**Performance**

**Report**

**1800 951 822**

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| --- | --- |
| Name of service: | integrated living - QLD/NT |
| Service address: | Toowoomba Wellness Centre, Shop 16 Westridge Shopping Centre, 300 West Street KEARNEYS SPRING QLD 4350 |
| Commission ID: | 700743 |
| Home Service Provider: | Integratedliving Australia Ltd |
| Activity type: | Quality Audit |
| Activity date: | 18 October 2022 to 21 October 2022 |
| Performance report date: | 5 December 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 integrated living - QLD/NT (**the service**) has been prepared by M Balukovska, 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:**

* Short Term Restorative Care (QLD/NT), 26296, Toowoomba Wellness Centre, Shop 16 Westridge Shopping Centre, 300 West Street, KEARNEYS SPRING QLD 4350
* integratedliving Queensland, 19366, Toowoomba Wellness Centre, Shop 16 Westridge Shopping Centre, 300 West Street, KEARNEYS SPRING QLD 4350

**CHSP:**

* Home Maintenance, 4-7XVIER1, Toowoomba Wellness Centre, Shop 16 Westridge Shopping Centre, 300 West Street, KEARNEYS SPRING QLD 4350
* Meals, 4-7XVMIZQ, Toowoomba Wellness Centre, Shop 16 Westridge Shopping Centre, 300 West Street, KEARNEYS SPRING QLD 4350
* Social Support - Group, 4-7XVMJ9S, Toowoomba Wellness Centre, Shop 16 Westridge Shopping Centre, 300 West Street, KEARNEYS SPRING QLD 4350
* Allied Health and Therapy Services, 4-7XVIE32, Toowoomba Wellness Centre, Shop 16 Westridge Shopping Centre, 300 West Street, KEARNEYS SPRING QLD 4350
* CHSP Personal Care, 4-7XVIEB3, Toowoomba Wellness Centre, Shop 16 Westridge Shopping Centre, 300 West Street, KEARNEYS SPRING QLD 4350
* CHSP Transport, 4-7XVIEGE, Toowoomba Wellness Centre, Shop 16 Westridge Shopping Centre, 300 West Street, KEARNEYS SPRING QLD 4350
* Domestic Assistance, 4-7XVIEK1, Toowoomba Wellness Centre, Shop 16 Westridge Shopping Centre, 300 West Street, KEARNEYS SPRING QLD 4350
* Flexible Respite, 4-7XVIEN4, Toowoomba Wellness Centre, Shop 16 Westridge Shopping Centre, 300 West Street, KEARNEYS SPRING QLD 4350
* Social Support - Individual, 4-7XVMJCL, Toowoomba Wellness Centre, Shop 16 Westridge Shopping Centre, 300 West Street, KEARNEYS SPRING QLD 4350
* Nursing, 4-7XVMJ65, Toowoomba Wellness Centre, Shop 16 Westridge Shopping Centre, 300 West Street, KEARNEYS SPRING QLD 4350
* Specialised Support Services, 4-7XVMJFE, Toowoomba Wellness Centre, Shop 16 Westridge Shopping Centre, 300 West Street, KEARNEYS SPRING QLD 4350

# Material relied on

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

* the assessment team’s report for the Quality Audit; 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 25 November 2022

# Assessment summary for Home Care Packages (HCP)

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| --- | --- |
| Standard 1 Consumer dignity and choice | Compliant |
| **Standard 2** Ongoing assessment and planning with consumers | **Compliant** |
| **Standard 3** Personal care and clinical care | **Compliant** |
| **Standard 4** Services and supports for daily living | **Compliant** |
| **Standard 5** Organisation’s service environment | **Compliant** |
| **Standard 6** Feedback and complaints | **Compliant** |
| **Standard 7** Human resources | **Compliant** |
| **Standard 8** Organisational governance | **Compliant** |

# 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 3** Personal care and clinical care | **Compliant** |
| **Standard 4** Services and supports for daily living | **Compliant** |
| **Standard 5** Organisation’s service environment | **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.

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

Findings

At the time of the performance assessment decision, the service is:

* Supporting consumers to act independently, make their own decisions and attend activities of their choosing.
* Recognising consumer’s individuality and their right to make their own decisions about the care and services they receive.
* Providing consumers with sufficient information to make informed choices about the care and services they receive.
* Supporting consumers to take risks to enable them to live the best life they can.

