Cleveland Meals on Wheels

Performance Report

66 Queen Street
CLEVELAND QLD 4163
Phone number: 07 3286 2626

**Commission ID:** 700482

**Provider name:** Cleveland District Meals on Wheels Association Incorporated

**Quality Audit date:** 22 March 2022 to 24 March 2022

**Date of Performance Report:** 12 May 2022

# Performance report prepared by

C. Athanasiou, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

# Services included in this assessment

**CHSP:**

* CHSP - Meals, 4-7ZIUZPV, 66 Queen Street, CLEVELAND QLD 4163

# Overall assessment of Service

|  |  |  |
| --- | --- | --- |
| Standard 1 Consumer dignity and choice | CHSP | Compliant |
|  |  |  |
| Requirement 1(3)(a) | CHSP | Compliant |
|  |   |   |
| Requirement 1(3)(b) | CHSP | Compliant |
|  |   |  |
| Requirement 1(3)(c)  | CHSP | Compliant |
|  |  |  |
| Requirement 1(3)(d)  | CHSP | Compliant |
|  |  |  |
| Requirement 1(3)(e)  | CHSP | Compliant |
|  |  |  |
| Requirement 1(3)(f)  | CHSP | Compliant |
|  |  |  |
| Standard 2 Ongoing assessment and planning with consumers |
|  | CHSP | Compliant |
|  |  |  |
| Requirement 2(3)(a) | CHSP | Compliant |
|  |   |   |
| Requirement 2(3)(b) | CHSP | Compliant |
|  |   |  |
| Requirement 2(3)(c) | CHSP | Compliant |
|  |  |  |
| Requirement 2(3)(d) | CHSP | Compliant |
|  |  |  |
| Requirement 2(3)(e) | CHSP | Compliant |
|  |  |  |
| Standard 3 Personal care and clinical care | CHSP | Not Applicable |
|   |  |  |
| Requirement 3(3)(a) | CHSP | Not Applicable |
|   |   |   |
| Requirement 3(3)(b) | CHSP | Not Applicable |
|  |   |   |
| Requirement 3(3)(c)  | CHSP | Not Applicable |
|  |  |   |
| Requirement 3(3)(d)  | CHSP | Not Applicable |
|  |  |   |
| Requirement 3(3)(e)  | CHSP | Not Applicable |
|  |  |   |
| Requirement 3(3)(f)  | CHSP | Not Applicable |
|  |   |   |
| Requirement 3(3)(g)  | CHSP | Not Applicable |
|  |   |   |

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| --- |
| Standard 4 Services and supports for daily living |
|  | CHSP | Compliant |
|  |  |  |
| Requirement 4(3)(a) | CHSP | Compliant |
|  |   |   |
| Requirement 4(3)(b) | CHSP | Compliant |
|  |   |  |
| Requirement 4(3)(c) | CHSP | Compliant |
|  |  |  |
| Requirement 4(3)(d) | CHSP | Compliant |
|  |  |  |
| Requirement 4(3)(e) | CHSP | Compliant |
|  |   |   |
| Requirement 4(3)(f) | CHSP | Compliant |
|  |   |   |
| Requirement 4(3)(g) | CHSP | Not Applicable |
|  |  |  |
| Standard 5 Organisation’s service environment |
|  | CHSP | Not Applicable |
|  |  |  |
| Requirement 5(3)(a) | CHSP | Not Applicable |
|  |  |  |
| Requirement 5(3)(b) | CHSP | Not Applicable |
|  |  |  |
| Requirement 5(3)(c) | CHSP | Not Applicable |
|  |  |  |
| Standard 6 Feedback and complaints | CHSP | Compliant |
|   |  |  |
| Requirement 6(3)(a) | CHSP | Compliant |
|   |   |   |
| Requirement 6(3)(b) | CHSP | Compliant |
|  |   |  |
| Requirement 6(3)(c)  | CHSP | Compliant |
|  |  |  |
| Requirement 6(3)(d)  | CHSP | Compliant |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| Standard 7 Human resources | CHSP | Compliant |
|   |   |   |
| Requirement 7(3)(a) | CHSP | Compliant |
|   |   |  |
| Requirement 7(3)(b) | CHSP | Compliant |
|  |  |  |
| Requirement 7(3)(c)  | CHSP | Compliant |
|  |  |  |
| Requirement 7(3)(d) | CHSP | Compliant |
|  |   |   |
| Requirement 7(3)(e)  | CHSP | Compliant |
|  |   |   |

