Kincare Deakin

Performance Report

Unit 2, 40 Blackall Street
BARTON ACT 2600
Phone number: 02 6151 0004

**Commission ID:** 200979

**Provider name:** KinCare Health Services Pty Ltd

**Quality Audit date:** 16 March 2022 to 18 March 2022

**Date of Performance Report:** 21 April 2022

# Performance report prepared by

C.Athanasiou, 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:**

* KinCare ACT Community Care, 17206, Unit 2, 40 Blackall Street, BARTON ACT 2600
* KinCare ACT Extended Care, 17258, Unit 2, 40 Blackall Street, BARTON ACT 2600
* Kincare ACT Extended Dementia Care, 17259, Unit 2, 40 Blackall Street, BARTON ACT 2600
* KinCare CACP - Southern Highlands, 17601, Unit 2, 40 Blackall Street, BARTON ACT 2600
* KinCare EACH - Southern Highlands, 17607, Unit 2, 40 Blackall Street, BARTON ACT 2600
* KinCare EACHD - Southern Highlands, 17611, Unit 2, 40 Blackall Street, BARTON ACT 2600
* KinCare at Home, NSW, Southern Highlands, 19343, Unit 2, 40 Blackall Street, BARTON ACT 2600

**CHSP:**

* Allied Health and Therapy Services, 4-7XW3ZEI, Unit 2, 40 Blackall Street, BARTON ACT 2600
* Domestic Assistance, 4-7XW3ZQU, Unit 2, 40 Blackall Street, BARTON ACT 2600
* Flexible Respite, 4-7XW3ZU7, Unit 2, 40 Blackall Street, BARTON ACT 2600
* Nursing, 4-7XW741G, Unit 2, 40 Blackall Street, BARTON ACT 2600
* Personal Care, 4-7XW3ZKO, Unit 2, 40 Blackall Street, BARTON ACT 2600
* Social Support - Individual, 4-7XW9EDP, Unit 2, 40 Blackall Street, BARTON ACT 2600
* Social Support - Group, 4-7XW74HW, Unit 2, 40 Blackall Street, BARTON ACT 2600

# Overall assessment of Services

|  |  |  |
| --- | --- | --- |
| Standard 1 Consumer dignity and choice | HCP  |  Compliant |
|   | CHSP |  Compliant |
| Requirement 1(3)(a) | HCP  |  Compliant |
|   | CHSP | Compliant |
| Requirement 1(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 1(3)(c)  | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 1(3)(d)  | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 1(3)(e)  | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 1(3)(f)  | HCP | Compliant |
|  | CHSP | Compliant |
| Standard 2 Ongoing assessment and planning with consumers |
|  | HCP  | Compliant |
|  | CHSP | Compliant |
| Requirement 2(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 2(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 2(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |

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| --- | --- | --- |
| Requirement 2(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 2(3)(e) | HCP | Compliant |
|  | CHSP | Compliant |
| Standard 3 Personal care and clinical care | HCP  | Compliant |
|   | CHSP | Compliant |
| Requirement 3(3)(a) | HCP  | Compliant |
|   | CHSP | Compliant |
| Requirement 3(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 3(3)(c)  | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 3(3)(d)  | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 3(3)(e)  | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 3(3)(f)  | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 3(3)(g)  | HCP | Compliant |
|  | CHSP | Compliant |

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| Standard 4 Services and supports for daily living |
|  | HCP  |  Compliant |
|  | CHSP |  Compliant |
| Requirement 4(3)(a) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(c) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |

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| --- | --- | --- |
| Requirement 4(3)(e) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 4(3)(f) | HCP | Not Applicable |
|  | CHSP | Not Applicable |
| Requirement 4(3)(g) | HCP | Compliant |
|  | CHSP | Compliant |
| 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 |  Compliant |
| Requirement 6(3)(a) | HCP  | Compliant |
|   | CHSP | Compliant |
| Requirement 6(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 6(3)(c)  | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 6(3)(d)  | HCP | Compliant |
|  | CHSP | Compliant |
| Standard 7 Human resources | HCP  |  Compliant |
|   | CHSP |  Compliant |
| Requirement 7(3)(a) | HCP  | Compliant |
|   | CHSP | Compliant |
| Requirement 7(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 7(3)(c)  | HCP | Compliant |
|  | CHSP | Compliant |

