Empowerability Incorporated

Performance Report

68 March St
WINDSOR NSW 2753
Phone number: 02 4577 2150

**Commission ID:** 200689

**Provider name:** Empowerability Incorporated

**Quality Audit date:** 25 March 2022 to 29 March 2022

**Date of Performance Report:** 20 May 2022

# Performance report prepared by

G.McNamara, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

# Services included in this assessment

**CHSP:**

* Flexible Respite, 4-7YBZCGC, 68 March St, WINDSOR NSW 2753
* Social Support - Individual, 4-7YC2KTA, 68 March St, WINDSOR NSW 2753

# Overall assessment of Services

|  |  |  |
| --- | --- | --- |
| Standard 1 Consumer dignity and choice | CHSP  | Compliant |
|   |  |  |
| Requirement 1(3)(a) | CHSP  | Compliant |
|  |  |  |
| Requirement 1(3)(b) | CHSP | Compliant |
|  |  |  |
| Requirement 1(3)(c)  | CHSP | Compliant |
|  |  |  |
| Requirement 1(3)(d)  | CHSP | Compliant |
|  |  |  |
| Requirement 1(3)(e)  | CHSP | Compliant |
|  |  |  |
| Requirement 1(3)(f)  | CHSP | Compliant |
|  |  |  |
| Standard 2 Ongoing assessment and planning with consumers |
|  | CHSP  | Compliant |
|  |  |  |
| Requirement 2(3)(a) | CHSP  | Compliant |
|  |  |  |
| Requirement 2(3)(b) | CHSP | Compliant |
|  |  |  |
| Requirement 2(3)(c) | CHSP | Compliant |
|  |  |  |
| Requirement 2(3)(d) | CHSP | Compliant |
|  |  |  |
| Requirement 2(3)(e) | CHSP | Compliant |
|  |  |  |
| Standard 4 Services and supports for daily living |
|  | CHSP  | Compliant |
|  |  |  |
| Requirement 4(3)(a) | CHSP  | Compliant |
|  |  |  |
| Requirement 4(3)(b) | CHSP | Compliant |
|  |  |  |
| Requirement 4(3)(c) | CHSP | Compliant |
|  |  |  |
| Requirement 4(3)(d) | CHSP | Compliant |
|  |  |  |
| Requirement 4(3)(e) | CHSP | Compliant |
|  |  |  |
| Requirement 4(3)(f) | CHSP | Not applicable |
|  |  |  |
| Requirement 4(3)(g) | CHSP | Not applicable |
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| --- |
| Standard 6 Feedback and complaints |
|   | CHSP | Compliant |
|  Requirement 6(3)(a) | CHSP  | Compliant |
|   |  |  |
| Requirement 6(3)(b) | CHSP | Compliant |
|  |  |  |
| Requirement 6(3)(c)  | CHSP | Compliant |
|  |  |  |
| Requirement 6(3)(d)  | CHSP | Compliant |
|  |  |  |
| Standard 7 Human resources | CHSP  | Compliant |
|   |  |  |
| Requirement 7(3)(a) | CHSP  | Compliant |
|   |  |  |
| Requirement 7(3)(b) | CHSP  | Compliant |
|  |  |  |
| Requirement 7(3)(c)  | CHSP  | Compliant |
|  |  |  |
| Requirement 7(3)(d) | CHSP  | Compliant |
|  |  |  |
| Requirement 7(3)(e)  | CHSP  | Compliant |
|  |  |  |
| Standard 8 Organisational governance | CHSP  | Compliant |
|   |  |  |
| Requirement 8(3)(a) | CHSP  | Compliant |
|   |  |  |
| Requirement 8(3)(b) | CHSP  | Compliant |
|  |  |  |
| Requirement 8(3)(c)  | CHSP  | Compliant |
|  |  |  |
|  Requirement 8(3)(d) | CHSP  | Compliant |
|  |  |  |
| Requirement 8(3)(e)  | CHSP  | Not Applicable |
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# Detailed assessment

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the services, against the Aged Care Quality Standards (Quality Standards). The Quality Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

The following information has been taken into account in developing this 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.

