**Performance**

**Report**

**1800 951 822**

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| Name: | Bundaberg and District Meals on Wheels Inc |
| Commission ID: | 700386 |
| Address: | 10 Eastgate Street, BUNDABERG EAST, Queensland, 4670 |
| Activity type: | Quality Audit |
| Activity date: | on 25 July 2024 |
| Performance report date: | 29 August 2024 |

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.

# Services included in this assessment

Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 8094 Bundaberg and District Meals on Wheels Incorporated  
Service: 24907 Bundaberg and District Meals on Wheels Incorporated - Community and Home Support

# This performance report

This performance report has been prepared by S Turner, 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 services it operates, 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.

# Material relied on

The following information has been considered in preparing the performance report:

* the assessment team’s report for the Quality Audit report was informed by a site assessment, observations at service outlets, review of documents and interviews with staff, consumers/representatives and others
* information about the organisation that is held by the Commission.

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| Standard 1 Consumer dignity and choice | Compliant |
| **Standard 2** Ongoing assessment and planning with consumers | **Compliant** |
| **Standard 4** Services and supports for daily living | **Compliant** |
| **Standard 6** Feedback and complaints | **Compliant** |
| **Standard 7** Human resources | **Compliant** |
| **Standard 8** Organisational governance | **Compliant** |

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:

Bundaberg and District Meals on Wheels Inc. provides a meal delivery service funded under the Commonwealth Home Support Programme (CHSP) to approximately 630 consumers. The meals are prepared in the service’s commercial kitchen and then delivered to consumers. Frozen meals can be purchased and collected from the service directly or delivered in bulk on a weekly basis.

The service’s workforce includes paid staff and volunteers.

The Quality Audit conducted 25 July 2024 assessed the quality of service provided against the Quality Standards. Standard 3 and Standard 5 were not included in the assessment as they do not apply to CHSP services that deliver meals at home.

# Standard 1

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| Consumer dignity and choice | | CHSP |
| Requirement 1(3)(a) | Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. | Compliant |
| Requirement 1(3)(b) | Care and services are culturally safe | Compliant |
| Requirement 1(3)(c) | 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. | Compliant |
| Requirement 1(3)(d) | Each consumer is supported to take risks to enable them to live the best life they can. | Compliant |
| Requirement 1(3)(e) | 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. | Compliant |
| Requirement 1(3)(f) | Each consumer’s privacy is respected and personal information is kept confidential. | Compliant |

Findings

Consumers and representatives said staff and volunteers treat consumers with dignity and respect when they complete meal deliveries. They said meal deliveries occurred in a way that makes the consumers feel safe and that the service values consumers’ culture and their diversity. Staff and volunteers demonstrated a sound understanding of consumers’ needs and preferences and explained how the meal delivery service reflected this. Service documentation included consumers’ individual needs and preferences and reflected their culture and background, dietary requirements, likes and dislikes, and allergies.

Consumers and representatives said consumers are supported to exercise choice and independence. Consumers are offered a range of fresh and frozen meals and can choose to collect the meals or have them delivered. Consumers said they were able to pay for the service in a manner that suited them and can make changes as needed.

Feedback was received from consumers that information provided by the service was easy to understand and they could contact the office by telephone if they had any queries regarding their invoices or menu changes. Consumers and representatives said staff supported consumers to make decisions. Staff explained how they respected the choices consumers made in relation to their meals and if they had concerns regarding a consumer’s ability to make an informed choice, they would consult with the consumer’s family member or representative. Volunteers said they report any risks observed in consumers’ homes including food that has not been consumed or frozen meals that are out of date.

Staff said they use an electronic care management system to protect consumers’ information and volunteers said information about the management of consumers’ personal information was included in the volunteers’ handbook. Positive feedback was received about how the workforce was respectful of consumers’ privacy when delivering meals, and consumers and representatives were confident staff did not discuss consumers’ personal information.

I am satisfied consumers are treated with dignity and respect and that the service supports consumers to remain independent. I find Standard 1 is compliant.

# Standard 2

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| Ongoing assessment and planning with consumers | | 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 |
| 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)(c) | 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. | Compliant |
| Requirement 2(3)(d) | 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. | 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

Consumers and representatives said staff listen to their requests, consumers felt well supported and that consumers’ needs were met. Consumer feedback included staff are ‘wonderful’ and that the service is delivered ‘just the way they like it.’ Service documentation demonstrated the service captured consumer information either in the paper-based system or the electronic care management system; assessment and planning, risk considerations and changes to care delivery were recorded.

Consumers and representatives said the service involved them in assessment and planning processes and documented what was important to them. They said their family, friends and other service providers were involved in planning if this was their preference. Staff said they partner with other service providers and those people the consumer would like involved. Staff were familiar with consumers’ preferences and said they were guided by the information in the electronic care management system. Service documentation included an initial intake form that included consumers’ personal information, dietary requirements, instructions for delivery, account information and those people who are involved in supporting the consumer.