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 7(3)(e)  | HCP | Compliant |
|  | CHSP | Compliant |
| Standard 8 Organisational governance | HCP  |  Compliant |
|   | CHSP |  Compliant |
| Requirement 8(3)(a) | HCP  | Compliant |
|   | CHSP | Compliant |
| Requirement 8(3)(b) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 8(3)(c)  | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 8(3)(d) | HCP | Compliant |
|  | CHSP | Compliant |
| Requirement 8(3)(e)  | HCP | Compliant |
|  | CHSP | Compliant |

# 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; the Quality Audit report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers and representatives and others
* the provider’s response to the Quality Audit report received 7 April 2022.

# STANDARD 1 Consumer dignity and choice

#  HCP Compliant CHSP Compliant

### 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 said that consumers are treated with respect and their culture and diversity valued.

Consumers interviewed confirmed that they are encouraged to do things for themselves and that staff know what is important to them.

Consumers and representatives confirmed they receive information about care and services and they can easily understand this information.

Consumers said that their personal privacy is respected, and their personal information is kept confidential.

The service was able to demonstrate each consumer is treated with dignity and respect, with their identity, culture and diversity valued. Consumers described staff as kind, caring and respectful, care plans were personalised, and staff were able to describe how they can access the consumer’s history, life story and their care needs from the mobile ‘app’.

The service was able to demonstrate they consider and support cultural needs when planning and providing care in consultation with the consumer and representative. Staff have been provided training on cultural competence. Consumer and representatives interviewed confirmed they felt safe to express themselves.

The service could demonstrate each consumer is supported to exercise choice and decisions about their care, including when others should be involved, and maintain relationships. Consumers described how they were supported to be independent with the activities of daily living. Staff discussed promoting choice and independence to consumers, and evidence showed consumers had been consulted in making decisions about their care and services.

The service was able to demonstrate each consumer is supported to take risks to enable them to live the best life they can. Consumers said they felt supported to continue to take risks, and staff could describe the process and showed familiarity with choices consumers had made. Management described the process to obtain informed consent within the Dignity of Risk forms.

The service demonstrated information provided to each consumer is current, accurate and timely, and communicated clearly, easy to understand and enables consumers to exercise choice.

Most consumers and representatives interviewed confirmed they received information, including a home care agreement and budget when they commenced with the service.

Care planning documentation viewed by the Assessment Team, which is made available to consumers and representatives, consistently included information detailing the services to be provided, information to support care and services to be provided, including the consumer’s agreed goals and interventions/strategies required to meet the consumer’s needs.

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

**Assessment of Standard 1**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(b) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*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  |  Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*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  |  Compliant |

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

******STANDARD 2 Ongoing assessment and planning with consumers**

#  HCP Compliant CHSP Compliant

### 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

The organisation demonstrated that it has policies, procedures, checklists, and templates in place that guide staff practice in relation to conducting assessments and developing care plan. Care planning and assessments reviewed by the Assessment Team were observed to be individualised and comprehensive.

Consumers and/or representatives interviewed said they are satisfied with the care and services they receive. They said the care workers know them well and know what to do to meet their care needs and provided examples to evidence this.

Management described the assessment and care planning process. They advised all consumers have an initial assessment and are then re-assessed annually and as required.

Discussion of advanced care plans form part of the admission process, and the service works closely with a palliative care team to deliver appropriate clinical care.

Consumers and/or representatives interviewed confirmed their needs, goals and preferences have been recognised by the service. Some consumers advised advance care planning has been discussed with them.

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.

The service demonstrated assessment and planning is based on ongoing partnership with the consumers and those who they wish to be involved, including other organisations and health care professionals.

