Home Care Assistance West Coast Perth

Performance Report

Unit 16, 199 Balcatta Rd
Balcatta WA 6021
Phone number: 08 9385 5675

**Commission ID:** 500232

**Provider name:** Dementia Venture Pty Ltd

**Quality Audit date:** 19 April 2022 to 21 April 2022

**Date of Performance Report:** 17 May 2022

# Performance report prepared by

J Taylor, 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, 26342, Unit 16, 199 Balcatta Rd, Balcatta WA 6021

**CHSP:**

* Domestic Assistance - Community and Home Support, 4-DONETW0, Unit 16, 199 Balcatta Rd, Balcatta WA 6021
* Flexible Respite - Care Relationships and Carer Support, 4-DONETZE, Unit 16, 199 Balcatta Rd, Balcatta WA 6021

# Overall assessment of Service/s

|  |  |  |
| --- | --- | --- |
| Standard 1 Consumer dignity and choice | HCP  | Compliant |
|   | CHSP | Compliant |
| Requirement 1(3)(a) | HCP  | Compliant |
|   | CHSP | Compliant |
| Requirement 1(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 1(3)(c)  | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 1(3)(d)  | HCP | Compliant |
|  | CHSP | Compliant  |
| Requirement 1(3)(e)  | HCP | Compliant |
|  | CHSP | Compliant  |
| Requirement 1(3)(f)  | HCP | Compliant |
|  | CHSP | Compliant |
| Standard 2 Ongoing assessment and planning with consumers |
|  | HCP  | Compliant |
|  | CHSP | Compliant |
| Requirement 2(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 2(3)(b) | HCP |  Compliant |
|  | CHSP | Compliant |
| Requirement 2(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 2(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 2(3)(e) | HCP | Compliant |
|  | CHSP | Compliant |

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| Standard 3 Personal care and clinical care | HCP  | Compliant |
|   | CHSP | Compliant |
| Requirement 3(3)(a) | HCP  | Compliant |
|   | CHSP | Compliant |
| Requirement 3(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 3(3)(c)  | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 3(3)(d)  | HCP | Compliant |
|  | CHSP | Compliant  |
| Requirement 3(3)(e)  | HCP | Compliant |
|  | CHSP | Compliant  |
| Requirement 3(3)(f)  | HCP | Compliant |
|  | CHSP | Compliant  |
| Requirement 3(3)(g)  | HCP | Compliant |
|  | CHSP | Compliant  |

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| --- |
| Standard 4 Services and supports for daily living |
|  | HCP  | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(e) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(f) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(g) | HCP | Compliant |
|  | CHSP | Compliant |

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| Standard 5 Organisation’s service environment |
|  | HCP  |  Not Applicable |
|  | CHSP | Not Applicable |
|  |  |  |
| Standard 6 Feedback and complaints | HCP  | Compliant |
|   | CHSP | Compliant |
| Requirement 6(3)(a) | HCP  | Compliant |
|   | CHSP | Compliant |
| Requirement 6(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 6(3)(c)  | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 6(3)(d)  | HCP | Compliant |
|  | CHSP | Compliant  |
|  |  |  |
| Standard 7 Human resources | HCP  | Compliant |
|   | CHSP | Compliant |
| Requirement 7(3)(a) | HCP  | Compliant |
|   | CHSP | Compliant |
| Requirement 7(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 7(3)(c)  | HCP | Compliant |
|  | CHSP |  Compliant |
| Requirement 7(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 7(3)(e)  | HCP | Compliant |
|  | CHSP | Compliant |

|  |  |  |
| --- | --- | --- |
| Standard 8 Organisational governance | HCP  | Compliant |
|   | CHSP | Compliant |
| Requirement 8(3)(a) | HCP  |  Compliant |
|   | CHSP |  Compliant |
| Requirement 8(3)(b) | HCP |  Compliant |
|  | CHSP | Compliant |
| Requirement 8(3)(c)  | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 8(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 8(3)(e)  | HCP | Compliant |
|  | CHSP | Compliant |

# 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 Quality Assessment report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

# STANDARD 1 Consumer dignity and choice

#  HCP Compliant 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

Consumers interviewed said they are treated with respect and their identity, culture and diversity is valued. Consumers said where they have concerns about respect, the service has acted on their feedback and made changes. Consumers interviewed said in various ways they felt that staff know them and what is important to them and they are involved in decision making and supported to maintain relationships. Consumers stated the service supports them to do things that are important to them and, where risk is identified, there is discussion and support on how to manage the risk.

Staff interviewed demonstrated how consumers are able to make decisions about their care and services and who they would like to be part of this process. Staff also demonstrated how they ensure privacy and confidentiality is provided when delivering care and services, including for personal care activities.

