**Performance**

**Report**

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| Name: | Murgon Meals on Wheels |
| Commission ID: | 700561 |
| Address: | 55 Gore Street, MURGON, Queensland, 4605 |
| Activity type: | Quality Audit |
| Activity date: | 18 April 2024 |
| Performance report date: | 21 May 2024 |

This performance report **is published** on the Aged Care Quality and Safety Commission’s (the **Commission**) website under the Aged Care Quality and Safety Commission Rules 2018.

# Service included in this assessment

Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 8101 Murgon Meals on Wheels Incorporated  
Service: 24708 Murgon Meals on Wheels Incorporated - Community and Home Support

**This performance report**

This performance report for Murgon Meals on Wheels (**the service**) has been prepared by T Wurf, delegate of the Aged Care Quality and Safety Commissioner (Commissioner)[[1]](#footnote-1).

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the service, against the Aged Care Quality Standards (Quality Standards). The Quality Standards and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies any areas in which improvements must be made to ensure the Quality Standards are complied with.

# Material relied on

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

* The assessment team’s report for the Quality Audit report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.
  + The provider did not submit a response to the Assessment Team’s report.

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| Standard 1 Consumer dignity and choice | Compliant |
| **Standard 2** Ongoing assessment and planning with consumers | **Compliant** |
| **Standard 4** Services and supports for daily living | **Compliant** |
| **Standard 6** Feedback and complaints | **Compliant** |
| **Standard 7** Human resources | **Compliant** |
| **Standard 8** Organisational governance | **Compliant** |

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.

# Other relevant matters:

Murgon Meals on Wheels (the service) provides a meal service funded under the Commonwealth Home Support Programme (CHSP) to approximately 19 consumers in the town of Murgon, located in the South Burnett region of Queensland. The service delivers meals cooked-chilled and packed fresh by the Murgon Hospital. The service has 26 volunteers that deliver meals to consumers three days per week (Monday, Wednesday and Friday).

The Quality Audit conducted on 18 April 2024 assessed the service against the Aged Care Quality Standards. Standard 3, Standard 5 and requirements 4(3)(g) and 8(3)(e) were not included in the assessment as they do not apply to CHSP services that only deliver meals to consumers at home.

# Standard 1

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| Consumer dignity and choice | | CHSP |
| Requirement 1(3)(a) | Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. | Compliant |
| Requirement 1(3)(b) | Care and services are culturally safe | Compliant |
| Requirement 1(3)(c) | 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. | Compliant |
| Requirement 1(3)(d) | Each consumer is supported to take risks to enable them to live the best life they can. | Compliant |
| Requirement 1(3)(e) | 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. | Compliant |
| Requirement 1(3)(f) | Each consumer’s privacy is respected and personal information is kept confidential. | Compliant |

Findings

The Quality Audit Report included evidence (summarised below) that the service is compliant with this Quality Standard and associated requirements.

Consumers said their meal service is delivered in a way that makes them feel safe and respected, and provided positive feedback about their interactions with volunteers. They said they feel safe and comfortable with the volunteers who visit their home in pairs and volunteers are always respectful.

Volunteers spoke about consumers in a respectful way and knew what was important to individual consumers. They said they seek permission to enter consumers’ homes, address consumers by their preferred name, take time to engage in meaningful conversations, and ensure the meal is delivered as scheduled. They spoke of consumers’ cultural backgrounds and provided examples of culturally safe meals. Volunteers said they report to management any risks to consumers they observe.

Consumers said they are supported to make decisions about the meal service they receive, including how and when their meal is delivered. Consumers said their needs and preferences can be changed and updated easily by notifying a volunteer or committee member, including for a change in a scheduled meal delivery time or how their meal is delivered. They said this flexibility provides them independence.

Assessments capture information about consumers, including any specific cultural requirements; needs, goals and preferences; and choice of a representative to support them in decision-making. Consumers’ dietary requirements, likes and dislikes, and meal preferences are documented in consumer files and meal delivery run sheets. The meal delivery run sheets used by volunteers also include specific details about meal delivery times, locations, and any changes.

