Monash City Council

Performance Report

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| **Address:** | 293 Springvale Road GLEN WAVERLEY VIC 3150 |
| **Phone:** | 03 9518 3555 |
| **Commission ID:** | 300649 |
| **Provider name:** | Monash City Council |
| **Activity type:** | Quality Audit |
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| **Performance report date:** | 30 June 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:**

* Allied Health and Therapy Services, 4-B5FGMVX, 293 Springvale Road, GLEN WAVERLEY VIC 3150
* Domestic Assistance, 4-B5LJC71, 293 Springvale Road, GLEN WAVERLEY VIC 3150
* Flexible Respite - Care Relationships and Carer Support, 4-B5LJCB2, 293 Springvale Road, GLEN WAVERLEY VIC 3150
* Home Maintenance, 4-B5LJCH1, 293 Springvale Road, GLEN WAVERLEY VIC 3150
* Home Modifications, 4-B5LJCKG, 293 Springvale Road, GLEN WAVERLEY VIC 3150
* Meals, 4-B5LJCNX, 293 Springvale Road, GLEN WAVERLEY VIC 3150
* Personal Care, 4-B5N9K1W, 293 Springvale Road, GLEN WAVERLEY VIC 3150
* Social Support Group, 4-B5NXKWW, 293 Springvale Road, GLEN WAVERLEY VIC 3150

# Overall assessment of Service/s

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Standard 1 Consumer dignity and choice | | | HCP | Not Applicable | | |
|  | | | CHSP | Compliant | | |
| Requirement 1(3)(a) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(b) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(c) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(d) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(e) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(f) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Standard 2 Ongoing assessment and planning with consumers | | | | | | |
|  | | | HCP | Not Applicable | | |
|  | | | CHSP | Compliant | | |
| Requirement 2(3)(a) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(b) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(c) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(d) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(e) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Standard 3 Personal care and clinical care | | | HCP | Not Applicable | | |
|  | | | CHSP | Compliant | | |
| Requirement 3(3)(a) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(b) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(c) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(d) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(e) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(f) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 3(3)(g) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Standard 4 Services and supports for daily living | | | | | | |
|  | | | HCP | Not Applicable | | |
|  | | | CHSP | Compliant | | |
| Requirement 4(3)(a) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(b) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(c) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(d) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(e) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |

|  |  |  |  |
| --- | --- | --- | --- |
| Requirement 4(3)(f) | HCP | | Not Applicable |
|  | CHSP | | Compliant |
| Requirement 4(3)(g) | HCP | | Not Applicable |
|  | CHSP | | Compliant |
| Standard 5 Organisation’s service environment | | | | |
|  | | HCP | Not Applicable | |
|  | | CHSP | Compliant | |
| Requirement 5(3)(a) | HCP | | Not Applicable |
|  | CHSP | | Compliant |
| Requirement 5(3)(b) | HCP | | Not Applicable |
|  | CHSP | | Compliant |
| Requirement 5(3)(c) | HCP | | Not Applicable |
|  | CHSP | | Compliant |
| Standard 6 Feedback and complaints | | HCP | Not Applicable | |
|  | | CHSP | Compliant | |
| Requirement 6(3)(a) | HCP | | Not Applicable |
|  | CHSP | | Compliant |
| Requirement 6(3)(b) | HCP | | Not Applicable |
|  | CHSP | | Compliant |
| Requirement 6(3)(c) | HCP | | Not Applicable |
|  | CHSP | | Compliant |
| Requirement 6(3)(d) | HCP | | Not Applicable |
|  | CHSP | | Compliant |
| Standard 7 Human resources | | HCP | Not Applicable | |
|  | | CHSP | Compliant | |
| Requirement 7(3)(a) | HCP | | Not Applicable |
|  | CHSP | | Compliant |
| Requirement 7(3)(b) | HCP | | Not Applicable |
|  | CHSP | | Compliant |
| Requirement 7(3)(c) | HCP | | Not Applicable |
|  | CHSP | | Compliant |

