Goodwin Aged Care Services Limited

Performance Report

22 Marshall Street   
FARRER ACT 2607  
Phone number: 02 6175 5148

**Commission ID:** 200950

**Provider name:** Goodwin Aged Care Services Limited

**Quality Audit date:** 4 March 2022 to 8 March 2022

**Date of Performance Report:** 17 May 2022

# Performance report prepared by

C.Athanasiou, 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:**

* Goodwin Home Care Packages, 23562, 22 Marshall Street, FARRER ACT 2607
* Goodwin Outreach (CACPS), 17204, 22 Marshall Street, FARRER ACT 2607
* Goodwin Outreach (EACH Dementia), 17254, 22 Marshall Street, FARRER ACT 2607
* Goodwin Outreach (EACH), 17255, 22 Marshall Street, FARRER ACT 2607

**CHSP:**

* Allied Health and Therapy Services, 4-7WJG3WO, 22 Marshall Street, FARRER ACT 2607
* Social Support - Group, 4-7WKN4WG, 22 Marshall Street, FARRER ACT 2607
* Flexible Respite, 4-7WKN4O8, 22 Marshall Street, FARRER ACT 2607
* CHSP Personal Care, 4-7WJTQ4B, 22 Marshall Street, FARRER ACT 2607
* Domestic Assistance, 4-7WJTQKP, 22 Marshall Street, FARRER ACT 2607
* CHSP Transport, 4-7WJTQCI, 22 Marshall Street, FARRER ACT 2607
* Social Support - Individual, 4-7WKN54V, 22 Marshall Street, FARRER ACT 2607

# Overall assessment of Service/s

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Standard 1 Consumer dignity and choice | | | HCP | Compliant | | |
|  | | | CHSP | Compliant | | |
| Requirement 1(3)(a) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(b) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(c) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(d) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(e) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(f) | | HCP | | | Compliant |
|  | | CHSP | | | Compliant |
| 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 | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(d) | HCP | | Compliant | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(e) | HCP | | Compliant | |
|  | CHSP | | Compliant | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Standard 3 Personal care and clinical care | | HCP | Compliant | |
|  | | CHSP | Compliant | |
| Requirement 3(3)(a) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 3(3)(b) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 3(3)(c) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 3(3)(d) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 3(3)(e) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 3(3)(f) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 3(3)(g) | HCP | | Compliant |
|  | CHSP | | Compliant |

|  |  |  |  |
| --- | --- | --- | --- |
| Standard 4 Services and supports for daily living | | | |
|  | | HCP | Compliant |
|  | | CHSP | Compliant |
| Requirement 4(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(e) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(f) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(g) | HCP | Compliant |
|  | CHSP | Compliant |

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| --- | --- | --- | --- | --- |
| Standard 5 Organisation’s service environment | | | | |
|  | | HCP | Compliant | |
|  | | CHSP | Compliant | |
| Requirement 5(3)(a) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 5(3)(b) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 5(3)(c) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Standard 6 Feedback and complaints | | HCP | Compliant | |
|  | | CHSP | Compliant | |
| Requirement 6(3)(a) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 6(3)(b) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 6(3)(c) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 6(3)(d) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Standard 7 Human resources | | HCP | Compliant | |
|  | | CHSP | Compliant | |
| Requirement 7(3)(a) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 7(3)(b) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 7(3)(c) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 7(3)(d) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 7(3)(e) | HCP | | Compliant |
|  | CHSP | | Compliant |

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| --- | --- | --- | --- | --- |
| Standard 8 Organisational governance | | HCP | Compliant | |
|  | | CHSP | Compliant | |
| Requirement 8(3)(a) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 8(3)(b) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 8(3)(c) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 8(3)(d) | HCP | | Compliant |
|  | CHSP | | Compliant |
| Requirement 8(3)(e) | HCP | | Compliant |
|  | CHSP | | Compliant |

# 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 Report; 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’s response to the Quality Audit report received 14 April 2022.

# STANDARD 1 Consumer dignity and choice

# HCP Compliant 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 interviewed confirmed they are treated with dignity and respect from all staff.

Staff were able to demonstrate an understanding of what it means to be respectful and provide dignity to the consumers they care for.

Care and service information provided to consumers and representatives at commencement of service is comprehensive.

Consumers and representatives said they receive information to enable them to make decisions about services included in their home care package.

Consumers and representatives said that staff knew their background, culture and what was important to them. Staff provided examples of where care and services were culturally safe and consumers backgrounds were acknowledged. Staff advised that they attend regular training regarding cultural diversity. Documentation reviewed recorded consumer’s background and cultural preferences.

Consumers were able to explain how with the support from care staff they were able to remain independent and stay healthy.

