**Performance**

**Report**

**1800 951 822**

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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: | Assessment Contact - Desk |
| Activity date: | 2 March 2023 |
| Performance report date: | 31 March 2023 |

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 Franco, 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 Assessment Contact - Desk; the Assessment Contact - Desk report was informed by review of documents and interviews with staff, consumers/representatives.

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| 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** |

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 6**

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| Feedback and complaints | | CHSP |
| Requirement 6(3)(b) | Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints. | Compliant |

Findings

At the time of the quality review conducted in September 2022, the service did not demonstrate that consumers are actively supported to make complaints and access other methods for raising complaints and resolving complaints.

During the assessment contact, the assessment team held discussions with management and reviewed relevant documentation. The review of documents evidenced progress has been made towards addressing the identified issues:

* Management advised that the ‘Client handbook’ was updated in September 2022 during the quality review, based on feedback from the Assessment Team.
* Review of the handbook shows information has been updated to include:
  + Contact details for the Commission are current and accurate.
  + Information is included on how to access an interpreter service appropriate to the consumer’s needs.
  + Information for hearing and/or speech impaired consumers on how to contact communication support, such as TTY (teletypewriter), Speak and Listen and/or the National Relay Service.
* Management advised all new consumers have been provided with a copy of the updated handbook.

# Standard 7

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| Human resources | | CHSP |
| Requirement 7(3)(d) | The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. | Compliant |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Compliant |

Findings

At the time of the quality review conducted in September 2022, the service did not demonstrate an effective system for delivering and facilitating ongoing training for both staff and volunteers. In brief:

* Review of documentation identified the majority of staff had only completed ‘NDIS Code of Conduct’ training session with the remaining topics being blank. Management advised that staff and volunteers are required to complete other modules including importance of hand washing, confidentiality agreements, consumer emergency procedures, first aid and safe food delivery practices.
* Management advised since COVID-19, the service had struggled to provide ongoing training to new and existing delivery volunteers. Management advised they had encouraged staff and volunteers to attend training on the Quality Standards.

During the assessment contact the assessment team held discussion with staff and undertook a review of documentation. The serviced evidenced progress has been made towards addressing the identified issues:

* Paid staff had completed requirements for first aid training except for the coordinator who is scheduled to complete the annual CPR component of the first aid training in the next few months. The service has 5 paid staff including 3 office staff, 1 chef and 1 kitchen staff. Review of documentation identified paid staff had completed the training as advised by management.
* Management advised for volunteers they had created a volunteer handbook which included required training and volunteers would be required to complete and sign off annually. Volunteers would be able to complete the training throughout the year. A copy of the handbook was provided, and management advised this would be distributed to volunteers the following week.
* Management provided signed training records for both paid staff and volunteers detailing progress of training.

In addition, the serviced evidenced improvements made to ensure staff are undertaking a regular assessment and the service is monitoring the performance of each member of the workforce.

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)