Bethanie Community Care - North Metro

Performance Report

72-74 Hintriss Road   
GWELUP WA 6018  
Phone number: 13 11 51

**Commission ID:** 500086

**Provider name:** The Bethanie Group Incorporated

**Quality Audit date:** 21 March 2022 to 23 March 2022

**Date of Performance Report:** 22 April 2022

# Performance report prepared by

Joanne Taylor, 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 2038.

# Services included in this assessment

**Home Care:**

* Bethanie Community Care - EACH Metro East, 19102, 72-74 Hintriss Road, GWELUP WA 6018
* Bethanie Community Care - Metro East, 19105, 72-74 Hintriss Road, GWELUP WA 6018
* Bethanie Community Care - Metro North, 19106, 72-74 Hintriss Road, GWELUP WA 6018
* Bethanie Home Care - Level 4 Metro North, 19110, 72-74 Hintriss Road, GWELUP WA 6018

**CHSP:**

* CHSP Personal Care, 4-86I1DTV, 72-74 Hintriss Road, GWELUP WA 6018
* Domestic Assistance, 4-86I4RZA, 72-74 Hintriss Road, GWELUP WA 6018
* CHSP Transport, 4-86I1DWW, 72-74 Hintriss Road, GWELUP WA 6018
* Social Support - Individual, 4-86I4S7L, 72-74 Hintriss Road, GWELUP WA 6018
* Social Support - Group, 4-86I4S4U, 72-74 Hintriss Road, GWELUP WA 6018
* Flexible Respite, 4-86I1DML, 72-74 Hintriss Road, GWELUP WA 6018
* Home Maintenance, 4-86I4SFV, 72-74 Hintriss Road, GWELUP WA 6018
* CHSP - Allied Health and Therapy Services, 4-227KW9U, 2 Plantation Street, MENORA WA 6050
* Centre Based Respite, 4-86I1DJU, 40 Violet Street, WEST PERTH WA 6005

# Overall assessment of Service/s

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Standard 1 Consumer dignity and choice | | | HCP | Compliant | | |
|  | | | CHSP | Compliant | | |
| Requirement 1(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(f) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Standard 2 Ongoing assessment and planning with consumers | | | | | | |
|  | | | HCP | Compliant | | |
|  | | | CHSP | Compliant | | |
| Requirement 2(3)(a) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(b) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(c) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(d) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(e) | HCP | | Compliant | |
|  | CHSP | | Compliant | |

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| --- | --- | --- | --- | --- | --- | --- |
| Standard 3 Personal care and clinical care | | | HCP | Compliant | | |
|  | | | CHSP | Compliant | | |
| Requirement 3(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(f) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(g) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Standard 4 Services and supports for daily living | | | | | | |
|  | | | HCP | Compliant | | |
|  | | | CHSP | Compliant | | |
| Requirement 4(3)(a) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(b) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(c) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(d) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(e) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(f) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(g) | HCP | | Compliant | |
|  | CHSP | | Compliant | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Standard 5 Organisation’s service environment | | | | |
|  | | HCP | Compliant | |
|  | | CHSP | Compliant | |
| Requirement 5(3)(a) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 5(3)(b) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 5(3)(c) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Standard 6 Feedback and complaints | | HCP | Compliant | |
|  | | CHSP | Compliant | |
| Requirement 6(3)(a) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 6(3)(b) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 6(3)(c) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 6(3)(d) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Standard 7 Human resources | | HCP | Compliant | |
|  | | CHSP | Compliant | |
| Requirement 7(3)(a) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 7(3)(b) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 7(3)(c) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 7(3)(d) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 7(3)(e) | HCP | | Compliant |
|  | CHSP | | Compliant |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Standard 8 Organisational governance | | HCP | Not Compliant | |
|  | | CHSP | Not Compliant | |
| Requirement 8(3)(a) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 8(3)(b) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 8(3)(c) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 8(3)(d) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 8(3)(e) | HCP | | Not Compliant |
|  | CHSP | | Not 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 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 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

Consumers and their representatives explained in various ways they feel they are treated with dignity and respect by service staff. The consumers interviewed by the assessment team said they are supported to exercise their own choices and are encouraged to remain active, independent and live their best life.

