Meals on Wheels - Fraser Community Inc

Performance Report

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| **Address:** | 39a Islander RoadPIALBA QLD 4655 |
| **Phone:** | 07 4128 1334 |
| **Commission ID:** | 700675 |
| **Provider name:** | Hervey Bay Meals on Wheels Incorporated |
| **Activity type:** | Quality Audit |
| **Activity date:** | 10 June 2022 to 14 June 2022 |
| **Performance report date:** | 18 July 2022 |

# Performance report prepared by

A. Grant, 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:**

* CHSP - Meals, 4-7ZF4MTO, 39a Islander Road, PIALBA QLD 4655
* CHSP - Meals, 4-7ZF4MTO, 167 Churchill Street, MARYBOROUGH QLD 4650

# Overall assessment of Service/s

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| --- | --- | --- |
| Standard 1 Consumer dignity and choice | CHSP | 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 | Compliant |
| Requirement 1(3)(f)  | CHSP | Compliant |
|  |  |  |
| Standard 2 Ongoing assessment and planning with consumers | CHSP  | Compliant |
| Requirement 2(3)(a) | CHSP | 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 |
|  |  |  |
| 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 | Compliant |
| Requirement 4(3)(d) | CHSP | Compliant |
| Requirement 4(3)(e) | CHSP | Compliant |
| Requirement 4(3)(f) | CHSP | Compliant |
| Requirement 4(3)(g) | CHSP | Compliant |
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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  | Compliant |
| Requirement 8(3)(a) | CHSP  | Compliant |
| Requirement 8(3)(b) | CHSP | Compliant |
| Requirement 8(3)(c)  | CHSP | Compliant |
| Requirement 8(3)(d) | CHSP | Compliant |
| Requirement 8(3)(e)  | 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/representatives and others
* the provider did not respond to the Quality Audit report

# STANDARD 1 Consumer dignity and choice 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 interviewed by the Assessment Team stated they are treated with dignity and respect by management and volunteers. Volunteers stated during interviews with the Assessment Team they show respect by calling the consumer by their preferred name, calling out on arrival that MOW service has arrived and/or left the meals in a pre-arranged location if the consumer is not at home. Documentation evidenced there is a consumer-centred approach to delivering meals.

Consumers and representatives interviewed stated that the organisation delivers services in a culturally safe manner. Evidence analysed by the Assessment Team showed the service would cater for culturally diverse meals which are available within the menu choices, as per consumers’ individual needs and preferences. Management and workforce interviewed by the Assessment Team demonstrated they understood individual consumers’ needs and preferences.

Overall consumers and representatives interviewed stated they felt they could communicate any changes to their circumstances to the service, thereby continuing to have consumer choice and independence. Evidence analysed by the Assessment Team showed the service demonstrated they were flexible to the needs of consumers, by supporting changes to meal times and delivery instructions, so that consumers can maintain their connections and relationships with others. Evidence analysed by the Assessment Team showed social connections are maintained through adjustments for health and well-being appointments, visits to and from family and friends, attendance at social and cultural functions and the ability to go on holidays.

Evidence analysed by the Assessment Team showed in the context of the meal delivery service being undertaken and risk, the organisation demonstrates it respects each consumer’s meal needs and preferences. Consumers and representatives interviewed stated meal preferences are discussed with them where there is a potential risk to the well-being of the consumer identified. During interviews with the Assessment Team volunteers stated they report to management, any risks observed in consumers’ environment.

The Assessment Team reviewed the information provided to consumers and identified it was current, accurate and timely and communicated in a manner easy to understand and enables them to exercise choice.

During interviews with the Assessment Team management stated consumer records containing their personal information are secured in a locked cabinet and all electronic records are password protected. Management and volunteers described during interviews how they respect the privacy of consumers by knocking on doors. Evidence analysed by the Assessment Team shows the workforce is required to complete induction training that incorporates privacy and confidentiality and the workforce signs a confidentiality agreement.

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

**Assessment of Standard 1 Requirements**

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

*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 |

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

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

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| Requirement 1(3)(d) | CHSP  | Compliant |

### *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  | 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.*

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| Requirement 1(3)(f) | CHSP  | Compliant |

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

# STANDARD 2 Ongoing assessment and planning with consumers 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

Consumers and representatives interviewed by the Assessment Team reported their current meal service delivery meets their needs and preferences, and recognises risks associated with their care needs and environment. Evidence analysed showed volunteers understand the processes to follow if consumers do not respond to a scheduled visit.

Consumers and representatives interviewed by the Assessment Team stated their current meal service delivery meets their needs and preferences, changes to the service can be easily made and they feel comfortable communicating with management and volunteers. During interviews with the Assessment Team management described how the meal delivery service is tailored to consumers’ needs and preferences which are recorded on delivery run sheets and are available to volunteers when delivering meals.