Staff were able to describe how they ensure safety measures were put in place to ensure consumers remain safe including what strategies are in place to support consumers to take risks to enable them to live the best life they can.

The Quality Standard for the Home care packages service is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

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) | HCP | Compliant |
|  | CHSP | Compliant |

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

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

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

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP | Compliant |
|  | CHSP | Compliant |

*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.*

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

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

# 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 has policies, procedures, checklists, and templates in place that guide staff practice in relation to conducting assessments, re-assessments and developing care plans.

Assessment and planning identify consumer’s needs, goals and preferences. Discussion of advanced care plans forms part of the admission process, and the service works closely with a palliative care team to deliver appropriate care if the consumer wishes. Assessment and planning are in ongoing partnership with consumers and health care professionals.

Clinical and care staff described the care they provided to consumers and demonstrated ways they communicated consumer care including how they reported and escalated incidents or concerns.

Care planning policies and procedures described how the service undertakes assessment and care planning.

The service demonstrated outcomes of assessment and planning is documented in care plans that are readily available to the consumer. Consumers confirmed that they have access to their care plan which is updated and reviewed as their needs or preferences change.

The Quality Standard for the Home care packages service is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

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**

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

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

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

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

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

# HCP Compliant CHSP Compliant

### 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.

## Assessment of Standard 3

The service demonstrated that consumers receive safe and effective personal and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise their health and well-being.

Consumers said that they were confident in the staff’s knowledge, assessment and on-going care of their clinical needs including wound and pressure area care.

Care planning documents demonstrated deterioration or changes in a consumer’s condition or health status is responded to and actioned in a timely manner.

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

Staff demonstrated they know their consumers well and have access to training and resources that further guide them in delivering care and services that are of best practice standard. Management described effective monitoring systems and processes to ensure personal and clinical care safe and tailored to the needs of consumers.

The service was able to demonstrate effective management of high impact or high prevalence risks associated with the care of consumers. Consumers how their risks are managed and said that they are satisfied with the support they receive from staff. Management and clinical staff advised they discuss and document high impact or high prevalence risks and incidents as part of their meetings, including in clinical and management meetings.

The service has systems and processes to maintain appropriate infection control and minimise the risk of COVID-19.

The service demonstrated that the needs, goals and preferences of consumers nearing end of life are recognised, documented and addressed, their comfort maximised, and their dignity preserved. The service has established relationships with palliative care specialists and work in partnership with palliative care teams to meet consumer’s needs and end of life wishes.

The Quality Standard for the Home care packages service is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

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

**Assessment of Standard 3 Requirements**

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

*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.*

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

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

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

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

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

*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.*

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

*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.*

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(g) | HCP | Compliant |
|  | CHSP | Compliant |

*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.*

# STANDARD 4 Services and supports for daily living

# HCP Compliant 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

Feedback from consumers advised they receive safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

Services and supports for daily living provided by the service cover a variety of options for consumers, to support them to live as independently as possible, enjoy life and remain connected to their local community.

Documentation was observed to include information about the services consumers need and what was important to them. This information was consistent with feedback from consumers and representatives.

Feedback from consumers and representatives demonstrated that consumers receive the services and supports that are important for their health and well-being which enables them to do the things they want to do.

The service demonstrated services and supports for daily living promote the emotional, spiritual and psychological well-being of consumers. This information aligned with feedback from consumers and representatives.

Management described how they undertake a comprehensive assessment on admission which covers questions pertaining to consumer’s emotional, spiritual, and psychological well-being.

Staff explained the referral process to mental health and other medical specialists if they have any concerns for a consumer.

The service demonstrated how services and supports for daily living assist consumers to take part in the community, interact with others and do things of interest to them. This information aligned with feedback from consumers and representatives.

The service demonstrated how information about a consumer’s condition, needs and preferences is shared with others involved in shared care. Consumers confirmed that they are satisfied with how their information is shared within the organisation and with others with responsibility for shared care.

The service demonstrated timely and appropriate referrals to individuals, other organisations and providers of other services and supports for daily living. Consumers and representatives said that they are satisfied with the services and supports delivered by those the consumer has been referred to.

Meals provided by the service are varied and of suitable quality and quantity. Consumers said they are satisfied with the meals provided and that it meets their including nutrition, hydration and their preferences. Staff demonstrated they are familiar with consumer’s dietary needs, preferences and identified risks relating to consumer’s nutritional and hydration status.

The service demonstrated where equipment is provided, it is safe and suitable to meet consumer’s needs. Where consumers own their equipment, the service demonstrated effective systems and processes in place to ensure it is clean, safe and suitable for the consumer to use.