The service was able to demonstrate that each consumer’s privacy is respected, and personal information is secured confidentially.

The service demonstrated consumers are included in the planning and delivery of their services. Care planning documents record decision making and how consumers prefer their care be delivered to meet their individual preferences.

The Quality Standard for both the Home Care Package and Commonwealth Home Support Program services are assessed as compliant as six of the six specific requirements have been assessed as compliant.

**Assessment of Standard 1 Requirements**

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

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

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP | Compliant |
|  | 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.*

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP | Compliant |
|  | 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.*

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

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

# STANDARD 2 Ongoing assessment and planning with consumers

# HCP Compliant 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

During interviews, consumers and their representatives described in various ways how they are involved in planning and reviewing their services. Consumers and representatives indicated they are provided the opportunity to share their goals and preferences, which are then included in their care plans, and feel able to make changes when required.

The service demonstrated processes in place to support comprehensive assessment and planning activity that includes active engagement with consumers regarding the services and supports provided to each individual consumer. Staff interviewed were able to demonstrate the importance of listening and understanding what is important to each consumr to ensure care and services are delivered in accordance with each consumer personal preferences.

Consumers interviewed indicated that conversations regarding palliative care wishes or advanced health directives are undertaken on admission to the service and consumers felt supported to share their end of life and palliative care wishes with the service staff. The Clinical Lead advised the service works with external community palliative care services where a consumer is identified as requiring palliative or end of life care.

The Quality Standard for the Home Care Packages and the Commonwealth Home Support Programs are assessed as compliant as five of the five specific requirements have been assessed as compliant.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP | Compliant |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | HCP | Compliant |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(c) | HCP | Compliant |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(d) | HCP | Compliant |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(e) | HCP | Compliant |
|  | 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 care

# HCP Compliant CHSP 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 expressed in various ways they were satisfied that care provided to them was safe and right for the consumer.

For example:

* Consumers and representatives interviewed confirmed they are provided timely personal and clinical care that is safe and provided in the manner they have requested.
* Consumers and representatives confirmed they have access to appropriate clinical and other specialists to manage their complex health needs including when there has been an incident affecting them.
* Consumers reported they see other health specialists, including a physiotherapist, occupational therapist or podiatrist.

It was evidenced through documentation and interviews with staff, consumers and representatives that the service undertakes regular assessment and planning of each consumer’s clinical and personal care. Care plans were updated following an incident or decline in health and made available to consumers and staff with systems, policies and procedures in place manage risk and to provide personal and clinical care specific to consumer needs.

Staff interviewed were clear about their roles and responsibilities including identifying and reporting signs of deterioration. Clinical records reviewed indicated changes in a consumer’s condition were reported by care staff, the consumer, their representative or the clinical team and is acted upon.

The Quality Standard for both the Home Care Package and the Commonwealth Home Support Program services are assessed as compliant as seven of the seven specific requirements have been assessed as compliant.

**Assessment of Standard 3 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(e) | HCP | Compliant |
|  | CHSP | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(f) | HCP | Compliant |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(g) | HCP | Compliant |
|  | CHSP | Compliant |

*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 CHSP 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 advised, in various ways, that they receive safe and effective services and supports for daily living that meets their needs, goals and preferences and optimises their independence, well-being and quality of life.

Consumers interviewed provided examples of how they are supported to continue their interest in participating in local community activities including attending the local community centre to participate in the program or to attend the local church. Positive feedback was also provided regarding the variety and quality of meals provided and evidence was provided showing how feedback from consumers influences the meal options available.