The service demonstrated there is a process, including a consent form, which is used in consultation with the consumer or their representative to agree where information can be shared and the importance of sharing information with others including those providing assessment and clinical care services for the consumer.

The Quality Standard for the Home care packages service and the Commonwealth home support program are assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

### *Care and services are culturally safe.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(d) | HCP  | Compliant |
|  | CHSP  | Compliant |

### *Each consumer is supported to take risks to enable them to live the best life they can.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(f) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 Ongoing assessment and planning with consumers

#  HCP Compliant 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

Consumers interviewed confirmed that they feel like partners in the ongoing assessment and planning of their care and services. For example:

* They felt they are involved in the development of the care plan developed in consultation with their care manager. They are provided with an opportunity to meet with registered nursing staff and allied health professionals to ensure the consumers’ needs and preferences have been captured and include care and service to optimise their health and well-being.
* They are provided an opportunity to share their goals and preferences and this information is included in the partnership care plan.
* They can discuss their specific care needs or preferences with staff at any time and changes to the care plan reflect this.

The service demonstrated processes in place to ensure there is comprehensive assessment and planning in place for all consumers. The service demonstrated how they involve the consumer and, as appropriate, the representative, in the assessing and planning of the care and services to be provided to the consumer.

Staff interviewed advised they are encouraged to involve consumers in making decisions about care and services aiming to improve the consumer’s health and well-being. Staff demonstrated an understanding of the need to listen and understand what is important to each consumer to ensure care and services are delivered in accordance with each consumer’s personal preferences.

The assessment and care planning process reviewed included, information gathered from a variety of sources such as external services, and allied health services. Risks to the consumer’s safety, health and well-being were identified and assessed with strategies to reduce the risk discussed with the consumer and/or their representative.

The service demonstrated that consumers are supported and encouraged to share with their end of life and palliative care wishes with the service staff.

The service demonstrated processes are in place to ensure care and services plans are up-to-date and meet the consumer’s current needs including when changes are required due to an adverse event or a change in the consumer’s health condition or personal preference.

The Quality Standard for the Home care packages service and the Commonwealth home support program are assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

**Assessment of Standard 2 Requirements**

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

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(c) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(d) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(e) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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

#  HCP Compliant CHSP Compliant

### 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

All consumers and representatives interviewed consider that they receive personal care and clinical care that is safe and right for them. For example:

* Consumers and representatives interviewed confirmed they are provided timely personal and clinical care that is safe and provided in the manner they have requested.
* Consumers and representatives confirmed they have access to appropriate clinical and other specialists to manage their complex health needs including when there has been an incident affecting them.
* Consumers reported they see other health specialists, including a physiotherapist, occupational therapist or podiatrist.

Documentation reviewed, and interviews confirm there is regular assessment and planning of each consumer’s clinical and personal care. Care plans sighted were updated following an incident or decline in health.

Care plans reviewed demonstrated each consumer receives safe and effective personal and clinical care that is tailored to their needs and optimises their health and well-being and is in line with national guidelines and best practice where evidence is available.

The service demonstrated policies and procedures are in place that support the workforce to deliver care that meets the consumer’s needs, goals and preferences. The service demonstrated the systems and processes in place to manage risk and to inform the provision of personal and clinical care. The Assessment Team noted strategies are developed to minimise the effect and number of risks for consumers including the use of equipment, workforce training and the service environment.

Staff interviewed were able to describe individual consumer’s needs and preferences, and how they are informed of changes to each consumer’s care. Staff interviewed also identified high prevalence risks for individual consumers and strategies in place to minimise these risks. Staff advised they are clear about their roles and responsibilities, including identifying and reporting signs of deterioration. Clinical records reviewed indicated changes in a consumer’s condition is reported by care staff, the consumer, their representative or the clinical team and is acted upon.

The service advised they continue to review its precautions to prevent and control infection at the service considering the current COVID-19 pandemic. This included asking all consumers a series of questions before entering their home, ensuring staff are aware of effective infection prevention and control activities and maintaining and updating a pandemic management plan.

The Quality Standard for the Home care packages service and the Commonwealth home support program are assessed as Compliant/Non-compliant as seven of the seven specific requirements have been assessed as Compliant.

**Assessment of Standard 3 Requirements**

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

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(c) | HCP  | Compliant |
|  | CHSP  | Compliant |

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(d) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(e) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(f) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(g) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

# STANDARD 4 Services and supports for daily living

#  HCP Compliant 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

Consumers and representatives interviewed were satisfied that they receive safe and effective services and supports for daily living that meets their needs, goals and preferences and optimises their independence, well-being and quality of life. For example, consumers interviewed provided examples about how they are supported to continue their interest in participating in local community activities including attending local community centres.