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 Compliant as five of the five specific requirements have been assessed as Compliant.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*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  |  Compliant |

*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  |  Compliant |

*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  |  Compliant |

*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  |  Compliant |

*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 Compliant

### 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

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.

Care planning documents demonstrated deterioration or changes in the consumer’s condition or health status is responded to in a timely manner with the appropriate actions/referrals.

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

The service was able to demonstrate effective management of high impact or high prevalence risks associated with the care of consumers.

Consumers interviewed with identified high impact or high prevalence risks described and provided examples of how their risks are managed and that they are satisfied with the support they receive from staff.

The service records high impact and high prevalence clinical and personal risks for consumers in the following ways:

* Incident documentation.
* Risks alerts in the electronic care planning system.
* Phone calls and progress notes within the electronical care system.

The service demonstrated that the needs, goals and preferences of consumers nearing end of life are recognised and addressed, their comfort maximised, and their dignity preserved. The service has established relationships with palliative care specialists and works in partnership with palliative care teams to meet consumer’s needs and end of life wishes.

Management said that if a consumer requires palliative care or end of life care, they are referred to other health professionals, including palliative care specialist teams for input into assessment and care planning to manage the consumer’s end of life needs.

The service was able to demonstrate effective systems and processes in place to ensure any deterioration or change in a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.

Consumers and representatives said they feel staff know the consumer well and would know if their health changed suddenly. Consumers described how the service recognised and responded to a change in their condition.

Staff were able to describe the process they would follow in the event of a deterioration or an incident, and how they would identify if someone was feeling low or required external mental health services.

Clinical staff identified mental health deterioration in consumers and outlined additional supports and services such as medical intervention such as medical officers and geriatricians, external providers specialising in the elderly such as the Older Persons Mental Health Unit and ensuring care staff who provide supports and services have mental health experience.

Training is provided for all staff on recognising and reporting any deterioration in a consumer.

The service has documented policies and procedures to support the minimisation of infection related risks through the implementation of infection prevention and control principles and the promotion of antimicrobial stewardship. The service has systems and processes to maintain appropriate infection control and minimise the risk of COVID-19.

The service demonstrated timely and appropriate referrals to individuals, other organisations and providers of other care and services. Consumers and representatives say they are satisfied with the care and services delivered by those the consumer has been referred to.

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 Compliant as seven of the seven specific requirements have been assessed as Compliant.

**Assessment of Standard 3 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(a) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*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  |  Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(c) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*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  |  Compliant |

*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  |  Compliant |

*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  |  Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(g) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*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 Compliant

### 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 advised they receive safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

Services and supports for daily living provided by the service cover a wide range of options for consumers, should they choose, to support them to live as independently as possible, enjoy life and remain connected to their local community.

Feedback from most consumers and representatives demonstrated that consumer’s get 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 and representatives provided feedback that the services they receive support their lifestyle needs and said staff assist them to be as independent as possible and to do the things consumers want to do.

Care staff interviewed advised they review consumer’s needs, goals and preferences prior to attending to a new service.

Management advised all care staff are required to review consumers care plans, they are also encouraged to provide feedback.

Care documentation was observed to include information about the services they need and what was important to the consumer such as preference for staff based on gender and hobbies and interests. This information was consistent with feedback from consumers and representatives.

Management described how they undertake a comprehensive assessment on admission, and then again when re-assessment occurs which covers questions pertaining to consumer’s emotional, spiritual, and psychological well-being.

The service demonstrated information about the consumer’s condition, needs and preferences is communicated within the service, and with others where the responsibility for services and supports for daily living is shared.

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

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as six of the six specific relevant requirements have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*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  |  Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*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  |  Compliant |

*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  |  Compliant |

*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  |  Compliant |

*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

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) | HCP  | Not Applicable |
|  | CHSP  | Not Applicable |

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(b) | HCP  | Not Applicable |
|  | CHSP  | Not Applicable |

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(c) | HCP  | Not Applicable |
|  | CHSP  | Not Applicable |

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# STANDARD 6 Feedback and complaints

#  HCP Compliant CHSP Compliant

### 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

The service demonstrated there are mechanisms for consumers, their family, friends, carers and others to provide feedback and make complaints.

