**Performance**

**Report**

**1800 951 822**

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| Name of service: | Blue Care Bayside Integrated Services |
| Service address: | 166 Sibley Road WYNNUM WEST QLD 4178 |
| Commission ID: | 700112 |
| Home Service Provider: | The Uniting Church in Australia Property Trust (Q.) |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 5 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 Blue Care Bayside Integrated Services (**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

**Home Care Packages (HCP):**

* Blue Care Brisbane - Eastside Community Care CACP, 18024, 166 Sibley Road, WYNNUM WEST QLD 4178
* Blue Care Redland Community Care - EACH, 18094, Joe Wood Court, ALEXANDRA HILLS QLD 4161
* Blue Care Redland Community Care CACP, 18095, Joe Wood Court, ALEXANDRA HILLS QLD 4161

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

* CHSP - Nursing, 4-7ZSOX21, 166 Sibley Road, WYNNUM WEST QLD 4178
* CHSP - Allied Health and Therapy Services, 4-2517PJE, 166 Sibley Road, WYNNUM WEST QLD 4178
* CRCS - Centre-based Respite, 4-251CDXA, 166 Sibley Road, WYNNUM WEST QLD 4178
* CHSP - Domestic Assistance, 4-251CE7J, 166 Sibley Road, WYNNUM WEST QLD 4178
* CRCS - Flexible Respite, 4-251CEJW, 166 Sibley Road, WYNNUM WEST QLD 4178
* CHSP - Home Maintenance, 4-251N89U, 166 Sibley Road, WYNNUM WEST QLD 4178
* CHSP - Home Modifications, 4-251N8EI, 166 Sibley Road, WYNNUM WEST QLD 4178
* CHSP - Personal Care, 4-25258DR, 166 Sibley Road, WYNNUM WEST QLD 4178
* CHSP - Social Support Group, 4-252593P, 166 Sibley Road, WYNNUM WEST QLD 4178
* CHSP - Social Support Individual, 4-253WGQT, 166 Sibley Road, WYNNUM WEST QLD 4178

# 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 HCP

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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** |

# 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)(a) was identified during an assessment contact conducted on 11 April 2022.

# Standard 2

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| --- | --- | --- | --- |
| Ongoing assessment and planning with consumers | | HCP | CHSP |
| Requirement 2(3)(a) | 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. | Compliant | Compliant |

Findings

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

* Evidencing regular assessment and planning is undertaken as consumer needs or preferences change
* Demonstrating the identification of risks to consumer’s, and providing services and supports to mitigate or minimise these risks
* Evidencing a collaborative approach to working with specialised internal services and external providers to deliver consumer care

The service demonstrated working closely with consumers, representatives, internal, and external providers in planning safe and effective consumer care. For example:

* One consumer representative explained being involved with planning care and supports with the service. The represented consumer has experienced a gradual decline in ability and the service demonstrated adjusting care accordingly. Consumer care planning documentation evidenced the service collaborating with the consumers general practitioner. The consumers medical management plan evidenced care delivery consistency.

The service demonstrated that clinical care and allied health records are updated in consumer documentation when consumer needs change. For example:

* One consumer had an unwitnessed fall that was reported to the service. Care planning documentation for this consumer evidenced a prompt care plan review with risk mitigation strategies incorporated to guide service staff in delivering care. Further, the service evidenced a consumer case conference was held including clinical staff, allied health practitioners, home care coordinators, and service management. Recurrent falls, medication, and additional support services were discussed.

Service management demonstrated service staff receive training to identify and escalate consumer deterioration and functional decline. This information is used by the service to trigger a care plan reviews, undertake physical health or cognitive assessments, and plan additional supports and services.

Service management evidenced that staff who complete consumer care plan assessments and reviews undertake training. Service training records evidenced staff training attendance is recorded and monitored.

The service evidenced an embedded continuous improvement plan with completed actions, including: Increasing staff knowledge of documenting consumer care planning, consumer risks, and safe work practices.

The service evidenced a suite of policies and procedures pertaining to consumer care planning and assessments, including: Escalation processes to guide staff in reporting or responding to changes or decline, documentation of consumer care, and recognising and responding to consumer deterioration.

1. The preparation of the performance report is in accordance with section 68Aof the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)