|  |  |  |  |
| --- | --- | --- | --- |
| Requirement 7(3)(d) | HCP | | Not Applicable |
|  | CHSP | | Compliant |
| Requirement 7(3)(e) | HCP | | Not Applicable |
|  | CHSP | | Compliant |
| Standard 8 Organisational governance | | HCP | Not Applicable | |
|  | | CHSP | Compliant | |
| Requirement 8(3)(a) | HCP | | Not Applicable |
|  | CHSP | | Compliant |
| Requirement 8(3)(b) | HCP | | Not Applicable |
|  | CHSP | | Compliant |
| Requirement 8(3)(c) | HCP | | Not Applicable |
|  | CHSP | | Compliant |
| Requirement 8(3)(d) | HCP | | Not Applicable |
|  | CHSP | | Compliant |
| Requirement 8(3)(e) | HCP | | Not Applicable |
|  | CHSP | | Compliant |

# 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

# HCP Not Applicable 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 sampled expressed satisfaction with the way they are treated with dignity and respect and valued as individuals with their own identity and culture. Staff interviewed described ways they show consumers dignity and respect, including making them feel comfortable and listening and understanding that everyone is different. Care documentation shows background information for each consumer and what is important to them is captured. The service has established systems for promoting consumer dignity and respect, including informing consumers about their rights and a staff code of conduct that includes respect for others.

The service does not have any Home care packages.

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

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

### *Care and services are culturally safe.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP | Not Applicable |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |

### *Each consumer is supported to take risks to enable them to live the best life they can.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP | Not Applicable |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(f) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 Ongoing assessment and planning with consumers

# HCP Not Applicable 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 said, in various ways, the service conducts assessments to understand consumers’ needs. Staff reported care directives inform them of risks to consumers’ health and guide their delivery of safe and effective services. Assessment and planning documentation is consistent with the services consumers receive.

Consumers described the ways the service helps them to meet their needs and preferences. All care files for sampled consumers identified needs, goals and personal preferences. Whilst the service does not routinely discuss advanced care planning or end of life planning with consumers, recent newsletters evidence this information is provided to consumers.

Consumers and representatives are satisfied they have been consulted about the services they receive. Staff described how they work collaboratively with consumers, representatives and others to assess and plan consumer care and services.

Consumers reported they can make changes to their service delivery when their circumstances change. Staff confirmed care plans are reviewed on an annual basis and updated to reflect changes in circumstances. Policies and procedures guide staff on reassessment processes in relation to annual reviews, changes in circumstance or incidents.

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 Compliant.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP | Not Applicable |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | HCP | Not Applicable |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(c) | HCP | Not Applicable |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(d) | HCP | Not Applicable |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(e) | HCP | Not Applicable |
|  | 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

# HCP Not Applicable 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

Consumers said in different ways that personal and clinical care and service provision provided is safe, effective, meets their individual needs and contributes to their health and well-being.

Consumers and representatives reported feeling confident that staff are familiar with the consumer and would identify if their health or function or condition changed. Staff described the actions they would take if they identified deterioration or change in a consumer, including calling emergency services if needed and immediately notifying management of any concerns via the duty officer.

Consumers and representatives are satisfied that appropriate referrals occur. Management and the registered nurse described referrals and the process for making referrals to meet consumer needs, goals and preferences. The service evidenced timely referrals to advocacy organisations, My Aged Care, and private allied health practitioners.

The service does not provide palliative care, however there are occasions where personal care will be delivered in collaboration with specialised palliative care services. Consumers nearing the end of life, receive an assessment from the registered nurse to determine their care needs and inform care directives.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme services are assessed as Compliant as 7 of the 7 specific requirements have been assessed as Compliant.

**Assessment of Standard 3 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(a) | HCP | Not Applicable |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(c) | HCP | Not Applicable |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(d) | HCP | Not Applicable |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(e) | HCP | Not Applicable |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(f) | HCP | Not Applicable |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(g) | HCP | Not Applicable |
|  | 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 4 Services and supports for daily living

# HCP Not Applicable 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 and representatives said the social support program provides consumers with independence and, through attending the service, consumers said they are able to participate in activities and socialise with others.

Consumers described in various ways they felt supported by the service. Staff described how they recognise when a consumer is feeling low and how they support them. Care planning documents identified consumers’ emotional and social needs, including what is important to them is captured.

