BlueCare Kirra Community Care

Performance Report

26 Coolangatta Road
KIRRA QLD 4225
Phone number: 0409 099 267

**Commission ID:** 700113

**Provider name:** The Uniting Church in Australia Property Trust (Q.)

**Quality Audit date:** 11 March 2022 to 15 March 2022

**Date of Performance Report:** 2 May 2022

# Performance report prepared by

J 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 Packages (HCP):**

* Kirra Community Care, 18073, 26 Coolangatta Road, KIRRA QLD 4225
* Kirra Community Care, 18074, 26 Coolangatta Road, KIRRA QLD 4225

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

* CRCS - Centre-based Respite, 4-251CDXA, 26 Coolangatta Road, KIRRA QLD 4225
* CHSP - Domestic Assistance, 4-251CE7J, 26 Coolangatta Road, KIRRA QLD 4225
* CRCS - Flexible Respite, 4-251CEJW, 26 Coolangatta Road, KIRRA QLD 4225
* CHSP - Personal Care, 4-25258DR, 26 Coolangatta Road, KIRRA QLD 4225
* CHSP - Transport, 4-253WGWB, 26 Coolangatta Road, KIRRA QLD 4225
* CHSP - Social Support Group, 4-252593P, 26 Coolangatta Road, KIRRA QLD 4225
* CHSP - Social Support Individual, 4-253WGQT, 26 Coolangatta Road, KIRRA QLD 4225
* CHSP - Nursing, 4-7ZSOX21, 26 Coolangatta Road, KIRRA QLD 4225
* CHSP - Allied Health and Therapy Services, 4-7ZSK25R, 26 Coolangatta Road, KIRRA QLD 4225
* CHSP - Domestic Assistance, 4-251CE7J, 29 Melbourne Road, ARUNDEL QLD 4214
* CRCS - Flexible Respite, 4-251CEJW, 29 Melbourne Road, ARUNDEL QLD 4214
* CHSP - Personal Care, 4-25258DR, 29 Melbourne Road, ARUNDEL QLD 4214
* CHSP - Transport, 4-253WGWB, 29 Melbourne Road, ARUNDEL QLD 4214
* CHSP - Social Support Group, 4-252593P, 29 Melbourne Road, ARUNDEL QLD 4214
* CHSP - Social Support Individual, 4-253WGQT, 29 Melbourne Road, ARUNDEL QLD 4214
* CHSP - Allied Health and Therapy Services, 4-7ZSK25R, 29 Melbourne Road, ARUNDEL QLD 4214
* CHSP - Nursing, 4-7ZSOX21, 29 Melbourne Road, ARUNDEL QLD 4214
* CHSP - Allied Health and Therapy Services, 4-7ZSK25R, 1 Pines Lane, ELANORA QLD 4221
* CHSP - Domestic Assistance, 4-251CE7J, 1 Pines Lane, ELANORA QLD 4221
* CHSP - Personal Care, 4-25258DR, 1 Pines Lane, ELANORA QLD 4221
* CHSP - Nursing, 4-7ZSOX21, 1 Pines Lane, ELANORA QLD 4221
* CHSP - Social Support Group, 4-252593P, 1 Pines Lane, ELANORA QLD 4221
* CHSP - Social Support Individual, 4-253WGQT, 1 Pines Lane, ELANORA QLD 4221
* CHSP - Transport, 4-253WGWB, 1 Pines Lane, ELANORA QLD 4221
* CRCS - Centre-based Respite, 4-251CDXA, 8 Esplanade, COOMERA QLD 4209
* CHSP - Domestic Assistance, 4-251CE7J, 8 Esplanade, COOMERA QLD 4209
* CRCS - Flexible Respite, 4-251CEJW, 8 Esplanade, COOMERA QLD 4209
* CHSP - Personal Care, 4-25258DR, 8 Esplanade, COOMERA QLD 4209
* CHSP - Social Support Group, 4-252593P, 8 Esplanade, COOMERA QLD 4209
* CHSP - Social Support Individual, 4-253WGQT, 8 Esplanade, COOMERA QLD 4209
* CHSP - Transport, 4-253WGWB, 8 Esplanade, COOMERA QLD 4209
* CHSP - Allied Health and Therapy Services, 4-7ZSK25R, 8 Esplanade, COOMERA QLD 4209
* CHSP - Nursing, 4-7ZSOX21, 8 Esplanade, COOMERA QLD 4209

# 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 |
| 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  | Compliant |
|   | CHSP | 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 | 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 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

The assessment team interviewed several consumers and their representatives, who provided feedback and explained in different ways:

* Consumers feel that they are they are treated with dignity and respect and staff know what is important to them.
* Consumers explained ways the service encourages them to maintain their independence. This makes them feel supported by staff who listen to their choices, preferences and needs.
* Consumers believe their personal privacy is respected and their personal information is kept confidential.
* Consumers receive individualised services specific to their needs.