The staff interviewed were able to demonstrate an understanding of how to support the consumers emotional, spiritual and psychological well-being through the provision of meaningful activities that enabled consumers to maintain important connections to culture and community.

The service demonstrated where equipment is provided to consumers it is safe, fit for purpose, suitable, clean and well maintained. Equipment provided to consumers is fit for purpose for the consumer and tailored to their specific needs. Staff advised that access is available to equipment such as lifting aids, wheelchairs and walkers where a consumer may have a requirement with both the consumer and staff member trained in the use. Staff detailed the process for reporting faulty equipment and the maintenance and replacement of equipment.

The Quality Standard for both the Home Care Package and the Commonwealth Home Support Program services are assessed as compliant as seven of the seven specific requirements have been assessed as compliant.

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | HCP | Compliant |
|  | 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.*

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP | Compliant |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(d) | HCP | Compliant |
|  | 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.*

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP | Compliant |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP | Compliant |
|  | CHSP | Compliant |

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

# STANDARD 5 Organisation’s service environment

# HCP Compliant CHSP Compliant

### 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

Consumers and representatives interviewed indicated in various ways their satisfaction with the service and stated they felt they belong in the service and feel safe and comfortable in the service environment.

For example:

* Consumers confirmed they can move around the service freely including access to outdoor areas.
* Consumers confirmed the environment at the respite centre was easy to access and they are made to feel welcome.
* Consumers said they enjoyed the activities, meals and social experiences at the centre.

Observations by the assessment team indicated the environment to be clean, comfortable and welcoming with parking availability and well-maintained pathways leading to the respite centre. Furniture, fittings and equipment at the respite centre were safe, clean, well-maintained and suitable for consumers.

The service demonstrated that processes are in place to maintain all equipment, furnishings and environmental comfort and safety systems. Reactive maintenance was noted to be completed in a timely manner and staff could describe how issues are raised regarding the environment or equipment, and that they are provided with training in the use of all relevant equipment to support consumers.

The Quality Standard for both the Home Care Package and Commonwealth Home Support Program services are assessed as compliant as three of the three specific requirements have been assessed as compliant.

## Assessment of Standard 5 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# STANDARD 6 Feedback and complaints

# HCP Compliant CHSP 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 stated they were encouraged to provide feedback and raise complaints, where necessary, via several mechanisms from email, discussions or phone calls to the service. Consumers and their representatives advised they felt safe when making a complaint and were confident that issues were followed up by the service.

The service provided documentation detailing how information is provided to consumers about how they can provide feedback and make complaints. The service has a process to guide staff in resolving complaints including an open disclosure approach.

The service demonstrated that analysis of the complaints data contributes to process improvements resulting in improved outcomes for consumers and streamlining the work of staff to ensure positive outcomes for consumers.

The Quality Standard for both the Home Care Package and Commonwealth Home Support Program services are assessed as compliant as four of the four specific requirements have been assessed as compliant.

## Assessment of Standard 6 Requirements

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

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

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

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

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

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

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

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

# STANDARD 7 Human resources

# HCP Compliant 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

Consumers and representatives interviewed stated they felt comfortable and supported to raise complaints and were aware of other avenues where they could seek further assistance, if required.

Staff demonstrated they understand the various ways feedback can be provided and how to support consumers and representatives to do this.

The service demonstrated, via documents reviewed, that information is provided to consumers about how they can provide feedback and make complaints. The service has processes in place to guide staff in resolving complaints including the use of an open disclosure approach. Sampling of complaints demonstrated changes are made and improvements identified by the service to improve the quality of care and services delivered.

The Quality Standard for both the Home Care Package and Commonwealth Home Support Program services are assessed as compliant as five of the five specific requirements have been assessed as compliant.

