**Performance**

**Report**

**1800 951 822**

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| Name of service: | Kenmore Meals on Wheels |
| Service address: | 1036 Moggill Road KENMORE QLD 4069 |
| Commission ID: | 700580 |
| Home Service Provider: | Kenmore Meals on Wheels Incorporated |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 6 October 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 Kenmore Meals on Wheels (**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

**CHSP:**

* CHSP - Meals, 4-7ZFBVWF, 1036 Moggill Road, KENMORE QLD 4069

# Material relied on

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

* the assessment team’s report for the Assessment Contact - Desk; the Assessment Contact - Desk report was informed by review of documents and interviews with staff, consumers/representatives and others
* the provider’s response to the assessment team’s report received 25 October 2022.

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| --- | --- |
| Standard 7 Human resources | 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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| Requirement 7(3)(d) | The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. | Non-compliant |

# Standard 7

|  |  |  |
| --- | --- | --- |
| Human resources | | CHSP |
| Requirement 7(3)(d) | The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. | Non-compliant |

Findings

At the time of the performance report decision the provider was not:

* Demonstrating staff and volunteers are rained, equipped or supported to deliver the outcomes required by the Standards.

The service demonstrated it does not have systems, processes and procedures to ensure staff and volunteers are trained, equipped and supported to deliver the outcomes required by the Standards.

The service advised the Assessment Team that work is currently undertaken to develop a schedule of training for staff and volunteers to access and participate in. In relation to training in the Quality Standards, feedback and complaints, cultural safety and abuse and neglect the service advised no training has been conducted and they are not aware of how to source this information, although they will investigate options. In addition, the service is waiting for the appointment of the volunteer training recruit to support training implementation.

In relation to incident management the service advised as a result of a fall experienced by a consumer the service committee has identified an opportunity to include incident management as a training topic. In the meantime, information regarding what to do in the event of a consumer fall has been placed in the volunteer newsletter.

In response to the Assessment Team the service has advised the findings in the assessment report have been included as part of their Plan for Continuous Improvement. The service has advised a training schedule for staff and volunteers has been developed as a result of the findings. The service has recognised the need for formal training to be considered as part of their onboarding induction, the training is anticipated to include: dementia awareness, elder abuse, hearing loss, cultural safety.

Whilst I acknowledge the work currently being undertaken by the service the actions will take time to be implemented and imbedded as part of business as usual practice. I therefore find the above requirement not met.

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