Beaudesert Community Meals on Wheels

Performance Report

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| **Address:** | 52 William StreetBEAUDESERT QLD 4285 |
| **Phone:** | 07 5541 2643 |
| **Commission ID:** | 700660 |
| **Provider name:** | Beaudesert and District Community Meals on Wheels Services Association Incorporated |
| **Activity type:** | Quality Audit |
| **Activity date:** | 17 June 2022 to 21 June 2022 |
| **Performance report date:** | 18 July 2022 |

# Performance report prepared by

A. GRANT, 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**

**CHSP:**

* Meals, 4-7Z534DT, 52 William Street, BEAUDESERT QLD 4285

# Overall assessment of Service/s

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| --- | --- | --- |
| Standard 1 Consumer dignity and choice | CHSP | Compliant |
| Requirement 1(3)(a) | CHSP | Compliant |
| Requirement 1(3)(b) | CHSP | Compliant |
| Requirement 1(3)(c)  | CHSP | Compliant |
| Requirement 1(3)(d)  | CHSP | Compliant |
| Requirement 1(3)(e)  | CHSP | Compliant |
| Requirement 1(3)(f)  | CHSP | Compliant |
|  |  |  |
| Standard 2 Ongoing assessment and planning with consumers | CHSP  | Compliant |
| Requirement 2(3)(a) | CHSP | Compliant |
| Requirement 2(3)(b) | CHSP | Compliant |
| Requirement 2(3)(c) | CHSP | Compliant |
| Requirement 2(3)(d) | CHSP | Compliant |
| Requirement 2(3)(e) | CHSP | Compliant |
|  |  |  |
| Standard 3 Personal care and clinical care | CHSP | Not Applicable |
|  |  |  |
| Standard 4 Services and supports for daily living | CHSP  | Compliant |
| Requirement 4(3)(a) | CHSP | Compliant |
| Requirement 4(3)(b) | CHSP | Compliant |
| Requirement 4(3)(c) | CHSP | Compliant |
| Requirement 4(3)(d) | CHSP | Compliant |
| Requirement 4(3)(e) | CHSP | Compliant |
| Requirement 4(3)(f) | CHSP | Compliant |
| Requirement 4(3)(g) | CHSP | Not Applicable |
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| Standard 5 Organisation’s service environment | CHSP  | Not Applicable |
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| Standard 6 Feedback and complaints | CHSP  | Compliant |
| Requirement 6(3)(a) | CHSP  | Compliant |
| Requirement 6(3)(b) | CHSP | Compliant |
| Requirement 6(3)(c)  | CHSP | Compliant |
| Requirement 6(3)(d)  | CHSP | Compliant |
|  |  |  |
| Standard 7 Human resources | CHSP  | Compliant |
| Requirement 7(3)(a) | CHSP  | Compliant |
| Requirement 7(3)(b) | CHSP | Compliant |
| Requirement 7(3)(c)  | CHSP | Compliant |
| Requirement 7(3)(d) | CHSP | Compliant |
| Requirement 7(3)(e)  | CHSP | Compliant |
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| Standard 8 Organisational governance | CHSP  | Compliant |
| Requirement 8(3)(a) | CHSP  | Compliant |
| Requirement 8(3)(b) | CHSP | Compliant |
| Requirement 8(3)(c)  | CHSP | Compliant |
| Requirement 8(3)(d) | CHSP | Compliant |
| Requirement 8(3)(e)  | CHSP | Not Applicable |

# 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 did not respond to the Quality Audit report

# STANDARD 1 Consumer dignity and choice 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

Consumer and representatives interviewed by the Assessment Team stated they are treated with respect and dignity by management and volunteers. Delivery volunteers described during interviews with the Assessment Team how they show respect to consumers by calling them by their preferred name, announcing their arrival at the consumer’s home and always leaving the meals in pre-arranged and preferred consumer locations. Evidence analysed by the Assessment Team showed the service had a consumer-centred approach to delivering meals.

