**Performance**

**Report**

**1800 951 822**

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| --- | --- |
| Name of service: | Freedom Home Care Services |
| Service address: | 61 Explorer Drive ALBANY CREEK QLD 4035 |
| Commission ID: | 701002 |
| Home Service Provider: | Freedom Home Care Services Pty Ltd |
| Activity type: | Quality Audit |
| Activity date: | 14 November 2022 to 16 November 2022 |
| Performance report date: | 14 December 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 Freedom Home Care Services (**the service**) has been prepared by M Balukovska 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:**

* Freedom Home Care Services Pty Ltd, 26192, 61 Explorer Drive, ALBANY CREEK QLD 4035
* Freedom Home Care, 23616, 61 Explorer Drive, ALBANY CREEK QLD 4035
* Freedom Home Care Services Pty Ltd, 26192, 23 Maleela Avenue, BALWYN VIC 3103
* Freedom Home Care, 23616, 23 Maleela Avenue, BALWYN VIC 3103
* Freedom Home Care, 23616, 2-4 Terranorra Road, BANORA POINT NSW 2486
* Freedom Home Care Services Pty Ltd, 26192, 2-4 Terranorra Road, BANORA POINT NSW 2486
* Freedom Home Care, 23616, 107-115 Condon Street, KENNINGTON VIC 3806
* Freedom Home Care Services Pty Ltd, 26192, 107-115 Condon Street, KENNINGTON VIC 3806
* Freedom Home Care, 23616, 6 Melville Park Drive, BERWICK VIC 3806
* Freedom Home Care Services Pty Ltd, 26192, 6 Melville Park Drive, BERWICK VIC 3806
* Freedom Home Care, 23616, 279 Bridge Street, TOOWOOMBA QLD 4350
* Freedom Home Care Services Pty Ltd, 26192, 279 Bridge Street, TOOWOOMBA QLD 4350
* Freedom Home Care, 23616, 100 Station Street, BURWOOD VIC 3125
* Freedom Home Care Services Pty Ltd, 26192, 100 Station Street, BURWOOD VIC 3125
* Freedom Home Care, 23616, 62-76 Cavanagh Street, CHELTENHAM VIC 3192
* Freedom Home Care Services Pty Ltd, 26192, 62-76 Cavanagh Street, CHELTENHAM VIC 3192
* Freedom Home Care, 23616, 51 Norman Parade, CLAYFIELD QLD 4011
* Freedom Home Care Services Pty Ltd, 26192, 51 Norman Parade, CLAYFIELD QLD 4011
* Freedom Home Care, 23616, 66 Bainbridge Street, ORMINSTON QLD 4160
* Freedom Home Care Services Pty Ltd, 26192, 66 Bainbridge Street, ORMINSTON QLD 4160
* Freedom Home Care, 23616, 92 Taloumbi Road, COFFS HARBOUR NSW 2450
* Freedom Home Care Services Pty Ltd, 26192, 92 Taloumbi Road, COFFS HARBOUR NSW 2450
* Freedom Home Care, 23616, 45 Banool Road, BALWYN VIC 3103
* Freedom Home Care Services Pty Ltd, 26192, 45 Banool Road, BALWYN VIC 3103
* Freedom Home Care, 23616, 562 Bluff Road, HAMPTON VIC 3188
* Freedom Home Care Services Pty Ltd, 26192, 562 Bluff Road, HAMPTON VIC 3188
* Freedom Home Care, 23616, 130 King Street, DONCASTER VIC 3109
* Freedom Home Care Services Pty Ltd, 26192, 130 King Street, DONCASTER VIC 3109
* Freedom Home Care, 23616, 104 Country Club Drive, SAFETY BEACH VIC 3936
* Freedom Home Care Services Pty Ltd, 26192, 104 Country Club Drive, SAFETY BEACH VIC 3936
* Freedom Home Care, 23616, 6-12 Matthews Street, GROVEDALE VIC 3216
* Freedom Home Care Services Pty Ltd, 26192, 6-12 Matthews Street, GROVEDALE VIC 3216
* Freedom Home Care, 23616, 55 View Mount Road, GLEN WAVERLEY VIC 3150
* Freedom Home Care Services Pty Ltd, 26192, 55 View Mount Road, GLEN WAVERLEY VIC 3150
* Freedom Home Care, 23616, 12 Lisson Grove, HAWTHORN VIC 3122
* Freedom Home Care Services Pty Ltd, 26192, 12 Lisson Grove, HAWTHORN VIC 3122
* Freedom Home Care, 23616, 15-27 Adelaide Drive, CABOOLTURE QLD 4510
* Freedom Home Care Services Pty Ltd, 26192, 15-27 Adelaide Drive, CABOOLTURE QLD 4510
* Freedom Home Care, 23616, 10-16 Salisbury Street, REDLAND BAY QLD 4165
* Freedom Home Care Services Pty Ltd, 26192, 10-16 Salisbury Street, REDLAND BAY QLD 4165
* Freedom Home Care, 23616, 24-30 Sunningdale Avenue, ROCHEDALE SOUTH QLD 4123
* Freedom Home Care Services Pty Ltd, 26192, 24-30 Sunningdale Avenue, ROCHEDALE SOUTH QLD 4123
* Freedom Home Care, 23616, 15-25 George Street, SANDRINGHAM VIC 3191
* Freedom Home Care Services Pty Ltd, 26192, 15-25 George Street, SANDRINGHAM VIC 3191
* Freedom Home Care, 23616, 51-61 Marius Street, TAMWORTH NSW 2340
* Freedom Home Care Services Pty Ltd, 26192, 51-61 Marius Street, TAMWORTH NSW 2340
* Freedom Home Care, 23616, 3745-3759 Pacific Highway, SLACKS CREEK QLD 4127
* Freedom Home Care Services Pty Ltd, 26192, 3745-3759 Pacific Highway, SLACKS CREEK QLD 4127
* Freedom Home Care, 23616, 1 Village Court, TOOWOOMBA QLD 4350
* Freedom Home Care Services Pty Ltd, 26192, 1 Village Court, TOOWOOMBA QLD 4350
* Freedom Home Care, 23616, 1-3 Soorley Street, TWEED HEADS NSW 2486
* Freedom Home Care Services Pty Ltd, 26192, 1-3 Soorley Street, TWEED HEADS NSW 2486