The Quality Standard for the Home care packages service is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

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

**Assessment of Standard 4 Requirements**

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP | Compliant |
|  | 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) | HCP | Compliant |
|  | 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.*

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP | Compliant |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP | Compliant |
|  | CHSP | Compliant |

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

# STANDARD 5 Organisation’s service environment

# HCP Compliant CHSP Compliant

### 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.

## Assessment of Standard 5

The service demonstrated effective systems and processes in place to ensure that the service environment, furniture and equipment support consumer’s quality of life, independence, ability and enjoyment.

Consumers who attend the day centre said they feel a sense of belonging and the environment supports them to be independent and to do the things they enjoy.

The service environment presented as welcoming, safe, clean and easy to access. Consumers were observed to be moving freely and safely, both indoors and outdoors.

Staff described systems and processes in place to ensure furniture, fittings and equipment are safe, clean, well maintained and suitable for consumers to use.

The Quality Standard for the Home care packages service is assessed as Compliant as three of the three specific requirements have been assessed as Compliant.

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

## Assessment of Standard 5 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# STANDARD 6 Feedback and complaints

# HCP Compliant 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 explained different ways they can provide feedback and make complaints. Consumers said that they were comfortable raising complaints and that they are encouraged to do so by the service.

Staff described the different ways how they assist consumers to provide feedback and raise complaints. Processes reviewed demonstrated different avenues for consumers to provide feedback.

The organisation demonstrated that they have policies in place. The continuous improvement register identified the organisation has processes in place for consumers and/or representatives to provide feedback.

Consumers are provided written information about advocacy and language services at commencement of their service.

Management discussed open disclosure and the process to ensure complaints are promptly addressed and open disclosure is practiced when things go wrong. The service has a policy in place for open disclosure.

Management advised that they seek input and feedback from consumers and representatives via telephone calls, and demonstrated they collate information from feedback forms, surveys, and consumer forums. This feedback informs the continuous improvement plan.

The service has a complaints policy in place including the use of different registers or recording mechanisms to capture complaints and feedback from consumers. The service advised that are consolidating these registers to ensure that all feedback is in a central location.

The Quality Standard for the Home care packages service is assessed as Compliant as four of the four specific requirements have been assessed as Met.

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

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

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

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

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

# STANDARD 7 Human resources

# HCP Compliant 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 and representatives were satisfied that there were enough numbers in staff to deliver care and quality services.

There are systems and processes to ensure there are enough staff to deliver safe, quality care and services. Management and staff explained the recruitment, rostering and training processes, and documentation confirmed the organisation has the relevant processes in place for rostering staff for the service.

Consumers advised that staff are always kind and respectful towards them.

Consumers and representatives stated that they are satisfied with management’s responsiveness to feedback regarding staff performance. Staff performance is monitored and reviewed with the appropriate actions taken.

The organisation provides online training modules that included COVID training modules. Management advised all new staff are provided with different aspects of training including buddy shifts. Performance assessments are undertaken.

Management monitors staff compliance including staff professional registrations and police checks.

Management ensured continuity of services particularly through Covid and planned accordingly to enable the appropriate number and mix of staff to deliver safe and quality care and services.

The Quality Standard for the Home care packages service is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

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) | HCP | Compliant |
|  | 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) | HCP | Compliant |
|  | CHSP | Compliant |

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

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

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

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

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

# STANDARD 8 Organisational governance

# HCP Compliant 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 are encouraged to participate in the development, delivery and evaluation of care and services and in consultation processes within the service and organisation.

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

The organisation has effective organisational wide governance systems to monitor processes such as information systems, regulatory compliance, financial management, workforce governance, feedback and complaints.

The service has resources which are provided to consumers and representatives to assist them in clarifying information on financial statements and invoices.

The organisation has a risk management framework for identifying high impact and high prevalence risks.

Management discussed the processes in place to ensure timely and appropriate actions are taken to ensure consumers are supported to live the best life they can.

Care and service records demonstrated comprehensive assessment and care planning processes that considers risk to the consumer’s health and well-being.

The service has policies, procedures and framework on risk management; abuse of older persons; with appropriates registers and policies. All policies are reviewed internally to ensure they comply with legislative frameworks.

Policies and procedures are in place that address or include reference to antimicrobial stewardship, open disclosure and minimising the use of restraint.

The Quality Standard for the Home care packages service is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

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 8 Requirements

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| --- | --- | --- |
| Requirement 8(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |

*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) | HCP | Compliant |
|  | 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) | HCP | Compliant |
|  | CHSP | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(d) | HCP | Compliant |
|  | 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.*

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| --- | --- | --- |
| Requirement 8(3)(e) | HCP | Compliant |
|  | CHSP | Compliant |

*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.*

# 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.