Consumer and representative interviewed indicated that the organisation delivers services in a culturally safe manner. The Assessment Team noted whilst the consumers and representatives sampled did not specifically request any culturally diverse meals as a preference, the Assessment Team analysed evidence which showed the service demonstrated considerations on how they would adapt the way services are offered to meet the individual needs and preferences for each consumer. All consumers interviewed by the Assessment Team stated that the service is approachable, and they are not afraid to ask for assistance or feel embarrassed with a request. Management and volunteers interviewed by the Assessment Team demonstrated they understood individual consumers needs and preferences and were able to support them in their choices to maintain their independence.

The Assessment Team reviewed the consumer experience through sampled consumers about receiving their choice of meals to maintain their independence. Consumers confirmed to the Assessment Team during interviews that they have choice and quantity of meals that allows them to remain independent in their own home. The service was able to describe to the Assessment Team how it provides information to enable consumers and representatives to be involved ensuring choice and independence.

In the context of the meal delivery service being undertaken, the organisation demonstrates it respects individual consumer needs and preferences. Consumers and representatives stated to the Assessment Team the workforce understands what is important to them and respects the choices they make.

The Assessment Team analysed evidence which showed meal preferences are discussed with consumers and representatives and where potential risk to consumer well-being has been identified. Delivery volunteers stated during interviews they report any observed risks to management.

The Assessment Team reviewed the information provided to consumers, identified it was current, accurate and timely and communicated to consumers in a clear and timely manner promoting consumer choice. Consumers and representatives stated during interviews with the Assessment Team they contact the service by telephone or speak with delivery volunteers when and if required.

The Assessment Team analysed evidence which showed hardcopy documents and run sheets are updated regularly on items relating to consumer needs, goals, and preferences as communication through consumers. Evidence analysed showed Management, volunteers and the services hold current and accurate consumer information.

Management reported that consumer records and personal information is secured in a locked cabinet and all electronic records maintained are password protected. Management and volunteers described how they respect the privacy of consumers by knocking on doors and not discussing consumer information with external parties or those not nominated by consumers.

The Assessment Team noted management demonstrated an in-depth understanding of their responsibilities in relation to maintaining consumer privacy and confidentiality, acknowledging this is important when services are provided in a regional area where everyone generally knows each other. Evidence analysed showed privacy and confidentiality is a mandated requirement on staff and delivery volunteer duties list.

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**

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

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

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

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

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| Requirement 1(3)(c) | 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*.

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

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

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| Requirement 1(3)(e) | 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.*

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

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

# STANDARD 2 Ongoing assessment and planning with consumers CHSP 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

Evidence analysed by the Assessment Team showed the service undertakes assessment in the form of completing an entry process completed by the Coordinator in consultation with the consumer and their representative where appropriate. Evidence analysed showed comprehensive consumer information is collected including but not limited to, existing diagnosis, allergies or intolerances, dietary needs and preferences, the frequency of deliveries, preference for fresh or frozen meals, the consumer’s preferred method of payment, and any special delivery instructions. Evidence analysed by the Assessment Team showed relevant information from the initial assessment/entry form is transferred to the delivery run sheet and updated as required. Evidence showed risks identified on consumer entry documentation include allergies, specific dietary requirements, vision and hearing impairments, falls risk, mobility challenges and cognitive impairment.

Consumers and representatives interviewed by the Assessment Team stated the meals delivery service meets their needs, goals and preferences and supports them to live their best life. Consumers described to the Assessment Team how their meal and delivery preferences are identified during the assessment and planning process, facilitated by the Coordinator at the time of entry. Evidence analysed showed changes in consumer needs, goals and preferences prompt further review and assessment activities.

Consumers and representatives interviewed by the Assessment Team stated they are actively engaged and participate in the planning and review of the meals and delivery services they receive. Consumers said they choose the meals they want and how frequently they have them delivered. The Coordinator provided the Assessment Team evidence to show how they partner with consumers and representatives and engage other consumer care providers as part of the assessment and planning process in a collective effort to facilitate positive consumer outcomes and meet consumer needs, goals and preferences.

