Beauty Point Home Care Your Way

Performance Report

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| **Address:** | 33 Bernard RoadPADSTOW HEIGHTS NSW 2211 |
| **Phone:** | 02 8708 4700 |
| **Commission ID:** | 201279 |
| **Provider name:** | Cuzeno RVM Pty Ltd |
| **Activity type:** | Quality Audit |
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# 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:**

* Cuzeno RVM Pty Ltd, 26354, 33 Bernard Road, PADSTOW HEIGHTS NSW 2211

# Overall assessment of Service/s

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

# STANDARD 1 Consumer dignity and choice

#  HCP 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 provided positive feedback around care and service delivery and were satisfied that their individual preferences are considered and integrated in the care provided. Representatives said that the service knows the consumers well and ensures that the direct care staff treat them with respectfully and their privacy is maintained.

The service has a culture of respect of consumers dignity and right to choose the service they wished to receive. The service supports consumers to maintain their identity and live the life they choose. Policies and procedures are in place to guide staff to provide services respectfully and consider the individual preferences and cultural background of the consumer cohort in receipt of services.

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.

**Assessment of Standard 1 Requirements**

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| Requirement 1(3)(a) | HCP  | Compliant |
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*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

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| Requirement 1(3)(b) | HCP  | Compliant |
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### *Care and services are culturally safe.*

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| --- | --- | --- |
| Requirement 1(3)(c) | HCP  | Compliant |
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*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) | HCP  | Compliant |
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### *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) | HCP  | Compliant |
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*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) | HCP  | Compliant |
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*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 Ongoing assessment and planning with consumers

#  HCP 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

Consumers confirmed that they are consulted in the assessment and planning of their care and services. They confirmed they felt supported by the service to make decisions regarding services and said they involve their representatives in the planning of the services.

The service has in place assessment and care plaining policies and processes and the care manager is guided by templates that are completed with input from the consumer and/or their representative to devise the plan of care and schedule of service delivery.

Consumer documentation reviewed found that assessments and care plans are completed for all consumers, in consultation with consumer and/or their representative/s. Reviews occur at least annually or as required.

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.

**Assessment of Standard 2 Requirements**

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| Requirement 2(3)(a) | HCP  | Compliant |
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*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) | HCP  | Compliant |
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*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) | HCP  | Compliant |
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*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) | HCP  | Compliant |
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*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) | HCP  | Compliant |
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*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 care

#  HCP 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 and representatives say they are satisfied with the care and services delivered to them by the service. They described how they receive individual care and services, especially in regard to high impact or high impact risks, and spoke of the involvement of other health professionals and agencies with specialist knowledge of their conditions and needs.

Management described effective monitoring systems and processes to ensure personal and clinical care is delivered safely with the oversight of an enrolled nurse and involvement of a general practitioner.

Service staff demonstrated that the needs, goals and preferences of consumers nearing end of life are recognised and addressed, their comfort maximised, and their dignity preserved. Care documentation demonstrated regular communication and sharing of information with others internally and externally.

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.

**Assessment of Standard 3 Requirements**

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

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| Requirement 3(3)(b) | HCP  | Compliant |
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*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

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| --- | --- | --- |
| Requirement 3(3)(c) | HCP  | Compliant |
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*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

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

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

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| Requirement 3(3)(f) | HCP  | Compliant |
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*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

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| Requirement 3(3)(g) | HCP  | Compliant |
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*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

### 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 confirmed they get the services and supports for daily living that are important for their overall well-being and that enable them to do the things they want to do and ultimately improve their quality of life. They confirmed that they are supported to live their life the way they choose and can do the things they want to do, and maintain their overall living conditions.

The service demonstrated services and supports for daily living promotes the emotional, spiritual, and psychological well-being of consumers and assists them to take part in the community, interact with others and do things of interest to them.

Assessment and care planning documentation included consumer goals and preferences and provided detailed information of the care and services in place to assist the consumer to remain living at home independently.

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.

**Assessment of Standard 4 Requirements**

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| Requirement 4(3)(a) | HCP  | Compliant |
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*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) | HCP  | Compliant |
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*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

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| Requirement 4(3)(c) | HCP  | Compliant |
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*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) | HCP  | Compliant |
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*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) | HCP  | Compliant |
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*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

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| Requirement 4(3)(f) | HCP  | Compliant |
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*Where meals are provided, they are varied and of suitable quality and quantity.*

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| Requirement 4(3)(g) | HCP  | Compliant |
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*Where equipment is provided, it is safe, suitable, clean and well maintained.*

# STANDARD 5 Organisation’s service environment

#  HCP 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

### 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 and representatives interviewed advised they feel comfortable providing feedback and said that they knew how to make a formal complaint should they wish. They said they were satisfied with their services and were aware of their right to make a complaint and can be assisted to access advocacy if required.

Staff encourage consumers to provide feedback, especially where a consumer indicates dissatisfaction with any aspect of their care and services. Management actively engages with consumers and seek their opinions and suggestions.

Complaints inform continuous improvement processes, for the consumer and the organisation overall improvement. Open disclosure is practiced when responding to complaints.

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.

## Assessment of Standard 6 Requirements

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| Requirement 6(3)(a) | HCP  | Compliant |
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*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) | HCP  | Compliant |
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*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) | HCP  | Compliant |
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*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) | HCP  | Compliant |
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*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 Human resources

#  HCP 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 and representatives interviewed confirmed they receive quality services and said the staff are professional and competent and were complimentary of the skills and attitude of the care manger and direct care staff.

The service was able to demonstrate that there are sufficient staff to deliver the services as required by consumers and that new staff are supported via initial induction and ongoing training. Roles and responsibilities of each staff member are clearly defined, and staff performance is monitored, and action is taken if consumers raise any issues regarding services provided by staff.

The service keeps a record of qualifications and training completed by all staff, including police clearances, vaccination records, professional registration, and qualifications.

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.

## Assessment of Standard 7 Requirements

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| Requirement 7(3)(a) | HCP  | Compliant |
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*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) | HCP  | Compliant |
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*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) | HCP  | Compliant |
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*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) | HCP  | Compliant |
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*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

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| Requirement 7(3)(e) | HCP  | Compliant |
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*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

# STANDARD 8 Organisational governance

#  HCP 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 interviewed were satisfied with the way the services are run, and confirmed they were appropriate and they are consulted to improve service delivery. They provided examples of their involvement in the development and evaluation of their services. Management demonstrated there are systems and processes relating to governance that are regularly reviewed to support the safe and effective delivery of quality services. Risks are identified and managed, and processes are in place such as work health and safety, safe food infection control, and management of consumer related risks.

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.

## Assessment of Standard 8 Requirements

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| Requirement 8(3)(a) | HCP  | Compliant |
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*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) | HCP  | Compliant |
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*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) | HCP  | Compliant |
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*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) | HCP  | Compliant |
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*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 |
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*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.