Boroondara Aged Services

Performance Report

10 Faversham Road   
CANTERBURY VIC 3126  
Phone number: 03 8809 4906

**Commission ID:** 300238

**Provider name:** Boroondara Aged Services Society

**Quality Audit date:** 20 April 2022 to 22 April 2022

**Date of Performance Report:** 21 June 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:**

* Boroondara Aged Care Services Society, 28000, 6 Rochester Road, CANTERBURY VIC 3126

**CHSP:**

* Centre-based Respite - Care Relationships and Carer Support, 4-B6X86YF, 10 Faversham Road, CANTERBURY VIC 3126
* Allied Health and Therapy Services, 4-B6X86UZ, Sub\_Boroondara Aged Services - Canterbury, 2 Rochester Road, CANTERBURY VIC 3126
* Other Food Services, 4-B74V28H, Sub\_Boroondara Aged Services - Canterbury, 2 Rochester Road, CANTERBURY VIC 3126
* Social Support Group, 4-B74V2CR, Sub\_Boroondara Aged Services - Canterbury, 2 Rochester Road, CANTERBURY VIC 3126
* Meals, 4-B6X872J, Sub\_Boroondara Aged Services - Canterbury, 2 Rochester Road, CANTERBURY VIC 3126
* Allied Health and Therapy Services, 4-B6X86UZ, 9 Marwal Avenue, BALWYN NORTH VIC 3104
* Other Food Services, 4-B74V28H, 9 Marwal Avenue, BALWYN NORTH VIC 3104
* Social Support Group, 4-B74V2CR, 9 Marwal Avenue, BALWYN NORTH VIC 3104
* Meals, 4-B6X872J, 9 Marwal Avenue, BALWYN NORTH VIC 3104

# Overall assessment of Service

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Standard 1 Consumer dignity and choice | | | HCP | Not 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 | | | Not Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(f) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Standard 2 Ongoing assessment and planning with consumers | | | | | | |
|  | | | HCP | Not Compliant | | |
|  | | | CHSP | Compliant | | |
| Requirement 2(3)(a) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(b) | HCP | | Not 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 | Not 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 | | Not 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 | 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 10 June 2022.

# STANDARD 1 Consumer dignity and choice

# HCP Not 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/representatives described staff as kind, caring and respectful and that their identity, culture and diversity is valued. Consumer information is personalised and staff were able to describe the consumer’s care needs.

Consumers/representatives interviewed stated that staff know their individual backgrounds and culture, what is important to them and that they understand their needs and preferences.

Consumers said they are encouraged to maintain their independence.

Consumers/representatives interviewed said the consumer’s personal privacy is respected and their personal information is kept confidential.

Consumers/representatives described how staff consult with them from commencement, this includes discussions about risks the consumer may wish to take to maintain their independent lifestyle and activities.

However, for HCP consumers the service did not demonstrate that each consumer is provided with accurate and timely information on an ongoing basis. Consumers/representatives sampled said they are provided with information initially inclusive of a budget which assists them in making decisions about consumers’ services, including services available. However, consumers in receipt of a home care package stated they do not receive a monthly statement each month. Monthly statements are delivered inconsistently and not monthly as required by the organisation’s home care agreement.

The Quality Standard for the Home care packages service is assessed as Non-compliant as one (1) of the six specific requirements have been assessed as Non-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 | Not 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.*

Findings

CHSP funded programs demonstrated that information is provided to consumers and communication is clear, easy to understand and supports consumers to exercise choice.

However, for HCP consumers the service did not demonstrate that each consumer is provided with accurate and timely information on an ongoing basis.

Consumers/representatives sampled said they are provided with information initially inclusive of a budget which assists them in making decisions about consumers’ services, including services available. However, consumers in receipt of a home care package stated they do not receive a monthly statement each month. Monthly statements are delivered inconsistently. The organisation’s home care agreement states in addition to your budget, we will provide you with a monthly statement of how much you actually spent on services under your home care package and the funds remaining in your home care package.

In its written response the approved provider stated it did not dispute these findings and set out the actions it was taking the address the matters identified.

