**Performance**

**Report**

**1800 951 822**

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| Name of service: | Baptistcare Homes Services South West |
| Service address: | 95 Belgravia Street BELMONT WA 6104 |
| Commission ID: | 500001 |
| Home Service Provider: | BaptistCare NSW & ACT |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 23 August 2023 |
| Performance report date: | 6 October 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 Baptistcare Homes Services South West (**the service**) has been prepared by F. Nguyen, 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:**

* Baptistcare Home Services Level 4 Great Southern, 19086, 95 Belgravia Street, BELMONT WA 6104
* Baptistcare Home Services South West, 19094, 95 Belgravia Street, BELMONT WA 6104

# Material relied on

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

* the assessment team’s report for the Assessment Contact - Desk; the Assessment Contact - Desk report was informed by review of documents and interviews with staff, consumers/representatives and others.

# Assessment summary for Home Care Packages (HCP)

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| Standard 7 Human resources | Not applicable as not all requirements have been assessed |

A detailed assessment is provided later in this report for each assessed Standard.

# 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. | Not applicable |
| Requirement 7(3)(b) | Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity. | Not applicable |
| 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. | Not applicable |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Not applicable |

Findings

This Requirement was found non-compliant following a Quality Audit held on 7 to 9 March 2023 when the service was unable to demonstrate that they have a process in place to monitor the competency and qualifications of all subcontracted staff.

In response, the organisation submitted proposed continuous improvements to the Commission which have now been implemented. For example:

* During the Assessment Contact - Desk conducted on 23 August 2023 the service demonstrated that processes and systems are in place to ensure that all members of the workforce, including contracted or brokered staff, are competent and have the qualifications and knowledge to effectively perform their roles. All consumers and representatives interviewed said care workers knew what they were doing and completed tasks in a safe and efficient manner.
* Care workers interviewed described the recruitment and induction processes they completed before commencing employment. They confirmed they were required to undergo medical assessments and provide copies of drivers’ licences, vehicle registration, insurance details, police certificates, and first aid qualifications.
* Management said that most compliance requirements are automated so that reminders are issued if evidence of competency or completion of training has not been received or refreshed. Management also said that the service maintains oversight of subcontractors and other vendors by maintaining a compliance register for subcontractors that is reviewed monthly by administrative staff and overseen by managers. Management said the service prefers that care is provided by their employees and will only enter into a sub-contracted arrangement in circumstances where they are unable to provide direct care that meets the assessed needs and preferences of the consumer.
* A vendor handbook explaining obligations and requirements was drafted and forwarded to all existing contractors. Systems were put in place to enable the service to verify and monitor the competency of all contracted persons who provide direct care and services to consumers, and to demonstrate that those services comply with the requirements of the Quality Standards. Existing sub-contracting arrangements were reviewed to ensure that they are compliant with the new policies and procedures.
* A review of documentation showed that policies and procedures are in place to ensure that screening of suitability and competency is conducted during onboarding of new employees. Position descriptions for two roles were seen to list the competencies, qualifications and skills required for each role.
* Additional documentation relating to the engagement of contracted sole traders and other businesses showed that procedures are in place to guide staff when engaging contractors, including a compliance questionnaire. There is a vendor onboarding process that must be followed that includes the requirement to obtain evidence that persons providing care are appropriately skilled and qualified. The assessment team also viewed the handbook that details the obligations and responsibilities of contractors to ensure that services and care provided to consumers are safe and comply with the Quality Standards.

The Decision Maker deems Requirement 7(3)(c) compliant.

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)