Consumers were satisfied that the information they receive supports them to make decisions about their services. Consumers receive a ‘Client and Carer Guide’ upon commencement of their service, that contains information, including but not limited to, meal prices, payments, storage and reheating; translation and advocacy services; who to contact when things go wrong; and how the service manages privacy and confidentiality. Information is also communicated regularly to consumers verbally (by phone or in person) or via written pamphlets delivered by volunteers.

Consumers had been advised about, and were satisfied with, how their personal information is collected and used. Consumer information is stored in folders and locked in committee members’ homes, and volunteers described how they maintain privacy and confidentiality of consumer information when out in the community.

# Standard 2

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| Ongoing assessment and planning with consumers | | CHSP |
| Requirement 2(3)(a) | Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services. | Compliant |
| Requirement 2(3)(b) | 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. | Compliant |
| Requirement 2(3)(c) | 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. | Compliant |
| Requirement 2(3)(d) | The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided. | Compliant |
| Requirement 2(3)(e) | Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer. | Compliant |

Findings

The Quality Audit Report included evidence (summarised below) that the service is compliant with this Quality Standard and associated requirements.

Consumers were satisfied with the meal service they received and said it met their needs, goals, and preferences, including those consumers with specific food allergies, intolerances, and/or dietary requirements. They reported that volunteers take the time to listen to them, understand their goals, and are responsive when their circumstances, needs or preferences change. Consumers said they are involved in the planning of their meal service and can choose to have their representatives participate in planning. Consumers explained planning included what meals and food items they prefer, when and where meals will be delivered and preferred payment methods.

Volunteers had a shared understanding of the service’s assessment and planning process and provided examples of how they monitor, escalate and update changes for a consumer. Volunteers said the delivery run sheet provides all the information they require to deliver meals safely and efficiently and in accordance with consumer preferences.

An initial assessment process collects information about a consumer, any risks to the consumer’s health or ability to safely reheat their meals, their health and physical status, special dietary requirements and preferences, likes and dislikes, and frequency of the meal delivery. This information informs the consumer’s meal delivery service plan, delivery run sheet, and the dietary requirements sheet in the Murgon Hospital kitchen. The Assessment Team found that consumer documentation included sufficient detail to guide volunteers in the delivery of meals and to support volunteers to identify and manage risks to consumers associated with the meal service.

Each consumer’s meal service is reviewed regularly, aligned with the service’s policy and process. Consumers advise volunteers of any changes to their needs or preferences for their meal service and said committee members call them to review their meal service and if any changes are required. Volunteers said they check in on consumers with each meal delivery and report any concerns about a consumer’s health or wellbeing to a committee member to follow up. When a change is required or requested, information is updated in the service’s communication book, consumer file, run sheets and the Murgon Hospital kitchen is notified.

Advanced care planning and end of life planning was not assessed as the service delivers a meal service only.

# Standard 4

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| Services and supports for daily living | | 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 |
| Requirement 4(3)(b) | Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being. | Compliant |
| Requirement 4(3)(c) | 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. | Compliant |
| Requirement 4(3)(d) | Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared. | Compliant |
| Requirement 4(3)(e) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant |
| Requirement 4(3)(f) | Where meals are provided, they are varied and of suitable quality and quantity. | Compliant |

Findings

The Quality Audit Report included evidence (summarised below) that the service is compliant with this Quality Standard and associated requirements.

Consumers said their meal service and the flexibility in the delivery of their meals supports them to maintain independence and their social networks and do the things that are important to them.

Committee members and volunteers explained how the meal service is tailored and modified to support individual consumers. They provided examples of how they support consumers living alone or with limited mobility and how meal delivery schedules can be flexible.

As addressed in Standard 2, documentation is in place relevant to consumers’ needs and preferences for meals and meal delivery and is available to volunteers and Murgon Hospital staff. Changes are documented and communicated. Consumer documentation and delivery run sheets demonstrated that consumers have day-to-day control and flexibility over the meal delivery they receive.

