**Performance**

**Report**

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| Name of service: | CatholicCare (Wollongong) |
| Service address: | 25-27 Auburn Street WOLLONGONG NSW 2500 |
| Commission ID: | 200172 |
| Home Service Provider: | Catholic Family Welfare Services |
| Activity type: | Quality Audit |
| Activity date: | 7 March 2023 to 9 March 2023 |
| Performance report date: | 3 April 2023 |

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 CatholicCare (Wollongong) (**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

**Home Care:**

* CatholicCare Community Aged Care Packages (Housing Linked), 17454, 25-27 Auburn Street, WOLLONGONG NSW 2500
* CatholicCare Community Aged Care Packages (NESB), 17455, 25-27 Auburn Street, WOLLONGONG NSW 2500

# Material relied on

The following information has been considered in preparing the 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 assessment team’s report received28 March 2023
* 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
* Home Care Package Program operational manual a guide for home care providers Version 1.3 – January 2023

# Assessment summary for Home Care Packages (HCP)

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| Standard 1 Consumer dignity and choice | Compliant |
| **Standard 2** Ongoing assessment and planning with consumers | **Compliant** |
| **Standard 3** Personal care and clinical care | **Compliant** |
| **Standard 4** Services and supports for daily living | **Compliant** |
| **Standard 5** Organisation’s service environment | **Not applicable as not all requirements have been assessed** |
| **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.

# Standard 1

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| Consumer dignity and choice | | HCP |
| 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

The Assessment Team reports that the Approved Provider is treating consumers with dignity and respect whilst valuing their identity culture and diversity. The care and services are delivered in a culturally safe manner with consumers being supported to make informed choices about their services. Consumers are also being supported to take risks that enable them to live the best life they can. The Provider is respecting consumers privacy and their personal information is kept confidential. The Provider is also supply consumers with current accurate and timely information in an easily understand manner.

Having regard to the Assessment Team’s report, the Provider’s response at the time of the audit, the Provider’s written response the Provider’s obligations under the Aged Care Act 1997 and the Guidance, I have reasonable grounds to form the view that the Provider is complying with this Standard.

The Quality Standard for the Home Care Packages service is assessed as compliant as six of the six specific requirements have been assessed as compliant.

# Standard 2

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| Ongoing assessment and planning with consumers | | HCP |
| 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

The Assessment Team reports that the Approved Provider is ensuring consumers and representatives are involved in ongoing assessment and planning of their care. Also risks to consumer’s well-being is considered and informs the safe and effective delivery of care and services. Assessment and planning as consumer needs, goals and preferences change, including end of life planning are regularly undertaken.

The Provider is working in partnership with consumers and representatives to ensure care planning processes are inclusive of consumers wishes and others when they wished them to be involved, including working with external services to provide holistic care. staff are being guided by a range of organisational policies and procedures in relation to assessment and care planning processes. Electronic information management systems ensure care staff work in collaboration with consumers, to deliver services in accordance with their identified care needs, goals and preferences. Consumers are receiving the services they need through assessment and care planning processes that include initial assessments and ongoing reviews and by monitoring provided by care staff.

Having regard to the Assessment Team’s report, the Approved Provider’s comments to the Assessment Team at the time of the audit, the Approved Provider’s written response and the Approved Provider’s obligations under the Aged Care Act 1997 and the Aged Care Quality Standards I have reasonable grounds to form the view that the Approved Provider is complying with this Standard.

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.

# Standard 3

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| Personal care and clinical care | | HCP |
| Requirement 3(3)(a) | 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. | Compliant |
| Requirement 3(3)(b) | Effective management of high impact or high prevalence risks associated with the care of each consumer. | Compliant |
| Requirement 3(3)(c) | The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved. | Compliant |
| Requirement 3(3)(d) | 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. | Compliant |
| Requirement 3(3)(e) | 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. | Compliant |
| Requirement 3(3)(f) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant |
| Requirement 3(3)(g) | 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. | Compliant |

Findings

The Assessment Team reports that the Approved provider is ensuring safe and effective clinical care that is tailored to consumers’ needs and optimising health and well-being. The Service is managing high-impact and high-prevalence risks associated with the care of consumers whilst recognising and responding to the needs, goals and preferences of consumers nearing the end of life. The Provider has systems in place to recognise and respond to consumer deterioration. It is also documenting and communicating consumers’ needs, goals and preferences within a multidisciplinary team. Which in turn leads to timely and appropriate referrals to individuals or other organisations and providers of other care and services. The Provider is effectively minimising infection-related risks. However, the Assessment Team report indicates that the Approved Provider is not ensuring safe and effective clinical care that is best practice. Further to this the Approved Provider is not guiding staff and clinicians to provide care to consumers nearing the end of their life through a policy or procedure

Requirement 3(3)(a)

The Assessment Team reports that there were inconsistencies when staff were asked about medication training received in relation to dialling up insulin, one care worker said she had received training a few years ago and could dial up a dose if needed, while another said she had never received training and the nurses would do that. These inconsistencies were evident amongst management as one registered nurse said that community support workers (CSW) could dial up insulin, whilst a support facilitator said, ‘absolutely not’. For example, Management said care workers can assist by dialling up insulin when a consumer is vision impaired, is living with dementia or is unable to do this for themselves.

The Assessment Team reviewed the services Aged Care Insulin and Injections Work Instructions- A&DWI Work Instruction 7.1.7, which states the following, ‘CSWs can only administer medication when they have completed the relevant competencies (at induction and then annually)’. ‘CSWs are only allowed to prompt with insulin or assist placing an uncapped needle on the insulin pen and dialling up the insulin pen’.

