**Performance**

**Report**

**1800 951 822**

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| Name: | Grampians Health Home Services |
| Commission ID: | 300032 |
| Address: | 102 Ascot Street South, BALLARAT, Victoria, 3350 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | on 26 September 2024 |
| Performance report date: | 31 October 2024 |

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.

# Services included in this assessment

Home Care Packages (**HCP**) included:  
Provider: 569 Grampians Health  
Service: 22805 Linkages: Central Highlands Coordinated Community Care  
Service: 18976 The Central Highlands EACH Program  
Service: 18977 The Grampians CACP Program - LINKAGES  
Service: 19050 Wimmera Home Care Packages Level 2

Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 8265 Grampians Health  
Service: 25488 Edenhope and District Memorial Hospital - Community and Home Support  
Service: 25573 Stawell Regional Health - Community and Home Support  
Service: 23848 Wimmera Health Care Group - Care Relationships and Carer Support

**This performance report**

This performance report has been prepared by K Jarvie, 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 services it operates, 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.

# Material relied on

The following information has been considered in preparing the performance report:

* the assessment team’s report for the Assessment contact (performance assessment) – non-site report was informed by a site assessment, review of documents and interviews with staff, consumers, representatives and others.
* the provider did not submit a response to the assessment team’s report.

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| Standard 2 Ongoing assessment and planning with consumers | 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.

# 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. | Not Assessed |
| 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. | Not Assessed |
| 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. | Not Assessed |
| 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. | Not Assessed |

Findings

The Assessment Team completed an Assessment Contact on 26 September 2024 after a Quality Audit on 13 December 2023 to 15 December 2023 found the provider non-compliant with CHSP services in this requirement due to inadequate management of consumer medication within the cottage respite services.

At completion of the Assessment contact conducted on 26 September 2024, the Assessment Team recommended the provider met for their CHSP services in relation to Standard 2 Requirement (3)(a), with the following information presented relevant to my decision:

* The provider added several continuous improvement items to their Continuous Improvement plan, including actions to improve the assessment and planning process used when assessing consumer health and wellbeing.
* Assessment and planning were demonstrated to consider risk to the consumers, with a representative saying they were satisfied that the assessment process had considered health and wellbeing for consumers. Instructions were clear and easy to locate and were available at the point of service delivery and electronically to other staff. Information reviewed by the Assessment Team included medication, needs, goals and preferences. Particular information that showed individualised care was recorded, and that risks had been identified, or in instances where there was not a risk this was also stated rather than there being an absence of information.
* Processes and strategies to identify risk at onboarding were evident to the Assessment Team, with relevant information recorded in care planning documentation.
* The self-medication assessment tool was reviewed for purpose to align with the area in which non-compliance was previously identified.
* Care planning and risk mitigation was updated to capture all consumers including CHSP, and strategies were developed in consultation with consumers.
* Care worker qualifications were reviewed to ensure compliance and competency, and medication skills checklist was utilised.
* A registered clinician was employed to perform clinical assessment and planning and work collaboratively with care workers to improve understanding and oversight of clinical care needs.
* The use of validated clinical assessments is occurring for CHSP consumers attending cottage respite services also.
* Registered clinician is now completing onboarding assessment of CHSP consumers to create comprehensive care planning documentation in consultation with consumers or their representatives.
* Emergency care plan was sighted for consumer, with medication management instructions and reviewed and signed by the clinical staff.
* Documentation sighted by the Assessment Team is available to care delivery staff to guide them on topics such as: self-medication administration, vulnerable consumer emergency management, functional decline, medical events, acute clinical deterioration (and early warning), activity group referrals, staff position accountabilities and goal directed care planning.
* Clinical guidelines are available for staff including volunteers.

The provider did not submit a response to the Assessment Team report findings.

In coming to my decision, I have considered the intent of this Requirement which expects providers to ensure that assessment and planning is effective in allowing the provider to deliver safe and effective care and services to consumers. To achieve this, it is expected that staff are suitably trained and qualified and have at their disposal guidance and tools that enable them to appropriately determine the consumer needs to optimise their health and wellbeing. Consumers should be empowered, and their independence protected through the implementation of best practice care and services, which are dynamic and regularly reviewed. I find that the provider has reviewed and implemented improvements to its service delivery which is ensuring that this is able to occur for its consumers by placing appropriately qualified staff, using validated clinical assessment tools, and guiding and supporting care delivery staff with accessible policy and procedures.

Based on the information summarised above, I find the provider, in relation to CHSP services, compliant with Standard 2, Requirement 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.

1. The preparation of the performance report is in accordance with section 68Aof the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)