**Performance**

**Report**

**1800 951 822**

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| Name: | City of Playford Home Assist |
| Commission ID: | 600201 |
| Address: | The Civic Centre, Playford Boulevard, ELIZABETH, South Australia, 5112 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | on 27 February 2024 |
| Performance report date: | 25 March 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.

# Service included in this assessment

Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 7381 City of Playford  
Service: 23731 City of Playford - Care Relationships and Carer Support  
Service: 23732 City of Playford - Community and Home Support

**This performance report**

This performance report for City of Playford Home Assist (**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, which was informed by review of documents and interviews with staff, consumers/representatives and others
* the performance report dated 15 June 2022 in relation to the Quality Audit undertaken from 22 to 26 April 2022
* the performance report dated 22 February 2023 in relation to an Assessment contact conducted on 24 January 2023
* the performance report dated 13 November 2023 in relation to an Assessment contact conducted on 18 September 2023.

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

# 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 were 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 2(3)(e) was found non-compliant following Assessment contacts, conducted on 18 September 2023 and 24 January 2023, and a Quality Audit conducted from 22 to 26 April 2022. The service did not demonstrate care and services were reviewed regularly for effectiveness, with a significant portion of consumers with out of date care plans and not reviewed in the last 12 months.

The Assessment Team’s report for the Assessment contact undertaken on 27 February 2024 included evidence of actions taken by the service in response to the non-compliance. These actions include, but are not limited to:

* updated assessment and review processes, guidance materials and training to ensure staff effectively review consumers regularly and when changes occur.
* Increased staffing resources, specifically for intake and review, to clear a backlog of outstanding reviews and to increase the quality of future reviews.

The Assessment Team was satisfied these improvements were effective and recommended Requirement 2(3)(e) met.

Consumers advised they receive the services they need and said they were confident the service would adjust their services if their needs changed. Staff advised all outstanding reviews were either completed or scheduled to be completed by early March 2024. Staff stated the backlog of overdue reviews has been cleared and they are maintaining ongoing reviews more easily. Staff described processes for increased review frequency where consumers have higher risk or changed circumstances. Management described how the recruitment of additional intake and review officers allowed the service to catch up on all outstanding reviews and how the extra staffing resources will allow quality assurance on assessment and reviews and better identify risks and increase reporting capacity. Documentation showed only 6 consumers have an overdue review with 5 of these reviews scheduled by early March 2024. Care plans showed consumer risks were identified and practical mitigation strategies were documented, with changes in circumstances of consumers triggering a review of services provided.

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)