This is contradictory to the services Community Support Worker Handbook, which clearly says under the Clinical Care Snapshot table, on page 8 of the handbook, point 2- ‘Insulin- Scope- CSW NOT to assist at all’.

There is no indication in the work instructions for insulin regarding priming of needles. The Assessment Team acknowledges that the service said they currently have no consumers who are receiving insulin. The Assessment Team noted in Ms Sharpe’s care planning documentation client summary that she has ‘Type 2 diabetes, which she takes insulin for’.

The CSW Competency Register was reviewed and revealed of the 65 CSW’s listed in the Illawarra, 52 CSW’s training competencies were past due on the register, this included medication competencies.

In its response the Approved Provider supplied current versions of its CSW Handbook, the ADWI Aged Care Insulin and Injections procedure, the A & D Policy 8 on Aged Care Managing Deterioration and End of Life Care and the A&DP Procedure Aged Care Managing Deterioration and End of Life Care. Having reviewed these documents I am of the view that the Approved Provider has addressed and clarified the issues raised in the Assessment Team’s report.

Having regard to the Assessment Team’s report, the Approved Provider’s comments to the Assessment Team at the time of the audit, the Approved Provider’s written response and the Approved Provider’s obligations under the Aged Care Act 1997 and the Aged Care Quality Standards I have reasonable grounds to form the view that the Approved Provider is complying with this Standard.

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.

# Standard 4

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| Services and supports for daily living | | HCP |
| 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 |
| Requirement 4(3)(g) | Where equipment is provided, it is safe, suitable, clean and well maintained. | Compliant |

Findings

The Assessment Team reports that the Approved Provider is providing safe and effective services and supports for daily living that meet the consumers’ needs, goals and preferences and optimises their independence. The consumers’ emotional, spiritual and psychological well-being through services and supports are being promoted. Consumers are being supported to maintain social and personal relationships and do the things that interest them. It is communicating consumers’ conditions, needs and preferences within the organisation whilst providing timely and appropriate referrals to individuals and other organisations. The Provider is supplying a variety of meals of suitable quality and quantity. The Provider is using safe, suitable, clean, and well-maintained equipment.

Having regard to the Assessment Team’s report, the Approved Provider’s comments to the Assessment Team at the time of the audit, the Approved Provider’s written response and the Approved Provider’s obligations under the Aged Care Act 1997 and the Aged Care Quality Standards I have reasonable grounds to form the view that the Approved Provider is complying with this Standard.

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.

# Standard 5

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| Organisation’s service environment | | HCP |
| Requirement 5(3)(a) | The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function. | Not applicable |
| 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. | Not applicable |
| Requirement 5(3)(c) | Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer. | Not applicable |

Findings

As the service does not provide a service environment therefore this Standard is Not Applicable.

# Standard 6

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| Feedback and complaints | | HCP |
| 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

The Assessment Team reports that the Approved Provider is encouraging and supporting consumers, their family, friends, carers and others to provide feedback and make complaints. Consumer have been made aware of and have access to advocates, language services and other methods for raising and resolving complaints. The Provider is taking appropriate action taken in response to complaints and an open disclosure process is used when things go wrong. In addition to this the Provider is reviewing and using feedback and complaints to improve the quality of care and services.

Having regard to the Assessment Team’s report, the Approved Provider’s comments at the time of the audit, the Approved Provider’s written response and the Provider’s obligations under the Aged Care Act 1997 and the Age Care Quality Standards, I have reasonable grounds to form the view that the Provider is complying with this Standard.

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.

# Standard 7

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| Human resources | | HCP |
| 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

The Assessment Team reports that the Approved Provider is ensuring the workforce is planned to ensure the delivery and management of safe and quality care and services. Interactions between the workforce and consumers are kind, caring and respectful of each consumer’s identity, culture and diversity. Consumers are being supported to by ensuring members of the workforce have the qualifications and knowledge they need to effectively perform their roles. It was noted that the Provider is recruiting, training, and supporting the workforce to deliver the outcomes required by these standards. This activity is complemented by the Provider conducting regular assessments, monitoring and reviewing the performance of each member of the workforce.

Having regard to the Assessment Team’s report, the Approved Provider’s comments at the time of the audit, the Approved Provider’s written response and the Provider’s obligations under the Aged Care Act 1997 and the Age Care Quality Standards, I have reasonable grounds to form the view that the Provider is complying with this Standard

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.

# Standard 8

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| Organisational governance | | HCP |
| 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 |
| Requirement 8(3)(e) | 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. | Compliant |

Findings

The Assessment Team reports that the Approved Provider is engaging consumers and/or representatives in the development, delivery and evaluation of care and services and supporting them in that engagement. The Provider is also promoting a culture of safe, inclusive and quality care and services and is accountable for their delivery. Organisation wide governance system relating to information management, continuous improvement, financial governance, workforce governance, including the assignment of clear responsibilities and accountabilities, regulatory compliance and feedback and complaints is being maintained.

The Provider is effectively maintaining risk management systems and practices, including high-impact or high-prevalence risks associated with the care of consumers, identifying and responding to abuse and neglect of consumers, supporting consumers to live the best life they can, managing and preventing incidents, including the use of an incident management system. clinical governance framework through the organisations brokered services are being monitored.

Having regard to the Assessment Team’s report, the Approved Provider’s comments at the time of the audit, the Approved Provider’s written response and the Provider’s obligations under the Aged Care Act 1997 and the Age Care Quality Standards, I have reasonable grounds to form the view that the Provider is complying with this Standard.

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.

1. The preparation of the performance report is in accordance with section s57 – quality audit, of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)