**Performance**

**Report**

**1800 951 822**

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| Name of service: | Kosher Meals on Wheels Association of Victoria Inc |
| Service address: | 12 Charnwood Grove ST KILDA VIC 3182 |
| Commission ID: | 300623 |
| Home Service Provider: | Kosher Meals on Wheels Association of Victoria Inc |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 17 May 2023 |
| Performance report date: | 6 June 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 Kosher Meals on Wheels Association of Victoria Inc (**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

**CHSP:**

* Community and Home Support, 25639, 12 Charnwood Grove, ST KILDA VIC 3182

# 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
* Commonwealth Home Support Programme manual 2022 - 2023

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| Standard 1 Consumer dignity and choice | Not applicable as not all requirements have been assessed |
| **Standard 2** Ongoing assessment and planning with consumers | **Not applicable as not all requirements have been assessed** |
| **Standard 8** Organisational governance | **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 1

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| Consumer dignity and choice | | CHSP |
| Requirement 1(3)(e) | 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. | Compliant |

Findings

The Assessment Team reports that the service is providing consumers with timely and clear information clearly and easy to understand.

More specifically in relation to requirement 1(3)(e) the Assessment Team reports that the service demonstrated that information provided to each consumer was accurate and timely. Upon registration consumers are provided with an information pack which includes menu and the price list, complaint form, client registration form and Charter of Aged Care Rights. One volunteer advised they have delivered hard copies of the brochures and documents to the consumers.

Menu includes a list of meals broken into categories such as soups, meals, vegetarian meals, and desserts. Prices are listed alongside the meal options, as well as a separate large print price list with address and contact details of the service. Management indicated that menu is provided only in English. Information on the meal packs includes heating instructions, ingredients, nutritional information, as well as a use by date and a date of manufacture. The tax invoices and receipts sent to consumers show separation of meals into soups, mains, desserts, and their quantity.

It is noted that section 54-1(d) of the Aged Care Act 1997 creates a legal obligation for an Approved Provider to comply with the Aged Care Quality Standards.

Having regards to the Assessment Team’s report, comments from the Approved Provider at the time of the audit, the Approved Provider’s obligations under the Aged Care Act and the Aged Care Quality Standards I have reasonable grounds to form the view that the Approved Provider has complied with this requirement.

The Quality Standard for the Commonwealth Home Support Programme services is not applicable as not all requirements have been assessed, one of the six specific requirements that was previously assessed as non-compliant is now assessed as compliant.

# Standard 2

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| Ongoing assessment and planning with consumers | | CHSP |
| 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 |

Findings

The Assessment Team reports that the service demonstrated that assessment and planning is used to inform and support the delivery of safe and effective care and services.

More specifically in relation to requirement 2(3)(a) the Assessment Team reports that the service is demonstrating that assessments are used to inform and support the delivery of safe and effective services. Two consumers and one representative were interviewed and did not provide any feedback on the assessment and planning.

In relation to the assessments, management advised that the new Client Registration Forms have been developed since the last audit, to capture generic information about consumers. This includes their medical conditions, dietary requirements, allergies, and information about frequency of meals required. Strategies to manage identified risks are not listed or considered at this stage.

Management confirmed currently that updated registration forms are completed only for the new consumers, but they are updating the forms for all their consumers.

The assessment team viewed completed registration forms for two new consumers, which included their dietary requirements such as dislike of fish and another consumer who has diabetes.

It is noted that Section 54-1(d) of the Aged Care Act 1997 creates a legal obligation for an Approved Provider to comply with the Aged Care Quality Standards. Section 19AD of the User Rights Principle 2017 also creates a legal obligation for an Approved Provider to provide written care and service plan.

Having regards to the Assessment Team’s report, comments from the Approved Provider at the time of the audit, the Approved Provider’s obligations under the Aged Care Act and the Aged Care Quality Standards I have reasonable grounds to form the view that the Approved Provider has complied with this requirement.

The Quality Standard for the Commonwealth Home Support Programme services is not applicable as not all requirements have been assessed, one of the five specific requirements that was previously assessed as non-compliant is now assessed as compliant.

# Standard 8

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| Organisational governance | | CHSP |
| Requirement 8(3)(c) | 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. | Compliant |

Findings

The Assessment Team reports that the Approved Provider is demonstrating they have effective organisation wide governance systems relating to information management, continuous improvement, financial governance, workforce governance, regulatory compliance and feedback and complaints.

Requirement 8(3)(c)

More specifically in relation to requirement 8(3)(c) the Assessment Team reports that the Approved Provider is ensuring compliance with the sub-sections below.

Information management

The Provider has developed a basic information management system and are providing consumers with the information related to Aged Care Rights, registration forms for the consumers, complaint, and feedback forms. Management advised that some forms completed manually, and they are uploaded and saved electronically. Service will provide all consumers with the signed Charter of Aged Care Rights.

Continuous improvement

The service has identified plans for continuous improvement and advised that they have a continuous improvement register. Management confirmed improvements are identified through consumer feedback, complaints, and organisational initiatives. Though the service was not able to provide a copy of the register to the Assessment Team, management discussed improvements which are currently in progress.

For example, several consumers have stopped ordering meals from the service due to decline in taste and quality of the food. Meeting minutes dated March 2023 talk about self-catering projects, software to produce a label containing all legally required information, and additional workforce, such as volunteers.

Financial governance

The president and the board receive monthly reports from the financial officer including expenditure and operating costs. An external financial audit is completed yearly. Consumers are provided with regular receipts for the meals ordered.

Workforce governance

The service has processes in place for workforce governance. The President and the committee have monthly meetings to discuss and manage any issues and actions reported by the staff.

Regulatory compliance

Management advised that a committee member has been appointed to monitor regulatory information updates and provide president and the committee with the regular updates. This will be further discussed at the next monthly meeting. The service has a system in place to ensure that the staff have valid police certificates which are updated regularly along with ongoing training.

Feedback and complaints

The organisation has developed a complaint form, which is send to the consumers when they start using the service. A client survey form is sent to consumers to gather their feedback, to use this information to improve their service. Complaints register and template for the Incident and CAR Report register have been observed by the Assessment Team.

It is noted that section 54-1(d) of the Aged Care Act 1997 creates a legal obligation for the Approved Provider to comply with the Aged Care Quality Standards.

Having regards to the Assessment Team’s report, comments from the Approved Provider at the time of the audit, the Approved Provider’s written response, the Approved Provider’s obligations under the Aged Care Act and the Aged Care Quality Standards I have reasonable grounds to form the view that the Approved Provider has complied with this Standard.

The Quality Standard for the Commonwealth Home Support Programme services is not applicable as not all requirements have been assessed, one of the five specific requirements that was previously assessed as non-compliant is now assessed as compliant.

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