**Performance**

**Report**

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| Name: | Ingham Meals on Wheels |
| Commission ID: | 700385 |
| Address: | 3 Gedge Street, INGHAM, Queensland, 4850 |
| Activity type: | Quality Audit |
| Activity date: | on 6 June 2024 |
| Performance report date: | 4 July 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.

# Service included in this assessment

Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 8132 Ingham Meals on Wheels Incorporated  
Service: 24803 Ingham Meals on Wheels Incorporated - Community and Home Support

**This performance report**

This performance report for Ingham Meals on Wheels (**the service**) has been prepared by E Blance, 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.

# Material relied on

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

* the assessment team’s report for the Quality Audit report was informed by [a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others
* the provider’s response to the assessment team’s report received 2 July 2024 and 3 July 2024.
* other information known by the Commission

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| Standard 1 Consumer dignity and choice | Compliant |
| **Standard 2** Ongoing assessment and planning with consumers | **Compliant** |
| **Standard 4** Services and supports for daily living | **Compliant** |
| **Standard 6** Feedback and complaints | **Compliant** |
| **Standard 7** Human resources | **Compliant** |
| **Standard 8** Organisational governance | **Compliant** |

A detailed assessment is provided later in this report for each assessed Standard. An assessment of performance is not provided for Standard 3, Requirement 4(3)(g), Standard 5 and Requirement 8(3)(e) as these are not within scope for this service.

# 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 | | CHSP |
| Requirement 1(3)(a) | Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. | Compliant |
| Requirement 1(3)(b) | Care and services are culturally safe | Compliant |
| Requirement 1(3)(c) | 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. | Compliant |
| Requirement 1(3)(d) | Each consumer is supported to take risks to enable them to live the best life they can. | Compliant |
| 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 |
| Requirement 1(3)(f) | Each consumer’s privacy is respected and personal information is kept confidential. | Compliant |

Findings

Consumers are treated with dignity and respect. Volunteers show respect to consumers by respecting their home environment, taking the time to listen to them and supporting their preferences. Consumers are provided with a copy of the Charter of Aged Care Rights, informing them of their consumer rights which includes to be treated with dignity and respected.

Consumers feel volunteers understand their needs and preferences. Management and documentation demonstrates information including specific cultural requirements is captured upon commencement with the service.

Consumers are supported to make decisions about the meal service they receive. Consumers needs and preferences can be changed and updated easily. Documentation demonstrates consultation for the consumer’s availability to receive fresh deliveries.

Volunteers support consumers to make decisions about things that affect their lives and understand what is important to them. The service demonstrates each consumer’s meal preferences are detailed. Documentation including consumer files and run sheets contain information on consumers’ dislikes, dietary requirements and allergies. Risks are reported to management.

Consumers are supported to make decisions about the meal service they receive. Documentation demonstrates consumer consultation in decisions about the service provided. Consumers are provided with a ‘Client and Carer Guide’ upon commencement with the service which contains information regarding meal prices, payment options, safe food handling, how to access translation and advocacy services and who to contact when things go wrong.

The service has informed consumers of how their personal information is collected and used. The workforce maintain consumer information privacy and confidentiality when out in the community. Consumer information is stored in an electronic care management system (ECMS) and paper documentation is kept in folders and lockable filing cabinets in a secured office.

I find this Standard compliant.

# Standard 2

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| Ongoing assessment and planning with consumers | | CHSP |
| 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 |
| Requirement 2(3)(b) | 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. | Compliant |
| Requirement 2(3)(c) | 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. | Compliant |
| Requirement 2(3)(d) | 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. | Compliant |
| Requirement 2(3)(e) | 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. | Compliant |

Findings

Consumers feel safe and confident the meal delivery service they receive meets their current needs, goals, and preferences. Assessments confirmed information is collected which identifies any disability, mobility restrictions, special dietary needs, preferences, and frequency of meal delivery. Volunteers shared an understanding of the assessment and planning process and provided examples of how they monitor, escalate and update changes in consumers’ health and wellbeing.

Consumers feel the current meal service they receive meets their needs, goals, and preferences, including for food allergies, intolerances, dietary and delivery preference. Volunteers deliver meal services that are tailored to individual needs, goals, and preferences and provided examples of those consumers with allergies. Advanced care planning and end of life planning was not assessed as the service delivers a meal service only.

