**Performance**

**Report**

**1800 951 822**

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| Name of service: | FINNCARE South Brisbane |
| Service address: | 343 Cleveland Redland Bay Road THORNLANDS QLD 4164 |
| Commission ID: | 700055 |
| Home Service Provider: | Finncare Incorporated |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 26 September 2022 |
| Performance report date: | 13 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 FINNCARE South Brisbane (**the service**) has been prepared by S Bickerton, 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 Packages (HCP):**

* Finncare, 26262, 343 Cleveland Redland Bay Road, THORNLANDS QLD 4164

**Commonwealth Home Support Packages (CHSP):**

* CHSP - Allied Health and Therapy Services, 4-22C7FU8, 343 Cleveland Redland Bay Road, THORNLANDS QLD 4164
* CHSP - Personal Care, 4-22C7GEH, 343 Cleveland Redland Bay Road, THORNLANDS QLD 4164
* CHSP - Domestic Assistance, 4-22C8XOI, 343 Cleveland Redland Bay Road, THORNLANDS QLD 4164
* CHSP - Social support individual, 4-22C8XRJ, 343 Cleveland Redland Bay Road, THORNLANDS QLD 4164
* CHSP - Social support group, 4-22C7FTP, 343 Cleveland Redland Bay Road, THORNLANDS QLD 4164

# 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 1 Consumer dignity and choice | Not applicable as not all requirements have been assessed |
| **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 4** Services and supports for daily living | Not applicable as not all requirements have been assessed |
| **Standard 5** Organisation’s service environment | Not applicable as not all requirements have been assessed |
| **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 |
| **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 1 Consumer dignity and choice | Not applicable as not all requirements have been assessed |
| **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 4** Services and supports for daily living | Not applicable as not all requirements have been assessed |
| **Standard 5** Organisation’s service environment | Not applicable as not all requirements have been assessed |
| **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 |
| **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.

# Other relevant matters:

Non-compliance of requirements 2(3)(a) and 2(3)(d) were identified during an assessment contact conducted on 20 October 2020.

# 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 |
| 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 | Compliant |

Findings

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

* Evidencing the provision of assessment and care planning considers consumer risk, health, and wellbeing
* Evidencing that information is made available to consumers and external stakeholders, where shared services are provided

The service evidenced assessment and planning processes consider consumer risk. The assessment team reviewed service records associated with complex contemporary consumer care, including: initial assessments, care plans, medical practitioner health summaries, allied health professional reports, home safety assessments and progress notes.

Since an assessment conducted in October 2020, the service evidenced thorough reviews and improvements have been embedded to various processes and associated documentation, including: Consumer intake, onboarding, assessment and care planning, and various assessment tools. Additionally, the service evidenced that all consumers linked to previous non-compliance have been subject to rigorous reviews, risk assessments, and care planning updates.

The service evidenced embedded processes ensure consumer care plans are made available to consumers, representatives, and external stakeholders responsible for delivering consumer services. Further, recommendations made by external stakeholders are communicated back to the service and documented in consumer care plans to inform safe consumer care.

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)