Gympie Meals on Wheels Inc.

Performance Report

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| **Address:** | 8 Fern StreetGYMPIE QLD 4570 |
| **Phone:** | 07 5482 3342 |
| **Commission ID:** | 700510 |
| **Provider name:** | Gympie Meals on Wheels Incorporated |
| **Activity type:** | Quality Audit |
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| **Performance report date:** | 22 June 2022 |

# Performance report prepared by

J Zhou, 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**

**CHSP:**

* CHSP - Meals, 4-7ZEMEBM, 8 Fern Street, GYMPIE QLD 4570

# Overall assessment of Service/s

|  |  |  |
| --- | --- | --- |
| Standard 1 Consumer dignity and choice | CHSP | Compliant |
| Requirement 1(3)(a) | CHSP | Compliant |
| Requirement 1(3)(b) | CHSP | Compliant |
| Requirement 1(3)(c)  | CHSP | Compliant |
| Requirement 1(3)(d)  | CHSP | Compliant |
| Requirement 1(3)(e)  | CHSP | Compliant |
| Requirement 1(3)(f)  | CHSP | Compliant |
|  |  |  |
| Standard 2 Ongoing assessment and planning with consumers | CHSP  | Compliant |
| Requirement 2(3)(a) | CHSP | Compliant |
| Requirement 2(3)(b) | CHSP | Compliant |
| Requirement 2(3)(c) | CHSP | Compliant |
| Requirement 2(3)(d) | CHSP | Compliant |
| Requirement 2(3)(e) | CHSP | Compliant |
|  |  |  |
| Standard 3 Personal care and clinical care | CHSP | Not Applicable |
|  |  |  |
| Standard 4 Services and supports for daily living | CHSP  | Compliant |
| Requirement 4(3)(a) | CHSP | Compliant |
| Requirement 4(3)(b) | CHSP | Compliant |
| Requirement 4(3)(c) | CHSP | Compliant |
| Requirement 4(3)(d) | CHSP | Compliant |
| Requirement 4(3)(e) | CHSP | Compliant |
| Requirement 4(3)(f) | CHSP | Compliant |
| Requirement 4(3)(g) | CHSP | Not Applicable |
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| Standard 5 Organisation’s service environment | CHSP  | Not Applicable |
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| Standard 6 Feedback and complaints | CHSP  | Compliant |
| Requirement 6(3)(a) | CHSP  | Compliant |
| Requirement 6(3)(b) | CHSP | Compliant |
| Requirement 6(3)(c)  | CHSP | Compliant |
| Requirement 6(3)(d)  | CHSP | Compliant |
|  |  |  |
| Standard 7 Human resources | CHSP  | Compliant |
| Requirement 7(3)(a) | CHSP  | Compliant |
| Requirement 7(3)(b) | CHSP | Compliant |
| Requirement 7(3)(c)  | CHSP | Compliant |
| Requirement 7(3)(d) | CHSP | Compliant |
| Requirement 7(3)(e)  | CHSP | Compliant |
|  |  |  |
| Standard 8 Organisational governance | CHSP  | Compliant |
| Requirement 8(3)(a) | CHSP  | Compliant |
| Requirement 8(3)(b) | CHSP | Compliant |
| Requirement 8(3)(c)  | CHSP | Compliant |
| Requirement 8(3)(d) | CHSP | Compliant |
| Requirement 8(3)(e)  | CHSP | Not Applicable |

# 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 which was informed by observations at the service, review of documents and interviews with staff, consumers/representatives and others.

# STANDARD 1 Consumer dignity and choice

#   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

The Assessment Team interviewed various consumers and their representatives about the way the service treats them, and interviewed staff and volunteers asking them to explain how they provide services and treat consumers with dignity and respect. Relevant documentation was also reviewed to corroborate findings.

Consumers and their representatives described in different ways how they felt they are treated with dignity and respect by the service. Volunteers and staff refer to the consumers by their preferred names, discuss any concerns they have and are flexible in changing their meal choices and provide meals to suit their cultural dietary preferences.