|  |  |  |
| --- | --- | --- |
| Standard 8 Organisational governance | CHSP | Compliant |
|   |   |   |
| Requirement 8(3)(a) | CHSP | Compliant |
|   |   |  |
| Requirement 8(3)(b) | CHSP | Compliant |
|  |  |  |
| Requirement 8(3)(c)  | CHSP | Compliant |
|  |  |  |
| Requirement 8(3)(d) | CHSP | Compliant |
|  |   |   |
| Requirement 8(3)(e)  | CHSP | Not Applicable |
|  |   |   |

# Detailed assessment

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the services, against the Aged Care Quality Standards (Quality Standards). The Quality Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

The following information has been taken into account in developing this performance report:

* the Assessment Team’s report for the Quality Audit Report; 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.

# STANDARD 1 Consumer dignity and choice

#  CHSP Compliant

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

Consumers and representatives confirmed that they are treated with dignity and respect, can maintain their identity, make informed choices about the service they receive and live the life they choose. The workforce demonstrated an understanding of each consumer, including their family dynamics and if they have any special cultural or dietary requirements.

A review of documentation and interviews with management, staff and the volunteer workforce, demonstrated a consumer-centred approach to service delivery. The workforce understands individual consumers and the service provides enough information to enable consumers to make informed choices.

Consumers and representatives confirmed the workforce understands consumers’ needs and preferences and that their service is delivered in a way makes them feel comfortable and safe.

Consumers and representatives say consumers are supported to make their own decisions about the meal service they receive and gave examples of how the service supports them to be as independent as possible.

In the context of the meal delivery service being undertaken and risk, the organisation demonstrates it respects each consumer’s meal needs and preferences and associated risks. Management evidenced that they have discussed meal preferences with representatives when potential risk to the well-being of the consumer has been identified. There is an escalation process, to management, when any risks are observed in consumers’ homes regarding service delivery and uneaten meals.

Consumers and representatives said they receive written information in a way that they can understand that enables them to make informed choices. This includes invoices, menu changes and delivery days and times. Consumers and representatives said they are involved in verbal discussions with management as required.

Consumers confirmed that their privacy is respected, and information is kept confidential.

Consumer files, emails and run sheets confirmed communication with consumers and representatives is documented.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as 6 of the 6 specific requirements have been assessed as Compliant.

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | CHSP  |  Compliant |
|  |  |  |

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

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| --- | --- | --- |
| Requirement 1(3)(b) | CHSP  |  Compliant |
|  |  |  |

### *Care and services are culturally safe.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | CHSP  |  Compliant |
|  |  |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(d) | CHSP  |  Compliant |
|  |  |  |

### *Each consumer is supported to take risks to enable them to live the best life they can.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | CHSP  |  Compliant |
|  |  |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(f) | CHSP  |  Compliant |
|  |  |  |

*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 Ongoing assessment and planning with consumers

#  CHSP Compliant

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

Consumers and representatives confirmed they are happy with the service they receive, they are involved in the planning of the service they receive, and it meets their current needs, goals and preferences. They described how changes to the service can be made easily and they feel comfortable communicating with management and the workforce to facilitate this.

Consumers and representatives confirmed they are involved in the planning and review of the service they receive. They reported they can choose what meals they have and how frequently they are delivered. Management could demonstrate how they work with the consumer and other organisations providing care to meet the needs of the consumer. Documentation viewed confirmed consumer and representative involvement in the planning of services.

A review of documentation and interviews with management and the volunteer workforce, confirmed there are processes in place to deliver a safe and effective service that addresses each consumer’s needs, goals and preferences.

