**Performance**

**Report**

**1800 951 822**

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| Name: | Centre for Participation Inc |
| Commission ID: | 300722 |
| Address: | 39 Urquhart Street, HORSHAM, Victoria, 3400 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | 31 October 2023 |
| Performance report date: | 8 December 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.

# Service included in this assessment

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

Provider: 9721 Centre for Participation Inc.

Service: 27590 Centre for Participation Inc. - Community and Home Support

**This performance report**

This performance report for Centre for Participation Inc (**the service**) has been prepared by J. Renna, 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.

# Material relied on

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

* the Assessment Team’s report for the Assessment contact (performance assessment) – non-site report was informed by review of documents and interviews with staff, consumers/representatives and others
* the performance report dated 20 June 2023 in relation to the Quality Audit undertaken from 15 May 2023 to 18 May 2023.

The provider did not submit a response to the Assessment contact (performance assessment) – non-site report.

# 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 |

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)(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

Requirement (3)(e) was found non-compliant following a Quality Audit undertaken from 15 May 2023 to 18 May 2023, as the service did not demonstrate 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. Specifically, 83% of consumer files sampled had not been reviewed in at least 12 months or in response to an incident.

The Assessment Team’s report for the Assessment contact undertaken on 31 October 2023 included evidence of actions taken by the service in response to the non-compliance. These actions include but, are not limited to: transition to a new consumer management system from several databases including shared drive and paper files, ensuring consumer information is easily accessible and regularly updated; volunteers and staff were notified of the changes to the new system outlining the importance of regular progress notes about any changes or updated information about consumer circumstances; and, a review process which ensures referrals to My Aged Care are made when circumstances indicate the need. The Assessment Team was satisfied these improvements were effective and recommended Requirement (3)(e) met.

Staff said they talk with consumers frequently when organising outings. Consumer files showed frequent use of the new consumer management system. Staff demonstrated the review of services process, including evidence in the consumer management system of correspondence between relevant parties and relevant progress notes recorded. New transport service instructions outline new information and details following reviews of consumer circumstances. Reviews are prompted on an annual basis and all review information and updates are reflected in the new consumer management system.

Based on the information summarised above, I find the provider, in relation to the service, compliant with Requirement (3)(e) in Standard 2 Ongoing assessment and planning with consumers.

1. The preparation of the performance report is in accordance with section 68Aof the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)