**Performance**

**Report**

**1800 951 822**

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| Name of service: | Bega Valley Multi Service Outlet |
| Service address: | 101-103 Bega Street BEGA NSW 2550 |
| Commission ID: | 200386 |
| Home Service Provider: | Bega Valley Meals on Wheels Co-operative Ltd |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 4 October 2022 |
| Performance report date: | 25 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 Bega Valley Multi Service Outlet (**the service**) has been prepared by S Bickerton, 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

**Commonwealth Home Support Programme (CHSP):**

* Meals, 4-7XONTVI, 101-103 Bega Street, BEGA NSW 2550
* Social Support - Group, 4-7XONTYB, 101-103 Bega Street, BEGA NSW 2550
* Social Support - Individual, 4-7XONU14, 101-103 Bega Street, BEGA NSW 2550
* Flexible Respite, 4-7XONTSP, 101-103 Bega Street, BEGA NSW 2550

# 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 CHSP

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| Standard 1 Consumer dignity and choice | Not applicable as not all requirements have been assessed |
| **Standard 2** Ongoing assessment and planning with consumers | **Not applicable as not all requirements have been assessed** |
| **Standard 3** Personal care and clinical care | **Not applicable as not all requirements have been assessed** |
| **Standard 4** Services and supports for daily living | **Not applicable as not all requirements have been assessed** |
| **Standard 5** Organisation’s service environment | **Not applicable as not all requirements have been assessed** |
| **Standard 6** Feedback and complaints | **Not applicable as not all requirements have been assessed** |
| **Standard 7** Human resources | **Not applicable as not all requirements have been assessed** |
| **Standard 8** Organisational governance | **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.

# Other relevant matters:

Non-compliance of requirement 2(3)(e) was identified during a quality audit conducted on 24 May 2022.

# Standard 2

|  |  |  |
| --- | --- | --- |
| Ongoing assessment and planning with consumers | | 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 |

Findings

At the time of performance report decision, the service was:

* Evidencing the regular review of consumer services
* Evidencing the review of consumer services as required: when changes in consumer conditions or circumstances arise

The service evidenced consumer care plans and associated care records are reviewed regularly and as consumer needs arise. The assessment team reviewed a number of consumer care planning records. Service documentation evidenced consumer assessments occur in consumers homes.

Service management demonstrated embedded processes guide consumer support plan development, with ‘myagedcare’ support plans utilised as foundational records in combination with initial home assessment visits. Additional consumer information is requested by the service on an as required basis.

The service demonstrated that consumer welfare checks are conducted by volunteer service staff with each meal delivery. In the event changes in consumer condition are detected information is reported internally to service management.

The assessment team evidenced the service addresses outstanding annual consumer care plan reviews as a matter of priority. Since the time of a quality audit conducted on 24 May 2022, remedying the previously identified non-compliance has been the focus for its workforce.

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)