**Performance**

**Report**

**1800 951 822**

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| --- | --- |
| Name of service: | Just Better Care - Newington |
| Service address: | Unit 36, 8 Avenue of the Americas NEWINGTON NSW 2127 |
| Commission ID: | 201293 |
| Home Service Provider: | LTC Care Services Pty Ltd |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 19 September 2022 |
| Performance report date: | 26 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 Just Better Care - Newington (**the service**) has been prepared by   J ZHOU, 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:**

* Just Better Care Bankstown, 26164, Unit 36, 8 Avenue of the Americas, NEWINGTON NSW 2127

# Material relied on

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

* the assessment team’s report for the Assessment Contact - Desk was informed by an assessment and review of documents.

# Assessment summary for Home Care Packages (HCP)

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| --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | 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.

# Standard 2

|  |  |  |
| --- | --- | --- |
| Ongoing assessment and planning with consumers | | HCP/STRC |
| 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 |

Findings

Based on evidence considered by the Assessment Team, I find that the service demonstrates its assessment and planning addresses the consumer’s current needs, goals and preferences. This includes Advance Care Planning and End of Life planning subject to consumer’s individual wishes.

Care documentation reviewed describe in sufficient detail the services the consumer receives and includes goals and preferences. Details within the care plans include references to meal preparation to social interactions that are line with consumer individual goals and preferences.

There are policies and procedures to guide staff in the assessment, planning and review processes. Examples were sighted of advance care planning discussions having taken place with relevant consumers and their representatives, with one consumer electing her family to be her substitute decision maker.

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)