**Performance**

**Report**

**1800 951 822**

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| Name of service: | Infinity QCare - Brisbane |
| Service address: | Office 6, Level 3, Saigon Plaza, 10/37 Corsair Avenue INALA QLD 4077 |
| Commission ID: | 700950 |
| Home Service Provider: | Infinity QCare Pty. Ltd. |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 26 September 2022 |
| Performance report date: | 11 October 2022 |

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.

**This performance report**

This performance report for Infinity QCare - Brisbane (**the service**) has been prepared by S Bickerton, 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 service, 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.

# Services included in this assessment

**Home Care:**

* Infinity QCare Pty Ltd, 26637, Office 6, Level 3, Saigon Plaza, 10/37 Corsair Avenue, INALA QLD 4077

# Material relied on

The following information has been considered in preparing the 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

# Assessment summary for Home Care Packages (HCP)

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| --- | --- |
| Standard 1 Consumer dignity and choice | Not applicable as not all requirements have been assessed |
| **Standard 2** Ongoing assessment and planning with consumers | **Not applicable as not all requirements have been assessed** |
| **Standard 3** Personal care and clinical care | **Not applicable as not all requirements have been assessed** |
| **Standard 4** Services and supports for daily living | **Not applicable as not all requirements have been assessed** |
| **Standard 5** Organisation’s service environment | **Not applicable as not all requirements have been assessed** |
| **Standard 6** Feedback and complaints | **Not applicable as not all requirements have been assessed** |
| **Standard 7** Human resources | **Not applicable as not all requirements have been assessed** |
| **Standard 8** Organisational governance | **Not applicable as not all requirements have been 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.

# Other relevant matters:

Non-compliance of requirement 2(3)(a) was identified during a site assessment contact conducted on 2 October 2020.

# Standard 2

|  |  |  |
| --- | --- | --- |
| Ongoing assessment and planning with consumers | | HCP |
| Requirement 2(3)(a) | 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. | Compliant |

Findings

At the time of performance report decision, the service was:

* Evidencing regular consumer assessments and care planning is undertaken as consumers needs and preferences change
* Demonstrating the safe and effective delivery of services
* Demonstrating partnerships with external services in providing holistic consumer care
* Evidencing outcomes of assessments and planning is communicated with consumers

The service evidenced that consumer risk assessments, including individual, environmental, and behavioural factors, are conducted with all consumers. The assessment team found consumer assessments were complete and contemporary, with identified risks reflected in associated consumer care plans.

The service evidenced detailed consumer records are maintained and demonstrated that staff are supported in the delivery of safe and effective consumer care. The services assessment and planning policy was found to clearly outline and describe review process and staff responsibilities.

The service evidenced My Aged Care support plans and consumer assessments are available at the point of consumer care to guide support workers.

The service evidenced contemporary consumer centred policies and procedures, including assessment and planning processes, referral to other providers process, consumer documentation and information sharing, ensuring safe and effective services, risk management, consumer reviews and reassessment, and non-response to scheduled visits.

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