**Performance**

**Report**

**1800 951 822**

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| Name of service: | KinCare Stanhope - Sunshine Coast |
| Service address: | 19/27 Evans Street MAROOCHYDORE QLD 4558 |
| Commission ID: | 700276 |
| Home Service Provider: | KinCare Health Services Pty Ltd |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 19 October 2022 |
| Performance report date: | 11 November 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 KinCare Stanhope - Sunshine Coast (**the service**) has been prepared by M Cooper, 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

**Home Care:**

* KinCare At Home, QLD, Wide Bay - Home Care, 22909, 19/27 Evans Street, MAROOCHYDORE QLD 4558
* Stanhope - Sunshine Coast CACP, 18405, 19/27 Evans Street, MAROOCHYDORE QLD 4558
* Stanhope - Sunshine Coast EACH, 18406, 19/27 Evans Street, MAROOCHYDORE QLD 4558
* Stanhope - Sunshine Coast EACH D, 18407, 19/27 Evans Street, MAROOCHYDORE QLD 4558

**CHSP:**

* CHSP - Domestic Assistance, 4-23SAVP7, 19/27 Evans Street, MAROOCHYDORE QLD 4558
* CHSP - Social Support - Individual, 4-23SAVVF, 19/27 Evans Street, MAROOCHYDORE QLD 4558
* CHSP - Social Support - Group, 4-2UQ7JD9, 19/27 Evans Street, MAROOCHYDORE QLD 4558

# 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
* Aged Care Act 1997 [Cth]
* Aged Care Quality and Safety Commission Act 2018 [Cth]
* Aged Care Quality and Safety Commission Rules 2018 [Cth]
* User Rights Principles 2014 registered 10 October 2022
* Quality of Care Principles 2014 registered 10 October 2022
* Guidance and Resources for Providers to support the Aged Care Quality Standards published by the Aged Care Quality and Safety Commission in September 2022
* Home Care Package Program operational manual a guide for home care providers September 2021

# Assessment summary for Home Care Packages (HCP)

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| Standard 2 Ongoing assessment and planning with consumers | Not applicable as not all requirements have been assessed |
| **Standard 3 Personal care and clinical care** | 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 2

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| Ongoing assessment and planning with consumers | | HCP |
| Requirement 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. | Compliant |
| Requirement 2(3)(b) | 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. | Compliant |
| Requirement 2(3)(d) | 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. | Compliant |

Findings

The Assessment Team reports that the Approved Provider is in an ongoing partnership with consumers to develop assessment and planning care and services. The care planning documents identifies consumer’s needs, goals and preferences and demonstrates an awareness of what is important to consumers regarding the provision of care and services. This includes end of life planning and the consideration of risks to consumers. The information in relation to care planning is current, relevant and sufficient to give directs to staff to ensure the safe and effective delivery of care and services.

The Quality Standard for the Home Care Packages service is assessed as compliant as the three previously requirements that were identified as non-complaint have been now assessed as compliant.

# Standard 3

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| --- | --- | --- |
| Personal care and clinical care | | HCP |
| Requirement 3(3)(c) | The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved. | Compliant |

Findings

The Assessment Team reports that the Approved Provided has developed organisational policies and procedures in relation to clinical and personal care, inclusive of pain and palliative care, identifying signs of deterioration in health and skin integrity. Clinical staff and other health professionals are available for advice and support in relation to clinical care, such as falls prevention, skin integrity and palliative care. Staff review consumer’s care planning documentation regularly and as required when a consumer experiences a deterioration, change in care or clinical incident. The Approved Provider has implemented new policies and works collaboratively with other organisations providing palliative care to ensure that quality services and care and being delivered.

The Quality Standard for the Home Care Packages service is assessed as compliant as the one previously requirement that was identified as non-complaint has now been assessed as compliant

1. The preparation of the performance report is in accordance with section s68A – assessment contact of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)