**Performance**

**Report**

**1800 951 822**

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| Name of service: | Communify Queensland |
| Service address: | 132 Latrobe Terrace PADDINGTON QLD 4064 |
| Commission ID: | 700403 |
| Home Service Provider: | Communify Queensland Inc |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 15 November 2022 |
| Performance report date: | 19 December 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 Communify Queensland (**the service**) has been prepared by M Balukovska, 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:**

* Communify Qld Home Care Packages, 26487, 132 Latrobe Terrace, PADDINGTON QLD 4064

**CHSP:**

* CHSP - Social Support - Individual, 4-7Z2X77W, 132 Latrobe Terrace, PADDINGTON QLD 4064
* CHSP - Social Support - Group, 4-7Z2X7AN, 132 Latrobe Terrace, PADDINGTON QLD 4064
* CHSP - Centre Based Respite, 4-7Z2X7LS, 132 Latrobe Terrace, PADDINGTON QLD 4064
* CHSP - Meals, 4-7Z2X6WI, 132 Latrobe Terrace, PADDINGTON QLD 4064
* CHSP Transport, 4-7Z2X6Z9, 132 Latrobe Terrace, PADDINGTON QLD 4064
* CHSP - Flexible Respite, 4-7Z2X7IQ, 132 Latrobe Terrace, PADDINGTON QLD 4064
* CHSP - Domestic Assistance, 4-7Z2X721, 300 Waterworks Road, ASHGROVE QLD 4060
* CHSP - Home Modifications, 4-7Z2X74T, 300 Waterworks Road, ASHGROVE QLD 4060
* CHSP - Home Maintenance, 4-7Z2X7FF, 300 Waterworks Road, ASHGROVE QLD 4060

# 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 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 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 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 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.

# Standard 2

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

Findings

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

* Evidencing that consumer assessments include detailed care plans, care instructions, consumer risk identification, and associated strategies for risk mitigation.

Service staff demonstrated an understanding of compliant consumer assessment and care planning, and the service evidenced templates and procedures are embedded to guide staff through these processes. Service staff demonstrated an understanding of consumers individual needs, including consumer risks.

Consumer documentation evidenced consumer needs are assessed and care plans document consumer risks. Accompanying care instructions to staff evidenced that service staff are supported with the issuance of regular consumer information and guidance.

# Standard 3

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| --- | --- | --- | --- |
| Personal care and clinical care | | HCP | CHSP |
| 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 | Compliant |
| Requirement 3(3)(b) | Effective management of high impact or high prevalence risks associated with the care of each consumer. | Compliant | Compliant |

Findings

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

* Delivering personal and clinical care that is best practice and meets the needs of each consumer.
* Managing risks and achieving positive outcomes for consumers with high impact or high prevalence risks including risks associated with falls and skin integrity.

Consumers/representatives reported the clinical care consumers receive is tailored to their needs and that the service is flexible in the delivery of care and services. Staff providing care to the consumers sampled, had a good understanding of each consumer’s needs, goals and preferences relating to the delivery of that care. Care plans accurately describe consumers current personal and clinical care needs in enough detail to guide staff in the delivery of care and services. For example:

* A consumer interviewed said since returning from hospital they are receiving additional services. They reported they had wounds that were treated by the RN and that they have now healed.

**Standard 8**

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| --- | --- | --- | --- |
| Organisational governance | | HCP | CHSP |
| Requirement 8(3)(d) | 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. | Compliant | Compliant |

Findings

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

* Utilising risk management systems and practices to identify and assess risks and support consumers to live the best life they can.

The organisation has a risk management framework and policies and procedures to guide staff and management practices in identifying and responding to risk. Incidents are recorded, and management could demonstrate how incidents are assessed, followed up, resolved and escalated as appropriate. Incident data is analysed and used to inform continuous improvement practices and prevent reoccurrence.

Management could describe the high impact or high prevalence risks associated with the consumer cohort. Changes in consumer wellbeing or identified deterioration is recorded with prompt communication with the consumer representative.

Staff and management described the process of reporting incidents involving consumers and understood incident management procedures and practices.

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)