**Performance**

**Report**

**1800 951 822**

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| Name: | Home Instead - Sunshine Coast and Gympie |
| Commission ID: | 700939 |
| Address: | Unit 1/8 Innovation Parkway, BIRTINYA, Queensland, 4575 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | on 2 October 2024 |
| Performance report date: | 1 November 2024 |

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.

# Services included in this assessment

Home Care Packages (**HCP**) included:  
Provider: 8947 Yours In Caring Pty Ltd  
Service: 26627 Home Instead Sunshine Coast & Gympie

**This performance report**

This performance report has been prepared by K Jarvie, 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 services it operates, 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.

# Material relied on

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

* the assessment team’s report for the Assessment contact (performance assessment) – non-site report, which was informed by review of documents and interviews with staff, consumers, representatives and others
* the performance report dated 29 May 2024 in relation to the Quality Audit undertaken from 4 to 5 April 2024.

The provider did not submit a response to the assessment team’s report.

# Assessment summary for Home Care Packages (HCP)

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| Standard 1 Consumer dignity and choice | Not applicable as not all Requirements were 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 1

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| --- | --- | --- |
| Consumer dignity and choice | | HCP |
| Requirement 1(3)(e) | 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. | Compliant |

Findings

Requirement 1(3)(e) was found non-compliant for HCP following a Quality Audit conducted from 4 to 5 April 2024. Information provided to the consumers was not consistently communicated in a way that was clear, easy to understand and enabled the consumers to make informed choices.

The Assessment Team’s report for the Assessment Contact undertaken on 2 October 2024 included evidence of actions taken by the provider in response to the non-compliance. These actions include, but are not limited to:

* the creation of 2 new positions (one in the finance team and one in the clinical team) to deliver timely communication to consumers
* changes to systems and processes to ensure consumers receive call backs within 24 hours, by staff who can answer the consumer’s questions with confidence
* establishment of accountability through key performance indicators including the use of compliance logs to ensure consumer communication is prioritised.

The assessment team was satisfied these improvements were effective and recommended Requirement 1(3)(e) met for HCP. The Assessment Team provided the following evidence relevant to my finding:

* Consumers confirmed the provider has improved communication, tailoring it to the consumer’s needs to make informed choices. For example, consumers confirmed the provider responds to queries in a timely manner and statements are easy to read.
* Cultural awareness training was recommenced for all staff in June 2024, including how to respond to consumers from culturally and linguistically diverse backgrounds.
  + Management stated the provider is now a registered agent to be a translating and interpreter service and all staff have access to the Google Translate application on their electronic devices.
* An introduction guide for HCP and how to read HCP statements was developed by the finance manager to address consumer complaints concerning not understanding monthly statements.
* Management stated there is always a case manager and a client liaison officer in the office to take consumer calls when other case managers are conducting home visits. This arrangement was put in place to provide consumers who ring the service a call back within 24 hours.
* Management explained 2 fulltime staff were employed in June 2024 to ensure tailored communication for all financial and care related enquiries were answered in a timely manner.
* Management stated a fulltime clinical advisor was appointed in June 2024, responsible for a new client hospital admission and exit communication protocol to keep all parties updated and communication channels open to ensure a smooth transition from hospital to home and appropriate services are reinstated or commenced based on the consumer’s changed needs.
* Documentation showed clear, easy to understand and itemised statements are provided to HCP consumers.

In coming to my finding, I have considered the information in the Assessment Team’s report which shows the provider is ensuring information provided to each consumer is current, accurate and timely and communicated clearly, is easy to understand and enables consumers to exercise choice.

I have placed weight on the evidence in the assessment team’s report which showed improvements were made to address the previous non-compliance and consumers expressed satisfaction with communication received. The provider demonstrated information is provided to consumers in a format which is easy to understand and is communicated in a way which enables the consumers to understand the information and exercise choice.

I find the provider, in relation to the service assessed, compliant with Requirement (3)(e) in Standard 1, Consumer dignity and risk.

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