**Performance**

**Report**

**1800 951 822**

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| --- | --- |
| Name of service: | Life Without Barriers - Broome |
| Service address: | Unit 2, 12 Coghlan Street BROOME WA 6725 |
| Commission ID: | 500314 |
| Home Service Provider: | Life Without Barriers |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 12 October 2022 |
| Performance report date: | 7 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 Life Without Barriers - Broome (**the service**) has been prepared by M Abjorensen 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:**

* Life Without Barriers Home Care Packages Kimberley, 27281, Unit 2, 12 Coghlan Street, BROOME WA 6725

**CHSP:**

* CHSP - Flexible Respite, 4-7Z5VWV8, Unit 2, 12 Coghlan Street, BROOME WA 6725

# 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.

# Assessment summary for Home Care Packages (HCP)

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| --- | --- |
| Standard 1 Consumer dignity and choice | Not Applicable |
| **Standard 2** Ongoing assessment and planning with consumers | **Not Applicable** |
| **Standard 3** Personal care and clinical care | **Not Applicable** |
| **Standard 4** Services and supports for daily living | **Not Applicable** |
| **Standard 5** Organisation’s service environment | **Not Applicable** |
| **Standard 6** Feedback and complaints | **Not Applicable** |
| **Standard 7** Human resources | **Not applicable as not all requirements have been assessed** |
| **Standard 8** Organisational governance | **Not Applicable** |

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| --- | --- |
| Standard 1 Consumer dignity and choice | Not Applicable |
| **Standard 2** Ongoing assessment and planning with consumers | **Not Applicable** |
| **Standard 3** Personal care and clinical care | **Not Applicable** |
| **Standard 4** Services and supports for daily living | **Not Applicable** |
| **Standard 5** Organisation’s service environment | **Not Applicable** |
| **Standard 6** Feedback and complaints | **Not Applicable** |
| **Standard 7** Human resources | **Not applicable as not all requirements have been assessed** |
| **Standard 8** Organisational governance | **Not Applicable** |

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 | | HCP | CHSP |
| Requirement 7(3)(a) | 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. | Compliant | Compliant |
| Requirement 7(3)(b) | Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity. | Not applicable | Not applicable |
| Requirement 7(3)(c) | The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles. | Not applicable | Not applicable |
| Requirement 7(3)(d) | The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. | Not applicable | Not applicable |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Not applicable | Not applicable |

Findings

The Assessment Team reported the service demonstrated the workforce is planned, enabled and the number and mix of members of the workforce deployed enable, the delivery and management of safe and quality care and services.

The Assessment Team interviewed consumers/representatives, staff including brokered and management, reviewed shift reports and relevant documentation, to demonstrate the service has the number and mix of members of the workforce to ensure the delivery and management of safe quality care and services for aged care consumers. For example:

Consumers and representatives advised the staff have the skills for the effective delivery of care and services. Care staff advised the service has an extensive training program they are required to complete, as part of orientation and have ongoing training provided.

Consumer A (CHSP) lives alone, receives social support services fortnightly is satisfied the care staff and is able to contact the staff member at any time.

Consumer B (CHSP) lives alone and has a high risk of falls is receiving domestic assistance, garden maintenance and wound care. Consumer B advised they are satisfied with the services she is receiving; staff show up on time and they know what they are doing. Consumer B reported an Aged Care Assessment Team assessment has been arranged to discuss additional services.

Consumer C (HCP L4) is in a wheelchair, uses a suprapubic catheter and is receiving ongoing wound care five days a week from a brokered registered nurse. Consumer C goes to hospital on the weekends for wound care and is transported by ambulance, the only suitable transport available in the region. Consumer C reported they are happy with the services and if they had concerns, they would raise these with the service.

The Assessment Team interviewed the registered nurse who works with Consumer C. The registered nurse described previous communication problems with the Program Manager in organising services for Consumer C have improved. The registered nurse reported the service has arranged care management meetings and advocacy services for Consumer C.

Management advised Consumer C had raised concerns about previous staff and report Consumer C is currently satisfied with the staff who are now delivering services. Management described the specific transport arrangements required for Consumer C to attend appointments and an ambulance is arranged when this is not available. Management advised the brokered provider has access to suitable transport for Consumer C and they coordinate these arrangements this for Consumer C.

The evidence collected from the Assessment Team, summarised above, demonstrates how safe and quality care and services are delivered through adequate workforce planning.

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