Nillumbik Shire Council

Performance Report

14-44 Civic Drive   
GREENSBOROUGH VIC 3088  
Phone number: 03 9433 3148

**Commission ID:** 300662

**Provider name:** Nillumbik Shire Council

**Quality Audit date:** 10 May 2022 to 12 May 2022

**Date of Performance Report:** 10 June 2022

# Performance report prepared by

Mary 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:**

* Social Support Group, 4-B8AHK8Z, 14-44 Civic Drive, GREENSBOROUGH VIC 3088
* Transport, 4-B84QP1V, 14-44 Civic Drive, GREENSBOROUGH VIC 3088

# Overall assessment of Service/s

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 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 | |
| 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 | | Not Applicable |
| 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 |
| 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 community transport and the social support group 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/representatives interviewed said consumers are treated with dignity and respect by staff and volunteers.

Consumers/representatives said staff know a little bit about their backgrounds, what is important to them and understand their needs and preferences.

Consumers/representatives felt supported to exercise choice and maintain their independence including making their own decisions and on when to involve family and friends.

Consumers/representatives described how staff consult with them from commencement, this includes discussions about risks the consumer may wish to take to maintain their independent lifestyle and activities. On entry to the service consumers receive an information pack and there is regular communication via face to face, telephone contact and newsletters.

Consumers/representatives provided feedback that staff and volunteers respect their privacy and their personal information is kept confidential.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as 6 of the 6 specific requirements have been assessed as Compliant.

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(b) | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | 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) | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | 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) | CHSP | Compliant |

*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/representatives interviewed indicated they get safe and effective care and services and were satisfied with the care and services delivered by staff and volunteers. Volunteers who provide transport services to consumers reflected a good understanding of the needs of the consumers they transport. Volunteers were satisfied with the information they receive about the consumer. Documented care planning information obtained from consumers generally reflected detailed care requirements.

Consumers/representatives confirmed taking part in initial assessment and planning discussions and planning reiews when the consumer’s needs, goals and preferences change.

In relation to advance care planning and end of life wishes, consumers/representatives did not recall discussions about this. Some representatives said they had power of attorney or had advance care plans from a long time ago. Staff were unaware of the need to document and discuss advance care planning, however they have added this to their assessment documentation.

Assessment and planning processes identify other providers involved in the care of consumers. Progress notes evidence the involvement of others involved with the care of consumers.

Consumers sampled confirmed staff explain their care plan to them, including the outcomes for assessment and they are provided with a copy or they have seen a copy of their care plan. Staff demonstrated how assessment and planning prompts consumers to indicate their acknowledgement of the care and services provided.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as 5 of the 5 specific requirements have been assessed as Compliant.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | 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) | 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) | 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) | 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) | 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

# CHSP Not Applicable

### 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

The Quality Standard for the Commonwealth Home support programme service is assessed as Not Applicable.

Under CHSP the service provides- Transport and Social support group activities only. No clinical or personal care is delivered under this program.

# 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 reported services they received promoted their independence and described how services have improved their quality of life by assisting them with transport and decreasing their social isolation.

Consumers felt supported by the service. Staff described how they recognise when a consumer is feeling low and how they support them. Care planning documents provided details as to what was important to the consumer.

The service communicates the condition, needs and preferences of the consumer within the organisation and with others where care is shared. Staff and volunteers confirmed having access to consumers’ information.

The service supports consumers to maintain social relationships and participate in activities of interest to them in the community. Consumers/representatives described being supported to maintain contact with the people important to them, and to continue to do the things of interest to them.

Consumers/representatives when asked if the service is supportive in connecting them with other services and supports said that supports are available and offered however, they manage these independently. The service demonstrated appropriate referrals occur for consumers to other organisations to support the consumer’s quality of life and wellbeing.

The service does not provide equipment or provide a meals service.

The Quality Standard for the Commonwealth home support programme services are assessed as Compliant as 5 of the 7 specific applicable requirements have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | 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) | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | 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) | 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) | CHSP | Compliant |

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

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP | Not Applcable |

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

# 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 reported the community room where they attend social support group activities is welcoming and they look forward to attending and catching up with friends. The environment is accessible to consumers with varying levels of mobility and includes navigational aids to identify the facilities.

Consumers reported the community hall is clean and well maintained. Observations within the service environments evidenced safe, clean, comfortable and well maintained internal and external spaces.

Consumers interviewed did not raise any concerns in relation to this Requirement and advised the furniture at the social support group and the vehicles used to transport them are always clean and well maintained.

Management and volunteers described processes to arrange for maintenance of organisational vehicles. Observations evidenced the room used by the social support group and the vehicles used to transport consumers to be well maintained, suitable for the consumer, clean and safe.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as 3 of the 3 specific requirements have been assessed as Compliant.

## Assessment of Standard 5 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) | 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) | 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) | CHSP | Compliant |

*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/representatives demonstrated an awareness of how to raise any concerns with management. Staff and volunteers are aware of feedback processes and support consumers if necessary, to provide feedback.

Consumers are provided written information about advocacy and language services at commencement of their service.

Generally, consumers/representatives interviewed said if they raised a concern, they would receive a response. Management advised that if feedback was received, they would use it to improve and make adjustments to the program.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as 4 of the 4 specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(a) | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | 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) | 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) | CHSP | Compliant |

*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/representatives expressed satisfaction with the availability of staff and volunteers to provide transport and social support. The service demonstrated how they plan the number and mix of staff and volunteers to provide the services.

Consumers/representatives expressed a high level of satisfaction with the way staff and volunteers interact. Consumers/representatives said they were satisfied that staff and volunteers have the knowledge to effectively provide programs.

The service demonstrated the workforce is recruited to specific roles, trained and equipped to undertake these roles and supported to deliver outcomes for consumers. Documentation demonstrates staff and volunteers have skills and knowledge relevant to their role and their competency is monitored on a routine basis.

Consumers/representatives said staff know what they are doing and are satisfied with management’s responsiveness to feedback on staff performance. Staff performance is monitored and reviewed with action taken.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as 5 of the 5 specific requirements have been assessed as Compliant.

## Assessment of Standard 7

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | 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) | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(d) | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | CHSP | Compliant |

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

# STANDARD 8 Organisational governance

# HCP 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

Consumers are engaged in the development, delivery and evaluation of care and services through surveys, feedback and input into the activities and the development of the activities calendar. The organisation uses the feedback to develop an activities calendar.

The council demonstrated to the satisifaction of the Assessment Team that the its governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.

The council has organisational wide governance systems to monitor processes such as information management, continuous improvement, financial governance, workforce governance, regulatory compliance, feedback and complaints.

A risk management framework for identifying high impact and high prevalence risks is in place. Management discussed the processes to ensure action is taken in response to identified risks.

The Quality Standard for the Commonwealth home support programme services are assessed as Compliant as 4 of the 5 relevant requirements have been assessed as Compliant.

## Assessment of Standard 8 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | CHSP | Compliant |

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(b) | CHSP | Compliant |

*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(c) | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(d) | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(e) | CHSP | Not Applicable |

*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.