Consumers and representatives during interviews with the Assessment Team stated they were involved in the planning of the consumer’s meal services, statements showed this included what meals they preferred, when they were able to be delivered or collected and the payment method. Consumers stated they were able to organise changes to their preferences for meals through communication with the service. During interviews with the Assessment Team management demonstrated the process they use to work with consumers and representatives to meet their needs. Evidence analysed by the Assessment Team showed consumers and representatives involved in the planning of meal services.

Evidence analysed by the Assessment Team showed the service can address the needs of the consumer’s changing requirements for preferences through its flexible delivery service and daily run sheets. The Assessment Team noted the database is updated from this source to maintain currency of information to ensure consumers understand their care plan requirements.

Evidence analysed by the Assessment Team showed the daily run sheets provide all information for staff and volunteers relating to consumers including special requirements for meals and any delivery, special dietary concerns, delivery address, delivery instructions including access to premises and hazards in the consumer’s environment which the volunteers use for the delivery of meals.

Management stated to the Assessment Team during interviews that reviews are undertaken on an ongoing basis and as and when consumers and or representatives contact the service. Evidence analysed by the Assessment Team showed delivery run sheets are also updated on an ongoing basis, when volunteers are informed of any necessary changes, including the cancellation of service, changes to dietary requirements or changes to delivery instructions.

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

**Assessment of Standard 2 Requirements**

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

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

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

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

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| Requirement 2(3)(e) | 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 careCHSP 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.

## Assessment of Standard 3

The Quality Standard for the Commonwealth home support programme services are assessed as Not Applicable, as all requirements have been assessed as Not Applicable*.*

# STANDARD 4 Services and supports for daily livingCHSP 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

During interviews with the Assessment Team overall consumers and representatives reported they are satisfied with the meal service. All consumers and representatives interviewed stated that the service is flexible and accommodating of their needs and preferences optimising their independence, health, well-being, and quality of life. Statements noted by the Assessment Team showed the meal support reduces inappropriate early admission to residential aged care. During interviews with the Assessment Team management described how the service supports consumers in this matter and follows up when there are concerns about the consumer’s well-being. Evidence analysed by the Assessment Team showed the choice of meals each consumer prefers and the delivery information which is made available to the volunteers.

Consumers and representatives interviewed all stated volunteers were kind, caring and respectful towards them, acknowledging that they provide emotional support to them and would recognise if they were feeling low. Volunteers stated during interviews with the Assessment Team that on occasion they take the time to talk to consumers when they are feeling low, and they would inform Management for further follow-up support.

Consumers and representatives interviewed by the Assessment Team confirmed the organisation is flexible in the delivery of their service enabling them to maintain their social networks and do the things that are important to them. Management was able to provide evidence and examples of how service delivery is adjusted when situations change, to ensure goals and preferences are still being met. Evidence analysed by the Assessment Team showed file notes and daily delivery run sheets confirm consumers have day-to-day control over the service they receive.

Consumers and representatives interviewed by the Assessment Team stated they receive a reliable service and the service delivering meals understands their condition, needs and preferences. During interviews with the Assessment Team management and volunteers described how the organisation keeps them informed of consumers’ needs, preferences and any changes to the consumer’s service, as it relates to their responsibility. Management provided evidence and examples to the Assessment Team of how information is shared within the organisation to cater for the needs of individual consumers. Evidence analysed by the Assessment Team showed communication with the meal service provider to ensure dietary needs are met.

The Assessment Team noted while consumers and representatives sampled have not been referred to other organisations, consumers and representatives are aware they can access additional home support from other organisations. Evidence analysed by the Assessment Team showed management maintains contact details for organisations that may be useful to consumers, details of these services are also in the consumer handbook which is provided to consumers and representatives on admission to the service. Evidence analysed by the Assessment Team showed while referrals are not generally undertaken by the service it is clear management were aware they could make referrals to My Aged Care (MAC) for consumers that require a reassessment or higher level of care.

Consumers and representatives interviewed by the Assessment Team provided positive feedback about the meals, saying there is enough variety to meet their needs and preferences. The Assessment Team noted management and volunteers are aware of individual consumers’ dietary needs and delivery preferences. Evidence analysed by the Assessment Team showed there are systems in place for ordering, storing, and delivering meals to consumers.

The Quality Standard for the Commonwealth home support programme services are assessed as Compliant as six of the seven applicable requirements have been assessed as Compliant. Requirement 4(3)(g) is not applicable and therefor was not assessed.

