**Performance**

**Report**

**1800 951 822**

Agedcarequality.gov.au

|  |  |
| --- | --- |
| Name of service: | HammondCare At Home - Northern Rivers |
| Service address: | 68 - 70 Summerland Way KYOGLE NSW 2474 |
| Commission ID: | 201382 |
| Home Service Provider: | HammondCare |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 24 October 2022 |
| Performance report date: | 22 November 2022 |

This performance report **is published** on the Aged Care Quality and Safety Commission’s (the **Commission**) website under the Aged Care Quality and Safety Commission Rules 2018.

**This performance report**

This performance report for HammondCare At Home - Northern Rivers (**the service**) has been prepared by J ZHOU, delegate of the Aged Care Quality and Safety Commissioner (Commissioner)[[1]](#footnote-1).

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the service, against the Aged Care Quality Standards (Quality Standards). The Quality Standards and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies any areas in which improvements must be made to ensure the Quality Standards are complied with.

# Services included in this assessment

**Home Care:**

* A life worth living - Northern Rivers, 27087, 68 - 70 Summerland Way, KYOGLE NSW 2474

**CHSP:**

* Flexible Respite, 4-7XBFI2I, 68 - 70 Summerland Way, KYOGLE NSW 2474
* CHSP Transport, 4-7XBFHKE, 68 - 70 Summerland Way, KYOGLE NSW 2474
* Meals, 4-7XBTB9K, 68 - 70 Summerland Way, KYOGLE NSW 2474
* Social Support - Group, 4-7XBTBHS, 68 - 70 Summerland Way, KYOGLE NSW 2474
* Social Support - Individual, 4-9MFUVUG, 68 - 70 Summerland Way, KYOGLE NSW 2474
* Personal Care, 4-9MFUV8A, 68 - 70 Summerland Way, KYOGLE NSW 2474
* Domestic Assistance, 4-9MFUVCP, 68 - 70 Summerland Way, KYOGLE NSW 2474
* Home Maintenance, 4-9MFUVNE, 68 - 70 Summerland Way, KYOGLE NSW 2474
* Home Modifications, 4-9MFUVQW, 68 - 70 Summerland Way, KYOGLE NSW 2474

# Material relied on

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

* the assessment team’s report for the Assessment Contact - Desk; the Assessment Contact - Desk report was informed by a review of documents and interviews with staff, consumers/representatives and others.
* the provider’s response to the assessment team’s report received 14 November 2022.

# Assessment summary for Home Care Packages (HCP)

|  |  |
| --- | --- |
| Standard 3 Personal care and clinical care | Not applicable as not all requirements have been assessed |

# Assessment summary for Commonwealth Home Support Programme (CHSP)

|  |  |
| --- | --- |
| Standard 3 Personal care and clinical care | 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 3

|  |  |  |  |
| --- | --- | --- | --- |
| Personal care and clinical care | | HCP | 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. | Compliant | Compliant |

Findings

The Assessment Team found evidence that consumers at the service were receiving safe and effective personal and/or clinical care that was informed by best practice and tailored to their needs.

Management and clinical staff used consumer information from a range of sources to ensure care is tailored to each consumer’s needs. Clinical staff spoke of using validated assessment tools to inform their care planning, and the Assessment Team found evidence of these assessment tools in use throughout the sampled consumer care planning documentation.

A sampled consumer informed the Assessment Team of their positive experience receiving clinical care at the service. The Assessment Team found photographic evidence of this consumer’s chronic leg wounds sighted for the 4 October 2022 including wound measurements in his clinical file. Clinical notes also included entries in wound care charts.

There were also other consumers whose clinical files contained detailed action items by clinical staff in the management of these consumers and their individual care needs. This demonstrates the service is taking active measures to ensure compliance with this Requirement regarding the provision of personal and clinical care to its consumers.

The Provider submitted a written response to the Commission setting out further improvements it had implemented since the Assessment Contact. The work being done to ensure wound management is in keeping with best practice is noted.

The Assessment Team noted the service engaged external service providers to assist in the delivery of services and supports. The evidence showed the service partnering with other allied health organisations to deliver personal and clinical care to those consumers.

Based on the evidence to hand, I find the provider complaint with this Requirement.

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