Consumers provided positive feedback about the volunteers. They said the volunteers take the time to talk with and check on them, and provide emotional support, which can be a highlight of their day. Volunteers spoke fondly about consumers and knew them well. Volunteers said they can easily adjust the delivery schedule when they know a consumer may be feeling low and needs an extra-long chat for support.

Information about each consumer’s meal service is documented and available to volunteers who deliver meals and the Murgon Hospital’s kitchen where the meals are prepared and packed for the service to deliver. Consumers said they are satisfied the information regarding their meal plan and delivery preferences is shared with volunteers and the hospital. Consumers said their meal is generally delivered by a regular volunteer who knows them well. Volunteers said information they access is sufficient to support them to deliver a meal service in line with each consumer’s needs and preferences.

Although consumers had not been referred to other services or organisations, consumers knew the ‘Client and Carers Guide’ they received contained information about other organisations they can access and said they were comfortable to approach volunteers should they require a referral. Volunteers knew how and when to refer consumers to other organisations.

Consumers provided positive feedback about the meals they receive. They said they enjoy the meals, and meals are varied, large portions and good quality. Consumers with special requirements said their needs and preferences are met. Volunteers demonstrated detailed knowledge of individual consumer’s dietary needs and preferences and meal delivery requirements. Committee members said the Murgon Hospital’s menu rotates weekly and that allergies, intolerances, specific dietary requirements and preferences are catered for in the meals provided to consumers.

# Standard 6

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| Feedback and complaints | | CHSP |
| Requirement 6(3)(a) | Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints. | Compliant |
| Requirement 6(3)(b) | Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints. | Compliant |
| Requirement 6(3)(c) | Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong. | Compliant |
| Requirement 6(3)(d) | Feedback and complaints are reviewed and used to improve the quality of care and services. | Compliant |

Findings

The Quality Audit Report included evidence (summarised below) that the service is compliant with this Quality Standard and associated requirements.

Consumers and representatives are encouraged and supported to provide feedback and make complaints. Consumers said they know how to provide feedback or make a complaint, and they feel comfortable and safe to do so. They said they would speak with a volunteer or a committee member.

Consumers are provided with the ‘Client and Carers Guide’, which contains information about feedback and complaints processes, advocates, language services and other avenues for resolving complaints. Consumers said they had received this guide and were familiar with the information in it.

Volunteers and committee members described how they encourage and support consumers and representatives to provide feedback and complaints, consistent with the service’s procedures. Feedback and complaints about meals are reported directly to the Murgon Hospital via the communication book.

Consumers and representatives confirmed the service responds promptly to any issues raised, provides an explanation, and resolves the matter. An apology is given by volunteers and a committee member to consumers when the service has not met their expectations. Committee members said feedback is usually given verbally either directly at the point of delivery or by telephone to a committee member. All feedback is recorded in a book with the date of feedback and resolution recorded. Any actions taken (which are usually a change in diet, meal preference or delivery days) are recorded on the consumer’s dietary form and updated on the weekly list provided to the Murgon Hospital.

Feedback and complaints are reviewed and used to improve the quality of the service. Consumers reported that their feedback about meals, delivery or dietary preferences were actioned and improved the overall meal service they receive.

# Standard 7

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| Human resources | | CHSP |
| Requirement 7(3)(a) | 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. | Compliant |
| Requirement 7(3)(b) | Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity. | Compliant |
| Requirement 7(3)(c) | The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles. | Compliant |
| Requirement 7(3)(d) | The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. | Compliant |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Compliant |

Findings

The Quality Audit Report included evidence (summarised below) that the service is compliant with this Quality Standard and associated requirements.

The service has 26 volunteers (inclusive of the committee members) to deliver meals to the local community. The area serviced is a three-kilometre radius outside the town of Murgon and any consumers outside this area arrange to pick up their meals from a point convenient to them within the area.

