of training throughout the year on an ongoing basis for all staff.

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.

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

## Assessment of Standard 7 Requirements

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

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

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

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

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

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

# STANDARD 8 Organisational governance

# HCP Compliant CHSP 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

Consumers/representatives described how they are engaged to provide feedback, through ongoing verbal feedback and reviews. Some also indicated they would give feedback verbally to staff if they wanted to provide it. Consumers/representatives said they are kept informed of activities of the service through newsletters.

Staff interviews confirmed the service is well run and staff demonstrated an understanding of policies and procedures overseeing the delivery of safe, quality care and services. They said effective communication makes sure services run smoothly and they have all the information they need to provide safe care to consumers. They said client support managers and management are approachable and make themselves available to discuss any concerns or queries.

The organisation has a risk management system in place that identifies, and respond to, vulnerable consumers. The board is informed of any emerging risks and trends of incidents, complaints and continuous improvement. Regular planning mechanisms are in place and 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.

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.

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

## Assessment of Standard 8 Requirements

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(c) | HCP | Compliant |
|  | CHSP | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(d) | HCP | Compliant |
|  | CHSP | 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 |
|  | CHSP | 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

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

|  |  |  |
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| 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.*