Better Connected Community Services

Performance Report

|  |  |
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| **Address:** | 429 Princes HighwayROCKDALE NSW 2216 |
| **Phone:** | 02 9024 5500 |
| **Commission ID:** | 200313 |
| **Provider name:** | Better Connected Community Services Inc |
| **Activity type:** | Quality Audit |
| **Activity date:** | 23 August 2022 to 25 August 2022 |
| **Performance report date:** | 28 September 2022 |

# 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:**

* Rockdale Community Service Inc - CACP, 17715, 429 Princes Highway, ROCKDALE NSW 2216

**CHSP:**

* Flexible Respite, 4-7XWMF8M, 429 Princes Highway, ROCKDALE NSW 2216
* Social Support - Individual, 4-7XWOPG6, 429 Princes Highway, ROCKDALE NSW 2216
* Home Maintenance, 4-7XWOP96, 429 Princes Highway, ROCKDALE NSW 2216
* Social Support - Group, 4-7XWOPDD, 429 Princes Highway, ROCKDALE NSW 2216

# Overall assessment of Service

|  |  |  |
| --- | --- | --- |
| 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  |
|  |  |  |
| 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 | Not Applicable |
|  | CHSP | Not Applicable |
| 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  | Not Compliant |
| CHSP | Not 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 | Not Compliant |
|  | CHSP | Not 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 | Compliant |
| Requirement 8(3)(a) | HCP | Compliant |
|   | CHSP | Compliant |
| Requirement 8(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 8(3)(c)  | HCP | Not Compliant |
|  | CHSP | Compliant |
| Requirement 8(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 8(3)(e)  | HCP | Compliant |
|  | CHSP | 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
* the provider’s response to the Quality Audit report received 27 September 2022.

# 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

The service demonstrated that:

* It considers and supports cultural needs when planning and providing care in consultation with the consumer and representative.
* Information to each consumer is current, accurate and timely, and communicated in the consumer’s preferred language.
* Consumers are encouraged to do things for themselves, including re-entering the community to do things that interest them.
* Consumer’s personal information is secure and only accessible by relevant staff.

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.

The Quality Standard for the Commonwealth home support programme services is 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

The service demonstrated:

* That organisational policies and procedures guiding assessment and care planning templates, and electronic information management systems, ensure service staff involved in direct care delivery work in collaboration with consumers to deliver services in accordance with their identified care needs, goals and preferences.
* That assessment and service planning processes are in place that include initial and ongoing review and reassessment, and strong ongoing monitoring by carers, support workers, case managers and branch manager.
* That consumer documentation reviewed provided evidence of current updated care plans, agreed upon goals, tasks and instructions for carer and social support worker with consideration of risks to consumers and their changing circumstances.

Overall sampled consumers and representatives interviewed confirmed that they were satisfied with the care and services they received, and they were in line with their goals and preferences. Consumers confirmed they are involved in assessment and care planning processes and where applicable this was done in partnership with others when they wished them to be involved.

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.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

**Assessment of Standard 2**

|  |  |  |
| --- | --- | --- |
| 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

The service demonstrated:

* That it has systems in place for the delivery of safe and effective personal and clinical care services that meet the needs, goals and preferences of consumers. This includes identifying and managing high impact and high prevalence risks through assessment, care reviews and ongoing monitoring processes and recognising and responding to deterioration or change in health and wellbeing.
* That information regarding the consumer’s needs and preferences noting any changes is effectively communicated to inform the delivery of care. The service has a referral process for all clinical needs to consumers when required such as wound care or any complex care.

Consumers/representatives interviewed were satisfied overall with care and services they are currently receiving. They said communication from the office works well, and the manager regularly contact them about care and services. They said staff provide services safely and confirmed current processes are in place to manage the risks around COVID-19. Several consumers/representatives said they think carers and social support workers provide an excellent service and play an important role in helping them maintain their overall health and wellbeing.

Management confirmed care and services are delivered by trained carer and social support worker and all services are monitored by the managers. Carer and social support worker report any changes in the consumer’s overall health and wellbeing and this is followed up in a timely manner. Any incidents, changes in the consumer’s health or other significant events are noted in the consumer’s file and followed up as appropriate.

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.

The Quality Standard for the Commonwealth home support programme services is 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

The service demonstrated:

* That staff showed how services and supports for daily living promote the emotional and psychological well-being of consumers, and assist them to take part in the community, interact with others and do things of interest to them.
* That management systems are in place to ensure service staff, and those involved in direct care delivery, work in collaboration with consumers to identify how best to support them to maintain their mental well-being.
* That consumer documentation reviewed provided evidence of current care plans, with agreed upon goals, tasks and instructions for support workers, with consideration of risks to consumers and their changing circumstances.

Consumers and representatives confirmed supports provided optimise their independence, health, well-being and quality of life. They provided examples of how the support provided them assists them to continue living their life the way they like.

