**Performance**

**Report**

**1800 951 822**

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| Name of service: | Goulburn Mulwaree Social Support Services |
| Service address: | Shop 1/155 Auburn Street GOULBURN NSW 2580 |
| Commission ID: | 200748 |
| Home Service Provider: | Goulburn Mulwaree Council |
| Activity type: | Quality Audit |
| Activity date: | 4 April 2023 to 6 April 2023 |
| Performance report date: | 10 May 2023 |

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 Goulburn Mulwaree Social Support Services (**the service**) has been prepared by M Franco, 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

**CHSP:**

* Community and Home Support, 24251, Shop 1/155 Auburn Street, GOULBURN NSW 2580

# 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.
* the provider’s response to the assessment team’s report received 28 April 2023.

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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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 | **Not applicable as not all requirements have been assessed** |
| **Standard 4** Services and supports for daily living | **Compliant** |
| **Standard 5** Organisation’s service environment | **Compliant** |
| **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 | | CHSP |
| 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 the performance report decision, the service is:

• Ensuring that consumers are treated with dignity and respect and that their culture and diversity are valued.

• Providing services that are culturally safe.

• Assisting consumers to make informed choices and maintain independence.

• Supporting consumers to take risks to live the best life they can.

• Providing information that is current, accurate and timely and communicated in a way that consumers understand.

• Ensuring consumer privacy is respected and confidentiality is maintained.

Having regards to the Assessment Team’s report, comments from the service at the time of the audit, the service’s written response, the service’s obligations under the Aged Care Act and the Aged Care Quality Standards I have reasonable grounds to form the view that the service has complied with this Standard.

The Quality Standard for the Commonwealth Home Support Program service is assessed as compliant as six of the six specific requirements have been assessed as compliant.

# Standard 2

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| Ongoing assessment and planning with consumers | | 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 |
| 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 the performance report decision, the service is:

• Ensuring consumers and representatives are involved in assessment and planning of their activities with risks to consumer’s well-being considered and informs the safe and effective delivery of social supports at the centre.

• Working in partnership with consumers to ensure activity planning processes are inclusive of consumers wishes.

• Guiding staff and volunteer practice through a range of mechanisms both formally and informally.

• Ensuring consumers receive the services they need through the initial membership and activity assessment planning processes and these are reviewed annually or when needs change.

• Consistently identifying or documenting consumers’ needs, goals and preferences concerning advanced care planning and end of life care planning.

• Ensuring a formal process/annual timeline for assessment and review of consumers care documentation, including when consumers transition from other services.

Having regards to the Assessment Team’s report, comments from the service at the time of the audit, the service’s written response, the service’s obligations under the Aged Care Act and the Aged Care Quality Standards I have reasonable grounds to form the view that the service has complied with this Standard.

The Quality Standard for the Commonwealth Home Support Program service is assessed as compliant as five of the five specific requirements have been assessed as compliant.

# Standard 3

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| Personal care and clinical care | | CHSP |
| 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. | Not applicable |
| Requirement 3(3)(b) | Effective management of high impact or high prevalence risks associated with the care of each consumer. | Not applicable |
| 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. | Not applicable |
| 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. | Not applicable |
| 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. | Not applicable |
| Requirement 3(3)(f) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Not applicable |
| 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. | Not applicable |

Findings

The service was not assessed against this standard, as the service does not provide personal and clinical care under the Commonwealth Home Support Program.

# Standard 4

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| Services and supports for daily living | | CHSP |
| 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 the performance report decision, the service is:

• Ensuring consumers get safe and effective services that meets their needs, goals and preferences.

• Able to demonstrate that consumer’s emotional and psychological wellbeing is recognised.

• Sharing information on consumer’s needs, preference and changes within the organisation and with others who are assisting with care.

• Providing timely and appropriate referrals to other organisations.

• Providing safe, suitable, clean, and well-maintained equipment.

Having regards to the Assessment Team’s report, comments from the service at the time of the audit, the service’s written response, the service’s obligations under the Aged Care Act and the Aged Care Quality Standards I have reasonable grounds to form the view that the service has complied with this Standard.

The Quality Standard for the Commonwealth Home Support Program service is assessed as compliant as seven of the seven specific requirements have been assessed as compliant.

# Standard 5

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| Organisation’s service environment | | CHSP |
| 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. | Compliant |
| 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. | Compliant |
| Requirement 5(3)(c) | Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer. | Compliant |

Findings

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

• Delivering a welcoming environment that optimises each consumer’s sense of belonging and independence.

• Providing a clean, safe and well-maintained service environment, that allows consumers to move about freely.

Having regards to the Assessment Team’s report, comments from the service at the time of the audit, the service’s written response, the service’s obligations under the Aged Care Act and the Aged Care Quality Standards I have reasonable grounds to form the view that the service has complied with this Standard.

The Quality Standard for the Commonwealth Home Support Program service is assessed as compliant as three of the three specific requirements have been assessed as compliant.

# Standard 6

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| Feedback and complaints | | CHSP |
| 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 the performance report decision, the service is:

• Ensuring consumers and representatives are encouraged and supported in providing feedback and complaints.

• Providing information on advocacy and other services which may assist

consumers in providing feedback and complaints.

• Taking the appropriate action in response to complaints and an open

disclosure process is utilised when things go wrong.

• Using feedback and complaints to drive continuous improvement in the quality of care and services.

Having regards to the Assessment Team’s report, comments from the service at the time of the audit, the service’s written response, the service’s obligations under the Aged Care Act and the Aged Care Quality Standards I have reasonable grounds to form the view that the service has complied with this Standard.

The Quality Standard for the Commonwealth Home Support Program service is assessed as compliant as four of the four specific requirements have been assessed as compliant.

# Standard 7

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| Human resources | | CHSP |
| 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 the performance report decision, the service is:

• Ensuring the workforce is planned and enables the delivery and management of safe and quality services.

• Ensuring that the workforce is kind, caring and respectful towards consumers’ identity, culture and diversity.

• Ensuring that the workforce is competent and qualified to enable them to effectively perform their roles.

• Ensuring that the workforce is recruited, trained, equipped and supported to

deliver quality outcomes.

• Performing regular performance assessments, monitoring and review of each member of the workforce.

Having regards to the Assessment Team’s report, comments from the service at the time of the audit, the service’s written response, the service’s obligations under the Aged Care Act and the Aged Care Quality Standards I have reasonable grounds to form the view that the service has complied with this Standard.

The Quality Standard for the Commonwealth Home Support Program service is assessed as compliant as five of the five specific requirements have been assessed as compliant.

# Standard 8

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| Organisational governance | | CHSP |
| 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. | Not applicable |

Findings

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

• Engaging consumers in the development and evaluation of the delivery of services.

• Promoting a culture of safe, inclusive and quality care and services and the

governing body is accountable for its delivery.

• Demonstrating effective organisation-wide governance systems concerning

information management, continuous improvement, financial governance,

workforce governance, regulatory compliance, and feedback and complaints.

• Demonstrating effective risk management systems and practices regarding

managing high impact and high prevalent risks, identifying, and responding to abuse and neglect, and supporting consumers to live the best life they can.

Having regards to the Assessment Team’s report, comments from the service at the time of the audit, the service’s written response, the service’s obligations under the Aged Care Act and the Aged Care Quality Standards I have reasonable grounds to form the view that the service has complied with this Standard.

The Quality Standard for the Commonwealth Home Support Program service is assessed as compliant as four of the four applicable requirements have been assessed as compliant.

1. The preparation of the performance report is in accordance with section 57 of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)