**Performance**

**Report**

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| Name: | Cunnamulla Meals on Wheels |
| Commission ID: | 700500 |
| Address: | Cunnamulla Hospital, Wicks Street, CUNNAMULLA, Queensland, 4490 |
| Activity type: | Quality Audit |
| Activity date: | 16 July 2024 |
| Performance report date: | 12 August 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

Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 8080 Cunnamulla Meals on Wheels Inc.  
Service: 24934 Cunnamulla Meals on Wheels Inc. - Community and Home Support

**This performance report**

This performance report for Cunnamulla Meals on Wheels (**the service**) has been prepared by T Wurf, 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.

# Material relied on

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

* The assessment team’s report for 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.
  + The provider did not submit a response to the assessment team’s report.

# 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 4** Services and supports for daily living | **Compliant** |
| **Standard 6** Feedback and complaints | **Compliant** |
| **Standard 7** Human resources | **Compliant** |
| **Standard 8** Organisational governance | **Compliant** |

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:

Cunnamulla Meals on Wheels provides a meal delivery service funded under the Commonwealth Home Support Programme (CHSP) to 5 consumers living in the township of Cunnamulla, Queensland. Meals are planned and prepared by the local Cunnamulla Hospital kitchen. The service is run by a volunteer management committee and volunteers who deliver meals to consumers.

The Quality Audit conducted on 16 July 2024 assessed the quality of the service against the Aged Care Quality Standards. Standard 3, Standard 5 and requirements 4(3)(g) and 8(3)(e) were not included in the assessment as they do not apply to CHSP services that only deliver meals to consumers at home.

# 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 Quality Audit Report included evidence (summarised below) that the service is compliant with this Quality Standard and associated requirements.

Consumers said they are always treated with dignity and respect and are made to feel valued as an individual. They described management and volunteers as kind, friendly, and understanding of individual needs. Management and volunteers spoke respectfully about consumers and provided examples of how they ensure each consumer’s dignity is respected.

Consumer documentation detailed information about consumers’ backgrounds, religion, personal preferences and cultural practices. Consumers said the service understands their cultural needs and preferences, and the meal service is delivered in a way that makes them feel safe and respected. Management and volunteers provided examples of how services are inclusive and meet the needs and preferences of individuals.

Consumers said they are supported to make their own decisions about the services they receive, and the service supports them to be as independent as possible. Consumers said they can, at any time, make requests or changes to their services. Management and volunteers described how consumers are supported to make informed decisions. Management demonstrated awareness and understanding of individual consumers’ communication needs, choices, and preferences.

Consumers said staff listen to consumers, understand what is important to them and respect the choices they make. Management and volunteers described how they support consumers to take risks where chosen.

Consumers said they regularly receive information from volunteers and management in a way they can understand, which supports them to make informed choices. They said they regularly receive menus to help them make informed choices about the meals they wished to receive.

Consumers said management and volunteers respect their privacy when delivering meals. Staff described how they maintain the privacy and confidentiality of consumer information. Consumer information is stored securely. Access to electronic information is limited by role and is password protected. The service’s volunteer handbook details how to interact with consumers in an appropriate and respectful way and the service has policies and procedures that address requirements for privacy and confidentially.

# 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 Quality Audit Report included evidence (summarised below) that the service is compliant with this Quality Standard and associated requirements.

The service completes assessment, planning and review processes in partnership with the consumer and others they wish to be involved.

Consumers were satisfied with their meal service and reported that it meets their needs and preferences. They said they can choose their meals and when they are delivered and can easily make changes. They feel comfortable communicating with volunteers. Meal options include hot or frozen mains, salads, sandwiches, desserts, fruit and juice and specific dietary requirements can be met. Meals are delivered Monday to Friday.

An assessment processes is completed when a consumer commences with the service, which collects information about the consumer’s background, cultural and dietary requirements, needs, preferences, risks associated with meals and meal delivery. Risks could include a consumer’s health, dietary requirements, chewing and swallowing, and ability to access and heat meals safely.

Assessment information is documented on an intake form, which is used to create a meal delivery run sheet for the volunteer workforce. Meal delivery run sheets include relevant information about each consumer’s needs and preferences including any specific instructions. Volunteers described the service’s process for if a consumer did not respond to a scheduled visit.

Upon service commencement, consumers receive an information pack and a form outlining the agreement plan that details the frequency of meal deliveries and preferred method of payment.

Services are reviewed when a consumer contacts the service, or a volunteer identifies and notifies management of a change. Management asks if consumers need assistance with opening, heating or plating their meals. Consumer documentation reflected regular contact with consumers and updating of consumer information and changes.

Advanced care planning and end of life planning were not assessed as the service delivers a meal service only.

# 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 |

Findings

The Quality Audit Report included evidence (summarised below) that the service is compliant with this Quality Standard and associated requirements.

Consumers expressed a high level of satisfaction with the meals provided and the flexibility of delivery days and times, which they said supports them to pursue leisure activities, attend appointments, and engage in other commitments in their lives. They reported the service is flexible and accommodates their needs and preferences.

The service maintains documentation about consumers’ needs and preferences related to meals and meal delivery.

Consumers said the volunteers are kind, provide emotional support to them and would recognise if they were feeling low. Volunteers advised they take time to talk to consumers when they are feeling low and would report to management for further follow-up.

Consumers said the organisation is flexible in the delivery of their service which enables them to maintain their social networks and do the things that are important to them. Consumers reported they have day-to-day control over the meal service they receive, which was also reflected in the meal delivery run sheets.

