Home Instead Senior Care - Brisbane North

Performance Report

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| **Address:** | Shop 1, 2 Anzac Avenue REDCLIFFE QLD 4020 |
| **Phone:** | 07 3482 0800 |
| **Commission ID:** | 700981 |
| **Provider name:** | Lomman Waigh Enterprises Pty Ltd |
| **Activity type:** | Assessment Contact - Desk |
| **Activity date:** | 1 September 2022 |
| **Performance report date:** | 3 October 2022 |

# Performance report prepared by

M Murray, 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:**

* Caring for Brisbane North Redcliffe North Lakes Caboolture and surrounding areas, 26995, Shop 1, 2 Anzac Avenue, REDCLIFFE QLD 4020

# Overall assessment of Service

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| --- | --- | --- |
| Standard 1 Consumer dignity and choice | HCP |  |
| Requirement 1(3)(e) | HCP | Compliant |
|  |  |  |
| Standard 8 Organisational governance | HCP |  |
| Requirement 8(3)(b) | HCP | 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 Assessment Contact - Desk; the Assessment Contact - Desk report was informed by review of documents and interviews with staff, consumers/representatives and others.

The Assessment Team’s focus for the assessment contact was the implementation of the Social, Community, Home Care and Disability Services Industry Award 2020 (SCHADS Award)

# STANDARD 1 Consumer dignity and choice

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### 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’s report evidences that management has provided written information to consumers on the potential impacts of the Social, Community, Home Care and Disability Services Industry Award 2020 on care and services. Further, management has provided information through telephone calls and met with consumers and representatives about potential changes to care and services.

The Quality Standard for the Home care packages service does not have an overall compliance finding as only one of the requirements has been assessed.

**Assessment of Standard 1 Requirements**

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| --- | --- | --- |
| Requirement 1(3)(e) | HCP | 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.*

# STANDARD 8 Organisational governance

### 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’s report evidences that the governing body/sole director has a good understanding of the impact of the Social, Community, Home Care and Disability Services Industry Award 2020. Further, the governing body/sole director was able to identify the number of consumers that have been affected by the change in the award and demonstrate how those changes have been managed in consultation with consumers.

The Quality Standard for the Home care packages service does not have an overall compliance finding as only one of the requirements has been assessed.

**Assessment of Standard 8 Requirements.**

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| --- | --- | --- |
| Requirement 8(3)(b) | HCP | 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.*

# 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.