Just Better Care ACT & South Coast

Performance Report

Units 9A, 189 Flemington Road
MITCHELL ACT 2911
Phone number: 02 6280 4070

**Commission ID:** 201085

**Provider name:** Just Better Care Australia Pty Ltd

**Quality Audit date:** 23 February 2022 to 25 February 2022

**Date of Performance Report:** 2 May 2022

# Performance report prepared by

J Taylor, 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 2038.

# Services included in this assessment

**Home Care:**

* JBC Home Care Packages ACT, 22811, Units 9A, 189 Flemington Road, MITCHELL ACT 2911
* JBC Home Care Packages South Coast, 22920, Units 9A, 189 Flemington Road, MITCHELL ACT 2911

# Overall assessment of Service/s

|  |  |  |
| --- | --- | --- |
| Standard 1 Consumer dignity and choice | HCP  |  Compliant |
|   | CHSP | Not Applicable |
| Requirement 1(3)(a) | HCP  | Compliant |
|   | CHSP | Not Applicable |
| Requirement 1(3)(b) | HCP |  Compliant |
|  | CHSP | Not Applicable |
| Requirement 1(3)(c)  | HCP | Compliant  |
|  | CHSP | Not Applicable |
| Requirement 1(3)(d)  | HCP | Compliant  |
|  | CHSP | Not Applicable |
| Requirement 1(3)(e)  | HCP | Compliant  |
|  | CHSP | Not Applicable |
| Requirement 1(3)(f)  | HCP | Compliant  |
|  | CHSP | Not Applicable |
| Standard 2 Ongoing assessment and planning with consumers |
|  | HCP  | Compliant  |
|  | CHSP | Not Applicable |
| Requirement 2(3)(a) | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 2(3)(b) | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 2(3)(c) | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 2(3)(d) | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 2(3)(e) | HCP | Compliant |
|  | CHSP | Not Applicable |
| Standard 3 Personal care and clinical care | HCP  | Compliant  |
|   | CHSP | Not Applicable |
| Requirement 3(3)(a) | HCP  | Compliant  |
|   | CHSP | Not Applicable |
| Requirement 3(3)(b) | HCP | Compliant  |
|  | CHSP | Not Applicable |
| Requirement 3(3)(c)  | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 3(3)(d)  | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 3(3)(e)  | HCP |  Compliant |
|  | CHSP | Not Applicable |
| Requirement 3(3)(f)  | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 3(3)(g)  | HCP | Compliant |
|  | CHSP | Not Applicable |

|  |
| --- |
| Standard 4 Services and supports for daily living |
|  | HCP  | Compliant |
|  | CHSP | Not Applicable |
| Requirement 4(3)(a) | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 4(3)(b) | HCP |  Compliant |
|  | CHSP |  Not Applicable |
| Requirement 4(3)(c) | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 4(3)(d) | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 4(3)(e) | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 4(3)(f) | HCP | Not Applicable |
|  | CHSP | Not Applicable |
| Requirement 4(3)(g) | HCP | Compliant |
|  | CHSP | Not Applicable |
| Standard 5 Organisation’s service environment |
|  | HCP  | Not Applicable |
|  | CHSP | Not Applicable |
| Requirement 5(3)(a) | HCP | Not Applicable |
|  | CHSP | Not Applicable |
| Requirement 5(3)(b) | HCP | Not Applicable |
|  | CHSP | Not Applicable |
| Requirement 5(3)(c) | HCP | Not Applicable |
|  | CHSP | Not Applicable |
| Standard 6 Feedback and complaints | HCP  | Compliant |
|   | CHSP | Not Applicable |
| Requirement 6(3)(a) | HCP  | Compliant |
|   | CHSP | Not Applicable |
| Requirement 6(3)(b) | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 6(3)(c)  | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 6(3)(d)  | HCP | Compliant |
|  | CHSP | Not Applicable |
| Standard 7 Human resources | HCP  | Compliant |
|   | CHSP | Not Applicable |
| Requirement 7(3)(a) | HCP  | Compliant |
|   | CHSP | Not Applicable |
| Requirement 7(3)(b) | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 7(3)(c)  | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 7(3)(d) | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 7(3)(e)  | HCP | Compliant |
|  | CHSP | Not Applicable |
| Standard 8 Organisational governance | HCP  | Compliant |
|   | CHSP | Not Applicable |
| Requirement 8(3)(a) | HCP  | Compliant |
|   | CHSP | Not Applicable |
| Requirement 8(3)(b) | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 8(3)(c)  | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 8(3)(d) | HCP | Compliant |
|  | CHSP | Not Applicable |
| Requirement 8(3)(e)  | HCP | Compliant |
|  | CHSP | Not Applicable |

# 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 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 Quality Audit report received 6 April 2022.