Consumers were satisfied information about their meal service is shared with management and volunteers. The meal delivery run sheets used by volunteers include current information about consumers and their meals and delivery instructions.

Although consumers had not been referred to other services or organisations, consumers referred to their consumer handbook which contained information about other services and organisations in the area. Consumers were comfortable speaking with management and volunteers should they require a referral to another service.

Consumers said they enjoyed the meals. They reported that their meal service meets their needs and preferences. Consumers they receive menus that include options of a main meal, dessert, salads, fruit and fruit juice. The service has a four-week rotating menu with a variety of meals.

# 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. | 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 Quality Audit Report included evidence (summarised below) that the service is compliant with this Quality Standard and associated requirements.

Consumers and representatives said they knew how to raise feedback or a complaint and would feel comfortable and safe in doing so. They were also aware of other methods they could use to raise a complaint.

Consumers are provided with a consumer booklet upon commencement with the service that contains information about how to make a complaint and access external complaint agencies and advocacy services.

Management and volunteers described ways they encourage consumers to provide feedback, and the process for when a consumer or representative raises feedback or a complaint. Management and volunteers had a consistent understanding of open disclosure and described how this is used in complaints processes.

The service has a feedback and complaints register to document, review and record feedback and complaints, actions taken to resolve complaints and where open disclosure processes are used. Whilst the service had not received any recent complaints, historical complaints had been recorded, actioned in a timely manner and open disclosure was used. The service actions feedback from consumers about their meal service and changed preferences, and records the feedback and actions taken in various service documents including the meal delivery run sheets.

Feedback and complaints from consumers, volunteers and others were reported, reviewed and trended at committee meetings and used to improve services. For example, as a result of feedback, a food tray is now used by volunteers to pass meals to consumers to improve the safety of meal deliveries.

The service has policies and procedures relevant to this standard including feedback and complaints management (that outlines the service’s processes) and advocacy (that encourages consumers to use an advocate of their choice).

# 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. | Compliant |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Compliant |

Findings

The Quality Audit Report included evidence (summarised below) that the service is compliant with this Quality Standard and associated requirements.

Consumers said they always receive meals as planned and on time. The service has a process to plan and allocate enough volunteers to complete meal deliveries. Management complete roster planning and allocations one month in advance, which gives volunteers time to notify about any changes to their availability. Weekly updates and roster reminders are sent to volunteers by email. There have not been any unfilled shifts or missed deliveries. Volunteers work in teams of two to complete deliveries.

Consumers said volunteers deliver meals in a kind and respectful way. Management described a non-discriminatory approach to service delivery where consumers from all cultures and backgrounds are welcomed. Volunteers described working with consumers from diverse backgrounds and demonstrated a personalised knowledge of consumers due to the small nature of the community. Management monitors how consumers perceive their interactions with volunteers by receiving feedback in person when collecting payments and delivering invoices each fortnight.

Consumers provided positive feedback about volunteers and felt volunteers were skilled and performed their roles well. The service has recruitment and induction processes that include worker screening and ensure volunteers have appropriate vaccinations and licences. Recruitment of new volunteers was mostly via referrals from existing volunteers. The service has a comprehensive training and information package to guide new starters, including:

* a volunteer handbook that includes a volunteer job description, an orientation checklist, and information about privacy and confidentiality, infection control practices, workplace health and safety, consumer advocacy, and complaints processes, and
* a ‘ten commandments of delivering meals’ quick reference sheet that covers the service’s non-response policy, infection control processes and how to escalate concerns.

Volunteers felt well-supported by management and have access to Queensland Meals on Wheels’ (peak organisation) digital learning if they wish to engage in further training.

The service has an informal performance review and management processes proportionate to the small nature of the service. Management monitors the performance of volunteers through feedback from consumers fortnightly when collecting payments for meals. Management said any feedback, updates, or changes are provided to volunteers either directly or, where appropriate, in the weekly update email.

# 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 |

Findings

The Quality Audit Report included evidence (summarised below) that the service is compliant with this Quality Standard and associated requirements.

Governance of the service is overseen by a management committee who have clear roles and responsibilities. The committee understood and were accountable for their roles and the regulatory requirements required of the service.

Consumers said they are engaged in the service through providing feedback and feel the service responds proactively. Management engages consumers directly through fortnightly visits to collect payments and discuss the service.

The service’s management committee is comprised of local community members with diverse backgrounds. Each committee member role has an associated job description, which outlined responsibilities and accountabilities. The committee meets bi-monthly and welcomes volunteers and consumers to attend these meetings. The committee provides oversight and governance to all aspects of the service including financial management, incident management and quality improvement. The service is a member of Queensland Meals on Wheels, the peak organisation, that support the committee with strategic direction, access to resources, and regulatory updates.

The service has effective governance systems relating to information management, continuous improvement, financial governance, workforce governance, regulatory compliance and feedback and complaints, proportionate to the type of service being provided. Governance is exercised via the clearly defined roles of each member and accountability is upheld through regular committee meetings, the service’s AGM, and reporting to external agencies.

The service has effective risk management systems and relevant policies and procedures. Management was able to describe the high-impact high-prevalence risk for their consumer cohort which included social isolation, deteriorating health, and dehydration in the summer. The service has an environmental disaster plan in place that details how to support consumers and liaise with the local emergency management committee in the event of an environmental disaster. Management understood their responsibilities under the serious incident response scheme to notify the Commission of reportable incidents.

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