**Performance**

**Report**

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| Name of service: | Crosby Park Meals on Wheels Inc |
| Service address: | 69 Crosby Road ALBION QLD 4010 |
| Commission ID: | 700372 |
| Home Service Provider: | Crosby Park Meals on Wheels Inc |
| Activity type: | Quality Audit |
| Activity date: | 26 September 2022 to 28 September 2022 |
| Performance report date: | 26 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 Crosby Park Meals on Wheels Inc (**the service**) has been prepared by M Cooper, 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

**CHSP:**

* CHSP - Meals, 4-2260QSV, 69 Crosby Road, ALBION QLD 4010

# Material relied on

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

* the assessment team’s report for the Quality Audit; 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
* Aged Care Act 1997 [Cth]
* Aged Care Quality and Safety Commission Act 2018 [Cth]
* Aged Care Quality and Safety Commission Rules 2018 [Cth]
* User Rights Principles 2014 registered 10 October 2022
* Quality of Care Principles 2014 registered 10 October 2022
* Guidance and Resources for Providers to support the Aged Care Quality Standards published by the Aged Care Quality and Safety Commission in September 2022
* Commonwealth Home Support Programme manual 2022 -2023

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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

A detailed assessment is provided later in this report for each assessed Standard.

# Areas for improvement

Areas have been identified in which **improvements must be made to ensure compliance with the Quality Standards**. This is based on non-compliance with the Quality Standards as described in this performance report.

* Requirement 6(3)(b)
* Requirement 7(3)(d)
* Requirement 7(3)(e)

# Standard 1

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| Consumer dignity and choice | | CHSP |
| Requirement 1(3)(a) | Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. | Compliant |
| Requirement 1(3)(b) | Care and services are culturally safe | Compliant |
| Requirement 1(3)(c) | 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. | Compliant |
| Requirement 1(3)(d) | Each consumer is supported to take risks to enable them to live the best life they can. | Compliant |
| Requirement 1(3)(e) | 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. | Compliant |
| Requirement 1(3)(f) | Each consumer’s privacy is respected and personal information is kept confidential. | Compliant |

Findings

The Assessment Team’s report confirms that the Approved Provider is recognising consumers’ individuality and their right to make their own decisions about the care and services they receive. The Provider is also supplying the consumers with enough information to make informed choices about the care and services they receive.

The Quality Standard for the Commonwealth Home Support Programme services is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

# Standard 2

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| Ongoing assessment and planning with consumers | | 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 |
| Requirement 2(3)(b) | 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. | Compliant |
| Requirement 2(3)(c) | 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. | Compliant |
| Requirement 2(3)(d) | 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. | Compliant |
| 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

The Assessment Team’s report noted that the Approved Provider was documenting consumers care and services plan including regular reviews and risk assessments. The Provider was also partnering with consumers/representatives to ensure that assessment and planning are effective in assessing individual consumers’ needs, goals and preferences.

The Quality Standard for the Commonwealth Home Support Programme services is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

# Standard 3

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| Personal care and clinical care | | 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. | Not applicable |
| Requirement 3(3)(b) | Effective management of high impact or high prevalence risks associated with the care of each consumer. | Not applicable |
| Requirement 3(3)(c) | The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved. | Not applicable |
| Requirement 3(3)(d) | 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. | Not applicable |
| Requirement 3(3)(e) | 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. | Not applicable |
| Requirement 3(3)(f) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Not applicable |
| Requirement 3(3)(g) | 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. | Not applicable |

Findings

The Assessment Team did not assess this standard as the Approved Provider does not provide personal or clinical care

# Standard 4

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| Services and supports for daily living | | CHSP |
| Requirement 4(3)(a) | 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. | Compliant |
| Requirement 4(3)(b) | Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being. | Compliant |
| Requirement 4(3)(c) | 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. | Compliant |
| Requirement 4(3)(d) | Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared. | Compliant |
| Requirement 4(3)(e) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant |
| Requirement 4(3)(f) | Where meals are provided, they are varied and of suitable quality and quantity. | Compliant |
| Requirement 4(3)(g) | Where equipment is provided, it is safe, suitable, clean and well maintained. | Not applicable |

Findings

The Assessment Team found that the Provider was supplying a wide range of meal and delivery options that could be tailored to consumer’s individual needs, goals and preferences. It was promoting consumers' emotional and psychological well-being through connection between consumers and the workforce. The Provider was also delivering services and supports to improve consumer’s independence and quality of life.

The Quality Standard for the Commonwealth Home Support Programme services is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

# Standard 5

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| Organisation’s service environment | | CHSP |
| Requirement 5(3)(a) | The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function. | Not applicable |
| Requirement 5(3)(b) | The service environment:   1. is safe, clean, well maintained and comfortable; and 2. enables consumers to move freely, both indoors and outdoors. | Not applicable |
| Requirement 5(3)(c) | Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer. | Not applicable |

Findings

The Assessment Team did not assess Standard 5 as the service does not provide a physical service environment where care and services are delivered.

# Standard 6

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| Feedback and complaints | | CHSP |
| Requirement 6(3)(a) | Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints. | Compliant |
| Requirement 6(3)(b) | Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints. | Non-compliant |
| Requirement 6(3)(c) | Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong. | Compliant |
| Requirement 6(3)(d) | Feedback and complaints are reviewed and used to improve the quality of care and services. | Compliant |

Findings

The Assessment Team found that the Approved Provider gave consumers/representatives copies of a client handbook on commencement with the service that provided information on how to access an advocacy service should the consumer require the support of an advocate. The handbook also includes information on the consumer’s right to contact the Commission to make a complaint, however the contact details for these services were incorrect.

