Meals on Wheels Auburn

Performance Report

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| **Address:** | 6 Euston Road AUBURN NSW 2144 |
| **Phone:** | 02 9897 3832 |
| **Commission ID:** | 200397 |
| **Provider name:** | Meals on Wheels Auburn Inc |
| **Activity type:** | Quality Audit |
| **Activity date:** | 27 June 2022 to 29 June 2022 |
| **Performance report date:** | 08 August 2022 |

# Performance report prepared by

S Bickerton, 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**

Commonwealth Home Support Programme Service(CHSP):

* CHSP Transport, 4-7YA0AHI, 6 Euston Road, AUBURN NSW 2144
* Meals, 4-7YA0AKB, 6 Euston Road, AUBURN NSW 2144
* Social Support - Group, 4-7YC28KU, 6 Euston Road, AUBURN NSW 2144

# 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 Assessed |
| Requirement 3(3)(a) | CHSP | Not Assessed |
| Requirement 3(3)(b) | CHSP | Not Assessed |
| Requirement 3(3)(c) | CHSP | Not Assessed |
| Requirement 3(3)(d) | CHSP | Not Assessed |
| Requirement 3(3)(e) | CHSP | Not Assessed |
| Requirement 3(3)(f) | CHSP | Not Assessed |
| Requirement 3(3)(g) | CHSP | Not Assessed |
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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 | 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 |
| Standard 5 Organisation’s service environment | CHSP | Compliant |
| Requirement 5(3)(a) | CHSP | Compliant |
| Requirement 5(3)(b) | CHSP | Compliant |
| Requirement 5(3)(c) | CHSP | Compliant |
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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 | Not Assessed |

# 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 considered 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

# 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

Several consumers and their representatives were interviewed by the assessment team. Overall, it was described in different ways that consumers felt the service treated them with dignity and respect. The assessment team found the service caters for consumers of diverse cultural backgrounds and evidenced compliance across the requirements of this standard.

Interviews conducted with service staff demonstrated a consumer-centred approach being applied to service delivery, and service documentation evidenced that the service provides information for consumers to make informed choices around the services they receive.

The service demonstrated processes are embedded to support the delivery of culturally safe services to consumers from culturally and linguistically diverse backgrounds. Consumers described different ways they can exercise choice, independence and make their own decisions regarding their service delivery.

The service demonstrated compliant personal privacy practises around the collection, use and disclosure of consumers personal information.

The Quality Standard CHSP is 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

To understand the consumer’s experience and how the service complies with the requirements within this standard, the assessment team interviewed consumers and their representatives, observed interactions during a social activity, interviewed service staff, and reviewed relevant service documentation.

The consumers interviewed described different ways they were satisfied with the service they receive and offered background on their experiences in planning in partnership with the service. The service evidenced that comprehensive consumer information was collected throughout assessment and intake processes, and additionally demonstrated the recognition, capture, and mitigation of various consumer risks.

Service documentation evidenced processes embedded around the delivery of safe and effective services that aim to addresses each consumer’s needs, goals and preferences. The assessment team found these processes are reviewed regularly.

The workforce demonstrated an in-depth and contemporary knowledge of consumer needs and described processes used to assess care and services for consumers receiving social support and transport.

The service demonstrated that consumer care plans are reviewed regularly and noted no overdue care plans held at the service.

The Quality Standard CHSP is 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 care

# CHSP Not Assessed

### 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 CHSP has not been assessed as the service does not provide personal or clinical care.

**Assessment of Standard 3 Requirements**

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| Requirement 3(3)(a) | CHSP | Not Assessed |

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

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| Requirement 3(3)(b) | CHSP | Not Assessed |

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

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| Requirement 3(3)(c) | CHSP | Not Assessed |

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

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| Requirement 3(3)(d) | CHSP | Not Assessed |

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

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| Requirement 3(3)(e) | CHSP | Not Assessed |

*Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.*

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| Requirement 3(3)(f) | CHSP | Not Assessed |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

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| Requirement 3(3)(g) | CHSP | Not Assessed |

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

# 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 assessment team interviewed several consumers and their representatives, who described in different ways they considered they receive services that are important for their health, well-being and enable them to live as independently as possible.

The service evidenced through policies and documentation that procedures are embedded to support service staff to deliver services according to the consumer’s preferences in a way that prioritises consumers feeling socially connected. Interviews with service staff demonstrated that these policies are followed in usual operations.

Service staff demonstrated an understanding of consumer service requirements and described how social support activities are tailored to support individuals depending on their backgrounds and preferences. Examples of culturally and linguistically diverse service provisions and activities evidenced practises that service staff described.

Consumers and their representatives described service staff including volunteers in a positive way. Some consumers stated the staff are very kind and friendly, and said they felt supported to take part in community and follow their interests.

The assessment team observed stringent operational food preparation and cleaning practises at the service, including contemporary equipment calibration and servicing.