Management reported reviews are undertaken on an ongoing basis and when consumers and representatives complete a new order form. Relevant documentation is updated on an ongoing basis when the service is informed of any necessary changes, including the cancellation of service, changes to dietary requirements or changes to delivery instructions.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as 5 of the 5 specific requirements have been assessed as Compliant.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | CHSP  |  Compliant |
|  |  |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | CHSP  |  Compliant |
|  |  |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(c) | CHSP  |  Compliant |
|  |  |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(d) | CHSP  |  Compliant |
|  |  |  |

*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.*

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| --- | --- | --- |
| Requirement 2(3)(e) | CHSP  |  Compliant |
|  |  |  |

*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.*

# STANDARD 3 Personal care and clinical care

#  CHSP Not Applicable

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

This Standard is not Applicable and therefore was not assessed.

**Assessment of Standard 3 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(a) | CHSP  |  Not Applicable |
|  |  |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(b) | CHSP  |  Not Applicable |
|  |  |  |

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(c) | CHSP  |  Not Applicable |
|  |  |  |

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

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| --- | --- | --- |
| Requirement 3(3)(d) | CHSP  |  Not Applicable |
|  |  |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(e) | CHSP  |  Not Applicable |
|  |  |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(f) | CHSP  |  Not Applicable |
|  |  |  |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(g) | CHSP  |  Not Applicable |
|  |  |  |

*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.*

# STANDARD 4 Services and supports for daily living

#  CHSP Compliant

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

Consumers and representatives reported they are satisfied with the meal delivery service. Consumers and representatives said that they receive the services and supports for daily living that are important for their health and well-being and that enable them to live as independently as possible. Consumers said that they are delivered meals according to their needs, goals and preferences.

Consumers and representatives said the service is flexible and accommodating to their needs and preferences and optimises their independence and quality of life. The workforce provided examples of how the meal delivery service is tailored to support the individual consumer. Documentation demonstrated individual preferences in relation to the meals and the delivery of those meals is available to the workforce.

Consumers and representatives reported the workforce are kind, caring and respectful and the slogan ‘more than just a meal’ is reflected in the service provided. Consumers and representatives said the workforce provide emotional support by taking the time to talk with consumers when they deliver meals. The workforce demonstrates an understanding of what is important to the consumer and how the delivery of a flexible service promotes the well-being of the consumer.

Consumers and representatives confirmed the organisation is flexible in the delivery of their service enabling them to maintain their social networks and do the things that are important to them. Management were able to provide examples of how service delivery is adjusted when situations change, to ensure goals and preferences are still being met.

A review of documentation and interviews with management and the volunteer workforce, confirmed there are policies and procedures that support the workforce to deliver meals according to the consumer’s preferences. The service is delivered in a way that ensures consumers feel socially connected and optimises their independence, health, well-being and quality of life.

Consumers and representatives said consumers receive a reliable service and the workforce delivering meals understands their condition, needs and preferences. The workforce could describe how the service keeps them informed of consumers’ needs, preferences and any changes to the consumer’s condition, as it relates to their responsibility. Management provided examples of how information is shared within the service to cater for the needs of individual consumers. Documentation demonstrated evidence of communication with the meal service provider to ensure special dietary needs are met.

Management and the workforce described the process of escalating any observed deterioration or changes in a consumer’s condition.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as 6 of the 7 relevant requirements have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | CHSP  |  Compliant |
|  |  |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(b) | CHSP  |  Compliant |
|  |  |  |

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | CHSP  |  Compliant |
|  |  |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(d) | CHSP  |  Compliant |
|  |  |  |

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(e) | CHSP  |  Compliant |
|  |  |  |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | CHSP  |  Compliant |
|  |  |  |

*Where meals are provided, they are varied and of suitable quality and quantity.*

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| --- | --- | --- |
| Requirement 4(3)(g) | CHSP  |  Not Applicable |
|  |  |  |

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

Findings

This requirement is not applicable and therefore was not assessed.

# STANDARD 5 Organisation’s service environment

#  CHSP Not Applicable

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

This Standard is Not Applicable and therefore was not assessed.

## Assessment of Standard 5 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) | CHSP  |  Not Applicable |
|  |  |  |

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(b) | CHSP  |  Not Applicable |
|  |  |  |

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(c) | CHSP  |  Not Applicable |
|  |  |  |

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# STANDARD 6 Feedback and complaints

#

# CHSP Compliant

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

Consumers and representatives explained the process to follow when raising a concern or providing feedback and were able to do this verbally, via email or text, in writing or through volunteer delivery staff who would raise concerns on their behalf.

