Kosher Meals on Wheels Association of Victoria Inc

Performance Report

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| **Address:** | 12 Charnwood Grove ST KILDA VIC 3182 |
| **Phone:** | 03 9527 5525 |
| **Commission ID:** | 300623 |
| **Provider name:** | Kosher Meals on Wheels Association of Victoria Inc |
| **Activity type:** | Quality Audit |
| **Activity date:** | 25 July 2022 to 27 July 2022 |
| **Performance report date:** | 19 September 2022 |

# Performance report prepared by

G. McNamara, 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 2018.

**Services included in this assessment**

**CHSP:**

* Meals, 4-B6U2FNK, 12 Charnwood Grove, ST KILDA VIC 3182
* Other Food Services, 4-B6U2FUA, 12 Charnwood Grove, ST KILDA VIC 3182

# Overall assessment of Services

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| Standard 1 Consumer dignity and choice | CHSP | Not Compliant |
| Requirement 1(3)(a) | CHSP | Compliant |
| Requirement 1(3)(b) | CHSP | Compliant |
| Requirement 1(3)(c) | CHSP | Compliant |
| Requirement 1(3)(d) | CHSP | Compliant |
| Requirement 1(3)(e) | CHSP | Not Compliant |
| Requirement 1(3)(f) | CHSP | Compliant |
|  |  |  |
| Standard 2 Ongoing assessment and planning with consumers | CHSP | Not Compliant |
| Requirement 2(3)(a) | CHSP | Not Compliant |
| Requirement 2(3)(b) | CHSP | Compliant |
| Requirement 2(3)(c) | CHSP | Compliant |
| Requirement 2(3)(d) | CHSP | Compliant |
| Requirement 2(3)(e) | CHSP | Compliant |
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| Standard 3 Personal care and clinical care | CHSP | Not Applicable |
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| Standard 4 Services and supports for daily living | CHSP | Compliant |
| Requirement 4(3)(a) | CHSP | Compliant |
| Requirement 4(3)(b) | CHSP | Compliant |
| Requirement 4(3)(c) | CHSP | Not Applicable |
| Requirement 4(3)(d) | CHSP | Compliant |
| Requirement 4(3)(e) | CHSP | Compliant |
| Requirement 4(3)(f) | CHSP | Compliant |
| Requirement 4(3)(g) | CHSP | Not Applicable |
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| Standard 5 Organisation’s service environment | CHSP | Not Applicable |
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| Standard 6 Feedback and complaints | CHSP | Compliant |
| Requirement 6(3)(a) | CHSP | Compliant |
| Requirement 6(3)(b) | CHSP | Compliant |
| Requirement 6(3)(c) | CHSP | Compliant |
| Requirement 6(3)(d) | CHSP | Compliant |
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| Standard 7 Human resources | CHSP | Compliant |
| Requirement 7(3)(a) | CHSP | Compliant |
| Requirement 7(3)(b) | CHSP | Compliant |
| Requirement 7(3)(c) | CHSP | Compliant |
| Requirement 7(3)(d) | CHSP | Compliant |
| Requirement 7(3)(e) | CHSP | Compliant |
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| Standard 8 Organisational governance | CHSP | Not Compliant |
| Requirement 8(3)(a) | CHSP | Compliant |
| Requirement 8(3)(b) | CHSP | Compliant |
| Requirement 8(3)(c) | CHSP | Not Compliant |
| Requirement 8(3)(d) | CHSP | Compliant |
| Requirement 8(3)(e) | CHSP | Not Applicable |

# 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/representatives and others
* the provider’s response to the Quality Audit report received 14 August 2022.

# STANDARD 1 Consumer dignity and choice

# CHSP Not 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

The service demonstrated that consumers’ choice and dignity is respected while delivering culturally appropriate meal services. Consumers and representatives indicated the service supports them to live independently through provision of a meal delivery service. The majority of consumers and representatives were confident their privacy and personal information remains confidential, and staff and volunteers could describe how they keep consumers’ information secure and confidential

While on entry to the service consumers are provided with a menu which includes the price of meals, the service did not demonstrate that consumers are provided with information to inform and enable them to exercise choice and allow them to understand their rights, such as the Charter of Aged Care Rights, a consent form and privacy information.

The Quality Standard for the Commonwealth home support programme services is assessed as Non-compliant as one (1) of the six specific requirements have been assessed as Non-compliant.