However, the Provider could not demonstrate that how it actively supported consumers to make complaints. It was noted that the client handbook did not provide information to non-English speaking consumer as to how to access translations services in order to make a complaint. Feedback was provided to the Provider by the Assessment Team and it was acknowledged that there were deficiencies in relation to requirement 6(3)(b).

The Guidance and Resources for Providers to support the Aged Care Quality Standards (the Guidance) on page 4 states ‘the organisation that receives funding directly from the Australian Government is expected to ensure its workforce (including subcontractors) meets it responsibilities’. It also states that the overarching purpose and scope of Standard 6 is for ‘organisations to have a system to resolve complaints. The system must be accessible, confidential, prompt, and fair. Specifically, in relation to requirement 6(3)(b) the Guidance states that the intent of this requirement is ‘to make sure that all consumers can easily make a complaint, whatever their culture, language or ability’.

The Approved Provider also has an obligation under Section 56-4 complaints resolution mechanism of the Aged Care Act 1997 to have an established complaints resolutions mechanism.

Having regard to the Assessment Team’s report, comments made by the Provider to the Assessment Team at the time of the audit, The Guidance, the Aged Care Act and the Quality and Safety Commission Act, on reasonable grounds I have formed the view that the Approved Provider has not complied with requirement 6(3)(b).

The Quality Standard for the Commonwealth Home Support Programme services is assessed as non-compliant as one of the four specific requirements have been assessed as non-compliant.

# Standard 7

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| Human resources | | CHSP |
| Requirement 7(3)(a) | 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. | Compliant |
| Requirement 7(3)(b) | Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity. | Compliant |
| Requirement 7(3)(c) | The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles. | Compliant |
| Requirement 7(3)(d) | The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. | Non-compliant |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Non-compliant |

Findings

The Assessment Team found that the Approved Provider was planning a skilled workforce that can delivery and manage safe and quality services whilst interacting with consumers n a kind, caring and respectful way. However, the Assessment Team found that Approved Provider was not providing its workforce with resources and training and it was not monitoring or reviewing the performance of all members of the workforce in breach of requirement 7(3)(d) & (e)

In response to the non-compliant matters the Approved Provider supplied the Assessment Team with evidence that several volunteers and staff had attended training sessions on the Aged Care Quality Standards facilitated by Queensland Meals on Wheels (QMOW). The service’s system for tracking the training of delivery volunteers and staff, which contains a checklist of several relevant modules including the importance of hand washing, confidentiality agreements, consumer emergency procedures, first aid and safe food delivery practices. However, the vast majority of staff and volunteers had only completed an ‘NDIS Code of Conduct’ training session, with the remaining topics being blank. Management acknowledged the gap in training and stated that since the beginning of COVID-19, the service had struggled to provide ongoing training to new and existing delivery volunteers.

As mentioned in the findings concerning Standard 6 the Guidance and Resources for Providers to support the Aged Care Quality Standards (the Guidance) on page 4 states ‘the organisation that receives funding directly from the Australian Government is expected to ensure its workforce (including subcontractors) meets it responsibilities’.

The Guidance states that the overarching purpose and scope of Standard 7 ‘requires an organisation to have and use a skilled and qualified workforce, sufficient to deliver and manage, safe, respectful and quality care and services which meet the Quality Standards.’ Of the four key concepts included in this Standard I am of the view that the Approved Provider has not sufficiently implemented the key concepts of ‘Organisational support for the workforce’ or ‘Assessment, monitoring and review’. In particular the key concept of ‘Assessment, monitoring and review’ states to meet this Standard an organisation needs to regularly assess, monitor and review its workforce through an effective human resource system.

More specifically the intent of requirement 7(3)(d) states ‘covers the organisation’s support for the workforce to deliver the outcomes for consumers in line with the Quality Standards. Requirement 7(3)(e) states ‘all members of the workforce are expected to have an appropriate person regularly evaluate how they are performing their role, and identify, plan for any support any training and development they need.’

Having regard to the Assessment Team’s report, comments made by the Provider to the Assessment team at the time of the audit and the Guidance, on reasonable grounds I have formed the view that the Approved Provider has not complied with requirements 7(3)(d) & (e)

The Quality Standard for the Commonwealth Home Support Programme services is assessed as non-compliant as two of the five specific requirements have been assessed as non-compliant.

# Standard 8

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| Organisational governance | | CHSP |
| Requirement 8(3)(a) | Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement. | Compliant |
| Requirement 8(3)(b) | The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery. | Compliant |
| Requirement 8(3)(c) | 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. | Compliant |
| 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 |
| Requirement 8(3)(e) | 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. | Not applicable |

Findings

The Assessment Team found that the Approved Provider was utilising effective organisation-wide governance systems and effective risk management systems and practices to support consumers to live the best life they can. The Provider was engaging consumers in the development, delivery and evaluation of care and services whilst promoting a culture of safe, inclusive and quality care and services.

The Quality Standard for the Commonwealth Home Support Programme services is assessed as Compliant as four of the four of the applicable requirements have been assessed as Compliant.

1. The preparation of the performance report is in accordance with section 57 of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)