Newcastle and Hunter Community Health

Performance Report

Unit 3, 5-7 Channel Road   
MAYFIELD WEST NSW 2304  
Phone number: (02) 4920 1637

**Commission ID:** 201445

**Provider name:** Newcastle and Hunter Community Health Pty Ltd

**Assessment Contact - Desk date:** 5 April 2022

**Date of Performance Report:** 6 May 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**

**Home Care:**

* Home care packages, 27328, Unit 3, 5-7 Channel Road, MAYFIELD WEST NSW 2304

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(b) | Compliant |

# Detailed assessment

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 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 Assessment Contact - Desk; the Assessment Contact - Desk report was informed by review of documents and interviews with staff and management.

# STANDARD 2 Ongoing assessment and planning with consumers

### 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

The Quality Standard does not have an overall compliance finding as only one of the five specific requirements of Standard 2 have been assessed at this time.

The requirements assessed and corresponding compliance finding is noted below.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(b) 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.*

Management described actions the service has taken in response to the non-compliance. Documentation viewed by the Assessment Team showed newly implemented processes, tools, and staff training has been evaluated to ensure these are effective as part of the continuous improvement process.

The service was able to demonstrate there are established systems and entry processes, including a range of assessments to identify, document and support consumer's needs, goals and preferences. Nursing and care staff consult regularly with consumers and their authorised representatives, medical officers and allied health professionals, to evaluate if care and service delivery is meeting care needs, goals and preferences. As part of this ongoing process, advanced care planning and end of life discussions is undertaken with the consumer and/or their representative.

On the balance of the evidence available, summarised above, I find the approved provider complies with this requirement.