**Assessment of Standard 1 Requirements**

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| Requirement 1(3)(a) | CHSP | Compliant |
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*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

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| Requirement 1(3)(b) | CHSP | Compliant |
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### *Care and services are culturally safe.*

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| Requirement 1(3)(c) | CHSP | Compliant |
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*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.*

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| Requirement 1(3)(d) | CHSP | Compliant |
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### *Each consumer is supported to take risks to enable them to live the best life they can.*

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| Requirement 1(3)(e) | CHSP | Not Compliant |
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*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.*

Findings

Consumers do not receive any other service or care related information to allow them to exercise choice and understand their rights, outside of being supported to make and communicate decisions around their meal choices. Review of documentation indicated that on entry to the service, consumers are provided with a menu which includes the price of meals, but there is no other information provided, such as the Charter of Aged Care Rights, a consent form, privacy information and information on internal and external complaints mechanisms.

During the Quality Audit management was reported as stating it would rectify this and would provide all new and existing consumers with current and accurate information

In its written response to the Quality Audit the provider submitted additional details of the measures it had or would implement, including providing consumers and volunteers with the Charter of Aged Care Rights, developing and providing a complaint forms and expanding its client data sheet.

I acknowledge these improvements but find that at the time of the Quality Audit the provider was Not Compliant with this requirement.

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| Requirement 1(3)(f) | CHSP | Compliant |
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*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 Ongoing assessment and planning with consumers

# CHSP Not 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 service demonstrated that consumers receive meals of their choice and that it seeks input from consumers’ representatives and other service providers the consumer wishes to be involved in their service. Consumers and representatives were generally satisfied with the communication from the service. While a comprehensive assessment does not occur and a care plan is not supplied, all consumers knew what meals and days to expect deliveries

However, the service could not demonstrate that assessment and planning includes consideration of risk to consumers.

The Quality Standard for the Commonwealth home support programme services is assessed as Non-compliant as one (1) of the five specific requirements have been assessed as Non-compliant.

**Assessment of Standard 2 Requirements**

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| Requirement 2(3)(a) | CHSP | Not Compliant |
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*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.*

Findings

The service does not complete a service specific assessment or care planning which identifies consumers’ care requirements and needs. Risks to consumers’ health and wellbeing, in relation to the provision of a meal service is not explored, documented or used to inform the delivery of safe care and services. For example, the service does not seek to understand consumers’:

* allergies and what may occur if the consumer ate an incorrect meal and any emergency response required in the event of an adverse reaction
* any swallowing and choking risks
* any relevant health information, such as dementia, Parkinson’s disease, diabetes and any meal restrictions/requirements
* any cognitive and functional limitations, such as the ability to open packaging, store and heat a meal.

In relation to ongoing contact with consumers and representatives, any communications are not stored in a consumer’s file (either paper or electronic). Staff evidenced a notebook with brief notes when consumers have contacted the service. However, the details of the conversation and dates were not recorded.

In relation to assessment, all consumers interviewed confirmed there was no assessment and care planning completed, other than asking about the type of meals they require, quantity and delivery day.

During the Quality Audit management was reported as stating they understood the need to complete assessments and ask about allergies, diabetes and other potential risks to consumers. In its written response to the Quality Audit the provider submitted additional details of the measures it had or would implement, including expansion of its client data sheet to include provision for allergies, diabetes, swallowing difficulties and any other conditions, and will also keep records of any communication with consumers.

I acknowledge the improvements implemented by the provider but find that at the time of the Quality Audit the provider was Not Compliant with this requirement.

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| Requirement 2(3)(b) | CHSP | Compliant |
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*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.*

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| Requirement 2(3)(c) | CHSP | Compliant |
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*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.*

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| Requirement 2(3)(d) | CHSP | Compliant |
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*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.*

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| Requirement 2(3)(e) | CHSP | Compliant |
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*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

# CHSP Not Applicable

### 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.

## The service does not provider personal care or clinical care therefore this requirement is Not Applicable.

# STANDARD 4 Services and supports for daily living

# 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

The service demonstrated it provides delivered meals to consumers, supporting their daily living needs and meal preferences. Meals arrive as ordered and consumers can contact the service when required. The majority of consumers and representatives were satisfied with the variety, quality and quantity of meals. Volunteers described how they greet consumers and check on their welfare.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as five of the five applicable requirements have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

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| Requirement 4(3)(a) | CHSP | Compliant |
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*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.*

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| Requirement 4(3)(b) | CHSP | Compliant |
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*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

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| Requirement 4(3)(c) | CHSP | Not Applicable |
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*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.*

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| Requirement 4(3)(d) | CHSP | Compliant |
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*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

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| Requirement 4(3)(e) | CHSP | Compliant |
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*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

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| Requirement 4(3)(f) | CHSP | Compliant |
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*Where meals are provided, they are varied and of suitable quality and quantity.*

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| Requirement 4(3)(g) | CHSP | Not Applicable |
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*Where equipment is provided, it is safe, suitable, clean and well maintained.*

# STANDARD 5 Organisation’s service environment

# 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

The organisation does not provide a service environment therefore this Standard is Not Applicable.