The assessment team interviewed service staff, reviewed organisational information, and consumer care documentation. The following was noted:

* Service staff collects and shares individualised consumer records relevant to culture and background. Service delivery is tailored to encourage consumers to live the life they choose.
* Service staff demonstrated knowledge of communicating effectively with consumers and their representatives and provided examples of responding to consumers choices in an appropriate manner.
* Service staff explained ways they support consumer decision making, and demonstrated an understanding of enabling consumers to excersise their right to take risks. Where a consumer wishes to take risks, their choices are respected. Service staff work with the consumer to find solutions and maintain their independence and dignity.
* The service has policies and procedures imbedded that guide staff process relevant to supporting consumer individuality and risk taking.
* The service’s processes, Management and staff practices support ongoing engagement and communication with consumers and their representatives.

The Quality Standard for HCP is assessed as compliant as six of the six specific requirements have been assessed as compliant.

The Quality Standard for CHSP 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 assessment team interviewed several consumers and their representatives, who provided feedback and explained in different ways:

* Most consumers explained they are happy with the service they receive, and described being involved in planning and modifying their services.
* Most consumers expressed feeling that the service meets their current needs, goals and preferences, including when their circumstances change.
* Consumers explained ways they have day to day control of the service they receive, and expressed satisfaction with this.
* Consumers and their representatives described being involved in planning service delivery and reported feeling like the service makes it easy to be involved.

The assessment team interviewed service staff, reviewed organisational information, and consumer care documentation. The following was noted:

* The service has imbedded processes centered around delivering safe and effective supports, tailored to consumer’s needs, goals and preferences.
* The service undertakes thorough assessments when consumers enter the service, and these are reviewed periodically and when changes in circumstances occur.
* Service processes inform roles and responsibilities for undertaking assessment planning and define timeframes for ongoing review.
* The assessment team evidenced service staff consider consumer specific risks and impacts when conducting assessments and planning supports with consumers.
* Service staff demonstrated working with consumers and third party organisations to meet the needs of consumers. Service documentation corroborated participative planning processes.

The Quality Standard for HCP is assessed as compliant as five of the five specific requirements have been assessed as compliant.

The Quality Standard for CHSP is 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

The assessment team interviewed several consumers and their representatives, who provided feedback and explained in different ways:

* Consumers and representatives described feeling that the personal care and clinical care they receive from the service, is safe and right for them.
* Consumers expressed feeling informed by the service about their care, and described feeling that service staff do a good job of personalising care to meet needs and preferences.
* Consumers expressed confidence that service staff would notice any deterioration in their health. One consumer representative provided an example of service staff recognising minor skin related discolouration and explained how it was followed up with a clinical review.

The assessment team interviewed service staff, reviewed organisational information, and consumer care documentation. The following was noted:

* The assessment team evidenced service processes centered on the delivery of safe and effective care, noting supporting practices were in place for example: to minimise the risk of infections.
* Service staff providing personal and/or clinical care explained understanding consumers needs, goals and preferences relating to that care. Service care planning documentation evidenced detailed care delivery guidance.
* Service staff have access to policies, procedures, and guidance material including best industry practice resources.
* The assessment team evidenced service processes relevant to consumer end of life. Service staff demonstrated knowledge of these processes by providing examples of supporting consumers in palliative care and/or nearing the end of their life.
* Service documentation evidenced engagement with registered health services including registered nurses, palliative care teams, and consumer representatives.

The Quality Standard for HCP is assessed as compliant as seven of the seven specific requirements have been assessed as compliant.

The Quality Standard for CHSP 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 assessment team interviewed several consumers and their representatives, who provided feedback and explained in different ways:

* Numerous consumers explained how they considered they get the services and supports they need for daily living, and believed these services are important for their health and well-being.
* Consumers and representatives described to the assessment team how the service supports them to maintain their independence. For example, one representative explained how staff deliver individualised community based supports, and another described service staff delivering social supports and meal preparation to assist the consumer in remaining at home for as long as possible.
* Consumers commented that service staff are kind and friendly, and shared experiences of the service building authentic rapport and connection with them.
* Service staff understand consumer needs, and consumers feel they are not required to repeat information, even when there is a change in regular service delivery staff.
* The service was described as flexible by consumers, and one representative described how the service aligns delivery with individualised preferences.
* Consumers are referred to lifestyle services when required, and this is reflected in assessment and care planning documentation. Consumers described being referred to services such as art therapists, and home moving services.