# Standard 2

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| --- | --- | --- | --- |
| Ongoing assessment and planning with consumers | | HCP | 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 | 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 | 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 | 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 | 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 | Compliant |

Findings

At the time of the performance assessment decision, the service is:

* Optimises the health and well-being of consumers by regularly contacting consumers, undertaking assessments and additional reviews if there are any changes in care needs, goals, or preferences of consumers and who the consumer wishes to be involved in the discussions.
* Has specific staff and also access to brokered staff to enable services to be delivered in regional areas to consumers in Queensland and Northern Territory (NT).
* Partners with other aged care providers and community groups to access supports that are specific to the individual consumer.
* Providing care planning documentation to consumers and includes information and strategies to guide staff including how the consumer wants their care needs delivered.

# Standard 3

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| --- | --- | --- | --- |
| Personal care and clinical care | | HCP | CHSP |
| Requirement 3(3)(a) | 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. | Compliant | Compliant |
| Requirement 3(3)(b) | Effective management of high impact or high prevalence risks associated with the care of each consumer. | Compliant | Compliant |
| Requirement 3(3)(c) | The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved. | Compliant | Compliant |
| Requirement 3(3)(d) | 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. | Compliant | Compliant |
| Requirement 3(3)(e) | 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. | Compliant | Compliant |
| Requirement 3(3)(f) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant | Compliant |
| Requirement 3(3)(g) | 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. | Compliant | Compliant |

Findings

At the time of the performance assessment decision, the service is:

* Providing safe and effective care and that any identified risks would be discussed with them to ensure their continued safety and well-being and support them to live the life they choose.
* Involving clinical staff in the initial assessment of all consumers. Clinical staff and case managers identify risks, undertake appropriate assessments, and refer to all Allied Health Providers when required.
* Training staff in how to identify changes or deterioration to the consumer and escalate concerns to the case manager.

**Standard 4**

|  |  |  |  |
| --- | --- | --- | --- |
| Services and supports for daily living | | HCP | 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 | Compliant |
| Requirement 4(3)(b) | Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being. | Compliant | 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 | 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 | Compliant |
| Requirement 4(3)(e) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant | Compliant |
| Requirement 4(3)(f) | Where meals are provided, they are varied and of suitable quality and quantity. | Not applicable | Not applicable |
| Requirement 4(3)(g) | Where equipment is provided, it is safe, suitable, clean and well maintained. | Compliant | Compliant |

Findings

At the time of the performance assessment decision, the service is:

* Demonstrating that consumers get the services and supports that are important for their health and well-being and enable them to do the things they want to do.
* Supporting consumer to undertake a range of lifestyle activities of interest to them, participate in the broader community and maintain contact with people who are important to them.
* Undertaking occupational therapy assessments for the purchase of consumers equipment and equipment is checked and maintained by care staff.

**Standard 5**

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| Organisation’s service environment | | HCP | CHSP |
| Requirement 5(3)(a) | The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function. | Compliant | Compliant |
| Requirement 5(3)(b) | The service environment:   1. is safe, clean, well maintained and comfortable; and 2. enables consumers to move freely, both indoors and outdoors. | Compliant | Compliant |
| Requirement 5(3)(c) | Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer. | Compliant | Compliant |

Findings

At the time of the performance assessment decision, the service is:

* Supporting consumers ability to take part in the community and engage with others.
* Providing an environment that is clean, comfortable, well-maintained, and welcoming.

# Standard 6

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| --- | --- | --- | --- |
| Feedback and complaints | | HCP | CHSP |
| Requirement 6(3)(a) | Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints. | Compliant | 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 | 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 | Compliant |
| Requirement 6(3)(d) | Feedback and complaints are reviewed and used to improve the quality of care and services. | Compliant | Compliant |

Findings

At the time of the performance assessment decision, the service is:

* Encouraging consumers/representatives to provide feedback.
* Utilising open disclosure practices in responding to complaints.
* Using feedback and complaints to inform improvements to care and services.
* Providing consumers with accurate and complete information regarding how to make a complaint to the Commission.

# Standard 7

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

Findings

At the time of the performance assessment decision, the service is:

* Planning a skilled workforce that enables the delivery and management of safe and quality services.
* Providing the workforce with the resources and training required to deliver quality care and services.
* Monitoring and reviewing the performance of the workforce.

# Standard 8

|  |  |  |  |
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| Organisational governance | | HCP | 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 | 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 | 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 | 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 | Compliant |
| Requirement 8(3)(e) | 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. | Compliant | Compliant |

Findings

At the time of the performance assessment decision, the service is:

* Engaging consumers in the development, delivery and evaluation of care and services.
* Promoting a culture of safe, inclusive quality care and services.
* Utilising effective organisation-wide governance systems.
* Utilising effective risk-management systems to support consumers to live the best life they can.

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)