Staff said they speak with consumers regularly and should a consumer require a copy of the service documentation, this is provided. Staff said consumers are provided regular accounts and a copy of the handbook that includes information about the consumers’ rights, feedback processes, consent and privacy. Consumers and representatives were satisfied with the services consumers received and said they received the meals they chose and that the meals were placed in their preferred location. Consumers said they did not require a copy of their service documentation but were confident it would be provided if requested.

Consumers said they speak with staff when their needs change and their service is updated immediately. Staff said volunteers had been informed to contact the service if they identified a consumer was unwell. Staff explained they update consumer information promptly, so the consumer’s service is not disrupted.

I am satisfied the service works in partnership with consumers to ensure their needs and preferences are identified and met. I find Standard 2 is Compliant.

# Standard 4

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| Services and supports for daily living | | CHSP |
| Requirement 4(3)(a) | 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. | Compliant |
| Requirement 4(3)(b) | Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being. | Compliant |
| Requirement 4(3)(c) | 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. | Compliant |
| Requirement 4(3)(d) | Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared. | Compliant |
| Requirement 4(3)(e) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant |
| Requirement 4(3)(f) | Where meals are provided, they are varied and of suitable quality and quantity. | Compliant |

Findings

Consumers and representatives said the meal delivery service helped consumers maintain their quality of life and their independence. They said the service gave consumers flexibility to participate in community activities, do things of interest to them and maintain social and personal relationships. Consumers provided examples of how the service impacted their lives in a positive manner. Staff and volunteers knew what was important to consumers and described how the service supported consumers’ independence and well-being. A volunteer described how the service adjusts delivery times or provides alternative arrangements such as the collection of frozen meals, to suit the consumer, if the consumer has planned appointments or social outings.

Consumers and representatives said consumers’ emotional and psychological well-being was promoted through the service and their regular interaction with volunteers. Members of the workforce said consumer well-being was an important element of their role and said if a consumer is feeling down, they take time to have a conversation with them and to listen to them. Volunteers said they reported any concerns about a consumer’s emotional or psychological well-being to staff who then followed up with the consumer.

Feedback was received from consumers and representatives that volunteers accurately follow the consumers’ individualised delivery instructions and examples of this were provided. The service demonstrated how information is shared within the service and with others where responsibility for care and services is shared. Volunteers said they receive information from the run sheets and will receive special delivery instructions for the day from staff when they collect the meals.

Some consumers had been referred to other organisations and were aware they could access additional home supports from other organisations. Staff said if consumers’ needs changed, and they required additional services, staff provide the consumer with the necessary information and contact details to support a referral.

Consumers were satisfied with the quality, quantity and variety of the meals provided. Volunteers described how consumers had a choice of either frozen or freshly cooked meals.

I am satisfied the service supports consumers to live as independently as possible and to enjoy life. I find Standard 4 is Compliant.

# Standard 6

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| Feedback and complaints | | CHSP |
| Requirement 6(3)(a) | Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints. | Compliant |
| Requirement 6(3)(b) | Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints. | Compliant |
| Requirement 6(3)(c) | Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong. | Compliant |
| Requirement 6(3)(d) | Feedback and complaints are reviewed and used to improve the quality of care and services. | Compliant |

Findings

Consumers and representatives said they were supported and felt comfortable and confident to give feedback and make complaints. Consumers were provided with opportunities for providing feedback such as through the completions of surveys. Staff said they encouraged and supported consumers to provide feedback and the service handbook provided consumers with information relating to complaints’ processes. Examples of complaints were provided, and consumers voiced satisfaction with the way they had been managed. Staff said they apologise to consumers when an issue arises and action the feedback immediately. The service maintained a feedback and complaints register that demonstrated feedback had been actioned in a timely manner and staff had apologised appropriately.

Staff said consumers were provided with a handbook that contained information relating to advocacy services. Consumers were aware of how to contact an advocacy service if they required support and said there was information relating to this and language services in the service handbook. The service handbook was reviewed and was found to include information on advocacy, interpreter services and the Commission’s contact details.

The service maintained policies and procedures relating to feedback and complaints processes. Members of the workforce were familiar with complaints handling processes and the principles of open disclosure. Staff advised that complaints inform continuous improvement processes, and this was confirmed by the Assessment Team. Staff said feedback and complaints are discussed amongst the team and volunteers informed of any changes required to the meal delivery service.

I am satisfied the service had a system to resolve complaints and that it was accessible to consumers and informed continuous improvement processes. I find Standard 6 is Compliant.

# Standard 7

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| Human resources | | CHSP |
| Requirement 7(3)(a) | 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. | Compliant |
| Requirement 7(3)(b) | Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity. | Compliant |
| Requirement 7(3)(c) | The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles. | Compliant |
| Requirement 7(3)(d) | The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. | Compliant |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Compliant |

Findings

Management and staff described the workforce planning methods relating to staff and volunteers to ensure effective service delivery for consumers. Staff and volunteers said they had sufficient time to prepare and deliver consumers’ meals safely and efficiently. Volunteers said run sheets are well organised and affords them sufficient time to make deliveries. Consumers and representatives said staff and volunteers are always on time and are consistently respectful.

