Holland Park and District Meals on Wheels Inc.

Performance Report

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| **Address:** | 49 Abbotsleigh Street HOLLAND PARK QLD 4121 |
| **Phone:** | 07 3397 9150 |
| **Commission ID:** | 700583 |
| **Provider name:** | Holland Park & District Meals on Wheels Incorporated |
| **Activity type:** | Quality Audit |
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| **Performance report date:** | 15 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, 4-225KRN6, 49 Abbotsleigh Street, HOLLAND PARK QLD 4121

# Overall assessment of Service

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| --- | --- | --- |
| 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 | Not 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 |
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| 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 |
|  |  |  |
| Standard 5 Organisation’s service environment | CHSP | Not Applicable |
|  |  |  |
| 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 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 take time to chat to them about topics that interest them, discuss any concerns they have and are flexible in changing their meal choices and delivery days to suit their specific 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:

* Service volunteers and staff take time to chat to consumers about topics that interest them and discuss any concerns they have.
* The service is flexible in changing consumer meal choices and delivery days to suit the consumer’s specific preferences.
* One consumer is often not home when meals are delivered and delivery instructions are given for meals to be delivered next door and placed in the neighbour’s fridge. These instructions are followed which allows for this consumer to continue to attend appointments, social activities and do things of interest.
* Consumer’s allergy information is detailed in the system which staff verify when they enter meals that consumers have selected from the menu. If the meal selected contains ingredients that the consumer is allergic staff will contact the consumer to arrange an alternative.
* Consumers/representatives said they are able to request invoice and statements as per their preference via email or hard copy. Management advised that they are implementing a process for all consumers/representatives to receive monthly statements in the next 12 months without having to request a statement as part of the changes under the Brisbane South Hub.
* Delivery volunteers said they maintain consumers’ privacy when delivering meals to consumers who may feel vulnerable by explaining what they are doing in a private environment and do not discuss consumer information that is detailed on delivery run sheets.

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.

* One consumer is hearing impaired, instructions are on file to ring the doorbell twice, if the consumer does not respond, then staff are to phone her. Delivery volunteers also know to take the meals up the stairs to the consumer who has limited mobility.
* One representative stated the service is very flexible with meal delivery, that the consumer often makes last minute changes to meal selection which the service accommodates. The consumer is able to pick up meals from the service if required.
* Consumers/representatives sampled said they participate in the planning and review of the meal delivery service they receive and they can choose what meals they have and how frequently they are delivered.
* Three consumers said they receive the menus and provide their meal preferences on a monthly basis including any changes to their preferred delivery days. These consumers also advised that they are able to contact the service at any time to update meal choices and delivery days.
* One consumer’s meal delivery services were suspended during their hospital admission. The service maintains updated notes on suspended meal services, such as consumer hospitalisation or consumer absences for holidays or family visits.

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.

The services does not provide personal and clinical care and as such, none of the requirements in this standard were applicable to this 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 lvie 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.

* One consumer said the meals always arrive on time, meals are to their liking in terms of temperature and variety and delivered each day. The delivery volunteers always chat to the consumer and ask for feedback on the meals. Having the meals delivered at a set time allows this consumer to attend social outings as the consumer always knows what time the meal will be coming.
* Consumers/representatives sampled said the workforce are all very kind and friendly and that it provides them with social contact and is not just a meal delivery service. Delivery volunteers provided examples of the specific interests of consumers they deliver meals to and chat to the consumers about topics that are of interest to them.
* One volunteer reported briefing head office when they noticed a consumer displaying significant weight loss. The office contacted the consumer to follow up.
* Management provided examples of referring socially isolated consumers to a charity group to provide additional social and emotional support. If delivery volunteers raise concerns about consumers the service contacts the consumer’s designated representative to discuss the concerns.
* Several consumers described being satisfied with the variety, quality and quantity of the meals they receive. Management advised the menu changes on a seasonal basis and the chef takes into account feedback from consumers when devising options.

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.

This standard is not applicable to the quality review as the service does not have a service environment

# 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 seems 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.

* One consumer said he had no hesitation to approach the service to raise concerns and described feeling supported to do so.
* While the current consumer cohort spoke English, the service manager and administration staff were aware of translation services available, and how to access if required.
* The delivery workforce confirmed they report complaints to the service manager for follow up either in person upon return to the office, or via the run sheets.
* Management record, analyse and respond to feedback and complaints and use this information to improve the quality of their services. Complaints regarding meals or menu options is recorded in an electronic system and promptly shared with the kitchen staff who undertake meal preparation. The organisational Plan for Continuous Improvement (PCI) identified feedback received from consumers preferring to pay with credit card instead of cash resulted in this payment option being provided over the phone.

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 manager advised they have access to a pool of volunteers available to fill unexpected shift vacancies and if necessary they will fill the shift vacancies themselves to ensure meals are delivered according to the consumers preferred and usual schedule.
* Consumers/representatives sampled provided positive feedback in relation to their interactions with the workforce and said staff and volunteers are kind, caring and respectful.
* Staff and volunteers reported they are provided with the necessary tools and knowledge to competently undertake their roles and confirmed they are required to provide evidence of relevant qualifications, vaccination status, driver’s licence, motor vehicle insurance and current police check prior to commencement.
* 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.
* There are designated mentor and buddy roles to ensure performance remains of a high standard and is monitored. Consumers are asked ot provide feedback so management can take timely action to address any performance issues. The service demonstrated having done this on one occasion.

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.

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.It’s information management is robust and user friendly. A mix of hard copy run sheets, electronic records on consumer information, rosters vai 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. Consumers have the option to pay by bank transfer, cheque or cash at the time of delivery, or credit card over the phone.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 vision or hearing impairment for example.

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 services and are supported in that engagement.*

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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.