Consumers discussed actions taken and use of open disclosure when they have raised a complaint and improvements made by the service in response to their complaints.

Staff described how they support consumers and representatives to provide feedback and how consumers can be supported to understand the role of advocates. Staff interviews confirmed they resolve issues identified by consumers immediately or report it through the feedback processes.

Management discussed processes to ensure consumers have access to advocates and language services if required, and consumers are made aware of other methods for raising and resolving complaints. Management described the service’s processes for managing complaints and how the service records, acts and analyses complaints to inform systemic improvements.

Complaints Register viewed by the Assessment Team show consumers can access feedback mechanisms. Complaints documentation demonstrated open disclosure is used as part of the complaint management process.

The Assessment Team viewed the Continuous quality improvement register which demonstrated actions identified are from a variety of sources including feedback from consumers and staff.

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 Compliant as four of the four specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(a) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*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  |  Compliant |

*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  |  Compliant |

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

# STANDARD 7 Human resources

#  HCP Compliant CHSP Compliant

### 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 said that they receive quality care and services when they need them and from people who are kind, capable and caring.

Policies and procedures are in place to support human resource management and education and training. The service has an orientation and training program in place and a system in place to regularly assess, monitor and review the performance of each member of the workforce.

The service was able to demonstrate the workforce is recruited, trained, equipped, and supported to deliver the outcomes required by these standards. The service has policies and procedures to guide staff in recruitment and induction. The service has an initial induction process which includes mandatory training based on job roles and buddy shifts. The service was able to demonstrate regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.

Some consumers and representatives interviewed confirmed that there are not always adequate numbers of staff members allocated to deliver care and services and they are required to accept a different staff member, reschedule their service or not receive the service. Feedback received from some consumers and representatives indicated there would like continuity of care and services.

Management advised improvements at the service over the last two months have been the implementation of a permanent roster for home care workers to ensure consistency of care workers and continuity of care for consumers.

Management acknowledged the difficulties with the ongoing recruitment of new staff and meeting the needs of the consumers. The service is undertaking actions to address the workforce shortage and associated impacts on consumer care and services.

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 Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 7 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*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  |  Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*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  |  Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

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

**STANDARD 8 Organisational governance**

#  HCP Compliant CHSP Compliant

### 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 recognises that consumer involvement in developing and planning services is important and have begun the process to establish consumer forums.

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

The Assessment Team reviewed the continuous improvement plan. The service has undertaken several recent improvements to address risks.

Consumers and representatives said they are provided with information in relation to their care and services and the service is responsive to their requests for further information and/or advice.

The consumer home care agreement discusses privacy and confidentiality including sharing of consumer information to other providers of care; complaints; advocacy information; level of care; budget; and the Charter of Aged Care Rights.

Management said that the service has established a continuous improvement committee, where representatives were sought across all departments. Management provided several way continuous improvement suggestions are fed back to through the service.

The service was able to demonstrate effective organisation wide governance systems relating to information management, continuous improvement, financial governance, feedback and complaints, regulatory compliance and workforce governance. Policies and procedures are in place that address or include reference to antimicrobial stewardship, open disclosure and minimising the use of restraint.

The services financial management processes include budgeting and monthly statements to consumers which includes internal services and itemised outsourced services, consumables and equipment.

Management advised that if the consumer has an issue with the charges on the monthly statement the consumer can ask for an explanation and a case manager will assist. All consumers and representatives interviewed confirmed receiving a monthly statement.

Management discussed and provided evidence of compliance checks including staff police certificates, drivers licence information, staff professional registrations, qualifications, and vaccination status. These are regularly monitored. Mandatory training is also provided, and staff attendance recorded.

The organisations feedback and complaints system support consumers and representatives to provide feedback. A review of the continuous improvement register and discussion with management identified that all complaints are documented, reviewed, investigated, feedback provided, and then closed.

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 Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 8 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*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  |  Compliant |

*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  |  Compliant |

*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  |  Compliant |

*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  |  Compliant |

*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.