**Performance**

**Report**

**1800 951 822**

Agedcarequality.gov.au

|  |  |
| --- | --- |
| Name of service: | City of Unley - UNLEY |
| Service address: | 181 Unley Road UNLEY SA 5061 |
| Commission ID: | 600160 |
| Home Service Provider: | Corporation of the City of Unley |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 13 September 2023 |
| Performance report date: | 01 November 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 City of Unley - UNLEY (**the service**) has been prepared by R Beaman, 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.

# Services included in this assessment

**CHSP:**

* Community and Home Support, 24505, 181 Unley Road, UNLEY SA 5061
* Care Relationships and Carer Support, 24506, 181 Unley Road, UNLEY SA 5061

# Material relied on

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

* the assessment team’s report for the Assessment Contact - Desk; the Assessment Contact - Desk report was informed by review of documents and interviews with staff, consumers/representatives, and others;
* the provider did not provide a submission in response to the assessment team’s report.

# Assessment summary for Commonwealth Home Support Programme (CHSP)

|  |  |
| --- | --- |
| 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

|  |  |  |
| --- | --- | --- |
| 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

As only one Requirement was assessed and found compliant, the overall rating for this Quality Standard is not applicable.

Consumers confirmed their care and services are reviewed regularly using different ways, including face to face, phone calls and surveys, and their needs, goals and preferences are discussed with them and updated where required. Consumers confirmed when there is a change in condition, including post fall or hospital transfer, clinical staff review their care needs and adjust those according to their needs, goals, and preferences.

Documentation confirmed review of consumers’ assessments and care needs is done at regular intervals and a process for annual reviews is in place. Where a change occurs, care plans reflect consumers’ needs have been reassessed and strategies to deliver care in a way that meets consumers’ needs are updated. Incident forms confirmed investigations are undertaken and consumers are monitored by staff when incidents occur.

Management described improvements made to the process for care reviews, including undertaking reviews of consumer assessments and care in a two-part process, including over the phone in part one and face to face in their home environment in the second part. Staff described processes and steps they take to review consumers’ care needs and gave examples of how they have done this for consumers where their condition has changed, or an incident has occurred.

Based on the assessment team’s report, I find this Requirement 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)