Consumers are involved in the planning of their meal services including what meals and other food items they prefer, when and where meals will be delivered and preferred payment methods. Consumers are encouraged to contact the service when their needs and preferences change. Upon commencement, the service confirm if the consumer would like a nominated representative/s to support the consumer to exercise choice and communicate their decisions throughout the initial and ongoing consultation and assessment processes.

The service plan for each consumer identifies the consumer, the delivery address, and any special instructions in relation to the meal or delivery. The delivery run sheet provides all the information volunteers require to deliver a safe, and efficient service. Changes to a consumer’s condition is communicated verbally to the volunteer completing the delivery and is documented in the service’s communication book, updated on the ECMS and the kitchen’s dietary sheet.

Services are reviewed regularly with policies and processes in place to support the review and reassessment of service plans as consumers’ circumstances change. Volunteers check in on consumers with each meal delivery and if they have any concerns relating to a consumer’s health or wellbeing, they report it to management. Delivery run sheets and the service’s communication book demonstrates updates made when a consumer advises their needs or preference have changed.

I find this Standard compliant.

# Standard 4

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| Services and supports for daily living | | CHSP |
| Requirement 4(3)(a) | 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. | Compliant |
| Requirement 4(3)(b) | Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being. | Compliant |
| Requirement 4(3)(c) | 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. | Compliant |
| Requirement 4(3)(d) | Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared. | Compliant |
| Requirement 4(3)(e) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant |
| Requirement 4(3)(f) | Where meals are provided, they are varied and of suitable quality and quantity. | Compliant |

Findings

Consumers are satisfied with the flexibility of the meal delivery service they receive. The service modify meals and delivery times as required, which allows the consumer to maintain independent and continue to do the things of interest to them. Where a consumer resides alone or has mobility issues, volunteers may place meals in the fridge for the consumer or if a consumer won’t be home an alternate arrangement can be made.

Consumers provided positive feedback about the volunteers who attend their homes, including how volunteers take the time to ask how they are and provide emotional support to them. Volunteers demonstrate an understanding of what is important to consumers and how the provision of a flexible service promotes their wellbeing. Management and documentation demonstrates information is provided to consumers and their nominated representative verbally, or by letter and contact consumers before public holidays to ensure the consumer is receiving sufficient delivered meals during these times.

The service is flexible in the delivery of meals enabling consumers to maintain their social networks and do the things that are important to them. Consumers say they get the most out of their social life and social connection through the supports they receive. Documentation and delivery run sheets confirm consumers have day to day control over the service they receive.

Consumers are satisfied the information regarding their meal plan and delivery preferences is shared within the service and with others involved in their care as required. Volunteers and documentation demonstrates sufficient information is provided to guide staff in delivery of the meal service in line with each consumer’s needs and preferences.

Consumers identified they receive a ‘Client and Carers Guide’ upon commencement with the service which contains information about other service organisations they can access. Volunteers know how and when to refer consumers to other organisations or providers of care if a consumer’s circumstances change or if a consumer expressed an interest or need in other services to meet care or service needs.

Consumers provided positive feedback about the meals they receive. Consumers say the meals are varied and of a good size and of good quality. Consumers say their needs and preferences are catered to. The service is delivering hot meals 3 times per week. Consumers may choose to either have a hot meal, frozen meal or cold meat and salad delivered on these days with vegetarian options available on each delivery day. The provider’s response included meal surveys from 22 consumers with all consumers providing positive feedback.

I find this Standard compliant.

# Standard 6

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| Feedback and complaints | | CHSP |
| Requirement 6(3)(a) | Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints. | Compliant |
| Requirement 6(3)(b) | Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints. | Compliant |
| Requirement 6(3)(c) | Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong. | Compliant |
| Requirement 6(3)(d) | Feedback and complaints are reviewed and used to improve the quality of care and services. | Compliant |

Findings

Consumers are encouraged and supported to provide feedback and make complaints. Consumers expressed satisfaction with the service and said they feel comfortable to raise concerns and they know how to provide feedback or make a complaint. Volunteers encourage and support consumers to provide feedback and make complaints. Staff contact consumers and representatives to discuss any issues and encourage feedback.

All consumers feel safe raising concerns with the service and say they either advocate for themselves or have a representative who can advocate on their behalf. The service provides information to consumers and representatives on internal and external complaints mechanisms and advocacy services in the consumer handbook. Management provided examples of how to access translation services if required.

