Moe District Meals on Wheels Inc

Performance Report

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| **Address:** | Public Hall 18 Balfour Street NEWBOROUGH VIC 3825 |
| **Phone:** | 03 5127 6906 |
| **Commission ID:** | 300648 |
| **Provider name:** | Moe District Meals on Wheels Inc |
| **Activity type:** | Quality Audit |
| **Activity date:** | 3 June 2022 to 7 June 2022 |
| **Performance report date:** | 15 July 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:**

* Meals, 4-AZVIB63, Public Hall 18 Balfour Street, NEWBOROUGH VIC 3825
* Other Food Services, 4-AZVIBH6, Public Hall 18 Balfour Street, NEWBOROUGH VIC 3825

# Overall assessment of Service/s

|  |  |  |
| --- | --- | --- |
| 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 |
|  |  |  |
| Standard 3 Personal care and clinical care | CHSP | Not Applicable |
| Requirement 3(3)(a) | CHSP | Not Applicable |
| Requirement 3(3)(b) | CHSP | Not Applicable |
| Requirement 3(3)(c) | CHSP | Not Applicable |
| Requirement 3(3)(d) | CHSP | Not Applicable |
| Requirement 3(3)(e) | CHSP | Not Applicable |
| Requirement 3(3)(f) | CHSP | Not Applicable |
| Requirement 3(3)(g) | 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 | Not Applicable |
|  |  |  |
| Standard 5 Organisation’s service environment | CHSP | Not Applicable |
| Requirement 5(3)(a) | CHSP | Not Applicable |
| Requirement 5(3)(b) | CHSP | Not Applicable |
| Requirement 5(3)(c) | CHSP | Not Applicable |
|  |  |  |
| 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 |
|  |  |  |
| 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 |
|  |  |  |
| 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 Applicable |

# 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.

# 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 expressed a high-level satisfaction with the way consumers are treated with dignity and respect and regarded as individuals. Volunteers gave examples of ways they implement dignity and respect in practice. The service has established systems for promoting consumer dignity and respect.

Consumers and representatives are satisfied volunteers treat them as individuals with their own needs, preferences, backgrounds and cultures. Volunteers interviewed described ways they show acceptance of consumers’ backgrounds, ethnicity, cultures and relationships.

Consumers and representatives are satisfied they are supported in choice and independence and can make decisions about when they receive meals, the meals they receive and can chose meals from a menu that includes a choice of two main meals.

The service provides nutritious meals delivered by volunteers to the home of the consumers. Consumers and representatives expressed satisfaction with how the service supports consumers with these meals. Management and volunteers described support and assistance measures to ensure consumers are as safe as possible and that they would report any concerns to management for follow up.

The service demonstrated timely and clear information is provided to consumers and representatives to support them to make choices, and information is generally accurate and current. All consumers and representatives interviewed are satisfied consumers are provided with information to assist their choices and decisions related to care and services.

The service has systems that promotes consumer privacy and confidentiality including a privacy statement that is discussed and provided to consumers and representatives at the commencing of services.

Consumers and representatives said that the supervisor and volunteers respect consumer privacy and keep personal information confidential. Management and volunteers described ways consumer privacy and confidentiality is respected

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Complaint as six of the six specific requirements have been assessed as Complaint.

**Assessment of Standard 1 Requirements**

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| --- | --- | --- |
| Requirement 1(3)(a) | CHSP | Compliant |
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*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 |
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### *Care and services are culturally safe.*

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| --- | --- | --- |
| Requirement 1(3)(c) | CHSP | Compliant |
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*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 |
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### *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 |
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*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 |
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*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 indicated they get the care and services they need and were satisfied with the care and services delivered by the service. Management and volunteers who provide the meals on wheels program had a good understanding of the needs of the consumers receiving the service.

Consumers and representatives confirmed taking part in assessments which identified their interests, and preferences.

Consumers, representatives, staff and volunteers confirmed assessments, of consumers’ care and services is completed in partnership with the consumer and others the consumer wishes to involve.

The assessment team discussed with staff the process for the regular review of care plan information, while the team noted that an assessment form is completed upon commencement regular reviews had not always occurred. The assessment team did not find deficits in how the service actioned changes to care plans in light of incidents or when consumers’ circumstances changed. Consumers said the services reflected their current needs and any change the consumer requests is promptly actioned.

The service does not have any Home care packages.

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

**Assessment of Standard 2 Requirements**

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| Requirement 2(3)(a) | CHSP | Compliant |
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*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 |
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*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 |
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*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 |
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*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 |
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*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 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 service does not have any Home care packages.

Standard 3 for the Commonwealth home support programme service is not applicable as there is no personal care or clinical care being delivered.