I find this requirement Non-Compliant in relation to HCP services.

|  |  |  |
| --- | --- | --- |
| 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 Not 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

Consumers/representatives were satisfied with assessment and care planning processes. A broad range of health and wellbeing topics are discussed when consumers commence with the service. Any risks identified during assessment processes generally lead to further investigation and strategies to mitigate risks.

While consumers and/or their representatives confirmed taking part in assessments which identified consumers’ needs, goals and preferences, not all confirmed being given supported opportunities to talk about advanced care planning and end of life wishes.

Assessment and care planning is completed in partnership with consumers and others they wish to have involved in their care. Consumers/representatives were satisfied with the outcomes of assessment, care planning and communication with the service.

The service demonstrated that care and services are generally reviewed for effectiveness when consumers’ circumstances change and when incidents occur.

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

Findings

While consumers and/or their representatives confirmed taking part in assessments which identified consumers’ needs, goals and preferences, not all confirmed being given supported opportunities to talk about advanced care planning and end of life wishes. Assessment documents include a tick box for advanced care planning however, the majority of assessments sampled reflected ‘no’ to advanced care plans and did not evidence the outcomes of any discussions with consumers. Staff commented that advanced care planning is discussed with consumers and representatives and they are encouraged to complete documents with their medical practitioner.

Two consumers’ representatives sampled from the Commonwealth home support programme indicated staff have asked about advanced care planning.

In its written response the approved provider stated it did not dispute these findings and set out the actions it was taking the address the matters identified. It also stated that its internal audit had identified most of the unmet requirements prior to the Quality Review taking place

I find this requirement Non-Compliant in relation to HCP services.

|  |  |  |
| --- | --- | --- |
| 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 Not 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’/representatives’ feedback were positive in relation to clinical care and personal care services. The service utilises specialist medical supports including medical practitioners to ensure safe and effective clinical care.

Management of high impact or high prevalent risks such as consumers’ incidents and falls generally include strategies and referrals to allied health to mitigate further risk to the consumer.

Management described expectations around palliative care coordination and how the service will work with others involved in the care and services for consumers.

Consumers/representatives were confident staff would know if their health changed and act accordingly. Consumers/representatives expressed, in various ways, their confidence that information about their personal and clinical needs and preferences is communicated within the organisation and with others.

While the service has referral guidance for staff and referral pathways, not all consumers receive timely referrals. Consumers with an assessed need, such as following a fall did not receive prompt assessment and equipment needs, potentially placing the consumer at an increased risk of harm.

Consumers/representatives were satisfied with the infection control precautions taken during the pandemic.

The Quality Standard for the Home care packages service is assessed as Non-compliant as one (1) of the seven specific requirements have been assessed as Non-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 | Not Compliant |
|  | CHSP | Compliant |

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

Findings

While the service has referral guidance for staff and referral pathways, not all consumers receive timely referrals to other providers of care and services. Management advised the service did not have an approved provider agreement with an occupational therapy service or physiotherapy service until February 2022. Consumers with an assessed need, such as following a fall did not always receive prompt assessment and equipment needs, potentially placing the consumer at an increased risk of harm.

In its written response the approved provider stated it did not dispute these findings and set out the actions it was taking the address the matters identified.

I find this requirement Non-Compliant in relation to HCP 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/representatives provided feedback about how consumers receive services and supports that allow them to do the things they want to do, maintains their independence and optimises their health, wellbeing and quality of life.

Consumers/representatives were satisfied that services and supports promoted the consumer’s emotional and psychological wellbeing. Consumers/representatives indicated consumers have opportunities to pursue activities of interest to them, maintain relationships and stay involved in their community. Care workers and other staff interviewed described their familiarity with the service and support needs of individual consumers.

Information about consumers’ needs and preferences relating to supports for daily living are detailed in support plans and related care documentation. The service refers to social support groups local to the consumer.

Consumers/representatives were satisfied with the quality and variety of meals provided through centre-based respite, social groups and delivered meals service. Consumers/representatives were satisfied with the equipment provided to the consumer through their home care package.

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 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 |

# 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/representatives spoke positively about the services environment and indicated they felt a sense of connection and belonging to the groups they attend.

The main service office and centre based respite service were observed to be clean, well maintained and there was clear access for consumers within and outside of the buildings. Consumers/representatives indicated satisfaction with furniture and equipment in use. Furnishings, fittings and equipment are safe and clean.

