**Performance**

**Report**

**1800 951 822**

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| Name of service: | Mercy Health - Grampians |
| Service address: | 18 Humffray Street North BAKERY HILL VIC 3350 |
| Commission ID: | 300157 |
| Home Service Provider: | Mercy Aged and Community Care Ltd |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 8 February 2023 |
| Performance report date: | 6 March 2023 |

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 Mercy Health - Grampians (**the service**) has been prepared by M Cooper, 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:**

* Mercy Health Home Care Services - Your care, your home, your choice, 27075, 18 Humffray Street North, BAKERY HILL VIC 3350
* Mercy Health Home Care Services - Your care, your home, your choice, 27071, 18 Humffray Street North, BAKERY HILL VIC 3350

**CHSP:**

* Domestic Assistance, 4-BACC1ZE, 18 Humffray Street North, BAKERY HILL VIC 3350

# 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
* Aged Care Act 1997 [Cth]
* Aged Care Quality and Safety Commission Act 2018 [Cth]
* Aged Care Quality and Safety Commission Rules 2018 [Cth]
* User Rights Principles 2014 registered 10 October 2022
* Quality of Care Principles 2014 registered 10 October 2022
* Guidance and Resources for Providers to support the Aged Care Quality Standards published by the Aged Care Quality and Safety Commission in September 2022
* Commonwealth Home Support Programme manual 2022 -2023
* Home Care Package Program operational manual a guide for home care providers version 1.3 January 2023

# Assessment summary for Home Care Packages (HCP)

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| --- | --- |
| Standard 4 Services and supports for daily living | Not applicable as not all requirements have been assessed |

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| --- | --- |
| Standard 4 Services and supports for daily living | Not applicable as not all requirements have been assessed |

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 4

|  |  |  |  |
| --- | --- | --- | --- |
| **Services and supports for daily living** | | **HCP** | **CHSP** |
| Requirement 4(3)(a) | 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. | Compliant | Compliant |

Findings

The Assessment Team reports that a Quality Audit undertaken in September 2022 had determined that the Approved Provider was not compliant with requirement 4(3)(a).

The Assessment Team undertook an assessment of the Approved Provider on 8 February 2023 to establish if the Provider had taken steps to comply with this requirement. The Assessment Team reviewed 2 consumer files and identified that the provider was utilising a range of linked assessments, including general information gathering and risk specific validated tools to determine safe and effective services that met consumer needs, goals and preferences to optimise their well-being and quality of life.

The assessment tools demonstrate that the provider was gathering information from consumers concerning ‘important aspects of their life’, community access and communication. It was noted that the consumer care plans include comprehensive goals and strategies to achieve them with the Provider utilising an emergency summary form to capture consumer vulnerability, medical issues and access to the consumers home.

Staff shift notes detail tasks to be completed during the shift and where consumers require additional support, they are referred to relevant health support/providers, for example physiotherapy. The Provider has a non-response to a scheduled visit procedure to guide staff which gives staff access to a consumer emergency summary on their phone via an App, which includes the consumers medical information and first point of contact. The Provider has a suite of consumer CHSP and HCP specific, assessment and re-assessment tools, and policies and procedures to guide the same. Management said as a result of the Quality Audit, conducted in September 2022, it has, reviewed its suite of consumer documents to ensure they reflect independence, health, well-being and quality of life. It has reviewed how clients can be supported and is currently looking at a specific consumer ‘communication platform’ to enhance this process.

The Provider re-located the service co-ordinator role to the Geelong office to enhance communication and staff support. It has developed staff ‘roster optimisation’, by converting some casuals to permanent part time and gathering staff availability and associated rostering, in line with the SCHADS award. It has undertaken staff recruitment including the appointment of 2 new care advisors, with an additional care advisor due to commence shortly and appointed 4 new direct care staff; recruitment is on-going.

Management said consumers can and do express a preference for specific male or female care staff and the preference is noted in the consumer file. The availability of male care staff is limited due to geographical issues, particularly if the shift is required to be replace. The service explains, when consumers enter the service, that the request cannot always be accommodated. Management said the service attempts to meet all consumers request for a specific day and time, for example AM and PM, although this cannot always be accommodated due to geographical issues, particularly if the shift is required to be replace. Management said that as a result of the establishment of service rostering in their Geelong office, and enhanced communication and staff rostering, instances of un-notified staff changes have decreased and consumers are being notified in a timely manner. Management said during the 6 months prior to September 2022 Quality audit, the service received a total of 10 complaints regarding staffing. Since September 2022 to January 2023 there have been 3 complaints, with no complaints received since November 2022. Management said where there have been issues with staffing; this has been mostly due to consumer preference in not wanting another staff member to attend in place of their usual staff member. Management went on to say there has been an increase in compliments from consumers and increased satisfaction. The Assessment Team reviewed data regarding complaints and noted a progressive decrease.

The Quality Standard for the Home Care Packages service is not applicable as not all requirements have been assessed, one of the seven specific requirements that were previously assessed as non-compliant are now assessed as compliant.

The Quality Standard for the Commonwealth Home Support Programme service is not applicable as not all requirements have been assessed, one of the seven specific requirements that were previously assessed as non-compliant are now assessed as compliant.

1. The preparation of the performance report is in accordance with section s68A – assessment contact of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)