MECWA Home Care Services

Performance Report

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| **Address:** | 1287 Malvern RoadMALVERN VIC 3144 |
| **Phone:** | 03 9563 6226 |
| **Commission ID:** | 300012 |
| **Provider name:** | MECWA |
| **Activity type:** | Assessment Contact - Site |
| **Activity date:** | 16 August 2022 to 18 August 2022 |
| **Performance report date:** | 29 September 2022 |

# Performance report prepared by

M Murray, 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:**

* Domestic Assistance, 4-BAB5W6N, 1287 Malvern Road, MALVERN VIC 3144
* Personal Care, 4-BAK1RBR, 1287 Malvern Road, MALVERN VIC 3144
* Social Support Group, 4-BB3BOAW, 1287 Malvern Road, MALVERN VIC 3144

# Overall assessment of Service/s

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| 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 | Compliant |
| Requirement 3(3)(a) | CHSP | Compliant |
| Requirement 3(3)(b) | CHSP | Compliant |
| Requirement 3(3)(c)  | CHSP | Compliant |
| Requirement 3(3)(d)  | CHSP | Compliant |
| Requirement 3(3)(e)  | CHSP | Compliant |
| Requirement 3(3)(f)  | CHSP | Compliant |
| Requirement 3(3)(g)  | CHSP | Compliant |
|  |  |  |
| 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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# 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 Assessment Contact - Site; the Assessment Contact - Site report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others
* the provider’s response to the Assessment Contact - Site report received
13 September 2022.
* information held by the Commission in relation to the transition of services between the previous provider and MECWA Home Care Services.

The Assessment Contact – Site did not include an assessment of performance in relation to the organisation’s home care packages. The focus of the assessment was limited to a cohort of Commonwealth home support package consumers transitioned from another provider to MECWA Home Care Services in July 2022.

# 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

The organisation has effective processes in place to support the consumer’s engagement in planning their care and services. Consideration of risk occurs as part of the intake and assessment process.

Staff receive task lists / care plans for the consumers they are supporting and are alert to risks to the consumer when delivering individual care and services.

Documentation review evidenced any concern about a consumer’s well being or need for further support is appropriately referred or managed.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all 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.*

The Assessment Team’s report outlines the organisation does not conduct assessments for CHSP consumers. In place they use the My Aged Care support plan (or similar) to identify service needs. Further, intake documents do not prompt intake staff to ask the consumer about their risks, such as the risk of falling.

The Assessment Team’s documentation review found the assessment process did not consistently identify and record risks such as falls, mobility issues, hearing impairments, allergies and risks associated with the consumer’s medical condition, such as shortness of breath.

The approved provider’s response includes a copy of the organisation’s intake flowchart. The flow chart supports the prioritisation of consumers, the development of a task list / care plan and telephone consultation with consumers on the planned care and services. A further flow chart for prioritising domestic assistance checks if the consumer is vulnerable, for example whether they live alone or have a cognitive impairment. The flow chart prompts enquiry around safety issues such as if the consumer might fall if they attempted domestic tasks on their own.

The approved provider’s response includes further information on consumers named in the Assessment Team’s report and evidences that the ‘Home Safety Check’ ascertains the consumer’s mobility status and any aids required. Screen shots evidence information on consumers’ falls history, current medical conditions and use of safety devices has been captured in the care management system.

The approved provider suggests that the Assessment Team has focused on risks as they appear in the ‘pop up’ alerts in the roster system. The organisation uses the task list / care plan as its way of communicating with care workers in regard to risks associated with the delivery of the service. The task list / care plan is populated separately and does not rely on information being drawn from ‘pop up’ alerts.

I am persuaded by the approved provider’s evidence. Task lists reviewed by the Assessment Team included risks such as falls, hearing impairments, shortness of breath and consumers living with dementia. Staff interviewed were alert to risks associated with the care of the consumer.

I am satisfied a process to capture consumer risks associated with the delivery of care and services is in place and being adhered to by staff.

Based on the evidence (summarised above) the approved provider complies with this requirement.

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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 Compliant

### 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 Assessment Team’s report evidences the organisation is providing safe and effective personal care to consumers and this care is tailored to the needs of the individual consumer.

