**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: | 29 March 2023 |
| Performance report date: | 26 April 2023 |

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 J.Bayldon, 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 a desktop assessment, review of documents and interviews with staff, consumers/representatives and others.

# Assessment summary for Commonwealth Home Support Programme (CHSP)

|  |  |
| --- | --- |
| Standard 7 Human Resources | 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 7

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

Findings

At the time of the performance report decision, the service was:

* Providing the workforce with the resources and training required to deliver quality care and services.

The service was able to demonstrate it has processes in place to ensure staff and volunteers are trained, both through formal face to face training and informal discussions. The service was able to also provide documentation which outlined the progress of each staff members and volunteers training. Volunteers interviewed were also able to evidence they have completed the appropriate training required to perform the care and services required, which include the Serious Incident Response Scheme (SIRS). The service was able to evidence newsletters that are distributed on a weekly basis that contain information relevant to volunteers on training topics which have been derived from a training schedule the service has prepared. The service also evidenced that training is monitored by the committee and forms part of the agenda at each committee meeting. The assessment was able to confirm this by sighting the committee meeting minutes of the service.

Based on the information provided by the service at the time of the performance report decision, I find the service to be compliant with requirement 7(3)(d)

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)