Management and staff spoke about consumers in a kind and caring way and had a sound understanding of each consumer’s background. Consumers and representatives said the staff and volunteers who deliver their meals are always kind, respectful, polite and have a chat with them. Observation of the interactions between staff and consumers were found to be positive.

Consumers and representatives said staff and volunteers know what they are doing, and they had trust in their ability to manage the service. Consumers said the meals were of a high quality, were always fresh and were delivered at the correct temperature.

Staff and volunteers said they have access to ongoing training that is provided by the service both on-line and face to face. Training is commenced at induction and is tailored to the role.

Senior staff said volunteers come from diverse backgrounds which enabled them to support the consumers and meet their needs and preferences; they said they looked for these qualities when engaging volunteers.

Senior staff described the recruitment process and said each staff member and volunteer was required to have an appropriate background check completed and hold the necessary qualifications. There are processes to ensure staff and volunteers have a police check, and volunteer delivery drivers hold a driver’s licence and car insurance; the service has processes established to monitor currency of these documents.

There were informal processes to monitor and review the performance of the workforce. Management meet with paid staff and volunteers on a regular basis and discuss any issues or concerns and provide feedback and guidance. Staff and volunteers confirmed they meet with management to discuss their role and any education that is required. Management said they have identified this process needs to be formalised and the service’s plan for continuous improvement reflected this.

I am satisfied the service has sufficient skilled staff to deliver quality services in a safe manner. While performance review processes are informal, the service is addressing this and information in the Quality Audit report from consumers and members of the workforce demonstrates there are mechanisms for monitoring performance. I find Standard 7 is Compliant.

# Standard 8

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| Organisational governance | | CHSP |
| Requirement 8(3)(a) | Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement. | Compliant |
| Requirement 8(3)(b) | The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery. | Compliant |
| 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 |
| Requirement 8(3)(d) | 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. | Compliant |

Findings

A volunteer committee supports the governance of the service and includes a chairperson, treasurer, secretary and a number of community members who meet monthly and receive reports relating to the operation of the service. The committee has experience in business management and knowledge relating to aged care, community and health services. A qualified accountant supports the organisation’s financial management and provides monthly reports to the committee. Committee members also support the organisation’s day-to-day activities and are involved in completing deliveries and driving.

Consumers and representatives said the service listens to their feedback and suggestions and provided examples of participating in a survey in the previous year. Committee members said they were well known to staff, volunteers, consumers and representatives and felt there were mechanisms for consumers to provide feedback and make suggestions about service improvements. The organisation encourages consumers to engage in service delivery through the provision of annual surveys, an annual volunteers’ day, an annual general meeting and telephone contact. A monthly newsletter includes information on how consumers can provide feedback.

The service has governance systems relating to information management, continuous improvement, financial governance, workforce management, regulatory compliance and feedback and complaints. For example:

* Staff and volunteers had access to policies and documentation including run sheets to guide them in their role. Consumer information is held by the service and electronic information systems are password protected; staff and volunteers knew how to access the information they required. Consumers and representatives said they received clear and precise information from the service, and this included menu choices and invoicing.
* The service was able to demonstrate improvement processes however service improvements were not formally documented; this was addressed during the Quality Audit and a plan for continuous improvement was formalised and included actions being implemented, dates for completion and person responsible.
* A budget is completed each year and is presented to the committee for endorsement. Management have input into the budget and equipment requirements are identified and planned for. Consumers are offered different options for payment of their meal delivery fees and this can be through cash payments, cheque or direct debit.
* With respect to regulatory compliance, the organisation relies on information from government websites including the Commission and from a peak industry group; this includes regular webinars and other updates. There were processes to support the monitoring of the workforce’s police checks and drivers’ licences and an annual audit of the kitchen was completed. However, while the organisation provided consumers with a copy of the Charter of Aged Care Rights, they did not maintain a signed copy of this; this was addressed by the service during the Quality Audit and was included in the plan for continuous improvement.

While the Assessment Team brought forward information identifying areas where the organisation could strengthen its processes in relation to the establishment of a plan for continuous improvement and the signing of the Charter of Aged Care Rights, I note these areas were addressed during the Quality Audit. The organisation demonstrated that it responded to consumer feedback and identified opportunities for service improvement. Further, consumers reported high levels of satisfaction with the service they received and with the conduct of staff.

The service has a suite of policies and procedures relating to risk management that included assessment and care planning, and incident management. The organisation is currently introducing a new software program that management state will strengthen the environmental risk assessment process. There are processes to manage dietary risks such as allergies and specialised dietary requirements and mechanisms to support consumers during emergencies such as natural disasters.

The workforce has received information relating to elder abuse and neglect and all staff and volunteers interviewed said they would report incidents, or concerns relating to elder abuse or neglect to office staff and ensure the safety of the consumer. They said that if a need such as an emergency was identified, they would call an ambulance.

I am satisfied the governing body promotes a culture of safety and quality and that the organisation has systems and processes to monitor service delivery and improve outcomes for consumers. I find Standard 8 is Compliant.

1. The preparation of the performance report is in accordance with section 57 of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)