Evidence analysed by the Assessment Team showed the service plan for each consumer is captured within the entry documentation, including a consumer record check list, consumer assessment, which then inform meals delivery forms and the delivery run sheet. Evidence analysed showed all documentation, records and /or forms are updated as changes are identified and recorded. The delivery run sheet identifies the consumer, the delivery address and details individual instructions tailored to the consumer. Volunteers interviewed by the Assessment Team stated the delivery run sheet provides all the information they require to deliver the appropriate service in accordance with consumer needs, goals and preferences.

Evidence analysed showed services are reviewed on an ongoing basis in accordance with consumer needs, goals and preferences with evidence of regular review of care and services guided by established assessment practices and often prompted by staff reporting observed changes in consumer wellbeing or deterioration to the Coordinator. Evidence analysed showed the Coordinator ensures the effectiveness of care and services on an ongoing and frequent basis and in response to any incidents experienced by consumers

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 2 Requirements**

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| Requirement 2(3)(a) | 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.*

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| Requirement 2(3)(b) | 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.*

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| Requirement 2(3)(c) | 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.*

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| Requirement 2(3)(d) | 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.*

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| Requirement 2(3)(e) | CHSP  | 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.*

# STANDARD 3 Personal care and clinical careCHSP Not Applicable

### 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

The Quality Standard for the Commonwealth home support programme service is assessed as Not Applicable as all specific requirements have been assessed as Not Applicable.

# STANDARD 4 Services and supports for daily livingCHSP 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

Consumers and representatives interviewed by the Assessment Team reported they are satisfied with the meal service, the interviewees stated that the service is flexible and accommodating of their needs and preferences optimising their independence, health, well-being, and quality of life. The Assessment Team interviewed management, during this interview management described how the service supports consumers in this matter and follows-up when there are concerns about the consumers well-being. Evidence analysed by the Assessment Team showed consumer documentation included the choice of meals each consumer prefers and the delivery information which is made available to the volunteers.

Consumers and representatives interviewed stated staff and delivery volunteers are kind, caring and respectful and acknowledged they provide emotional support, always check in and recognise if they are feeling low. Delivery volunteers stated during interviews with the Assessment Team they always take the time to talk to consumers when they are feeling low, offer support and inform the Coordinator for further follow-up support or to prompt the review and assessment process.

Consumers and representatives confirmed during interviews with the Assessment Team the organisation is flexible in the delivery of their service enabling them to maintain their social networks and do the things that are important to them. Management provide examples during interviews with the Assessment Team of how service delivery is adjusted when situations change, to ensure goals and preferences are still being met. Evidence analysed showed file notes and delivery run sheets confirm consumers have day to day control over the service they receive

Consumers and representatives interviewed by the Assessment Team stated they receive a reliable service and the service delivering meals understands their condition, needs and preferences. Management and volunteers described to the Assessment Team how the organisation keeps them informed of consumers’ needs, preferences and any changes to the consumer’s service, as it relates to their responsibility. Management provided evidence of how information is shared within the organisation to cater for the needs of individual consumers.

Select consumers interviewed by the Assessment Team described their engagement and participation in referral processes to other organisations and providers of other care and services, and the Assessment Team analysed the consumer handbook which also highlights other relevant care and services available to consumers within the region. The Coordinator reported to the Assessment Team that referrals or inquiries received for services not offered by the service are referred back to My Aged Care. Where possible, the Coordinator seeks alternative options for consumers in an effort to support and facilitate referral requirements. The Coordinator described to the Assessment Team how the service has facilitated referral to other organisations to further supports consumers or in response to identified changes in consumer needs, goals and preferences.

Consumers and representatives interviewed provided positive feedback about the meals, saying there is enough variety to meet their needs and preferences. Evidence analysed by the Assessment Team showed management and volunteers are aware of individual consumer’s dietary needs and delivery preferences. There are systems in place for ordering, storing, and delivering meals to consumers.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as six of the six applicable requirements have been assessed as Compliant. Requirement 4(3)(g) is not applicable and therefor was not assessed.

