**Performance**

**Report**

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| Name of service: | Australian Unity Home Care - Greater Western |
| Service address: | 2/1220 Sturt Street BALLARAT VIC 3350 |
| Commission ID: | 300218 |
| Home Service Provider: | Australian Unity Retirement Living Management Pty Ltd |
| Activity type: | Quality Audit |
| Activity date: | 6 September 2022 to 8 September 2022 |
| Performance report date: | 5 October 2022 |

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 Unity Home Care - Greater Western (**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:**

* Australian Unity Home Care - Greater Western, TBC, 2/1220 Sturt Street, BALLARAT VIC 3350

**CHSP:**

* Allied Health and Therapy Services, 4-7XMO8NX, 2/1220 Sturt Street, BALLARAT VIC 3350
* CHSP - Personal Care, 4-7XMO8YX, 2/1220 Sturt Street, BALLARAT VIC 3350
* CHSP - Domestic Assistance, 4-7XNVF8Y, 2/1220 Sturt Street, BALLARAT VIC 3350
* Flexible Respite - Care Relationships and Carer Support, 4-7XNVFBT, 2/1220 Sturt Street, BALLARAT VIC 3350
* Nursing - Community and Home Support, 4-EOPT8IX, 2/1220 Sturt Street, BALLARAT VIC 3350

# 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
* Guidance and Resources for Providers to support the Aged Care Quality Standards issued by the Aged Care Quality and Safety Commission

# Assessment summary for Home Care Packages (HCP)

|  |  |
| --- | --- |
| 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 | **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** |

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 Approved Provider is supporting consumers to live in their homes, choose the care and supports they need whilst respecting their privacy and dignity through the provision of safe care. The Approved Provider is also providing consumers with current and accurate information

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 services 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’s report has noted that the Approved Provider has not complied with requirement 2(3)(e). The report states that ‘most consumers and or their representatives asserted that the Approved Provider responds to changes in their needs. With staff reporting that assessments of consumers current needs are based on an automated dates that are generated within the organisations care planning system. Although care review dates are automatically generated it would appear that there is no procedure to ensure that the review is actually carried out, with the system generating a new review date once the original date has passed.

The files of 4 CHSP consumers were reviewed and it revealed that care assessment reviews were conducted in the previous 12 months. However, 1 consumer has reported that changes in their physical condition and needs have not resulted in a review of the consumer’s care and services. A care review had not been carried out despite the fact that the consumer had been hospitalised on 3 occasions between June 2021 and June 2022. Although it is unfortunate that this consumer has not been the subject of a care review, it is noted that he lives with his carer who is also his representative and therefore assistance can be summonsed if a serious incident arises.

When interviewed about the lack of care and service to this consumer the Approved Provider has indicated that the organisation has had difficulties with staffing and other issues from July 2021 until recent times, but it has given an undertaking that it has identified other customers who need a care review and they have commenced this process.

In considering whether or not the Approved Provider has not complied with Section 2(3)(e). I have reviewed the ‘Guidance and Resources for providers to support the Aged Care Quality Standards issued by the Aged Care Quality and Safety Commission and I note that Standard 2 is linked to Standards 1, 3, 4, 7 and 8. The Approved Provider has met all its obligations under the linked Standards and it was also compliant with the other requirements under Standard 2. It is noted that the Approved Provider has a computerised care planning system which does in fact automatically generate reminder dates and that a review of 4 consumer files suggests that the system is generally effective. When I take into consideration that the Approved Provider is currently providing care and services to 208 consumers and taking a holistic view of the Assessment Team’s report I have reasonable grounds to believe that on balance the Approved Provider is complying with requirement 2(3)(e).

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 services is assessed as Compliant as six of the six 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 Approved Provider is managing high impact and high prevalence risks for consumers and referring them to medical and allied health professionals in a timely manner. Further to this, the Approved Provider is delivering personal care to consumers based on their needs and preferences. I have noted that in the introduction to Standard 3 in the Assessment Team’s report there is a notation that the Approved Provider has not met the Standard in relation to HCP. I have reviewed the assessment notes of the 6 requirements of this standard and I cannot see where the Assessment Team has provided evidence to support the assertion that this Standard has not been met for HCP. I also note that the Approved Providers compliance with requirement 3(3)(c) for CHSP has not been assessed. It would appear that the Approved Provider does not provide palliative care for CHSP consumers. However, it does provide a service to a CHSP consumer who is being provided palliative care services by another organisation. The Approved Provider has indicated that where one of its consumers is nearing end of life, the consumer receives a consultation from a Registered Nurse to determine their care needs and to inform care directives.

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 services 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. | Compliant | Compliant |

Findings

The Approved Provider is optimising its service to consumers by providing emotional and professional support when they are feeling low. The Approved Provider supplies quality equipment to suit their needs and supports the consumers independence and wellbeing at home and in the community.

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 services is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

# Standard 5

|  |  |  |  |
| --- | --- | --- | --- |
| 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 | Not applicable |
| 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 | Not applicable |
| Requirement 5(3)(c) | Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer. | Not applicable | Not applicable |

Findings

The Approved Provider does not provide care and support in a service environment

# Standard 6

|  |  |  |  |
| --- | --- | --- | --- |
| 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 Approved Provider supplies information to consumers to enable them to provide feedback and complaints on the services they are being provided. The Approved Provider is accurately recording the actions it takes in relation to feedback and is using this data to improve service delivery

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 services 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 Approved Provider regularly reviews workforce planning to ensure the right mix of skills to deliver quality services. It also has a process in place to monitor and review staff performance. The Approved Provider ensures that when staff interact with consumers those interactions are kind, caring and respectful

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 services 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 Approved Provider has an organisation wide system to ensure continuous improvement, management of risks, and identifying and actioning any consumer abuse and neglect to improve consumers’ lives. The management committee has demonstrated that a culture of safe, inclusive and quality care and services is promoted within the organisation. Further to this the governing body is accountable for the delivery of this culture. The Approved Provider engages with and supports consumers in the delivery and evaluation of care and services.

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 services 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 57 of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)