Consumers described in various ways their satisfaction with the delivery of care and services and their satisfaction with the care staff.

Care staff were able to describe risks for individual consumers and discuss strategies in place to minimise any risk and deliver safe care. Staff described raising concerns about consumers when they felt the consumer’s health or well being was deteriorating. Staff are satisfied concerns raised are addressed.

The organisation demonstrated it refers consumers for a service review when it is identified a consumer needs additional support.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements have been assessed as Compliant.

**Assessment of Standard 3 Requirements**

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

*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  | Compliant |

*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  | Compliant |

*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  | Compliant |

*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  | Compliant |

*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  | Compliant |

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

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| Requirement 3(3)(g) |  |  |
|  | CHSP  | Compliant |

*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 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

The organisation has an effective workforce planning system in place.

Consumers are satisfied with the knowledge and skills of staff and their approach when delivering care and services.

Staff are satisfied that they can access training as required.

A recruitment and retention strategy is in place and management has a process for ensuring the performance of staff meets the expected level.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all 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.*

Findings

The Assessment Team’s report outlines the service does not have adequate staff members to deliver domestic assistance services for all of the consumers who have transferred from the previous provider. The service demonstrated they are prioritising consumers at risk, proactively recruiting and maintaining oversight of consumers’ well being.

A total of 1,795 consumers were transferred with a start date of July 2022.

The Assessment Team found 100 consumers have not yet received their domestic assistance service and as a result, have not received continuity of services.

Management advised the Assessment Team they review the outstanding services list daily and prioritise consumers based on their risk profile, allocating them care workers as new staff are recruited. There is also a communication strategy which includes regular updates with consumers by telephone and by mail.

The Assessment Team’s report notes the approved provider has ceased taking on any new domestic assistance clients in the Mornington region until such time as all outstanding consumers are allocated a care worker. The Assessment Team noted as of 18 August 2022, there were fourteen vacant positions for domestic assistance care workers.

Consumers interviewed by the Assessment Team confirmed the service is in regular communication. Interviews support that the service’s prioritisation system is identifying those consumers with chronic medical conditions, for example, a consumer whose medical condition was identified during the intake process said they were given a start date of 18 July 2022 for their service. Another consumer told the Assessment Team they have been advised they are on the priority list with a start date pending.

While all consumers interviewed were understanding of the challenges for MECWA Home Care Services, consumers also discussed the impact of not having their full suite of services at present, including a greater reliance on family members and paying for domestic services privately.

The approved provider’s response outlines in detail their workforce planning approach. The approved provider asserts that this approach is effective and they were prepared to deploy the required number of staff for the number of consumers that they had initially been told to expect as part of the transition. However, more consumers than expected came across to their service and as a result, the approved provider needed to implement a prioritisation process to ensure that consumers requiring personal care and shopping services received these services.

While the approved provider’s response does not necessarily agree with how the Assessment Team has calculated any deficit in staff numbers, it concedes that some consumers had not received domestic services at the time of the assessment contact.

A recruitment matrix was received from the approved provider which noted the onboarding of staff by location. This includes the geographical region of Mornington where the majority of new consumers live. The matrix notes 24 additional staff were recruited in August 2022.

I note from information held by the Commission, on average a staff recruitment rate of 6-8 staff per week is occurring along with a subsequent reduction in outstanding services.

I have considered whether the approved provider should have referred the 100 consumers who they could not accommodate immediately back via My Aged Care or similar, to provide an opportunity for those consumers to seek an alternative provider. However, noting the complexity of the transition, I do not consider this action would have resulted in the consumer receiving domestic assistance in a shorter timeframe. I also note that consumers interviewed did not give any indication to the Assessment Team that they had been or were currently considering changing providers.

While some consumers did not have their domestic assistance service started at the time of the assessment contact, the approach of the provider has meant the delay has been as short as possible. The recruitment pace has resulted in sufficient staff to address the deficit identified by the Assessment Team at the time of the assessment contact.

I am satisfied based on all the available evidence (summarised above) that the approved provider complies with this requirement.

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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.*