The Quality Standard for the Home care packages service is assessed as Compliant as six of the six applicable requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as six of the six applicable 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  | Not Applicable |
|  | CHSP  | Not Applicable |

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

The services do not provide meals therefore this requirement is Not Applicable.

|  |  |  |
| --- | --- | --- |
| 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

The service demonstrated:

* That environmental safety checks are carried out on a regular basis and any hazards identified are followed up through the hazard/incident reporting system and council organises relevant maintenance personnel carry out necessary repairs.
* The service environments observed were seen to have easy and safe access for consumers.
* That furniture and equipment sighted were observed to be clean and well maintained. Chairs and tables were of a suitable height for consumer use for activities and meals.
* That consumers could move freely around the centre, outdoors and to the amenities.

Overall consumers indicated that they feel safe and comfortable in the service environment. For example:

* Consumers interviewed said they felt safe at the centre and they were able to find their way and move around the centre easily and independently.
* Consumers interviewed also said the centre is always kept clean and well maintained. Some representatives interviewed also said this about the centres.

The Quality Standard for the Home care packages service is assessed as Compliant as three of the three specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services is 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 Not Compliant CHSP Not 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

The service demonstrated:

* That it provides information to consumers on how to provide feedback and complaints.
* That it actions feedback in a timely manner.
* That it takes appropriate action to resolve complaints or respond in a timely manner

However, the service did not demonstrate:

* That it always records feedback and complaints.
* How it shows that it effectively reviews, analyses and uses feedback and complaint data to improve the quality of care and services in its Continuous Improvement Plan.

The Quality Standard for the Home care packages service is assessed as Not Compliant as one (1 ) of the four specific requirements has been assessed as Not Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Not Compliant as one (1) of the four specific requirements has been assessed as Not 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  | Not Compliant |
|  | CHSP  | Not Compliant |

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

The service has policies and procedures describing feedback and complaints contributing to continuous improvement, however the service was unable to demonstrate they always record complaints and feedback. For example, not all complaints made by consumers were listed, however it was identified that these complaints were managed.

Management advised the Assessment Team that their complaints data shows complaint trends in service delivery in regard to lawn and garden maintenance and general communication, however there is only one complaint logged in the complaint register in 2022 relating to lawn and garden maintenance and general communication.

Management advised the service addresses each consumer/representative’s complaint individually, and two complaints were logged into the complaints register, with action plans to address specific interventions relevant to the complaint. However there was no evidence the service has reviewed these actions.

The Assessment Team reviewed minutes of meetings, including the governing body’s minutes of meeting, and identified that continuous improvement is discussed and feedback and complaints that are logged in the register are reported via the chief executive officer. However, complaints trends identified by the service are not detailed in the service’s continuous improvement log.

In its written response the approved provider stated it confirmed acceptance of the report, and identified the measures it had implemented, including recording all complaints in case notes and its formal management system, regularly reviewing actions from all complaints to identify methods for continuous improvement and providing relevant education to staff.

I acknowledge these improvements, however I find that at the time of the Quality Audit the approved provider was Not Compliant with this requirement.

# 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

The service demonstrated:

* That workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture, and diversity.
* That it is continually engaged in recruitment processes and brokerage arrangements to ensure enough staff are available to deliver scheduled care and services.
* That it monitors compliance of staff qualifications.
* That it provides an orientation and training program to regularly assess, monitor and review the performance of each member of the workforce.

Consumers interviewed provided positive feedback regarding staff.

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.

The Quality Standard for the Commonwealth home support programme services is 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 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

The service demonstrated that:

* It works with and supports consumers in the delivery and evaluation of care and services
* It has a governance structure that is accountable for the delivery of safe and quality care and services,
* It has systems in place which regularly reports key information from the service to the governing body, and systems in place to review this information.
* It has effective risk management systems.
* It has a clinical governance framework.

The service also demonstrated that it has effective, organisation wide governance systems in relation to information management, continuous improvement, financial governance, workforce governance and feedback and complaints. However, in relation to regulatory compliance under the HCP service it could not demonstrate that it always monitors expenditure of consumer funding to ensure it is used for permitted items.

The Quality Standard for the Home care packages service is assessed as Not Compliant as one (1) of the five specific requirements have been assessed as Not Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as five of the five specific requirements have been assessed as 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  | Not 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.*

Findings

The service demonstrated that it has effective, organisation wide governance systems in relation to information management, continuous improvement, financial governance, workforce governance and feedback and complaints. However, in relation to regulatory compliance under the HCP service it could not demonstrate that it monitors expenditure of consumer funding to ensure it is used for permitted items. For one consumer, smaller amounts of their package funding was seen to be expended either on excluded items, or it could not be demonstrated that an aspect of that expenditure was in a designated support role.

In its written response the approved provider stated it confirmed acceptance of the report, and identified the measures it had implemented, including transitioning to a new and comprehensive client data base which will provide updated reports to its Board of Governance. In addition, it stated that all funding for each client in Home Support packages will have current to the day funds available in documentation, and that consumers and their representatives will be able to download relevant information and receive updated notes, staff allocation and funds available, daily.

I acknowledge these improvements, however I find that at the time of the Quality Audit the approved provider was Not Compliant with this requirement.

|  |  |  |
| --- | --- | --- |
| 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  | Compliant |
|  | CHSP  | 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.*

# 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 6(3)(d) | HCP  |  |
|  | CHSP  |  |

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

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(c) | HCP  |  |
|  |   |  |

*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.*

In relation to HCP and regarding regulatory compliance.