Consumers receiving social support services said they have input into the activities and do things of interest to them. Consumers receiving other services reported enjoying the interactions with their care workers and being supported to live independently.

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**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | HCP | Not Applicable |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP | Not Applicable |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(d) | HCP | Not Applicable |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(e) | HCP | Not Applicable |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Where meals are provided, they are varied and of suitable quality and quantity.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP | Not Applicable |
|  | CHSP | Compliant |

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

# STANDARD 5 Organisation’s service environment

# HCP Not Applicable 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

All consumers interviewed expressed satisfaction that the service’s social support group spaces are welcoming and functional. They spoke positively about the service environments and said they felt a sense of connection and belonging to the groups they attend. Social support groups operate across the week in community facilities in different suburbs of the local area and include a group in a home-like setting for consumers living with dementia.

Consumers said in various ways the social support group environment is safe, clean, comfortable and well maintained, and they easily access the outdoor areas. Staff described maintenance reporting processes and said maintenance issues are addressed in a timely manner. Observation showed the service’s internal and external environments are clean, safe and maintained, with ramp and step access and changes to levels at access points were highlighted for safety.

Consumers expressed satisfaction with the suitability, safety and cleanliness of

The service does not have any Home care packages.

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

## Assessment of Standard 5 Requirements

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

*The service environment:*

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

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |

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

# STANDARD 6 Feedback and complaints

# HCP Not Applicable 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 they understood how to give feedback or make complaints and they feel safe raising any concerns. Management and staff gave examples of the encouragement and supports for consumers and others to provide feedback and make complaints, including the provision of multiple complaint options and interpreter and translation services. Staff described how they would support a consumer to complain by encouraging them to talk to management or documenting the complaint with consumer consent. The feedback and complaint system includes feedback forms, a complaints register, and complaint management policies and processes.

Consumers and representatives interviewed are satisfied that any concerns raised are actioned to their satisfaction. Management and coordination staff provided examples of ways they action complaints in a timely manner using an open disclosure process.

Management evidenced ongoing efforts to seek feedback from consumers to improve the quality of care and services. The service demonstrated review of feedback and complaints occurs and leads to improvements in care and services for individuals and more broadly.

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 Compliant.

## Assessment of Standard 6 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 Human resources

# HCP Not Applicable 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 felt the workforce is sufficient to ensure consumers receive care and services as planned to meet their needs and preferences. They said staff attend when they are scheduled and are mostly consistent. Consumers are advised of any unplanned changes to the schedule and are provided with options for care and service delivery. Staff said they have enough time to complete their tasks without rushing consumers. Rostering staff described processes that take into account consumer needs and preferences. Management described the factors impacting staffing levels and detailed recruitment activities in progress. Documentation review shows a system for planning and managing the workforce to ensure the delivery of safe, quality care.

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 7 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | HCP | Not Applicable |
|  | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

# STANDARD 8 Organisational governance

# HCP Not Applicable 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 actively seek and support the involvement of consumers and representatives in the development, delivery and evaluation of care and services. Management and staff described how they support consumers to be involved in service planning and development to the extent that they wish. Support mechanisms include telephone and online surveys, review letters, meetings, the ‘Have your say’ engagement platform on the organisation’s website and a consumer presence on the organisational positive ageing reference group.

The governing body guides strategic planning to improve outcomes for consumers receiving services through the Commonwealth Home Support Programme. Council, the executive leadership team, department director, service manager and coordination staff have leadership and accountability roles.

The service has effective organisation wide governance systems relating to information systems, continuous improvement, financial governance, workforce governance, regulatory compliance and feedback and complaints.

The organisation has effective risk management systems and practices which enable the service to manage high impact or high prevalence risks, to identify and respond to abuse and neglect of consumers, to support consumers to live their best life and to manage and prevent incidents.

The service does not have any Home care packages.

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

## Assessment of Standard 8 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | HCP | Not Applicable |
|  | 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) | HCP | Not Applicable |
|  | 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) | HCP | Not Applicable |
|  | 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) | HCP | Not Applicable |
|  | 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) | HCP | Not Applicable |
|  | CHSP | Compliant |

*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.