**Assessment of Standard 4 Requirements**

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| Requirement 4(3)(a) | 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.*

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

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

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| Requirement 4(3)(c) | 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.*

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| Requirement 4(3)(d) | 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.*

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

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

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|  | CHSP  | Compliant |

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

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| Requirement 4(3)(g) | CHSP  |  Not Applicable |

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

# STANDARD 5 Organisation’s service environmentCHSP 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.

## Assessment of Standard 5

The Quality Standard for the Commonwealth home support programme service is assessed as Not Applicable as all specific requirements have been assessed as Not Applicable.

# STANDARD 6 Feedback and complaintsCHSP 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

Evidence analysed by the Assessment Team showed consumers and representatives are encouraged and supported to provide feedback and make complaints. All consumers and representatives interviewed by the Assessment Team stated they feel comfortable and safe to provide feedback or make a complaint should the need arise and are aware of the available mechanisms to do this.

Consumers and representatives sampled by the Assessment Team either advocate for themselves or have family who advocate on their behalf. Evidence analysed by the Assessment Team showed the service provides information to consumers and representatives on internal and external complaints mechanisms and advocacy services via the Meals on Wheels ‘Client and Carers Guide’. Evidence analysed showed consumer language preferences are captured on the entry assessment and whilst the details for translation services are not highlighted within the consumer booklet provided to consumers, the management committee has this information, and in the event language support services are required the coordinator will assist consumers to access this.

Evidence analysed by the Assessment Team showed the service demonstrated appropriate action in the resolution of complaints with open disclosure employed when things go wrong. Most consumers and representatives interviewed by the Assessment Team stated they had not needed to make a complaint but felt comfortable doing so should the need arise. Evidence analysed by the Assessment Team showed consumers who had previously complained or provided feedback regarding a meal, received an apology from the Coordinator or staff, and were offered an alternative. Evidence analysed showed any meal related complaints are promptly communicated to the meal provider via established communication pathways with the General Manager and/or the Accounts Manager to ensure appropriate action is taken.

Consumers and representatives interviewed by the Assessment Team were confident the organisation uses feedback and complaints to improve the quality of their services. The Coordinator, staff and volunteers were able to provide examples to the Assessment Team of how consumer feedback and complaints have contributed to changes or resulted in improvements.

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

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

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

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

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

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

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

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

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

# STANDARD 7 Human resources

# 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

Evidence analysed by the Assessment Team showed the service workforce largely consists of volunteers employed to deliver consumer meals. The service demonstrated the number and mix of volunteers and staff, supports the provision of a safe and quality meal delivery service.

All consumers and representatives interviewed reported confidence in workforce competency and stated staff and volunteers have the knowledge and skills required to effectively undertake their roles, delivering meal services meeting their needs and preferences. Staff and volunteers stated to the Assessment Team during interviews that they are provided with the necessary tools and knowledge to competently undertake their roles and confirmed they are required to provide evidence of relevant qualifications, vaccination status, driver’s licence and current criminal history check or signed statutory declaration prior to commencement. Evidence analysed by the Assessment Team showed the delivery workforce undertakes mandatory online training in food handling practices upon commencement, participate in a one-on-one with the Coordinator where they receive training and/or education relating to the consumer cohort.

Evidence analysed by the Assessment Team showed the principally volunteer workforce is recruited, equipped and supported to prepare and deliver meals that meet consumer needs, goals and preferences and achieve the outcomes required by the Quality Standards. The Coordinator evidenced staff and volunteers undertake an onboarding process and participate in role specific familiarisation training prior to undertaking their first delivery shifts or commencing their roles. Evidence analysed showed the Coordinator strives to ensure the delivery workforce is suitable for the consumer cohort as part of recruitment and selection processes with activities such as buddying in place to provide guidance and support new volunteers or staff upon commencement.