# STANDARD 1 Consumer dignity and choice

#  HCP Compliant CHSP Not Applicable

### 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

Consumers and representatives interviewed expressed in various ways that consumers were treated with dignity and respect. Consumers and representatives also advised they felt information received is easy to understand and enables them to make decisions about services provided to them.

Evidence was provided indicating that comprehensive care and service information is provided to consumers and representatives at the commencement of service. Staff interviewed were able to describe what actions are taken to ensure consumers are enabled to make informed decisions regarding risk to enable them to live their best life.

The response from the provider stated that the service is aware of and has used the Translating and Interpreting Service (TIS) when required by consumers and/or their representatives. While the Assessment Team identified potential concerns regarding the use of interpreters, I am satisfied with the response from the provider confirming an understanding and use of TIS to ensure consumers needs are fully met when English is not their first language.

The Quality Standard for both the Home Care Packages are assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme service is assessed as Not Applicable as the service doesn’t not provide this programme.

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | HCP  | Compliant  |
|  | CHSP  | Not Applicable |

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(b) | HCP  |  Compliant |
|  | CHSP  | Not Applicable |

### *Care and services are culturally safe.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(d) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

### *Each consumer is supported to take risks to enable them to live the best life they can.*

|  |  |  |  |
| --- | --- | --- | --- |
| Requirement 1(3)(e) | HCP  | Compliant |  |
|  | CHSP  | Not Applicable |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(f) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 Ongoing assessment and planning with consumers

#  HCP Compliant CHSP Not Applicable

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

Consumers and representatives interviewed stated they are satisfied with the care and services they receive and confirmed that their regular support workers know the consumer well and understand what is required to meet their individual needs. Consumers and their representatives confirmed their needs, goals and preferences are recognised and incorporated into individual care plans and they felt they were partners in the planning of their care.

Staff interviewed demonstrated an awareness of the process to identify and report potential changes for the consumer when identified to ensure appropriate care is provided and any review activity initiated.

The provider demonstrated that policies, procedures, checklists, and templates are in place that guide staff practice in relation to conducting assessments and developing care plans, including a falls risk assessment. Clinical and care staff were able to describe the care they provided to consumers and discussed ways that the service communicated consumer care and how they notified the service of incidents or concerns. Evidence was provided detailing regular reviews of consumer’s care plans including additional reviews and, where an incident occurs, how information is captured on an Incident Register to assist with monitoring.

The provider demonstrated that discussion of advanced care plans forms part of the admission process, and the service works closely with a palliative care hospice to deliver appropriate clinical care.

The Quality Standard for the Home care packages service is assessed as Met as five of the five specific requirements have been assessed as Met.

The Quality Standard for the Commonwealth home support programme service is assessed as Not Applicable as the service doesn’t not provide this programme.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(c) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(d) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*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.*

|  |  |  |  |
| --- | --- | --- | --- |
| Requirement 2(3)(e) | HCP  | Compliant |  |
|  | CHSP  | Not Applicable |  |

*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.*

# STANDARD 3 Personal care and clinical care

#  HCP Compliant CHSP Not Applicable

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

Consumers and representatives interviewed confirmed they received the care and services they need which is safe and right for them and advised that discussions regarding palliative care, advanced care directives and enduring power of attorney occurred during care plan reviews. Consumers also stated they felt the staff knew them well and were confident that any changes to their health or situation would be addressed quickly.

The service demonstrated that consumers receive safe and effective personal and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise their health and well-being with information shared effectively to ensure the best outcomes for consumers.

Care planning documents reviewed demonstrated where deterioration or changes in the consumer’s condition or health status is identified these are responded to in a timely manner.

The service demonstrate systems and processes are in place to maintain appropriate infection control and minimise the risk of COVID-19.

The Quality Standard for the Home care packages service is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme service is assessed as Not Applicable as the service does not provide this programme.

