**Performance**

**Report**

**1800 951 822**

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| Name of service: | Murrumburrah-Harden Multi Service Outlet |
| Service address: | Cnr Albury and East Street HARDEN NSW 2587 |
| Commission ID: | 200607 |
| Home Service Provider: | Murrumburrah-Harden Flexible Care Services Inc |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 7 June 2023 |
| Performance report date: | 28 June 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 Murrumburrah-Harden Multi Service Outlet (**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

**CHSP:**

* Care Relationships and Carer Support, 25217, Cnr Albury and East Street, HARDEN NSW 2587
* Community and Home Support, 25216, Cnr Albury and East Street, HARDEN NSW 2587

# 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

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| Standard 1 Consumer dignity and choice | Not applicable as not all requirements have been assessed |
| **Standard 2** Ongoing assessment and planning with consumers | **Not applicable as not all requirements have been assessed** |

# 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 1

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| Consumer dignity and choice | | CHSP |
| Requirement 1(3)(f) | Each consumer’s privacy is respected and personal information is kept confidential. | Compliant |

Findings

The Assessment Team reports that the Approved Provider is respecting consumers privacy and keeping their personal information confidentially. Specifically in relation to requirement 1(3)(f), the Assessment Team reports that when consumers and representatives were interviewed they said that staff and workers respected their privacy when delivering services and they were confident that their personal information was kept confidential. When staff were interviewed they demonstrated an understanding of the importance of protecting consumer information and respecting their privacy. Management confirmed that consumer information was shared with volunteers and other services when delivering care and services only after the organisation had obtained consent from the consumer. Further to this the provider has a privacy policy which outlines the protocols to protect personal information such as only collecting necessary information, how information is used, and how information is protected.

Section 54-1(d) of the Aged Care Act 1997 creates a legal obligation for an Approved Provider to comply with the Aged Care Quality Standards.

Having regards to the Assessment Team’s report, comments from the Approved Provider at the time of the audit, the Approved Provider’s obligations under the Aged Care Act and the Aged Care Quality Standards I have reasonable grounds to form the view that the Approved Provider has complied with this requirement.

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

# Standard 2

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| Ongoing assessment and planning with consumers | | CHSP |
| 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 |

Findings

The Assessment Team reports that the Approved Provider is providing assessment and planning that identifies and addresses the consumer’s current needs, goals, and preferences concerning advanced care planning and end of life planning. Care and services planning for consumers demonstrates the outcomes of assessment and planning, is being effectively communicated to the consumer. Care and services plans are regularly for effectiveness and when circumstances may change.

It is noted that Section 54-1(d) of the Aged Care Act 1997 creates a legal obligation for an Approved Provider to comply with the Aged Care Quality Standards

Having regards to the Assessment Team’s report, comments from the Approved Provider at the time of the audit, the Approved Provider’s obligations under the Aged Care Act and the Aged Care Quality Standards I have reasonable grounds to form the view that the Approved Provider has complied with this requirement.

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

1. The preparation of the performance report is in accordance with section 68A – assessment contact of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)