# STANDARD 1 Consumer dignity and choice

#  CHSP Compliant

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

Consumers and representatives provided positive feedback around care and service delivery. They confirmed staff treat them respectfully and support them to make informed choices. They provided examples of how they are assisted to live the life they choose. Consumers and representatives said that the service responds to their cultural backgrounds and staff protect their privacy.

Direct care staff demonstrated their knowledge of the consumers wishes and how they preferred to receive services. Coordination staff also described how consumers and/or representatives are involved in making decisions about the services they receive and how they ensure consumer information is kept confidential.

Staff are guided by a code of conduct that requires that services are provided respectfully in an inclusive manner. Review of organisational documents including a consumer information and policies and procedures, provided evidence that consumer are supported to exercise choice and independence.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | CHSP  | Compliant |
|  |  |  |

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

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| --- | --- | --- |
| Requirement 1(3)(b) | CHSP  | Compliant |
|  |  |  |

### *Care and services are culturally safe.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | CHSP  | Compliant |
|  |  |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(d) | CHSP  | Compliant |
|  |  |  |

### *Each consumer is supported to take risks to enable them to live the best life they can.*

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| --- | --- | --- |
| Requirement 1(3)(e) | CHSP  | Compliant |
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*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.*

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| --- | --- | --- |
| Requirement 1(3)(f) | CHSP  | Compliant |
|  |  |  |

*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 Ongoing assessment and planning with consumers

#  CHSP Compliant

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

Consumers and representatives interviewed indicated they were satisfied with the care and services they received and that they were in line with their goals and preferences. Consumers confirmed they were involved in the assessment and planning process and where applicable this was done in partnership with others when they wished them to be involved.

Assessment and planning documentation identified the current needs, goals and preferences of the consumer and documentation sighted guides the delivery of care and services.

The outcomes of the assessment and plan are communicated to the consumer through a documented care plan that, is offered to the consumer. Care and services are reviewed annually and more often if the need arises due to a change in circumstance or condition of the consumer and following incidents.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

**Assessment of Standard 2 Requirements**

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| --- | --- | --- |
| Requirement 2(3)(a) | CHSP  | Compliant |
|  |   |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | CHSP  | Compliant |
|  |  |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(c) | CHSP  | Compliant |
|  |  |  |

*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.*

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| --- | --- | --- |
| Requirement 2(3)(d) | CHSP  | Compliant |
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*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.*

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| --- | --- | --- |
| Requirement 2(3)(e) | CHSP  | Compliant |
|  |  |  |

*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.*

# STANDARD 3 Personal care and clinical care

#  CHSP Not Applicable

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## This organisation does not provide personal care and clinical care therefore this Standard is Not Applicable.

# STANDARD 4 Services and supports for daily living

#  CHSP Compliant

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

Consumers confirmed they are receiving effective supports for daily living that enable them to live independently. Consumers also described ways social support services enabled them to participate in the community and to experience a good quality of life, helping them to maintain their independence.

Staff demonstrated a good understanding of the consumers they care for and what was important to them. Care workers stated the care planning documents include details of how to support a consumer with their lifestyle and social interactions.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as five of the five applicable requirements have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | CHSP  | Compliant |
|  |   |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(b) | CHSP  | Compliant |
|  |   |  |

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

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| --- | --- | --- |
| Requirement 4(3)(c) | CHSP  | Compliant |
|  |   |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(d) | CHSP  | Compliant |
|  |   |  |

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

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| --- | --- | --- |
| Requirement 4(3)(e) | CHSP  | Compliant |
|  |   |  |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | CHSP  | Not Applicable |
|  |   |  |

*Where meals are provided, they are varied and of suitable quality and quantity.*

The organisation does not provide meals therefore this requirement is Not Applicable

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | CHSP  | Not Applicable |
|  |   |  |

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

The organisation does not provide equipment therefore this requirement is Not Applicable.

# STANDARD 5 Organisation’s service environment CHSP Not Applicable

#### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

#### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

The organisation does not provide a physical service environment therefore this Standard is Not Applicable.

