Performance

Report

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| Name of service or service group: | Performance report date: |
| Karingal St Laurence | **13 September 2022** |
| Commission ID: | Activity type: |
| 300445 | Assessment contact |
| Home Service Provider: | Activity date: |
| Karingal St Laurence Limited | 28 July 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 Karingal St Laurence (**the service**) has been prepared by G Roberts, delegate of the Aged Care Quality and Safety Commissioner (Commissioner)[[1]](#footnote-2).

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:**

* Home Care Packages Karingal St Laurence, 26997, 21-29 Reynolds Road, HIGHTON VIC 3216
* Home Care Packages Karingal St Laurence, 27001, 21-29 Reynolds Road, HIGHTON VIC 3216
* Home Care Packages Karingal St Laurence, 27002, 21-29 Reynolds Road, HIGHTON VIC 3216
* Home Care Packages Karingal St Laurence, 27005, 21-29 Reynolds Road, HIGHTON VIC 3216
* Home Care Packages Karingal St Laurence, 27006, 21-29 Reynolds Road, HIGHTON VIC 3216
* Home Care Packages Karingal St Laurence, 27003, 118-120 Armstrong Street South, BALLARAT VIC 3350
* Home Care Packages Karingal St Laurence, 27004, 118-120 Armstrong Street South, BALLARAT VIC 3350
* St Laurence (South Western) General, 18965, 118-120 Armstrong Street South, BALLARAT VIC 3350
* Home Care Packages Karingal St Laurence, 27003, 88 Wilson Street, HORSHAM VIC 3400
* Home Care Packages Karingal St Laurence, 27004, 88 Wilson Street, HORSHAM VIC 3400
* St Laurence (Barwon) - Koori, 18963, 88 Wilson Street, HORSHAM VIC 3400
* St Laurence (South Western) General, 18965, 88 Wilson Street, HORSHAM VIC 3400
* Home Care Packages Karingal St Laurence, 27001, 133 Timor Street, WARRNAMBOOL VIC 3280
* Home Care Packages Karingal St Laurence, 27002, 133 Timor Street, WARRNAMBOOL VIC 3280

**CHSP:**

* Specialised Support Services, 4-B8KNIUC, 21-29 Reynolds Road, HIGHTON VIC 3216
* Allied Health and Therapy Services, 4-B8HGERO, Barwarre Gardens (Various locations), 89 Barwarre Road, MARSHALL VIC 3216
* Centre-based Respite - Care Relationships and Carer Support, 4-B8HGEV3, Barwarre Gardens (Various locations), 89 Barwarre Road, MARSHALL VIC 3216
* Cottage Respite - Care Relationships and Carer Support, 4-B8HGEYF, Barwarre Gardens (Various locations), 89 Barwarre Road, MARSHALL VIC 3216
* Flexible Respite - Care Relationships and Carer Support, 4-B8KNIKF, Barwarre Gardens (Various locations), 89 Barwarre Road, MARSHALL VIC 3216
* Social Support Group, 4-B8KNIR0, Barwarre Gardens (Various locations), 89 Barwarre Road, MARSHALL VIC 3216
* Specialised Support Services, 4-B8KNIUC, Barwarre Gardens (Various locations), 89 Barwarre Road, MARSHALL VIC 3216

# Material relied on

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

* the assessment team’s report for the Assessment Contact; the assessment contact report was informed by a review of documents and interviews with staff.

# Assessment summary for Home Care Packages (HCP)

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| **Standard 2** Ongoing assessment and planning with consumers | **Non-compliant** |

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| **Standard 2** Ongoing assessment and planning with consumers | **Non-compliant** |

A detailed assessment is provided later in this report for each assessed Standard.

# Areas for improvement

Areas have been identified in which **improvements must be made to ensure compliance with the Quality Standards**. This is based on non-compliance with the Quality Standards as described in this performance report.

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|  | | HCP | CHSP |
| 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. | Non-compliant | Non-compliant |

# Standard 2

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| --- | --- | --- | --- |
| Ongoing assessment and planning with consumers | | HCP | CHSP |
| 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. | Non-compliant | Non-compliant |

## Findings

The Assessment Team analysed evidence that consumer files do not consistently reflect the completion or review of individual consumer assessments or care planning to deliver safe and effective services. The Assessment Team noted some consumer care planning documentation had been updated on the service’s system; however, they were not saved to the consumer’s individual files.

The Assessment Team sighted evidence that showed the service noted and discussed the issue in the organisations meeting minutes; however, there was no further evidence in the organisations meeting minutes which showed how the service was appropriately addressing or supporting case manager staff to reflect the completion or review of individual consumer assessments or care planning to deliver safe and effective services.

The service evidenced training was delivered to management staff in February 2022 to identify and response to risk, effective budgeting and clinical care management. While acknowledging the training has occurred and guidance material provided to management staff, the service did not provide evidence to demonstrate how the training and guidance material had translated into improved delivery.

Consumer care planning, assessment and records reviewed by the Assessment Team were not individualised, current, or comprehensive. For example:

* The service evidence 38 current care files completed and several plans still in progress. A review of the client file audit undertaken by the service indicated that 15 consumer care plans had not yet been updated. A review of meeting minutes and internal audit spreadsheets provided did not indicate when these reviews would be completed.

A review of meeting minutes indicated the newly implemented Client Audit File Tool is not monitored.

* A care plan reviewed indicated a consumer is insulin-dependent and lists several health concerns; however, did not identify the last review date and did not identify individual risks for this consumer.

Based on the evidence sighted by the Assessment Team, the Quality Standard for the Home Care Package and Commonwealth Home Support Programme services is assessed as Non-Compliant as the specific requirement reviewed has been assessed as Non-Compliant.

1. The preparation of the performance report is in accordance with section 68Aof the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-2)