**Performance**

**Report**

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| Name: | City of Prospect |
| Commission ID: | 600144 |
| Address: | 128 Prospect Road, PROSPECT, South Australia, 5082 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 1 August 2024 |
| Performance report date: | 20 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.

# Service included in this assessment

Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 7923 City of Prospect  
Service: 23735 City of Prospect - Community and Home Support

**This performance report**

This performance report for City of Prospect (**the service**) has been prepared by M Glenn, 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.

# 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) – site report, which was informed by a site assessment, observations at the service, review of documents and interviews with consumers, management, contractors and others; and
* a performance report dated 26 April 2024 for an assessment contact undertaken 25 March 2024.

The provider did not submit a response to the assessment team’s report.

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| Standard 2 Ongoing assessment and planning with consumers | Not fully 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)(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)(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

**Requirements (3)(a), (3)(b), (3)(d) and (3)(e)** were found non-compliant following an assessment contact undertaken in March 2024.

**Requirement (3)(a)** was found non-compliant as assessment and planning did not effectively consider consumer risks or communicate risks to staff, contractors and volunteers. In response to the non-compliance, the provider implemented a range of improvement actions, including, but not limited to, increasing identification and documentation of risks and sharing of risk mitigation strategies to inform safe delivery of services; updating client review guidelines and the care plan template; modifying transport and attendance sheets; and implementing a run sheet to clearly identify risk and risk mitigation strategies for each consumer.

**Requirement (3)(b)** was found non-compliant as there was no consistent process to document consumers’ needs, goals and preferences, and some consumer goals were generic. In response to the non-compliance, the provider implemented a range of improvement actions, including, but not limited to, a review schedule which includes allocation of care and service plan reviews across the leadership team; and ensuring care and service plans are available at point of service to staff, contractors and volunteers.

**Requirement (3)(d)** was found non-compliant as care and service plans did not contain risk mitigation strategies for identified consumer risks, and were not available to volunteers and contractors. In response to the non-compliance, the provider implemented a range of improvement actions, including, but not limited to, strengthening processes for capturing all identified risks/alerts for consumers at any ‘touch point’ of consumer contact or when there is a change in circumstance; incorporating a dignity of risk alert into social outing run sheets; and providing additional guidance and training regarding the process for transport run sheets to volunteers.

**Requirement (3)(e)** was found non-compliant as care and service plans were not consistently reviewed. In response to the non-compliance, the provider implemented a range of improvement actions, including, but not limited to, strengthening the client review process to prioritise care and service plan reviews based on level of consumer risk and vulnerability; and updating client review and incident management guidelines.

At the assessment contact in August 2024, **in relation to all four requirements**, assessment and planning was found to be undertaken on induction, annually, and as consumers’ needs changed to inform the delivery of safe and effective care and services. Assessments of medical risks are conducted prior to commencement of exercise class programs, and continuous reassessment processes enable reporting of changes in consumers’ condition for effective management of risk. Care plans are regularly reviewed, risk assessments are completed, and consumer risks, including mitigation strategies, are outlined on run sheets for each activity. Care files sampled show risk is discussed, identified and mitigation strategies implemented at annual care and service reviews, with information obtained accurately reflected onto run sheets. All consumers described active involvement in assessment and planning processes and confirm risk is continuously discussed with them.

Care files sampled show care and service plans are current, personalised and address consumers’ current needs, goal and preferences. Contracted staff and volunteers confirm access to sufficient, detailed information outlining consumers’ current needs, goals and preferences. All consumers said their services are planned around what is important to them and confirm management discuss advance care planning.

Outcomes of assessment and planning are communicated to consumers, and a current copy of a care and service plan is provided to consumers following each review. Contracted staff and volunteers said they have access to care and service plans at the point of service provision, and said the information is current and provides sufficient guidance to ensure safe and effective care and services. Consumers said staff effectively communicate outcomes of assessment and planning to them, and they understand the information contained in the plan.

Care and services are reviewed annually, in response to changes in consumers’ condition, and following incidents. A review schedule is used to track completion of ongoing reviews, and care files evidence ongoing review of care and services plans in consultation with consumers. All consumers described the regular review of their care and service plan, and confirm care and service plans are effective and meet their needs. Two consumers who recently experienced changes in their health confirmed review of their care and service plan when the changes occurred.

Based on the assessment team’s report, I find requirements (3)(a), (3)(b), (3)(d) and (3)(e) in Standard 2 Ongoing assessment and planning with consumers compliant.

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)