The service demonstrates it takes appropriate action to resolve complaints and uses an open disclosure process when things go wrong. An apology is given by volunteers and management when the service has not met a consumer’s expectations. The complaints register details a description, how it was managed and an outcome.

The service demonstrates that feedback and complaints are reviewed and used to improve the quality of services. Consumers expressed confidence the service is open to receiving feedback and complaints to improve the quality of their meal service. Management described how they record, analyse, and respond to feedback and complaints and use this information to improve the quality of their services.

I find this Standard compliant.

# Standard 7

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| Human resources | | CHSP |
| Requirement 7(3)(a) | 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. | Compliant |
| Requirement 7(3)(b) | Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity. | Compliant |
| Requirement 7(3)(c) | The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles. | Compliant |
| Requirement 7(3)(d) | The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. | Compliant |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Compliant |

Findings

Volunteers are supported by a kitchen coordinator and administration staff to deliver meals to the local community. Consumers expressed high satisfaction levels with the workforce reporting the workforce is sufficient to ensure they receive their meal delivery in accordance with their individual needs and preferences. Volunteers say there is enough time to complete deliveries in the allocated time frame. Volunteers always work in pairs and advise the service in advance if they are unable to attend on their rostered day. Unplanned leave is managed from an emergency volunteer list.

Consumers expressed that volunteers’ interactions towards them are kind, caring and respectful. Consumers say if they have concerns relating to the delivery of their meals or how they were being treated, they felt comfortable with contacting the service to discuss these.

All consumers expressed confidence in the competency of staff members and say staff have the knowledge and skills required to effectively undertake their roles, delivering tailored meal services meeting their needs and preferences. Management monitor staff and volunteer practices regularly. Documentation demonstrates relevant qualifications for staff and including required food handling training and accreditation. Management have a current police checks.

The volunteer workforce is recruited, equipped, and supported to deliver meals to consumers that meet the service’s expectations. Volunteers undertake an orientation with the service coordinators prior to the meal delivery. An experienced member of the workforce supports new volunteers through a mentoring capacity until the newly introduced volunteer is confident in the role. Volunteers said they have received training and guidance and are supported by the coordinators to undertake the meal delivery service. The provider’s response to the assessment team report included evidence of education provided to staff for the Serious Incident Response Scheme, Incident management and Elder abuse and neglect. No impact was identified to consumers under this requirement and I find Requirement 7(3)(d) compliant.

The service demonstrates informal performance monitoring and review processes for the workforce. Consumers provided positive feedback about the workforce and are aware of, and comfortable with raising any staff related issues or concerns with the service. Management review and monitor performance on an ongoing basis, routinely checking in with staff and having informal discussions. Documentation demonstrates where members of the workforce have been found to be unsuitable in the role, they are dismissed from the organisation and removed from the volunteer list.

I find this Standard compliant.

# Standard 8

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| Organisational governance | | CHSP |
| Requirement 8(3)(a) | Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement. | Compliant |
| Requirement 8(3)(b) | The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery. | Compliant |
| Requirement 8(3)(c) | 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. | Compliant |
| Requirement 8(3)(d) | 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. | Compliant |

Findings

Consumers can provide feedback on services. Volunteers ask consumers/representatives about their previous meal and delivery service and provide all feedback to the service coordinators. Meal surveys are conducted by the service. The provider’s response included meal surveys from 22 consumers with all consumers providing positive feedback.

Consumers are satisfied the organisation provides safe, inclusive, and quality care and services. The governing body are community members who set the strategic direction in accordance with community needs. The service is a member of Queensland Meals on Wheels (QMOW) and follows the policies and procedures of that organisation with reporting responsibilities to them. The governing body oversee the general running of the service and respond to any incidents or significant complaints.

The service demonstrates effective governance systems relating to information management, continuous improvement, financial governance, workforce governance, regulatory compliance and feedback and complaints.

The service has a framework to manage risk and respond to incidents at the service. The service was able to demonstrate the effective management of high-impact or high-prevalence risks for example for socially or physically isolated consumers, management of food allergies and preferences for the consumer, risks to consumers and volunteers if delivery volunteers work alone. The service maintains an incident register to record and monitor incidents that impact consumers. The provider’s response to the assessment team report included evidence of education provided to staff for the Serious Incident Response Scheme, Incident management and Elder abuse and neglect.

I find this Standard compliant.

1. The preparation of the performance report is in accordance with section 57of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)