Home Care Assistance Newcastle

Performance Report

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| **Address:** | 43/45 Belford Street BROADMEADOW NSW 2292 |
| **Phone:** | 02 4023 3000 |
| **Commission ID:** | 201351 |
| **Provider name:** | Merrie Family Pty Ltd |
| **Activity type:** | Assessment Contact - Desk |
| **Activity date:** | 30 May 2022 to 1 June 2022 |
| **Performance report date:** | 13 July 2022 |

# Performance report prepared by

R Reid, 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**

**Home Care:**

* Home Care Assistance Newcastle Hunter, 27046, 43/45 Belford Street, BROADMEADOW NSW 2292

# Overall assessment of Service/s

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| Standard 2 Ongoing assessment and planning with consumers | HCP | Compliant |
| Requirement 2(3)(a) | HCP | Compliant |
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# 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 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 Contact - Desk report received 1 July 2022 and additional information requested from the provider and received 13 July 2022.

# STANDARD 2 Ongoing assessment and planning with consumers

### 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 Quality Standard does not have an overall compliance finding as only one of the five specific requirements of Standard 2 have been assessed at this time.

The requirement assessed, and corresponding compliance finding is noted below.

**Assessment of Standard 2 Requirements**

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| --- | --- | --- |
| Requirement 2(3)(a) | HCP | Compliant |
|  |  |  |

*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.*

Findings

The Assessment Team was provided evidence that the service has implemented improvements to intake assessment and care plan processes for new consumers, following the Quality Audit in May 2021.

At the time of the Assessment Contact – Desk, the Assessment Team noted some additional concerns in the area of assessment and planning, specifically in relation to three consumers and the identification and monitoring of various risks associated with their care.

The approved provider’s response outlines additional information worthy of consideration, which negates some assertions made that support staff are not adequately trained in the area of medication administration. Additional information was also received to evidence that risks for the three consumers identified had been considered by the service and that appropriate action was taken to ensure safe and quality supports are being provided, whilst respecting the rights and wishes of those consumers.

I am satisfied based on all the available evidence, that the service now complies with Requirement 2(3)(a).

# 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.