**Assessment of Standard 3 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(a) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(b) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(c) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(d) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(e) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(f) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(g) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*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.*

# STANDARD 4 Services and supports for daily living

#  HCP Compliant CHSP Not Applicable

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life

## Assessment of Standard 4

Feedback from consumers and representatives interviewed demonstrated that consumer’s felt they received the services and supports that are important for their health and well-being and that enable them to do the things they want to do. Consumers interviewed provided examples of how they are supported to live independently with the use of appropriate equipment and supports. Consumers and representatives stated positively how staff assist them to access the community, maintain relationships important to consumers and participate in activities of interest.

Staff interviewed demonstrated knowledge of consumers social interests and personal relationships and described how they assist the consumer to maintain these.

The service described how they undertake a comprehensive assessment on admission which covers questions pertaining to consumer’s emotional, spiritual, and psychological well-being. Care plans reviewed detailed information about the consumers needs and preferences and is communicated in various ways within the service and with other organisations or providers involved in supporting the consumer.

The services and supports for daily living provided cover a wide range of options for consumers to support them to live as independently as possible, enjoy life and remain connected to their local community.

The Quality Standard for the Home care packages services is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme service is assessed as Not Applicable as the service does not provide this programme.

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(b) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(d) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(e) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP  | Not Applicable |
|  | CHSP  | Not Applicable |

*Where meals are provided, they are varied and of suitable quality and quantity.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

# STANDARD 5 Organisation’s service environment

#  HCP Not Applicable CHSP Not Applicable

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

The Quality Standard for the Home care packages service is assessed as Not Applicable as the service does not provide this programme.

The Quality Standard for the Commonwealth home support programme service is assessed as Not Applicable as the service does not provide this programme

. **STANDARD 6 Feedback and complaints**

#  HCP Compliant CHSP Not Applicable

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

Consumers and representatives interviewed said they were aware of ways to provide feedback and make complaints and they are comfortable raising concerns and have been encouraged to do so by the service.

Staff described how they would assist consumers to provide feedback and raise complaints if the consumer requested and demonstrated an understanding of the relevant processes and procedures.

The service documents for complaints and feedback reviewed identified information is recorded in the consumer’s individual record and not on a centralised complaints or incident register. This potentially impacts the effective review and analysis of complaints data to enable identification of trends.

The response from the provider detailed that a system is used by the provider to capture complaint and feedback information however, the provider acknowledged that this information has not been consistently recorded in the system. While I acknowledge the provider has processes in place to record and monitor serious formal complaints, this does not extend to lower level complaints or general feedback.

The provider advised that a review of the complaints register, including the recording of all complaints within the system, will occur in support of timely identification of trends to ensure the provision of quality of care and services.

While I acknowledge the improvements the provider is proposing to put in place to address the concerns identified in the quality audit report, I have acknowledge it will take time to complete these activities and implement the identified changes.

The Quality Standard for the Home care packages service is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme service is assessed as Not Applicable as the service does not provide this programme.

## Assessment of Standard 6 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(a) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(c) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(d) | HCP  |  Compliant |
|  | CHSP  | Not Applicable |

*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 Human resources

#  HCP Compliant CHSP Not Applicable

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

Consumers and representatives interviewed expressed satisfaction with the number of staff assigned to deliver care and services and that services were delivered by staff who are kind, capable and caring.

The service demonstrated systems and processes are in place to ensure there are enough staff to deliver safe, quality care and services. Management and staff interviewed explained the organisation has processes in place for effective rostering of staff and effective reporting mechanisms in place.

The organisation provided evidence of online training modules for infection control and COVID-19. Management advised all new staff undertake an orientation program with systems in place to enable management monitoring of compliance with staff performance and supervision processes to support this.

The Quality Standard for the Home care packages service is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme service is assessed as Not Applicable as the service does not provide this programme.

## Assessment of Standard 7 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(b) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(d) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

# STANDARD 8 Organisational governance

#  HCP Compliant CHSP Not Applicable

### 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 service is a run through a franchise arrangement, where the organisation’s governing body promotes a culture of safe, inclusive and quality care and services; and the owner of the franchise is responsible for delivery and is accountable to Just Better Care Australia.

The franchise has effective organisational wide governance systems to monitor processes such as information systems, regulatory compliance, financial management, clinical care advice, workforce governance, feedback and complaints.

The Assessment Team identified that monthly statements clearly itemise services to consumers including from subcontracted service providers.

The Quality Standard for the Home care packages service is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme service is assessed as Not Applicable as the service does not provide this programme.

## Assessment of Standard 8

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(b) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(c) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(d) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(e) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*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.*

# 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.