**Performance**

**Report**

**1800 951 822**

Agedcarequality.gov.au

|  |  |
| --- | --- |
| Name: | Clincare Pty Ltd |
| Commission ID: | 600633 |
| Address: | 115 Sherriff Street, UNDERDALE, South Australia, 5032 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | on 4 July 2024 |
| Performance report date: | 30 July 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

Home Care Packages (**HCP**) included:  
Provider: 2569 Clincare Pty Ltd  
Service: 18481 Clincare Pty Ltd Home Care Packages

**This performance report**

This performance report for Clincare Pty Ltd (**the service**) has been prepared by Therese Wilson, 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 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 a review of documents and interviews with staff.
* the provider’s response to the assessment team’s report received 16 July 2024 acknowledging the report and saying the will not respond but if further information is required to contact them.

# Assessment summary for Home Care Packages (HCP)

|  |  |
| --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | Not Fully Assessed |
| **Standard 3** Personal care and clinical care | **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

|  |  |  |
| --- | --- | --- |
| Ongoing assessment and planning with consumers | | HCP |
| 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 |

Findings

As not all Requirements have been assessed the overall rating for this Quality Standard is not applicable.

This Requirement was found to non-compliant following a Quality Audit undertaken from 9 October 2023 to 11 October 2023 as while consumers and representatives expressed satisfaction with the services provided assessment and planning was not effective in informing the delivery of safe and effective care. Improvements were implemented in response to the non-compliance which included but was not limited to, additional clinical tools to evaluate consumer’s care.

Consumers confirmed face to face assessment and planning is now completed with a coordinator and they are satisfied care is well planned and meets all their needs. Staff described, and care planning documents confirmed, assessment and planning processes include using validated tools to identify individual risks for consumers.

It is for these reasons I find requirement (3)(a) compliant.

# Standard 3

|  |  |  |
| --- | --- | --- |
| Personal care and clinical care | | HCP |
| Requirement 3(3)(a) | 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. | Compliant |

Findings

As not all Requirements have been assessed the overall rating for this Quality Standard is not applicable.

This Requirement was found non-compliant following a Quality Audit undertaken from 9 October 2023 to 11 October 2023 as while consumers and representatives expressed satisfaction with the services there were deficits found with care delivery which included pain, wounds, cognition and continence. Improvements were implemented which included but was not limited to changing process to ensure consumers receive the care that meets their needs.

Consumers and representatives confirmed consumers get care and services tailored to their needs and preferences, that optimises their health through the delivery of both personal and clinical care. Staff provided examples of care for consumers that was tailored to their health and wellbeing and documentation provided detailed instructions for individual consumer care. The organisation has a suite of policies and procedures to provide guidance to clinical staff for best practice guidelines for all procedures.

It is for these reasons I find requirement (3)(a) compliant.

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