# STANDARD 6 Feedback and complaints

#  CHSP Compliant

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

Consumers and representatives confirmed they are able to provide feedback and suggestions at any time through a range of mechanisms such as verbal, email, a formal complaint and through surveys. Their feedback and suggestions are sought throughout the course of care and service provision. They are informed of their right to make a complaint and are provided information on what they can expect from the service in response to a complaint. They are provided with information and assisted if required to access an advocacy service or contact external complaints mechanisms, although advised they have not needed to do this yet. Consumers and representatives advised they feel comfortable in providing feedback and suggestions or making a complaint should they wish to do so. They said staff are all very approachable.

Staff encourage consumers to provide feedback at every opportunity. Where a consumer indicates dissatisfaction with any aspect of their care and services, this is reported to management for action. Management are actively engaged in seeking individual consumers’ opinions and suggestions for improvement. All feedback, positive and negative, is analysed and feeds into the continuous improvement processes. Open disclosure is practiced.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

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| --- | --- | --- |
| Requirement 6(3)(a) | CHSP  | Compliant |
|  |  |  |

*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | CHSP  | Compliant |
|  |  |  |

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(c) | CHSP  | Compliant |
|  |  |  |

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(d) | CHSP  | Compliant |
|  |  |  |

*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 Human resources

#  CHSP Compliant

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

Consumers/representatives, interviewed advised care and services are provided on agreed days and times. They have regular care workers attending who are familiar with their needs and preferences. They were complimentary of the respect, care and attention shown to them by staff and management. Consumers/representatives confirmed staff are not rushed when delivering services and will receive a phone call on the odd occasion a staff member is running late.

The service demonstrated new staff are supported with an onboarding program, with roles and responsibilities of each role clearly defined. Staff performance is also reviewed regularly and as required and action is taken promptly if consumers raise any issues regarding care workers or other staff.

Care workers reported feeling supported in their role via frequent team and individual communication and supported to access additional training if needed or requested. The service keeps a record of qualifications and training completed by all staff.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 7 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | CHSP  | Compliant |
|  |  |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(b) | CHSP  | Compliant |
|  |  |  |

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | CHSP  | Compliant |
|  |  |  |

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

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| --- | --- | --- |
| Requirement 7(3)(d) | CHSP  | Compliant |
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*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

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| --- | --- | --- |
| Requirement 7(3)(e) | CHSP  | Compliant |
|  |  |  |

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

# STANDARD 8 Organisational governance

#  CHSP Compliant

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

Consumers/representatives described how they are engaged to provide feedback, with all reporting they were invited to participate in surveys and to provide verbal feedback, phone calls or emails at any time. Some also indicated they would give feedback verbally to care staff if they wanted to provide it. Consumers and representatives said they are kept informed of activities of the service through newsletters and verbally from staff. Management advised they also have a website and Facebook page that are updated regularly.

Staff interviews confirmed the service is well run and staff demonstrated an understanding of policies and procedures overseeing the delivery of safe, quality care and services. They said effective communication makes sure services run smoothly and they have all the information they need to provide safe care to consumers. They said coordination staff and management are approachable and make themselves available at any time to discuss any concerns or queries.

The organisation has a risk management system in place that identifies, and respond to, vulnerable consumers. The board is informed of any emerging risks and trends of incidents, complaints and continuous improvement. Regular planning mechanisms are in place and management advised they have ready access to all information to ensure transparency and informed decision making. The service focuses on achieving positive lifestyle outcomes for consumers.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as four of the four applicable requirements have been assessed as Compliant.

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| --- | --- | --- |
| Requirement 8(3)(a) | CHSP  | Compliant |
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*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

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| --- | --- | --- |
| Requirement 8(3)(b) | CHSP  | Compliant |
|  |  |  |

*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

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| --- | --- | --- |
| 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.*

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| --- | --- | --- |
| Requirement 8(3)(d) | CHSP  | Compliant |
|  |  |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(e) | CHSP  | Not Applicable |
|  |  |  |

*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.*

The organisation does not provide clinical care therefore this requirement is Not Applicable.

# 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, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.