The Quality Standard CHSP is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

**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 | Compliant |

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

# STANDARD 5 Organisation’s service environment

# CHSP Compliant

### 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 Assessment Team observed the service environment, spoke with consumers about their experiences and interviewed service staff and volunteers about the suitability and safety of equipment.

Consumers described feeling safe and comfortable in the service environment. For example:

* One consumer said they felt safe at the centre and they were able to find their way and move around the centre easily and independently.
* One consumer commented that the centre is always kept clean and well maintained.
* More than one consumer said part of why they feel comfortable at the centre is that most people involved in the activities can speak other languages including the service staff.

Environmental safety checks are carried out on a regular basis by the service. Hazards are reported, and maintenance or repairs is arranged promptly.

The Quality Standard CHSP is assessed as Compliant as three of the three specific requirements have been assessed as Compliant.

## Assessment of Standard 5 Requirements

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| Requirement 5(3)(a) | CHSP | Compliant |

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

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| Requirement 5(3)(b) | CHSP | Compliant |

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

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| Requirement 5(3)(c) | CHSP | Compliant |

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# 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

Consumers and their representatives described providing feedback directly to service, and made comments indicating they felt comfortable to do so. Consumers evidenced being provided with information to assist in accessing advocacy services and external complaints pathways.

Service staff described encouraging consumers to provide feedback frequently and explained how consumer dissatisfaction is reported and escalated to service management for action.

Service management and members of the board demonstrated active engagement in seeking consumers feedback, and subsequent analysis of trends for continuous improvement. The service evidenced the standard practice of open disclosure principles are embedded.

Service management explained processes for consumers to access advocacy and language services. The service has charter of rights information translated in three languages and can arrange access to other translations if it is needed by consumers.

The Quality Standard CHSP 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 |

*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 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

Consumers and their representatives described ways they receive their services and explained it was in line with what they expected. Service staff behaviour was described as respectful and caring, and this made consumers feel confident. Some consumers commented that staff did not rush when delivering their meals and took time to ask if they need help with anything before they leave.

The service demonstrated new service staff are supported with an onboarding program, with roles and responsibilities of each role being clearly defined. Service documentation evidenced that staff performance is reviewed regularly, and action is taken by the service when consumers raise issues. When the assessment team interviewed service staff it was explained that a performance appraisal system is in place to monitor performance, and this drives regular reviews.

When interviewed by the assessment team, service staff described feeling supported in their roles, and explained that frequent communication with service management assisted them in accessing additional training if it was needed.

The service evidenced retention of staff qualifications, training records, police clearances, and vaccination registers. It was also evidenced that these records are accompanied by monitoring processes to identify gaps in staff’s ability to perform their role. Service documentation evidenced that staff working to prepare meals receive additional training in food safety, handling, packing, and the use of kitchen equipment.

The Quality Standard CHSP 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 |

*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

Consumers and their representatives spoke with the assessment team around the way the service engages in evaluations. It was explained that consumers are provided with opportunities to participate in the development of menus through annual surveys and ongoing conversations with service staff. Consumers descried being afforded flexibility when they wish to make changes to any of their choices.

Service staff described overall that they felt the service was well run. An understanding of the policies and procedures overseeing the delivery of safe and quality care was demonstrated, and additionally the communication at the service was described as good.

Service management demonstrated the use of embedded governance systems and processes. Evaluation of these by the assessment team demonstrated regular application and review by the board.

Information management, continuous improvement, financial governance, workforce governance, regulatory compliance, and feedback and complaints processes were reviewed by the assessment team. These processes were assessed as being compliant and it was evidenced that these underpin and support the daily operations of the service. Risk management processes include safe food handling, food safety audit, work health and safety, consumer assessment and safety, infection control and evacuation plans, and fire safety are also in place.

The service demonstrated through various staff accounts that it promotes a culture of safe, quality care and services and is accountable for the delivery. Staff described feeling that the service is well run and coordination with service management was proactive and productive.

Service management described consumers feedback and involvement as being pivotal for the development and implementation of their menus. Additionally, service staff including volunteers could provide suggestions for improvements at any time.

The service evidenced embedded organisation wide governance systems for information management, continuous improvement, financial governance, feedback and complaints, regulatory compliance and workforce governance. Clearly documented responsibilities and accountabilities supported these.

Service management explained all incidents and near misses are reported with the data being used to rectify and mitigate potential future incidents. Emergencies are investigated immediately, and trends are discussed with service management and the board. The service has a process in place to manage a consumer non-response to a scheduled visit. Policies are also in place regarding hazard identification and incident management. The service also has adequate food safety documentation in place.

The Quality Standard CHSP is assessed as Compliant as four of five specific requirements have been assessed as Compliant. Requirement 8(3)(e) has not been assessed for this service as it does not provide personal or clinical care to consumers.

## 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 Assessed |

*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 to remain compliant with the Quality Standards.