# STANDARD 6 Feedback and complaints

# 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 that it:

* effectively captures and manages consumer and or representative feedback and complaints.
* uses an effective approach to identifying and actioning consumer feedback and complaints.
* applies open disclosure principles for complaints resolution and enacting timely and effective management of feedback and complaints.
* reviews feedback and complaints to improve and enhance the quality of services for the consumer.

Management said they it would improve on information provided to consumers and will provide staff and volunteers with feedback and complaint forms, advocacy and translator service information for consumers and would promote this on its website.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

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| Requirement 6(3)(a) | CHSP | Compliant |
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*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

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| Requirement 6(3)(b) | CHSP | Compliant |
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*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

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| Requirement 6(3)(c) | CHSP | Compliant |
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*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

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| Requirement 6(3)(d) | CHSP | Compliant |
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*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 Human resources

# 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

The service demonstrated that:

* It ensures interactions with consumers are kind, caring and respectful.
* it recruits, inducts and orientates staff.
* it undertakes active and rolling recruiting of staff and volunteers to maintain staffing levels across all areas
* it is aware of the impact of staffing shortages on services

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 7 Requirements

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| Requirement 7(3)(a) | CHSP | Compliant |
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*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.*

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| Requirement 7(3)(b) | CHSP | Compliant |
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*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

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| Requirement 7(3)(c) | CHSP | Compliant |
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*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

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

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| Requirement 7(3)(e) | CHSP | Compliant |
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*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

# STANDARD 8 Organisational governance

# CHSP Not 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 demonstrated that it engages consumers to evaluate service delivery and that the organisation promotes and is accountable for a culture of inclusive and quality services. The organisation’s risk management framework includes a risk register to identify and manage service risks, however improvements in consideration of risks to the consumers’ health and wellbeing in assessment and planning have been identified under Standard 2. Abuse and neglect of consumers is managed through ongoing communication with staff, volunteers and consumers.

However, the service could not demonstrate that:

* It has effective information management systems in place,
* It has effective processes and procedures to support consumer care and service documentation including assessment, re-assessment and care planning.

The Quality Standard for the Commonwealth home support programme services is assessed as Non-compliant as one (1) of the four applicable requirements have been assessed as Non-compliant.

## Assessment of Standard 8 Requirements

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| Requirement 8(3)(a) | CHSP | Compliant |
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*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

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| Requirement 8(3)(b) | CHSP | Compliant |
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*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

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| Requirement 8(3)(c) | CHSP | Not Compliant |
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*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.*

Findings

Consumer do not receive any other service or care related information to allow them to exercise choice and understand their rights outside of being supported to make and communicate decisions around their meal choices. The service does not seek consumers care information including the consideration of consumers risks. There is no service specific assessment and care plan completed. Consumer information is not documented and stored effectively by the service.

There is no guidance for assessment and care planning, emergency response, privacy, confidentiality, feedback and complaints management. Whilst the service reported they notified consumers and representatives via letter informing them of the Quality Audit, no consumer or representative confirmed receiving information about the quality audit.

While the service operates a continuous improvement plan, it does not include any input or improvements for CHSP consumers. The service does not have systems in place to monitor and ensure that regulatory compliance information is current and monitored. For example, they do not seek guidance from the Department of Health or any other oversight bodies or network with other service providers.

In its written response to the Quality Audit the provider submitted additional details of the measures it had or would implement, including seeking additional input from its Board, improving information given to consumers, submitting surveys to seek feedback, reviewing relevant information to ensure regulatory compliance and improving record keeping.

I acknowledge the improvements implemented by the provider but find that at the time of the Quality Audit the provider was Not Compliant with this requirement.

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| Requirement 8(3)(d) | CHSP | Compliant |
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*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.*

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| Requirement 8(3)(e) | CHSP | Not Applicable |
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*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.*

The service does not provide clinical care therefore this requirement is Not Applicable.

# 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 1(3)(e) | CHSP |  |
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*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.*

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| Requirement 2(3)(a) | CHSP |  |
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*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.*

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| Requirement 8(3)(c) | CHSP |  |
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*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.*