Newcastle Meals on Wheels

Performance Report

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| **Address:** | 273 Brunker RoadADAMSTOWN NSW 2289 |
| **Phone:** | 02 4957 7097 |
| **Commission ID:** | 200390 |
| **Provider name:** | Newcastle Meals on Wheels Ltd |
| **Activity type:** | Quality Audit |
| **Activity date:** | 25 May 2022 to 27 May 2022 |
| **Performance report date:** | 2 August 2022 |

# Performance report prepared by

G.McNamara, 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:**

* Social Support - Individual, 4-7XOH30N, 273 Brunker Road, ADAMSTOWN NSW 2289
* Meals, 4-7XOH368, 273 Brunker Road, ADAMSTOWN NSW 2289

# Overall assessment of Services

|  |  |  |
| --- | --- | --- |
| 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 |
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| Standard 3 Personal care and clinical care | 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 |  Compliant |
| Requirement 5(3)(a) | CHSP |  Compliant |
| Requirement 5(3)(b) | CHSP |  Compliant |
| Requirement 5(3)(c) | CHSP |  Compliant |
| 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 |
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| 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 provided positive feedback around care and service delivery. They confirmed staff treat them respectfully and support them to make informed choices. They provided examples of how they are assisted to live the life they choose. Consumers said that the service responds to their cultural backgrounds and staff protect their privacy.

Volunteers and staff demonstrated their knowledge of the consumers’ wishes and how they preferred to receive services. Coordination staff also described how consumers/representatives are involved in making decisions about the services they receive and how they ensure consumer information is kept confidential.

Staff are guided by a code of conduct that services are provided respectfully in an inclusive manner. Review of organisational documents including care plans demonstrates supporting consumers to exercise choice and independence throughout service provision.

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

**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 were satisfied with the care and services they received and that they were in line with their goals and preferences. Consumers confirmed they were involved in the assessment and planning process and where applicable this was done in partnership with others when they wished them to be involved.

Information in relation to relevant risks was evidenced on consumer files and included specific dietary needs, mobility risks and aids used, cognitive and behavioural concerns, and home environment assessments. Information on the non-response process was also sighted.

Assessment and planning documentation identified the current needs, goals and preferences of the consumer and documentation sighted guides the delivery of care and services.

The outcomes of the assessment and plan are communicated to the consumer through a documented care plan that, is offered to the consumer. Care and services are reviewed annually and more often if the need arises due to a change in circumstance or condition of the consumer and following incidents.

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

**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

This organisation does not provide personal or clinical care therefore this Standard in Not Applicable.

# 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 confirmed they are receiving effective supports for daily living that enable them to live independently. Consumers also described ways social support services enabled them to participate in the community and to experience a good quality of life, helping them to maintain their independence. They also said receiving regular nutritious meals helps keep them healthy and able to stay in their homes.

Staff and volunteers demonstrated a good understanding of the consumers they care for and what was important to them. Care workers stated the care planning documents include details of how to support a consumer with their lifestyle and social interactions.

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

**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.*

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| Requirement 4(3)(d) | CHSP  | Compliant |
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*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 |
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*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 |
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*Where meals are provided, they are varied and of suitable quality and quantity.*

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| Requirement 4(3)(g) | CHSP  | Not Applicable |
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*Where equipment is provided, it is safe, suitable, clean and well maintained.*

This organisation does not provide equipment therefore this requirement is Not Applicable.

# STANDARD 5 Organisation’s service environment

#  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

Consumers said that the service and volunteers know them well, and interviews with the workforce confirmed they knew consumers.

The areas used by consumers were clean, welcoming, and enabled easy access and ability to move around both indoors and outdoors.

Equipment and commercial kitchen facility that is used by the service was clean and well maintained.

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

## Assessment of Standard 5 Requirements

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| Requirement 5(3)(a) | CHSP  | Compliant |
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*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  | Compliant |
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*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  | Compliant |
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*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 said they were aware of ways to provide feedback and make complaints, and are comfortable raising issues. Consumers reported that they have been encouraged to do so by the service.

Staff described how they assist consumers to provide feedback and would raise complaints with management if the consumer requested.

Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong, however the need for improvements in regularly recording if the consumer was satisfied were identified. Management stated it was implementing improvements to ensure consumers are happy with outcomes.

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

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

## Assessment of Standard 6 Requirements

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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 |
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*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 |
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*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 were satisfied that there were enough staff to deliver care and quality services, and staff were allocated enough time to complete the services.

The service has systems and processes to ensure there are enough staff to deliver safe, quality care and services.

The service provides training, and management advised that all new staff are offered buddy shifts on commencement which was confirmed by staff interviewed.

The service could demonstrate how it ensures the workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.

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

## 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 |
|  |  |  |

*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

All consumers are satisfied they receive safe and quality care and services, and how their services are managed.

The organisation has several feedback mechanisms that include, informal and formal feedback, the care plan process and consumer surveys.

The service’s governing body are accountable for the delivery of safe and quality care and services. The governance system is based on systems that regularly report key information from the service to the leadership team and governing body and systems to review this information and provide directives to the service’s management and staff.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as four of the four applicable requirements have been assessed as Compliant.

## 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.*

This organisation does not provide clinical care therefore this requirement is Not Applicable.

# 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.