The assessment team interviewed service staff, reviewed organisational information, and consumer care documentation. The following was noted:

* The service demonstrated consumers are referred to advocacy groups, social networks, and individualised services following consultation with stakeholders.
* The assessment team evidenced the service has policies and procedures imbedded to support staff in delivering services according to consumer’s preferences.
* Service staff demonstrated an understanding of what is important to individual consumers and could describe the ways they help the consumer to do as much as they can for themselves, if this is their preference.
* Consumer care planning documentation reflected individual emotional and psychological consumer needs being assessed. One example included strategies to mimise consumer anxiety associated to care provisions delivered by new staff.
* Service explained processes for identifying and reporting risks relating to the safe use of equipment, and service records confirmed an example was recorded that involved staff reporting concerns of a consumers in home stair lift equipment.
* Service management described processes in place for purchasing, servicing maintaining and replacing equipment.

The Quality Standard for HCP is assessed as compliant as seven of the seven specific requirements have been assessed as compliant.

The Quality Standard for CHSP is 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

The assessment team attended the services day respite center and interviewed several consumers attending the location who provided feedback and explained in different ways:

* Consumers described enjoying the day respite center and said they feel ‘welcome’ and the center was ‘always clean’.
* The assessment team observed consumers being able to move around in the environment, including outdoor areas. Noise levels and clutter were minimised to maximise consumer function. Both centres had indoor and outdoor areas where consumers could participate in group activities and areas where those consumers preferring quiet spaces could sit.

The assessment team interviewed service staff, reviewed organisational information, and consumer care documentation. The following was noted:

* Interviews with management and the workforce, confirmed there are policies and procedures, understood by staff, that support the staff to maintain a safe, clean and well maintained environment that promotes the free movement of consumers.

The Quality Standard for HCP is assessed as compliant as three of the three specific requirements have been assessed as compliant.

The Quality Standard for CHSP 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 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

The assessment team interviewed several consumers and their representatives, who provided feedback and explained in different ways:

* Consumers and representatives interviewed explained the process to follow when raising a concern or providing feedback; and were able to do this verbally, via email or text, in writing or through staff delivering services who would raise concerns on their behalf.
* Consumers and representatives said that they were comfortable in raising concerns with staff and management and provided examples of times they had raised issues or concerns, and reported they were resolved in a timely manner.

The assessment team interviewed service staff, reviewed organisational information, and consumer care documentation. The following was noted:

* Complaints and feedback are monitored through meetings, logged in a Complaints Register and any identified improvements are in the Plan for Continuous Improvement (PCI). Complaint and feedback registers detail information on the concerns raised and actions taken.
* Staff and Management were able to describe how they would assist consumers with cognitive or communication difficulties raise complaints or provide feedback.
* The organisation has policies and procedures on open disclosure and staff said they have received training relating to it. Management and staff demonstrated their understanding of applying open disclosure including acknowledging and apologising when a mistake was made.

The Quality Standard for HCP is assessed as compliant as four of the four specific requirements have been assessed as compliant.

The Quality Standard for CHSP is 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

The assessment team interviewed service staff, reviewed organisational information, and consumer care documentation. The following was noted:

The Assessment Team sampled consumers and representatives, reviewed consumer experience interviews provided through online surveys and telephone discussions with the Aged Care Quality and Safety Commission (the Commission). The feedback from consumers and representative demonstrated the following:

* Consumers expressed satisfaction with the quality of care and services when required and consumers reported staff are kind, caring and respect their culture, individual identity and diversity.
* During times when staff had not been available due to COVID-19 restrictions, the service had advised consumers and provided alternative and suitable arrangements.
* Consumers were happy with the consistency of staffing and reported they are allocated staff that align with their needs, goals and preferences.

The assessment team interviewed service staff, reviewed organisational information, and consumer care documentation. The following was noted:

* The service has an ongoing recruitment process and brokerage arrangements to ensure enough staff are available to deliver scheduled care and services.
* The organisation regularly reviews the skills, qualifications and competencies of the workforce when there are changes in the consumer’s care and preferences to ensure there is adequately skilled staff to deliver safe, respectful and quality care and services.
* The service has an orientation and training program in place and HR performance management framework in place to regularly assess, monitor and review the performance of each member of the workforce.

The Quality Standard for HCP is assessed as compliant as five of the five specific requirements have been assessed as compliant.

The Quality Standard for CHSP 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 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

Overall sampled consumers considered the organisation well run and provided feedback that the service partners with them to improve the delivery of care and services.

The assessment team interviewed service staff, reviewed organisational information, and consumer care documentation. The following was noted:

* The service’s governing body has established processes to show it is accountable for providing governance systems which deliver safe, inclusive and quality care and services to consumers, that meet the Standards. Consumers and representatives sampled confirmed consumers are engaged in the development, evaluation and improvement of care and services. This is supported by documentation.
* The organisation has an effective risk management system for the management of high impact and high-prevalence risks associated with the care of consumers.
* The organisation has a clinical governance framework that includes policies on antimicrobial stewardship, minimising restraint and open disclosure. Staff and Management were able to describe how these policies operate in practice to support the consumer to live the best life they can.

The Quality Standard for HCP is assessed as compliant as five of the five specific requirements have been assessed as compliant.

The Quality Standard for CHSP 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  | 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  | 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

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.