**Performance**

**Report**

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| Name: | Meals on Wheels Redcliffe Inc. |
| Commission ID: | 700497 |
| Address: | 5 Gomersall Street, REDCLIFFE, Queensland, 4020 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | on 26 June 2024 |
| Performance report date: | 8 July 2024 |

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.

# Service included in this assessment

Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 8060 Meals on Wheels Redcliffe Inc.  
Service: 25144 Meals on Wheels Redcliffe Inc. - Community and Home Support

**This performance report**

This performance report for Meals on Wheels Redcliffe Inc. (**the service**) has been prepared by E Blance, 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.

# Material relied on

The following information has been considered in preparing the performance report:

* the assessment team’s report for the Assessment contact (performance assessment) – non-site report was informed by review of documents and interviews with staff, consumers/representatives and others
* the provider’s response to the assessment team’s report received 8 July 2024
* other information know by the Commission

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| Standard 2 Ongoing assessment and planning with consumers | Not Applicable |

A detailed assessment is provided later in this report for each assessed Requirement. An overall summary of the Standard is not provided as the Standard was not fully assessed.

# 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 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 |
| Requirement 2(3)(d) | 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. | Compliant |
| Requirement 2(3)(e) | 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. | Compliant |

Findings

The service demonstrates assessment and planning informs the delivery of safe and effective care. Consumers say the service meets their needs. Service plans consider consumers’ needs including for dietary restrictions, medical conditions or risks which impact the food or drinks they can safely consume. Service plans contain relevant information including medical conditions, mobility or cognition concerns and dietary requirements. Outcomes of assessments from other relevant allied health care providers and information from other sources including My Aged Care are considered in care planning. I find Requirement 2(3)(a) compliant.

The service demonstrates assessment and planning is effectively communicated with consumers and their representatives. All consumers have service plans which inform consumers and others where care and services are provided about how meals will be provided to meet consumers’ individual and specific needs. A copy of the service plan is provided to consumers and their nominated representatives for their records and review. I find Requirement 2(3)(d) compliant.

The service demonstrates service plans are reviewed regularly and when changes occur to identify contemporary needs, goals and preferences of consumers. The service’s electronic care management system provides alerts to management when service plans are due for review. Service plans are updated routinely and when changes occur. I find Requirement 2(3)(e) compliant.

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