**Performance**

**Report**

**1800 951 822**

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| Name of service: | Harmony Homecare |
| Service address: | Office 102, 1 Janefield Drive BUNDOORA VIC 3083 |
| Commission ID: | 300896 |
| Home Service Provider: | Batra's Home and Health Pty Ltd |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 5 October 2022 |
| Performance report date: | 3 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 Harmony Homecare (**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:**

* Harmony Homecare, 26392, Office 102, 1 Janefield Drive, BUNDOORA VIC 3083

# Material relied on

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

* the assessment team’s report for the Assessment Contact - Desk was informed by a desktop assessment, review of documents and interviews with staff, consumers/representatives.

# Assessment summary for Home Care Packages (HCP)

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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 | | HCP |
| 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 |

Findings

Based on the Assessment Team’s findings, I am satisfied that the service’s updated assessment and care planning documentation sufficiently demonstrates compliance against the above requirement.

For instance, service assessment and planning documents now includes prompts for the care manager to enquire about advanced care planning for the consumer. Advanced care plan assessment is guided by a procedure accessible to staff via the electronic management system and links to the assessment and planning policy published 24 April 2022.

The team conducted a documentation review for an HCP consumer. The provision of advanced care planning brochure and blank advanced care plan were noted. Progress notes dated 30 May 2022 recorded discussion about advanced care planning and provision of brochure and blank plan for this consumer to complete with their medical practitioner. Review of scanned documents evidenced a completed advanced care plan dated 16 June 2022. Care plan review evidenced review and update 16 June 2022 to reflect advance care plan completed and an alert was observed on the organisation’s electronic roster that is seen by support workers as a ‘pop up’ alert.

The additional assessment and planning had a direct benefit on this consumer. Management advised the process was beneficial for the support provided to this consumer when they became ill and required transport via ambulance to hospital as the ambulance service enquired about an advanced care plan and management was able to direct them to the plan kept in their home.

Furthermore, the Assessment Team’s sampling of other consumer/representatives all confirmed they were asked about advanced care planning and were provided brochures that explain what advanced care planning is. For example:

* The representative of an HCP consumer said they had not wished to discuss advanced care planning. The service has offered support during a recent care plan review and provided this consumer a brochure about advanced care planning in their preferred language.
* Another HCP consumer told the Assessment Team that when they began receiving services and was asked about advanced care planning, the care manager would be attended the next day to discuss their care. Documentation reviewed included a scanned copy of an advanced care directive completed 3 October 2018, which includes detail of the location of the advanced care plan in this consumer’s home.

Training records reviewed evidenced end of life training completed by 20 of 20 relevant staff including the chief executive officer and care manager.

I therefore find the provider complaint with this requirement, but as not all requirements were assessed during this assessment contact, a finding cannot be made against the standard.

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)