**Performance**

**Report**

**1800 951 822**

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| Name of service: | Baptist Village Baxter Community Services |
| Service address: | 8 Robinsons Road FRANKSTON SOUTH VIC 3199 |
| Commission ID: | 300061 |
| Home Service Provider: | Baptist Village Baxter Ltd |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 19 September 2022 |
| Performance report date: | 21 September 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 Baptist Village Baxter Community Services (**the service**) has been prepared by A. Grant, 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:**

* Baptist Village Baxter Care Packages, 18669, 8 Robinsons Road, FRANKSTON SOUTH VIC 3199

**CHSP:**

* Social Support Group, 4-B179FCU, 8 Robinsons Road, FRANKSTON SOUTH VIC 3199

# Material relied on

The following information has been considered in preparing the performance report:

* The assessment team’s report for the Assessment Contact – Desk report was informed by a review of documents and interviews with staff, consumers and/or representatives and others.
* the provider’s response to the assessment team’s report received 21 September 2022.

# Assessment summary for Home Care Packages (HCP)

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| --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | Not applicable as not all requirements have been assessed |

# Assessment summary for Commonwealth Home Support Programme (CHSP)

|  |  |
| --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | Not applicable as not all requirements have been assessed |

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 2

|  |  |  |  |
| --- | --- | --- | --- |
| Ongoing assessment and planning with consumers | | HCP | CHSP |
| 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** | **Not applicable** |

Findings

The organisation was previously found Not Compliant in this requirement during a Quality Audit which occurred in May of 2022. The Non-Compliance was based on lack of monitoring and assessments of bed poles used by consumers under the home care package program.

Evidence analysed by the Senior Quality Assessor during this assessment contact showed the service demonstrated they have implemented a process to assess the use of bed poles in the consumers home. The Senior Quality Assessor noted seven of seven consumers and/or representatives interviewed by the Senior Quality Assessor confirmed having bed pole assessment undertaken by Allied Health clinicians. Documentation reviewed confirmed bed pole assessments have been undertaken since the Quality Audit.

During interviews with the Senior Quality Assessor Management stated the service has updated their care planning and assessment documentation to include assessment of equipment used by consumers. Evidence analysed by the Senior Quality Assessor showed equipment includes all types of bed poles, wheeled walkers and other mobility aids. Evidence analysed by the Senior Quality Assessor showed support workers providing care have been trained to monitor the safe use of bed poles, wheeled walkers, wheel chairs and shower chairs in the consumers’ home. Evidence analysed by the Senior Quality Assessor showed the service now has a bed pole monitoring process to guide staff.

Support workers interviewed by the Senior Quality Assessor outlined the training, emails and handouts provided by the service to be able to monitor the use of bed poles in the consumers’ homes. Support workers interviewed by the Senior Quality Assessor also reported they monitor the safe use of other equipment including wheeled walking frames, wheel chairs and shower chairs and report to management as required any defects. The Senior Quality Assessor noted support workers responses to the monitoring of bed poles reflected consumer descriptions of the process.

Documentation reviewed by the Senior Quality Assessor evidenced the updated assessment and care planning templates, completed bed pole assessments and updated care plans for sampled consumers, current bed pole monitoring documentation completed by support workers, meeting minutes for staff training conducted on 20 July 2022 and supporting information on the safe use of bed poles, wheeled walkers, wheelchairs and shower chairs. The Senior Quality Assessor noted the service’s updated continuous improvement plan includes details of completed tasks as required in the notice of direction and described above.

The Senior Quality Assessor noted the service receives CHSP funding to operate a social support group activity program and as such this requirement for the CHSP program is assessed as Not Applicable.

1. The preparation of the performance report is in accordance with section 68A of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)