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

*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 Applicable |
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*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 Applicable |
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*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 Applicable |
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*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 Applicable |
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*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 Applicable |
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*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 Applicable |
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*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

Consumers provided feedback about how they receive meals on wheels services that support them to do the things they want to do. Consumers described, in various ways how the service optimises their health, wellbeing and quality of life. Management and volunteers were able to discuss the various ways they assist consumers with their individual needs and preferences and support them to maintain their independence.

Consumers indicated in various ways that they were satisfied services and supports promoted the consumer’s emotional, spiritual and psychological wellbeing. Management and volunteers showed an understanding of the consumer’s individual emotional, spiritual and psychological needs. Management and volunteers were observed engaging with consumers in warm and respectful ways.

The service supports consumers to maintain connections with the community through receiving a meal delivered by volunteers from the local community and being flexible, so consumers can maintain friendships. Management and volunteers were familiar with consumers’ interests.

The service communicates the condition, needs and preferences of the consumer within the service and with others where care is shared. Management and volunteers confirmed having access to consumer information.

Management advised that in relation to the provision of services and supports for daily living while they have not completed any formal referrals they would assist consumers and representatives with information on other services if requested. The service has an established connection with a local residential aged care provider where the meals are prepared for the service and where some of their consumers who receive meals live in independent living units.

Consumers spoke positively about the quality and quantity of meals provided through the meals on wheels service. Two course meals are delivered by volunteers five days a week with frozen meals available for weekends and public holidays. The menu caters for consumers with dietary restrictions and a choice of 2 meals is offered each day.

The service does not have any Home care packages.

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

**Assessment of Standard 4 Requirements**

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

|  |  |  |
| --- | --- | --- |
| 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 environment

# CHSP 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 service does not have any Home care packages.

Standard 5 for the Commonwealth home support programme service is not applicable as the service does not operate a location where consumers receive services.

## Assessment of Standard 5 Requirements

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| --- | --- | --- |
| Requirement 5(3)(a) | CHSP | Not Applicable |
|  |  |  |

*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 | Not Applicable |
|  |  |  |

*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 | Not Applicable |
|  |  |  |

*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 representatives interviewed said in various ways they know how to provide feedback and make complaints. Management and volunteers gave examples of the supports for consumers and others to provide feedback and make complaints. There are no recent complaints on file.

Consumers said in various ways they are aware of the different methods available for raising complaints, and they are confident if they needed to discuss concerns or make a complaint appropriate action would occur. Volunteers who deliver the meals described how they would report any complaints to management and that the feedback would be actioned. Management described how complaints would be escalated and actioned and that open disclosure would be used.

Consumers and representatives said they are satisfied the service seeks feedback, listens to their expressed views, takes action to address them by making improvements. Management described ways they seek and action feedback to improve quality of care and services.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as four of the four specific requirements have been assessed as Complaint.

## Assessment of Standard 6

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| Requirement 6(3)(a) | CHSP | Compliant |
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*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 |
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*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 representatives said there are sufficient volunteers to deliver the meals from the service to all consumers. Management advised that if they have backup volunteers if needed at short notice to deliver meals.

Consumers and representatives interviewed said volunteers and management interactions are kind, caring and respectful of the consumer’s identify, culture and diversity. Volunteers and management described ways they provide kind, respectful and inclusive care.

Consumers and representatives interviewed said volunteers and the supervisor are good at their jobs. Management explained how volunteers’ experiences enable their performance. Management advised that most volunteers who approach the service are recommended by a volunteer or a committee member.

Consumers and representatives stated management have the ability to organise and run the meals on wheels service that that meets their (consumers’) needs, goals and preferences. Management and volunteers described current orientation processes and training programs.

The service does not have any Home care packages.

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

## Assessment of Standard 7 Requirements

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| --- | --- | --- |
| Requirement 7(3)(a) | CHSP | Compliant |
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*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 |
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*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 |
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*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 |
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*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 |
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*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

The service demonstrated they support and encourage involvement of consumers and representatives in the planning, delivery and evaluation of services. Consumers and representatives said their views about the meals on wheels service are sought and they are encouraged to make suggestions to the service if they wished.

The service demonstrated the governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery. The governing body (committee of management) is made up of volunteer members who meet monthly.

The service has effective organisation wide governance systems to monitor information systems, continuous improvement, financial governance, workforce governance, regulatory compliance and feedback and complaints. The committee of management has leadership and accountability roles as specified through governance systems to ensure service delivery to consumers receiving services through the Commonwealth Home Support Programme.

The organisation has a risk framework for managing high impact and high prevalence risks. Management described processes to ensure elder abuse and neglect is identified and actioned and described ways they support consumers to live their best life. An incident management system operates. At an organisational level, incidents are reported to the management and the committee of management is responsible for effective risk management systems.

The organisation runs a meal on wheels service and does not provide any clinical care, requirement 8(3)(e) is not applicable.

The service does not have any Home care packages.

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

## Assessment of Standard 8 Requirements

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