Footprints in Brisbane Inc

Performance Report

|  |  |
| --- | --- |
| **Address:** | 24 Light Street FORTITUDE VALLEY QLD 4006 |
| **Phone:** | 07 3252 3488 |
| **Commission ID:** | 700231 |
| **Provider name:** | Footprints Community Limited |
| **Activity type:** | Assessment Contact - Desk |
| **Activity date:** | 9 August 2022 |
| **Performance report date:** | 21 September 2022 |

# Performance report prepared by

S Bickerton, 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**

**Home Care:**

* Footprints in Brisbane Inc, 18198, 24 Light Street, FORTITUDE VALLEY QLD 4006

**CHSP:**

* CHSP - Meals, 4-22D6WL0, 24 Light Street, FORTITUDE VALLEY QLD 4006
* CHSP - Nursing, 4-22D6WNH, 24 Light Street, FORTITUDE VALLEY QLD 4006
* CHSP - Goods, Equipment and Assistive Technology, 4-22D8V6W, 24 Light Street, FORTITUDE VALLEY QLD 4006
* CRCS - Flexible Respite, 4-22D8V7Z, 24 Light Street, FORTITUDE VALLEY QLD 4006
* CHSP - Other Food Services, 4-22D8V8I, 24 Light Street, FORTITUDE VALLEY QLD 4006
* CHSP - Social Support - Group, 4-22D8V91, 24 Light Street, FORTITUDE VALLEY QLD 4006
* CHSP - Transport, 4-22D8V9T, 24 Light Street, FORTITUDE VALLEY QLD 4006
* CHSP - Personal Care, 4-22D8VAM, 24 Light Street, FORTITUDE VALLEY QLD 4006
* CHSP - Allied Health and Therapy Services, 4-22D8VC8, 24 Light Street, FORTITUDE VALLEY QLD 4006
* CHSP - Social Support - Individual, 4-22D8VCR, 24 Light Street, FORTITUDE VALLEY QLD 4006
* CHSP - Domestic Assistance, 4-22D8VDA, 24 Light Street, FORTITUDE VALLEY QLD 4006
* Assistance with Care and Housing, 4-22D8VBF, 24 Light Street, FORTITUDE VALLEY QLD 4006
* Specialised Support Services, 4-22D8VEX, 24 Light Street, FORTITUDE VALLEY QLD 4006

# Overall assessment of Service/s

|  |  |  |
| --- | --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | HCP | Compliant |
| CHSP | Compliant |
| Requirement 2(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 2(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 2(3)(c) | HCP | Not Assessed |
|  | CHSP | Not Assessed |
| Requirement 2(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 2(3)(e) | HCP | Not Assessed |
|  | CHSP | Not Assessed |

# 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 considered in developing this 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

# STANDARD 2 Ongoing assessment and planning with consumers

# HCP Compliant 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

The service was previously found to be not complaint in requirements 2(3)(a), 2(3)(b), and 2(3)(d) under this Quality Standard when a quality review was conducted at the service in November 2021.

The service participated in a reassessment of these requirements in August 2022 and provided evidence of returning to compliance with these requirements.

Three of the five requirements for HCP and CHSP are assessed as Compliant. Two requirements have not been assessed in this instance.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP | Compliant |
|  | 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.*

Findings

The service evidenced the introduction of embedded improvements to ensure assessment and planning considers risks to the consumer’s health and wellbeing.

Whilst the service is in the process of implementing a new client management system at the time of this assessment contact, service management evidenced engagement with the workforce to gather comprehensive detail around consumer information in care plans and electronic systems. The service demonstrated that policies and procedures have undergone review and have been updated as a result.

The service evidenced an embedded schedule of review for consumer care documentation.

The assessment team reviewed several consumer care documents and evidenced the service had conducted reviews, updates, risk assessments, and health screenings on consumer records previously identified in non-compliance.

On balance, I now find the service compliant with this requirement.

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | HCP | Compliant |
|  | 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.*

Findings

The service has embedded improvements around consumer assessment and planning, and evidenced that it identifies and records consumers contemporary needs, goals and preferences.

The service demonstrated that advanced care planning is discussed with consumers and their representatives through intake and periodic review processes.

The assessment team reviewed several consumer care documents and evidenced the service had conducted reviews, updates, risk assessments, and health screenings on consumer records previously identified in non-compliance.

On balance, I now find the service compliant with this requirement.

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(c) | HCP | Not Assessed |
|  | CHSP | Not Assessed |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |

*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.*

Findings

The service demonstrated embedded improvements around consumer assessment and planning, including consumer care reviews being conducted to measure effectiveness, including when consumer circumstances change.

The assessment team reviewed several consumer care documents and evidenced the service had conducted reviews, updates, risk assessments, and health screenings on consumer records previously identified in non-compliance.

On balance, I now find the service compliant with this requirement.

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(e) | HCP | Not Assessed |
|  | CHSP | Not Assessed |

*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.*

# 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 to remain compliant with the Quality Standards.