Staff interviewed demonstrated how they provided meaningful activities, ensured consumers were safe and how the connection to the consumers culture is important for consumers receiving services. The staff at the service were able to demonstrate they understand the emotional, spiritual and psychological well-being of the consumers. Staff demonstrated knowledge of the needs, goals and preferences of each consumer.

The management team interviewed were able to provide examples of how they work with other providers and organisations and share information to support the consumer’s participation in the community.

The service demonstrated where they provide consumers with appropriately assessed equipment that is maintained. Consumers interviewed confirmed they are satisfied with equipment provided.

The Quality Standard for the Home care packages service and the Commonwealth home support program are assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(d) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(e) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Where meals are provided, they are varied and of suitable quality and quantity.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

# STANDARD 5 Organisation’s service environment

#  HCP Not Applicable 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 Quality Standard for the Home care packages service and the Quality Standard for the Commonwealth home support programme services were not applicable for this Assessment. Consumers are not provided services delivered at a centre run by the service.

# STANDARD 6 Feedback and complaints

#  HCP Compliant 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

Consumers and representatives interviewed stated they have been informed of how they can provide feedback and raise a complaint to the service. Consumers and representatives interviewed also stated they feel comfortable in providing feedback.

The service confirmed information is provided to consumers and representatives on advocacy, other external organisations and interpreting services to support feedback and raising concerns. The service demonstrated policy and processes available to guide staff around timeframes and how feedback and complaints are resolved. Staff interviewed were able to demonstrate how this is completed and open disclosure approach to resolution.

The service evidenced a register for feedback and complaints which is monitored and discussed with the service manager. The service manager confirmed how reporting on feedback and complaints is discussed at meetings with staff. Review of documentation and discussion with consumers, staff and management indicated improvements are identified and implemented.

The Quality Standard for the Home care packages service and the Commonwealth home support program are assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(a) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(c) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(d) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 Human resources

#  HCP Compliant 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

Consumers interviewed stated they felt there are enough staff and that they are satisfied with the competency of the staff who are providing their care and services. Consumers interviewed said they felt staff are kind and caring and they did not feel rushed when receiving services.

Staff interviewed advised there are enough staff and there is sufficient time to complete the care and services they deliver.

The service demonstrated processes in place to ensure the workforce is planned and there is the right number and mix of staff to deliver effective and safe care and services. The Assessment Team noted the service has clinical and care staff employed by the service and uses external contractors to provide allied health, gardening and maintenance and other services as identified by the consumer or through assessed need.

The service demonstrated the competencies of staff are monitored and there is a process to ensure all staff are able to complete their role through observation, training and maintenance of current professional registrations. Where there is assessed need, training is identified and provided by knowledgeable staff or external training providers.

The service evidenced staff induction and onboarding training and education to prepare staff on the responsibilities and expectations for their roles. The service demonstrated staff performance is monitored and there are opportunities for staff, through their one on one meetings, incident identification and where negative feedback has been provided, for further training.

The service demonstrated where improvements in human resources are identified with the commencement of an employee engagement manager. The service evidence implementation of online training access with a recognised aged care education provider to further support staff.

The Quality Standard for the Home care packages service and the Commonwealth home support program are assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 7 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | HCP  | Compliant |
|  | CHSP  | Compliant |

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(d) | HCP  | Compliant |
|  | CHSP  | Compliant |

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

# STANDARD 8 Organisational governance

#  HCP Compliant 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

Consumers interviewed said they are involved in the development, review and evaluation of their services. The service demonstrated how consumers are encouraged to provide feedback through all their processes including a recent externally organised survey.

Staff interviewed said they felt the service is well run and they feel supported by their managers. The service is privately owned, and the service manager evidenced they are hands on at the service and how they direct operations. The service demonstrated how reporting occurs to the service manager who then provides guidance to ensure care and services are safe and effective.

The service demonstrated systems in place to ensure there is policy, processes and reporting structures for information management, continuous improvement, financial reporting, workforce governance, regulatory compliance and feedback and complaints. Processes were sighted to identify and understand high impact and high risk for consumers with guidance on strategies to support consumers, including to maintain independence and live their best lives. Staff interviewed demonstrated an awareness of elder abuse and incident reporting which is reported and followed up.

The service demonstrated a clinical governance framework is in place with policies and processes to guide staff in the delivery of safe and effective personal and clinical care. Staff demonstrated awareness of the policies and how they are applied in their roles. The service evidenced how clinical data is collected and how this information and analysis is provided to all levels of staff. The service evidenced processes in place to support staff in the event of an outbreak such as COVID-19 including escalation processes.

The Quality Standard for the Home care packages service and the Commonwealth home support program are assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 8 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(c) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.