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 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/representatives demonstrated an awareness of how to raise any concerns with management and commented that they are confident actions would be taken. Generally, consumers/representatives demonstrated an awareness of external avenues and supports available for them to raise concerns and resolve complaints.

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 feedback and complaints inclusive of open disclosure. Management described and documentation indicated responsiveness to feedback and an open disclosure approach is used.

Feedback and complaints are monitored through meetings, logged in a complaint register and any identified improvements are documented in a continuous improvement register. The complaints register details information on the concerns raised and actions taken.

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

The Quality Standard for the Commonwealth home support programme services 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 majority of consumers and representatives expressed satisfaction with the availability of staff to care for consumers. The service demonstrated how they plan the number and mix of staff to enable safe and quality care and services to consumers.

Consumers/representatives expressed a high level of satisfaction with the way staff interact in a kind, caring and respectful manner.

The majority of consumers/representatives said staff know what they are doing. The organisations in-house and subcontracted workforce are recruited to specific roles requiring qualification, credentialing or competency to effectively perform their roles. This is specified in staff position descriptions and subcontractor’s agreements.

Consumers/representatives said staff know what they are doing. Management advised staff are recruited, trained, equipped and supported to deliver outcomes required by these standards.

Consumers/representatives are satisfied with management’s responsiveness to feedback on staff performance. Staff performance is monitored and reviewed with action taken.

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

|  |  |  |
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| 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.*

|  |  |  |
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| 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.*

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| 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.*

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

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

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

Consumers are engaged in the development, delivery and evaluation of care and services through surveys, feedback and monthly carer meetings.

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

The service has organisational wide governance systems to monitor processes such as information systems, regulatory compliance, financial management, workforce governance, feedback and complaints. However. systems for information management are not effective.

The organisation has a risk management framework for identifying high impact and high prevalence risks. Management discussed the processes to ensure action is taken and consumers are supported to live the best life they can.

The organisations policies and procedures are in place that include reference to open disclosure and minimising the use of restraint. Management advised that their antimicrobial stewardship policy is under review to incorporate community services.

The Quality Standard for the Home care packages service is assessed as Non-Compliant as one (1) of the five specific requirements has been assessed as Non-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

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| 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.*

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| 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.*

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| --- | --- | --- |
| 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 has organisational wide governance systems to monitor processes such as information systems, regulatory compliance, financial management, workforce governance, feedback and complaints. However, in relation to HCP consumers. systems for information management are not effective.

In relation to information management, home care package consumer information is saved in multiple places and not always documented as changes occur. Consumers care notes were not consistently documented in the consumers electronic file. In addition, a review of consumer files identified a consumer who had considerable unspent funds. Management conducted a file audit on home care package files prior to the Quality Audit and identified a number of gaps in the recording of documentation and have developed an action plan to ensure consumer information is completed and current. Management also indicated it was reviewing all consumers with unspent funds.

In addition, monthly statements are provided inconsistently. The organisation’s home care agreement states in addition to your budget, we will provide you with a monthly statement of how much you actually spent on services under your home care package and the funds remaining in your home care package.

In its written response the approved provider stated it did not dispute these findings and set out the actions it was taking the address the matters identified.

In relation to HCP services and regarding effective organisation wide governance systems relating to information management, I find this requirement Non-Compliant.

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| --- | --- | --- |
| 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.*

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| 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.

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| Requirement 1(3)(e) |  |  |
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*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.*

* In relation to HCP services, ensure consumers receive a monthly statement each month.

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

* Ensure that assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, in particular in relation to advance care planning and end of life planning if the consumer wishes.

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(f) |  |  |
|  |  |  |

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

* Ensure that timely and appropriate referrals are made to individuals, other organisations and providers of other care and services, particularly by ensuring appropriate agreements are in place and that recommendations are acted upon promptly.

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| Requirement 8(3)(c) |  |  |
|  |  |  |

*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 organisation wide governance systems relating to information management, regarding HCP services, enhance and improve current systems to ensure that:
* Consumer information is consolidated and accessible, and that changes and incidents are recorded;
* Ensure that unspent funds are adequately monitored to support the initiation of action to address same; and
* Ensure monthly statements are provided inconsistently in accordance with the organisation’s home care agreement.