Consumers and representatives said volunteers always turn up when they expect them, and their meals are provided in line with their needs and preferences. Volunteers said there is enough time to complete their deliveries in the allocated timeframe. Volunteers advise the service about their availability on induction and if their availability changes. A roster is planned six months in advance and provided to all volunteers. Volunteers always work in pairs. If they are unable to deliver meals on their rostered day, the shift is filled with another volunteer.

Consumers provided positive feedback about the volunteers and said volunteers are always friendly and they usually know most of them as it is a small community. Volunteers spoke of consumers in a kind, caring and respectful way and evidenced a solid understanding of individual consumers, their preferences and requirements.

Consumers said volunteers delivering their meals know what they are doing, for example, they will place meals in the fridge, check used by dates on any meals left in the fridge and, if collecting payment, provide a receipt for the amount paid.

Volunteers demonstrated their knowledge and understanding of their roles and responsibilities. The service has position descriptions and runs sheets for committee members and meal delivery drivers.

The service is a member of Queensland Meals on Wheels (QMoW) and follows the requirements provided in QMoW’s volunteer’s guide to ensure the workforce is competent and knowledgeable. The Assessment Team found volunteers have appropriate screening clearances, licences and insurances.

Volunteers complete an induction program and buddy shifts with experienced volunteers for practical training on their role. This includes training on the quality standards, complaints and the serious incident response scheme. As members of QMoW, the service has access to online training modules and committee members attend forums quarterly where training is provided. Volunteers also receive training when legislation or processes change.

The committee members undertake informal performance monitoring and review of volunteers. Committee members work with all volunteers at various times and any concerns are discussed at these times. Volunteers said they can contact \ committee members anytime and are in regular contact with each other to discuss consumers, concerns or run changes.

# Standard 8

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| Organisational governance | | CHSP |
| Requirement 8(3)(a) | Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement. | Compliant |
| Requirement 8(3)(b) | The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery. | Compliant |
| Requirement 8(3)(c) | 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. | Compliant |
| Requirement 8(3)(d) | 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. | Compliant |

Findings

The Quality Audit Report included evidence (summarised below) that the service is compliant with this Quality Standard and associated requirements.

Consumers and representatives are engaged in the development, delivery and evaluation of meals and the meal delivery service through the service’s feedback and complaints process. Committee members described how feedback from consumers is provided to the chef at the Murgon Hospital at the end of each delivery run and changes are made accordingly.

The service is community-based volunteer-run service governed by a local management committee made up of volunteers from the local community. The service is a member of QMoW and has access to QMoW’s policies and procedures. The committee meets regularly to discuss service planning, feedback, complaints and incidents. The committee provide monthly reports to QMoW on matters relating to finance, certification and the contractual agreement with Murgon Hospital for the supply of meals.

The service has effective governance systems including for information management, continuous improvement, financial governance, workforce governance, regulatory compliance, and feedback, and complaints. For example:

* Volunteers have access to the information they need. Information is kept private and confidentiality. Information provided to consumers is relevant, accurate and timely and supports them to make decision about their meals and meal delivery.
* While the service does not have a plan for continuous improvement, the management committee could demonstrate how feedback is recorded and used to improve processes and the service.
* The committee members have oversight of the service’s income and expenditure, and this is reviewed regularly and discussed at committee meetings to ensure compliance with the CHSP funding agreement.
* There are systems to ensure the management committee and volunteers are competent and have the required skills and knowledge to effectively perform their roles.
* The service has systems to ensure it is complying with reporting requirements associated with CHSP funding agreement. Committee members receive relevant information about legislation, regulatory requirements and guidelines, from QMoW and the Commission.
* Whilst the service does not maintain a formal complaint register, feedback and complaints are recorded, actioned and reviewed.

The service has effective risk management systems and practices to identify, assess and manage risks to consumers receiving meals, including environmental risks and risks associated with meals (for example, temperature and dietary requirements). While no consumer incidents had been reported recently, an incident management process was in place.

1. The preparation of the performance report is in accordance with section 57of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)