**Performance**

**Report**

**1800 951 822**

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| Name of service: | CO AS IT Italian Association |
| Service address: | 67 Norton Street LEICHHARDT NSW 2040 |
| Commission ID: | 200149 |
| Home Service Provider: | CO.AS.IT. - Italian Association of Assistance |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 28 September 2022 |
| Performance report date: | 17 October 2022 |

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 CO AS IT Italian Association (**the service**) has been prepared by S Bickerton, 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.

# Services included in this assessment

**Home Care Packages (HCP):**

* Co.As.It. - Community Care Packages Program, 17470, 67 Norton Street, LEICHHARDT NSW 2040
* CO.AS.IT. - EACH, 17471, 67 Norton Street, LEICHHARDT NSW 2040

**Commonwealth Home Support Packages (CHSP):**

* Allied Health and Therapy Services, 4-7XVMT2S, 67 Norton Street, LEICHHARDT NSW 2040
* Transport, 4-7XVMT5J, 67 Norton Street, LEICHHARDT NSW 2040
* Social Support - Group, 4-7XVMT8A, 67 Norton Street, LEICHHARDT NSW 2040
* CHSP Personal Care, 4-DRX19T0, 67 Norton Street, LEICHHARDT NSW 2040
* Domestic Assistance, 4-DSOB33S, 67 Norton Street, LEICHHARDT NSW 2040

# 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

# Assessment summary for Home Care Packages (HCP)

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| --- | --- |
| Standard 1 Consumer dignity and choice | Not applicable as not all requirements have been assessed |
| **Standard 2** Ongoing assessment and planning with consumers | **Not applicable as not all requirements have been assessed** |
| **Standard 3** Personal care and clinical care | **Not applicable as not all requirements have been assessed** |
| **Standard 4** Services and supports for daily living | **Not applicable as not all requirements have been assessed** |
| **Standard 5** Organisation’s service environment | **Not applicable as not all requirements have been assessed** |
| **Standard 6** Feedback and complaints | **Not applicable as not all requirements have been assessed** |
| **Standard 7** Human resources | **Not applicable as not all requirements have been assessed** |
| **Standard 8** Organisational governance | **Not applicable as not all requirements have been assessed** |

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| --- | --- |
| Standard 1 Consumer dignity and choice | Not applicable as not all requirements have been assessed |
| **Standard 2** Ongoing assessment and planning with consumers | **Not applicable as not all requirements have been assessed** |
| **Standard 3** Personal care and clinical care | **Not applicable as not all requirements have been assessed** |
| **Standard 4** Services and supports for daily living | **Not applicable as not all requirements have been assessed** |
| **Standard 5** Organisation’s service environment | **Not applicable as not all requirements have been assessed** |
| **Standard 6** Feedback and complaints | **Not applicable as not all requirements have been assessed** |
| **Standard 7** Human resources | **Not applicable as not all requirements have been assessed** |
| **Standard 8** Organisational governance | **Not applicable as not all requirements have been 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.

# Other relevant matters:

Non-compliance of requirement 2(3)(e) was identified during a quality audit conducted on 4 March 2022.

# Standard 2

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

Findings

At the time of performance report decision, the service was:

* Evidencing the regular review of consumer care and services
* Evidencing the review of consumer care and services as required: when changes in consumer conditions and circumstances arise

The service evidenced consumer care plans and associated care records are reviewed regularly and as consumer needs arise. For example:

* Following discharge from hospital, one consumer underwent a thorough circumstance review as soon as practicable by the service, including the allocation of additional services and documented considerations of a residential care transition. Additional services included increased personal care and comprehensive clinical assessments.
* Following discharge from hospital, one consumer underwent a comprehensive care plan review with the service. No additional services were required at the time, and another care plan review was scheduled to be conducted four months later. Service staff explained to the assessment team that all consumers on HCP three and four packages are reviewed every four months if there are no changes to their condition, needs, or risks.

The service evidenced embedded systems monitor consumer reviews and alert service staff to conduct regular reviews. The assessment team identified some care plans were overdue for scheduled reviews, however extenuating circumstances were apparent and noted in these cases.

The service demonstrated that changes in consumer condition are detected and reported internally to case managers and information is communication back to support workers. Significant changes in consumer condition is recorded in the services incident management system, subsequently triggering referrals for clinical review. The service evidenced comprehensive assessments including validated assessment tools are utilised.

The service evidenced embedded policies and procedures guide staff in monitoring consumer condition. These include: Consumer assessment, care and service planning, and deteriorating consumers policies and procedures. The assessment team evidenced that these are embedded and effective in identifying when care and services require review, and when changing circumstances trigger unscheduled reassessments. Additionally, the policies evidenced a consumer centred approach and required the consumer or representative to be involved in all aspects of assessments including the development of their plan and approval of any changes to their care and services to ensure they aligned with their needs, goals or preferences.

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)