The Coordinator described to the Assessment Team during interviews how feedback from consumers, representatives, experienced staff and volunteers is used to assess the performance of volunteer delivery drivers. Consumers are asked to provide feedback in relation to staff and in the event a performance issue is identified, the Coordinator actions through direct discussion with the staff member or volunteer and consultation with the management committee. Evidence analysed showed the service has a policy in place to guide such occurrences.

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

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| Requirement 7(3)(a) | 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*.

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| Requirement 7(3)(b) | CHSP  | Compliant |

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

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

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

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| Requirement 7(3)(d) | CHSP  | Compliant |

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

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

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

# STANDARD 8 Organisational governanceCHSP 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

Evidence analysed by the Assessment Team showed the organisation provides a consumer-centred meal delivery service catering for a diverse range of consumers. Consumers and representatives described to the Assessment Team how they are encouraged to provide input into how things are run through regular formal and informal communication and engagement practices including an anonymous survey and spoke of the ways they are supported to participate in evaluation activities. All consumers and representatives interviewed stated they feel comfortable participating and engaging with the service in relation to such matters. The Coordinator, staff and volunteers evidenced their understanding of consumer consultation processes and provided examples of engagement for the purposes of seeking consumer feedback.

Consumers and representatives interviewed by the Assessment Team reported the service operates in a way that is inclusive and accountable for the provision and delivery of meals, meeting consumer needs and preferences. Evidence analysed by the Assessment Team showed the management committee promotes a safe, quality meal delivery service and communicates its expectations of the workforce through policies and guidelines. The Assessment Team noted the staff and volunteer workforce demonstrate behaviours and values consistent with a culture of safe, inclusive, respectful meal service delivery. Evidence analysed by the Assessment Team showed volunteer guidelines and duties lists highlight the importance of being reliable, respecting confidentiality, and being non-judgemental. The organisation’s governance framework has set leadership and management roles and responsibilities for the management committee, service-based leadership and personnel, including accountability for maintaining standards of quality and oversight.

Consumers and representatives interviewed by the Assessment Team expressed confidence in how the service is managed and said their feedback is welcome, their input is sought and contributes to improvements

Interviews with consumers, representatives, management and staff alongside a review of documentation identified the information management system employed by the service is principally electronic, and effective in supporting the supply and delivery of meals, meeting the needs and preferences of a diverse consumer cohort.

The Assessment Team noted while most of the feedback from consumers and representatives is verbal, the service was able to demonstrate feedback is sought from consumers via feedback forms provided within the entry pack and completed annual surveys. Evidence analysed by the Assessment Team showed consumer complaints are recorded in a complaint register detailing actions taken by the service to resolve complaints and where appropriate, evidence of how complaints and feedback inform the plan for continuous improvement (PCI).

Evidence analysed by the Assessment Team showed the service has the financial governance systems and processes in place to allow the management committee, particularly the Treasurer, to manage, monitor and understand the service’s financial position and performance, in the delivery of a safe and quality meal delivery service. Evidence analysed showed the service provides invoices and receipts to consumers on a regular basis and payments are generally made weekly or monthly by cash, credit card or bank transfer depending on consumer preference.

Consumers and representatives interviewed by the Assessment Team provided feedback evidencing the organisation responds promptly to incidents and communicates appropriately with consumers in response to these, in the event they occur. Consumers and representatives interviewed stated they feel comfortable with how the organisation identifies, balances and mitigates risk and how such action contributes quality of life and consumer wellbeing outcomes and supports consumers to live a life of their choosing.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as four of the four applicable requirements have been assessed as Compliant. Requirement 8(3)(e) is Not Applicable and therefor was not assessed.

## Assessment of Standard 8 Requirements

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

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

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| Requirement 8(3)(b) | CHSP  | Compliant |

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

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| Requirement 8(3)(c) | 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.*

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| Requirement 8(3)(d) | 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) | CHSP  |  Not Applicable |

*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

There are no specific areas identified in which improvements must be made to ensure compliance with the Quality Standards. The provider is, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.