**Performance**

**Report**

**1800 951 822**

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| Name of service: | Bridges Connecting Communities Ltd |
| Service address: | 6 Griffith Street KNOXFIELD VIC 3180 |
| Commission ID: | 300561 |
| Home Service Provider: | Bridges Connecting Communities Ltd |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 21 October 2022 |
| Performance report date: | 21 November 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 Bridges Connecting Communities Ltd (**the service**) has been prepared by M Cooper, 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

**CHSP:**

* Social Support - Group, 4-AZ3DTCW, 6 Griffith Street, KNOXFIELD VIC 3180
* Social Support - Individual, 4-AZ3DTG5, 6 Griffith Street, KNOXFIELD VIC 3180
* Transport, 4-AZ3DT11, 6 Griffith Street, KNOXFIELD VIC 3180

# 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
* Aged Care Act 1997 [Cth]
* Aged Care Quality and Safety Commission Act 2018 [Cth]
* Aged Care Quality and Safety Commission Rules 2018 [Cth]
* User Rights Principles 2014 registered 10 October 2022
* Quality of Care Principles 2014 registered 10 October 2022
* Guidance and Resources for Providers to support the Aged Care Quality Standards published by the Aged Care Quality and Safety Commission in September 2022
* Commonwealth Home Support Programme manual 2022 -20230

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| Standard 2 Ongoing assessment and planning with consumers | 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 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.

# Standard 2

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| Ongoing assessment and planning with consumers | | CHSP |
| Requirement 2(3)(b) | 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. | Compliant |
| Requirement 2(3)(e) | 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. | Compliant |

Findings

The Quality Assessor found that Approved Provider specifically provides transport services and social support groups run by staff and volunteers to consumers who are funded under the CHSP. The Guidance and Resources for Providers to support the Aged Care Quality states that the intent of requirement 2(3)(b) is for an organisation to do everything they reasonable can to plan care and services that centre on the consumer’s needs and goals and reflect their personal preferences. To meet its obligations under this requirement and to address the finding that they had not met this requirement in the Quality Assessment conducted in May 2022, the provide has approved a new policy to advise consumers that it does not do end of live planning and should a consumer raise this with them, then they will be referred to their HCP provider or their General Practitioner. Having considered the information in the Assessment Contact report, the Provider’s response and the intent of the requirement as stated in the Guidance, I have reasonable grounds to form the view that the Provider is now compliant with requirement 2(3)(b).

In relation a finding that Approved Provider did not comply with requirement 2(3)(e), it is noted n the Guidance and Resources for Providers to support the Aged Care Quality Standards states that the intent of this requirement is that the Provider is expected to regularly review the care and services they provide to consumers. The Quality Assessor found that the Provider had implemented and demonstrated that it had systems in place the monitor consumer care plans. Further to this staff qualified in preparing care plans would take responsibility to ensure that all plans were reviewed. Several consumers were interviewed during the assessment and each confirms that their plans have been reviewed in a timely manner. Having regard to the intent of the requirement, the Quality Assessor’s report, the Provider’s response at the time of the audit and information from the consumers, I have reasonable grounds to form the view that the Provider is now compliant with requirement 2(3)(e)..

The Quality Standard for the Commonwealth Home Support Programme services the previous non-compliant requirements 2(3)(b) and 2(3)(e) have been assessed and now found to be compliant

# Standard 5

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| Organisation’s service environment | | CHSP |
| Requirement 5(3)(b) | The service environment:   1. is safe, clean, well maintained and comfortable; and 2. enables consumers to move freely, both indoors and outdoors. | Compliant |

Findings

The Guidance and Resources for Providers to support the Aged Care Quality Standards states that the intent of this requirement is about expectations that the service environment is safe, clean, well maintained and comfortable. It also covers the need for consumers to be able to move freely around the service environment, indoors and outdoors. The Quality Assessor found that the all repairs to the service environment had been completed. Items that had been marked for a risk assessment had been reviewed by a builder who was undertaking renovations to the building he deemed them fit for purpose. Having regard to the intention of this requirement, the report from the Quality Assessor and the Provider’s response at the time of the audit, I have reasonable grounds to form the view that the Provider is now compliant with this requirement

The Quality Standard for the Commonwealth Home Support Programme service the previous non-compliant requirement 5(3)(b) has been assessed and now found to be compliant

# Standard 8

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| Organisational governance | | CHSP |
| 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. | Compliant |

Findings

This requirement relates to ‘effective organisation wide governance’. The Guidance and Resources for Providers to support the Aged Care Quality states that the intent of this requirement is about how the organisation applies and controls authority below the level of the governing body. Authority flows from the governing body to the Chief Executive Officer (or similar role) then to the executive or management team and thought the organisation.

The Quality Assessor found that the Provider has implemented a number of new systems to meet its obligations under this requirement. This included a ‘who does what’ spreadsheet that is accessible to all staff on the intranet that includes an organisation chart, a list of staff and what they have responsibility for and which staff members backs them up when they are on leave for example. An intranet (SharePoint) was implemented so all staff can access information on their duties, responsibilities, policies and procedures. A system has been implemented for staff and volunteers to note any observations or other concerns. These forms go to management to be reviewed and could prompt a review of the consumer. Having regard the intent of this requirement, the Quality Assessor’s report and the Provider’s response at the time of the audit I have reasonable grounds to form the view that the Provider is now compliant with this requirement.

The Quality Standard for the Commonwealth Home Support Programme service the previous non-compliant requirement 8(3)(c) has been assessed and now found to be compliant

1. The preparation of the performance report is in accordance with section s68A – assessment contact – of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)