# Material relied on

The following information has been considered in preparing the 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

# Assessment summary for Home Care Packages (HCP)

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| Standard 1 Consumer dignity and choice | Compliant |
| **Standard 2** Ongoing assessment and planning with consumers | **Compliant** |
| **Standard 3** Personal care and clinical care | **Compliant** |
| **Standard 4** Services and supports for daily living | **Compliant** |
| **Standard 5** Organisation’s service environment | **Not applicable as not all requirements have been assessed** |
| **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.

# Standard 1

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| Consumer dignity and choice | | HCP |
| 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

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

* Demonstrating the delivery of services that are inclusive of consumers culture, background, and values
* Demonstrating ongoing support to consumers in making choices and assisting them to maintain independence
* Evidencing the provision of timely and clear consumer information
* Evidencing embedded practises that protect consumer information and privacy

# Standard 2

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| Ongoing assessment and planning with consumers | | HCP |
| 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

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

* Demonstrating that assessment and care planning considers consumer risks and informs safe and effective service delivery
* Evidencing assessment and planning processes identify consumers needs, goals and preferences, including advance care planning
* Demonstrating assessment and planning is undertaken in partnership with consumers
* Demonstrating embedded care plan development and review processes

# Standard 3

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| Personal care and clinical care | | HCP |
| Requirement 3(3)(a) | Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:   1. is best practice; and 2. is tailored to their needs; and 3. optimises their health and well-being. | Compliant |
| Requirement 3(3)(b) | Effective management of high impact or high prevalence risks associated with the care of each consumer. | Compliant |
| Requirement 3(3)(c) | The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved. | Compliant |
| Requirement 3(3)(d) | Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner. | Compliant |
| Requirement 3(3)(e) | Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared. | Compliant |
| Requirement 3(3)(f) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant |
| Requirement 3(3)(g) | Minimisation of infection related risks through implementing:   1. standard and transmission based precautions to prevent and control infection; and 2. practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics. | Compliant |

Findings

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

* Demonstrating the delivery of safe and effective personal and clinical care
* Demonstrating the management of high impact or high prevalence consumer risks
* Evidencing appropriate referrals are made to external stakeholders involved in consumer care
* Demonstrating the recognition of changing needs for consumers nearing end of life
* Demonstrating infection related risks are minimised through embedded processes

**Standard 4**

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| Services and supports for daily living | | HCP |
| 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 |
| Requirement 4(3)(g) | Where equipment is provided, it is safe, suitable, clean and well maintained. | Compliant |

Findings

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

* Evidencing the provision of consumer services that optimise independence, health, and quality of life
* Demonstrating how consumers needs are supported, including their emotional, spiritual and psychological wellbeing
* Demonstrating that consumers are supported to have social relationships and maintain interests, including making referrals to external stakeholders as required
* Evidencing suitable pre-prepared meals and safe equipment is provided to consumers

**Standard 5**

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| Organisation’s service environment | | HCP |
| Requirement 5(3)(a) | The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function. | Not applicable |
| Requirement 5(3)(b) | The service environment:   1. is safe, clean, well maintained and comfortable; and 2. enables consumers to move freely, both indoors and outdoors. | Not applicable |
| Requirement 5(3)(c) | Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer. | Not applicable |

Findings

This Quality Standard was not assessed during this quality audit, as the service is not funded by HCP or CHSP to deliver services in a service environment.

**Standard 6**

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| Feedback and complaints | | HCP |
| 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

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

* Demonstrating that consumers and representatives are enabled and encouraged to make complaints and provide feedback
* Evidencing the provision of information to consumers and representatives to access external services, including complaint resolution, advocacy, and translating services
* Demonstrating open disclosure process and practises when addressing complaints
* Evidencing the assessment of complaint trends and subsequent improvement processes

# Standard 7

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| Human resources | | HCP |
| 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

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

* Evidencing recruitment practises including brokered services that ensure staff are kind, caring and respectful to consumers
* Demonstrating that active recruiting is underway to increase staff levels in key areas
* Evidencing that workforce monitoring and staff performance reviews are undertaken

# Standard 8

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| Organisational governance | | HCP |
| 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 |
| Requirement 8(3)(e) | 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. | Compliant |

Findings

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

* Evidencing embedded processes that engage consumers in the development, delivery and evaluation of care and services
* Demonstrating the promotion of a service culture that offers inclusive care and services
* Evidencing organisation wide governance systems are embedded
* Evidencing that monitoring and trending of risk-based consumer data is undertaken, including incidents for both HCP and CHSP consumers

1. The preparation of the performance report is in accordance with section S57 of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)