Interviews with service management and staff, combined with supporting documentation demonstrates that the service takes a consumer-centred approach to service delivery. The following examples were noted:

* One representative advised that the consumer is treated with dignity and respect as staff use the consumer’s preferred name and knock prior to entering the home.
* Staff are aware a particular consumer prefers meat and vegetables based meals and provide those choices to her.
* The service demonstrated they were flexible to the needs of consumers, by supporting changes to meals times and delivery instructions, so that consumers can maintain their connections and relationships with others.
* The service discusses meal preferences with consumers/representatives when potential risk to the well-being of the consumer has been identified. For instance, one consumer advised the Assessment Team the service is aware of his allergies and cater accordingly.
* The service’s ‘Information Kit’ provided contains a Consumer Information Booklet, consists of an overview and relevant information about the service, referral to other services for community supports, Charter of Aged Care Rights, COVID safe practices, feedback forms and the latest newsletter. Other relevant information for the new consumer includes meal service costs, special meals, cancellations of meals, caring for their meal delivery, orange labels for special meals, complaints, advocacy and accessing the Aged Care Quality and Safety Commission, contact details for service and Management Committee.
* Management report that consumer records containing their personal information is secured in a locked cabinet and all electronic records are password protected. Staff and volunteers described how they respect the privacy of consumers by knocking on doors.

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**

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| Requirement 1(3)(a) | CHSP  | Compliant |
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*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

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| Requirement 1(3)(b) | CHSP  | Compliant |
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### *Care and services are culturally safe.*

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| Requirement 1(3)(c) | CHSP  | Compliant |
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*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.*

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| Requirement 1(3)(d) | CHSP  | Compliant |
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### *Each consumer is supported to take risks to enable them to live the best life they can.*

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| Requirement 1(3)(e) | CHSP  | Compliant |
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*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.*

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| Requirement 1(3)(f) | CHSP  | Compliant |
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*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 Ongoing assessment and planning with consumers

#   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 Assessment Team interviewed consumers and the workforce to determine whether assessment and planning are undertaken in partnership with the consumer and reviewed relevant documents.

Consumers/representative described in different ways their satisfaction with the service they receive, citing involvement in the assessment and planning processes of the service.

Service documentation evidenced embedded processes drive a safe and effective service that addresses each consumer’s needs, goals and preferences and is reviewed regularly. For instance, the service was able to demonstrate that its consumer information is regularly reviewed when circumstances change, incidents occur and when consumers make changes to meal selections and delivery options. Service records evidenced compliance with this standard.

* Some consumers have arrangements in place for monthly meal deliveries as that suits their particular needset. Service delivery drivers are aware of the consumers with dementia and low mobility and know to check in with them.
* Volunteers understand the processes to follow if consumers do not respond to a scheduled visit.
* Consumers advised they were able to organise changes to their preferences for meals through communication with the service and management demonstrated the process they use to work with consumers/representatives to meet their needs.
* The service can address the needs of the consumer’s changing requirements for preferences through its flexible delivery service and daily run sheets, which are updated daily to maintain currency of information.
* One consumer provided feedback to the service about their health to ensure that additional precautions were taken during delivery of meals

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**

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| Requirement 2(3)(a) | CHSP  | Compliant |
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*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.*

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| Requirement 2(3)(b) | CHSP  | Compliant |
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*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.*

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| Requirement 2(3)(c) | CHSP  | Compliant |
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*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.*

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| Requirement 2(3)(d) | CHSP  | Compliant |
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*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.*

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| Requirement 2(3)(e) | CHSP  | Compliant |
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*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

#   CHSP Not Applicable

### 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 provider does not provide personal and/or clinical care to its consumers. This standard and all requirements were not applicable to the quality review.

# STANDARD 4 Services and supports for daily living

#   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

The Assessment Team interviewed a range of consumers to assess their customer experience and interviewed the service staff to establish how supports optimise consumer independence for daily living.

Overall sampled consumers shared positive experiences and explained how they receive services for daily living that are important for their health and well-being which allow them to live as independently as possible. For this service, this means consumers are delivered meals according to their needs, goals and preferences.

Service documentation evidenced embedded policies and procedures designed to support service staff in delivering meals according to the consumer’s preferences.