**Assessment of Standard 4 Requirements**

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

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| Requirement 4(3)(b) | CHSP  | Compliant |

*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  | 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.*

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| Requirement 4(3)(d) | 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.*

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| Requirement 4(3)(e) | CHSP  | Compliant |

*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 |

*Where meals are provided, they are varied and of suitable quality and quantity.*

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| Requirement 4(3)(g) | CHSP  | Not Applicable |

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

# STANDARD 5 Organisation’s service environmentCHSP 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 Quality Standard for the Commonwealth home support programme services are assessed as Not Applicable, as all requirements have been assessed as Not Applicable

# STANDARD 6 Feedback and complaintsCHSP 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

Evidence analysed by the Assessment Team showed consumers and representatives are encouraged and supported to provide feedback and make complaints. The Assessment Team noted while most consumers and representatives sampled expressed satisfaction with the service and had not needed to raise a complaint, they feel comfortable and safe providing feedback or making a complaint if and when required.

Evidence analysed by the Assessment Team showed consumers and representatives are made aware of, and have access to advocates, language services and other methods for raising and resolving complaints. The Assessment Team noted consumers and representatives sampled either advocate for themselves or have family who advocate on their behalf.

Evidence analysed by the Assessment Team showed the service demonstrates appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong. Consumers and representatives interviewed who had raised concerns with the service confirmed that management had contacted them to apologise if required and discuss solutions to improve the delivery of their care and services. Evidence analysed showed the service demonstrated that feedback and complaints are reviewed and used to improve the quality of care and services.

The Quality Standard for the Commonwealth home support programme services are 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 |

*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 |

*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 |

*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 |

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

# STANDARD 7 Human resourcesCHSP 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 Assessment Team interviewed consumers who stated the meal service is well planned, the workforce is competent, kind, caring and delivered in a way that is respectful of them identify, culture and diversity.

The Assessment Team analysed documents and undertook interviews, both sources of evidence demonstrated implemented guidelines and training support the delivery of quality meal service according to consumer preferences.

Evidence analysed by the Assessment Team showed the organisation has a permanent and volunteer workforce, this workforce is sufficient and has the appropriate skills and knowledge to support the delivery of safe and quality services that meet the Aged Care Quality Standards.

Evidence analysed by the Assessment Team showed the service demonstrated that the number of mix of members of the workforce are enabled to deliver safe and quality care and services. Evidence analysed showed the service has eleven paid staff in Hervey Bay and two paid staff in Maryborough. Evidence showed services are overseen by a Manager and Service Coordinators, and supported by volunteer staff in the kitchen, cleaning, office and completing meal deliveries.

Consumers and representatives interviewed by the Assessment Team provided feedback that their interactions with staff are kind, caring and respectful of them as an individual. When interviewed by the Assessment Team the workforce was able to provide examples to demonstrate how they treat each consumer respectfully and are aware of their individual preferences and cultural food requirements.

Evidence analysed by the Assessment Team showed the service ensures the workforce is recruited, trained, equipped and supported to deliver the outcomes required by the Standards. Evidence showed the service demonstrates that regular assessment, monitoring and review of the performance of each member of the workforce in undertaken.

The Quality Standard for the Commonwealth home support programme services are 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 |

*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 |

*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 |

*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 |

*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 |

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



# STANDARD 8 Organisational governance

# 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

Evidence analysed by the Assessment Team showed the service demonstrated consumers and representatives are engaged in the development, delivery and evaluation of the meal service and are supported in that engagement. Overall consumers and representatives feedback obtained through interviews with the Assessment Team confirmed the ways that the service seeks their information and inputs it into the care and services consumers receive.

Evidence analysed by the Assessment Team showed the organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery. Evidence analysed showed the service provides results of audits, quality indicator information, complaints, individual consumer surveys and feedback information to the organisation. The organisation then uses this information to oversee the delivery of safe, inclusive and quality care.

Evidence analysed by the Assessment Team showed the service demonstrated that the organisation has effective governance systems including information management, continuous improvement, financial governance, workforce governance, regulatory compliance, feedback and complaints that meet the requirements set out in this standard.

Evidence analysed by the Assessment Team showed the organisation has a risk management framework, policies and procedures, and an Incident management system (IMS) for identifying high risk consumers who are receiving meal delivery service. The workforce has a shared understanding of the systems and processes for delivering a safe and reliable meal service.

The Quality Standard for the Commonwealth home support programme services are assessed as Compliant as four of the five applicable requirements have been assessed as Compliant. Requirement 8(3)(e) is not applicable and therefor was not assessed.

## Assessment of Standard 8 Requirements

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

*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 |

*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  | 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.*

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

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

*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.