## Assessment of Standard 7 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | HCP | Compliant |
|  | 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.*

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

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

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

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

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

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

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

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

# STANDARD 8 Organisational governance

# HCP Not Compliant CHSP Not 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

A variety of consumers interviewed expressed in different ways that they felt involved in the development, review and evaluation of their care and services. For example; consumers were consulted regarding the layout of the social centre main activities area and changes were subsequently made that increased consumer interactions.

The service demonstrated information is shared with the board and executive leadership team regarding all aspects of the service and is discussed consistently at regular meetings. The assessment team also noted the Board initiated an annual roadshow where they visit all areas of the organisation and present to consumers, representatives and staff. The most recent roadshow presented a theme of consumer choice and included a presentation from a consumer who talked about their positive experience.

The service demonstrated that systems are in place to ensure there are policies, processes and reporting structures for information management, continuous improvement, financial reporting, workforce governance, regulatory compliance and feedback and complaints. The service provided evidence that there are processes in place to identify and understand high impact and high risk for consumers with guidance on strategies to support consumers to live their best lives. The incident management system reviewed provides the multidisciplinary team with information to complete follow up and referral to others.

The service evidenced an overarching clinical guidance framework which guides the service and details responsibilities for each role to ensure safe and effective delivery of clinical and personal care services. Information reviewed indicated that staff are provided education on policy and processes and have access to these policies on the organisational intranet. The service demonstrated an open disclosure approach to investigating incidents and in resolving complaints. Clinical staff interviewed demonstrated an awareness of anti-microbial stewardship and promote strategies to reduce the use of antibiotics.

However, the service was unable to demonstrate an understanding of the requirement for the minimisation of restraint. Documentation reviewed indicated that staff have not been provided education on what restraint means in the community and could not describe what this looks like in the delivery of care and services for consumers.

The Quality Standard for both the Home Care Package and Commonwealth Home Support Program services are assessed as non-compliant as four of the five specific requirements have been assessed as non-compliant.

## Assessment of Standard 8 Requirements

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

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

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(c) | HCP | Compliant |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(d) | HCP | Compliant |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(e) | HCP | Not Compliant |
|  | CHSP | Not Compliant |

*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.*

Findings

While the documented policies and frameworks were observed, such as open disclosure and antimicrobial stewardship, I do not consider the organisation could demonstrate the Restraint Free Approach Policy was sufficiently integrated at the staff level with staff interviewed unable to describe what this looks like in the delivery of care and services for consumers.

1. *antimicrobial stewardship*

The service demonstrated an effective approach to antimicrobial stewardship, which continues to be developed, and provided details on how consumers are supported to ensure a full course of medication is completed with further assessment, when required.

1. *minimising the use of restraint*

While the service has an overarching organisational Restraint Free Approach Policy that covers residential and community services. The service was unable to demonstrate that it has a policy on minimising the use of restraint which applies to the care and delivery of services in the community.

Generally, staff interviewed stated they were not aware of the organisation’s policies on the use of restraint and when asked, staff were not aware of what restraint in the community would mean. Staff interviewed stated they had not been provided education on minimising of restraint and what this means in their role.

The service acknowledged that some roles, including the clinical lead and regional manager, do have knowledge of the use of restraint in the community and document its use however, for support staff management stated they have not provided an overview of this or education on use of restraint in a community setting. Management stated this would be followed up following the quality review and that a review of all clinical policies will occur to reflect best practice in the community.

1. *open disclosure*

The service evidenced an open disclosure policy and staff were able to describe what this means in relation when something goes wrong and in their approach to resolving complaints. Staff interviewed demonstrated how this is supported and implemented when concerns were raised by consumers.

While the service acknowledged the gap in staff training and implementation of the minimisation of restraint in the delivery of services to consumers, I find that at the time of the Quality Audit the approved provider was Not Compliant with this requirement.

# Areas for improvement

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(e) | HCP | Not Compliant |
|  | CHSP | Not Compliant |

*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.*

* Ensure all staff understand how the minimisation of the use of restraint is applied to the delivery of services to consumers.