Consumers and representatives said that they were comfortable in raising concerns with volunteer delivery staff and management and provided examples of times they had raised issues or concerns, and they were resolved in a timely manner.

Complaints and feedback are monitored through meetings, logged in a Complaints register and any identified improvements channelled into the Plan for Continuous Improvement (PCI). Complaint and feedback register detailed information on the concerns raised and actions taken.

Volunteer delivery staff and management were able to describe how they would assist consumers with cognitive or communication difficulties to raise complaints or provide feedback.

The organisation has policies and procedures on open disclosure and volunteer delivery staff said they have received training in open disclosure. Management and volunteer delivery staff responsible for the complaint management demonstrated their understanding of applying open disclosure including acknowledging and apologising when a mistake was made.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as 4 of the 4 specific requirements have been assessed as Compliant.

## Assessment of Standard 6

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(a) | CHSP  |  Compliant |
|  |  |  |

*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | CHSP  |  Compliant |
|  |  |  |

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(c) | CHSP  |  Compliant |
|  |  |  |

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(d) | CHSP  |  Compliant |
|  |  |  |

*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 Human resources

#

# CHSP Compliant

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

Overall, consumers and representatives said that they receive meals of high quality, adequate quantity and supplied to their individual preferences. Consumers reported that delivery staff are kind and caring and respect their individual preferences.

Consumers and representatives confirmed that there are adequate delivery staff and reported consistent delivery staff members are allocated to deliver their meals within their chosen timeframes. Consumers said that staff engage with them positively.

Consumers and representative said that staff are kind, caring and respectful of them as an individual. The delivery staff were able to provide examples to demonstrate how they treat each consumer respectfully and are aware of their individual preferences and cultural food requirements.

The organisation has an HR management framework and training processes to ensure the workforce is competent and have the qualifications and knowledge to effectively perform their roles. The service adheres to the HR management framework and demonstrates that they monitor staff qualifications and use information from feedback mechanisms, incident management, conduct audits and review monitoring tools to identify deficits in staff knowledge.

The organisation regularly reviews the skills, qualifications and competencies of the workforce to ensure they have adequately trained delivery staff to coordinate meal service delivery.

The service has an orientation and training program and HR performance management framework in place to regularly assess, monitor and review the performance of each paid member of the workforce.

The service demonstrates that regular assessment, monitoring and review of the performance of the permanent workforce in undertaken.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as 5 of the 5 specific requirements have been assessed as Compliant.

## Assessment of Standard 7 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | CHSP  |  Compliant |
|  |  |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(b) | CHSP  |  Compliant |
|  |  |  |

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | CHSP  |  Compliant |
|  |  |  |

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(d) | CHSP  |  Compliant |
|  |  |  |

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

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| --- | --- | --- |
| Requirement 7(3)(e) | CHSP  |  Compliant |
|  |  |  |

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

# STANDARD 8 Organisational governance

# CHSP Compliant

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

Consumers said that the organisation is well run and that the service partners with them to ensure their individual preferences are catered for with the delivery of meals.

The service demonstrated that consumers and representatives are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.

The organisation’s governing body has established processes to demonstrate its accountability for providing governance systems which deliver safe, inclusive and quality services to consumers, that meet the Standards.

The service demonstrated that the organisation has effective governance systems including information management, continuous improvement, financial governance, workforce governance, regulatory compliance, feedback and complaints.

The organisation’s governing body promotes a culture of safe, inclusive and quality services and is accountable for their delivery. The service provides results of audits, quality indicator information, complaints, individual consumer surveys and feedback information to the organisation. The organisation uses this information to oversee the delivery of safe, inclusive and quality care.

The organisation has an effective risk management system for the management of high impact and high-prevalence risks associated with delivery meals to consumers.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as 4 of the 5 relevant requirements have been assessed as Compliant.

## Assessment of Standard 8 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | CHSP  |  Compliant |
|  |  |  |

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(b) | CHSP  |  Compliant |
|  |  |  |

*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(c) | CHSP  |  Compliant |
|  |  |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(d) | CHSP  |  Compliant |
|  |  |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(e) | CHSP  |  Not Applicable |
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*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.*

# 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, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.