Consumer meal choice and the delivery details are recorded and made available to all service staff.

* Documentation evidence the choice of meals each consumer prefers, for instance, a consumer has six meals which comprises three fresh and three frozen per his specificity.
* Consumers/representatives sampled said in different ways the workforce are kind and friendly, they listen to the cosumers and provide emotional support when the consumers are feeling low. One consumer quoted *‘Last year, they noticed I was not feeling well and the service contacted my daughter, who came immediately to assist me.’*
* Consumers/representatives confirmed the organisation ensures measures are implemented so consumers can maintain their social networks and do the things that are important to them. Management were able to provide examples of how service delivery is adjusted when situations change, to ensure goals and preferences are still being met
* Consumers are aware they can access additional home supports from other organisations. Management maintains contact details for organisations that may be useful for consumers.
* Several consumers described being satisfied with the variety, quality and quantity of the meals they receive.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as six of the seven specific requirements have been assessed as Compliant, and one requirement was not applicable to the quality review.

**Assessment of Standard 4 Requirements**

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| Requirement 4(3)(a) | CHSP  | Compliant |
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*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.*

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| Requirement 4(3)(b) | CHSP  | Compliant |
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*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

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| Requirement 4(3)(c) | CHSP  | Compliant |
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*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.*

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| Requirement 4(3)(d) | CHSP  | Compliant |
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*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

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| Requirement 4(3)(e) | CHSP  | Compliant |
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*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

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| Requirement 4(3)(f) | CHSP  | Compliant |
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*Where meals are provided, they are varied and of suitable quality and quantity.*

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| Requirement 4(3)(g) | CHSP  | Not Applicable |
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*Where equipment is provided, it is safe, suitable, clean and well maintained.*

# STANDARD 5 Organisation’s service environment

#   CHSP Not Applicable

### 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 provider does not have a service environment. The standard and all requirement were not applicable to the quality review.

# STANDARD 6 Feedback and complaints

#   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

The Assessment Team interviewed several consumers and their representatives who explained in different ways they considered the service encouraged and supported them to give feedback and make complaints. Overall consumers and their representatives were satisfied with the service and described not needing to raise complaints but stated they feel comfortable and safe to do so.

Service documents evidenced the presence of embedded policies and procedures to guide service staff in taking corrective action when things go wrong. Apologies are issued by the service and relevant action is taken to address causes and reduce reoccurences. Open disclosure is part of the service’s usual business practice.

The service evidenced through its policy and staff interviews that it regards input and feedback from consumers and their representatives. This information flows back to to management who uses it to drive continuous improvement within its operations and at service level.

* Several consumers indicated no hesitation to approach the service to raise concerns, described feeling supported to do so, or have done so in the past with positive results.
* While the current consumer cohort spoke English, the service manager and administration staff were aware of external translation services and this information is provided to the consumers who knew about it from their information packs.
* Management demonstrated appropriate action was taken when complaints were raised about dried and hardened food that included recognition of the consumer issue, an apology, and rectification issue with the product suppliers.
* Management record, analyse, and act on feedback and complaints to improve the quality of their meal service in accordance with its policies and procedures for the reporting and trending of complaints information.

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, and one requirement was not applicable to the quality review.

## Assessment of Standard 6 Requirements

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| Requirement 6(3)(a) | CHSP  | Compliant |
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*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

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| Requirement 6(3)(b) | CHSP  | Compliant |
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*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

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| Requirement 6(3)(c) | CHSP  | Compliant |
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*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

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| Requirement 6(3)(d) | CHSP  | Compliant |
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*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 Human resources

#   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

The Assessment Team interviewed several consumers and representatives who overall described in similar ways that they feel the staff know what they are doing.

The organisation demonstrated an adequate workforce which comprised a mix of paid and volunteer staff who appeared adequately skilled to deliver safe and quality services in accordance ith the Quality Standards.

Service staff described having sufficient time and information to carry out their jobs efficiently and effectively. The service provides all required protective personal equipment to its staff, monitors mandatory staff vaccinations, personal licencing and carries out employment screening processes such as police checks.

* The service has 2 groups of volunteer staff, one that deliver consumer meals and the other that assist the kitchen staff with meal preparation, meal packaging, preparing the eskies for delivery and cleaning of the kitchen. Volunteer delivery staff provided feedback to the Assessment Team that there is enough time to do their work.
* Consumers/representatives sampled provided positive feedback in relation to their interactions with the workforce and said staff and volunteers are kind, caring and respectful.
* The service utilised a ‘buddy system’ to induct new kitchen and delivery volunteer staff to the service so they were not left unsupervised during their sifts the kitchen, deliver routes and various other processes. Management confirmed all mandatory staff requirements are tracked and monitored including police checks, car registration and insurances.
* staff and volunteers undertake an induction and orientation program and participate in service specific training prior to undertaking their first delivery shifts or commencing their roles. An experienced workforce of staff and volunteers fulfil mentor and buddy roles providing further training support to new volunteers or staff.
* The service demonstrates that regular assessment, monitoring and review of the performance of the permanent workforce in undertaken. While the volunteer delivery staff do not undertake a formal performance review, the Manager described how feedback from consumers/representatives is used to assess the performance of the delivery staff.

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, and one requirement was not applicable to the quality review.

## Assessment of Standard 7 Requirements

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| Requirement 7(3)(a) | CHSP  | Compliant |
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*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.*

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| Requirement 7(3)(b) | CHSP  | Compliant |
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*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

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| Requirement 7(3)(c) | CHSP  | Compliant |
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*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) | CHSP  | Compliant |
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*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

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| Requirement 7(3)(e) | CHSP  | Compliant |
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*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

# STANDARD 8 Organisational governance

#   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

The Assessment Team found through interviews with several consumers and representatives that the organisation was considered well governed and that consumers are partners in the development delivery and evaluation of care and services. For instance, The service seeks their feedback through telephone calls and an annual consumer survey about the meal delivery service provided.

Interviews with service management corroborated by service documentation evidenced that there were sufficient policies, procedures and guidelines to support service delivery according to consumer requirements. Inclusivity and respect for consumers is promoted across the service.

The service’s governancing body has established processes and frameworks to ensure it is governing the service in a way that aligns with the Quality Standards. Its’ information management is robust and user friendly. A mix of hard copy run sheets, electronic records on consumer information, rosters via email and information flyers with payment options are within circulation and used effectively.

With respect to financial governance, the service provides invoices and receipts to consumers on a regular basis and payments are made weekly unless otherwise arranged.

The workforce are aware of their role and managements expectations upon commencement, a job description and role responsbilites are provided to potential volunteers and workers are informed of relevant policies and procedures which guide best practice service delivery in a multitude of contexts .

There is an effective risk management system in place to capture and manage any risks that may arise in connection with the delivery of meals to consumers. For instance, an established incident management system is maintained and used to record and monitor incidents experienced by, or impacting consumers, with incident reporting outcomes informing preventative action and risk mitigation strategies appropriate to the context of service delivery. Vulnerable consumers are identified and include consumers who live alone and may be experiencing social isolation, those who live in a flood prone area and consumers living with dementia or other mental health issues.

The governing body has regard to the flow on effects from the COVID-19 pandemic and is taking adequate safety measures to ensure its staff and consumers are not exposed to any unnecessary risk.

There is a PCI which highlights the governing body’s commitment to continuous improvement through partnering with various stakeholders. The service evidenced using complaints as opportunities to improve and refine its service delivery.

Managememt partners with other agencies to receive legislative updates and regulatory compliance requirements.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as four of the five specific requirements have been assessed as Compliant, and one requirement was not applicable to the quality review.

## Assessment of Standard 8 Requirements

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| Requirement 8(3)(a) | CHSP  | Compliant |
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*Consumers are engaged in the development, delivery and evaluation of care and*

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| Requirement 8(3)(b) | CHSP  | Compliant |
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*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) | CHSP  | Compliant |
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*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.*

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| Requirement 8(3)(d) | CHSP  | Compliant |
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*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) | CHSP  | Not Applicable |
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*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.