**Performance**

**Report**

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| Name of service: | Noarlunga Community Transport - NOARLUNGA DOWNS |
| Service address: | Noarlunga Health Village, Alexander Kelly Drive NOARLUNGA SA 5168 |
| Commission ID: | 600172 |
| Home Service Provider: | Noarlunga Volunteer Transport Service Inc |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 13 February 2023 |
| Performance report date: | 8 March 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 Noarlunga Community Transport - NOARLUNGA DOWNS (**the service**) has been prepared by S Bickerton, 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

**Commonwealth Home Support Programme (CHSP):**

* Community and Home Support, 23836, Noarlunga Health Village, Alexander Kelly Drive, NOARLUNGA SA 5168

# 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

# Assessment summary for 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 | **Compliant** |
| **Standard 3** Personal care and clinical care | **Not applicable as not all requirements have been assessed** |
| **Standard 4** Services and supports for daily living | **Not applicable as not all requirements have been assessed** |
| **Standard 5** Organisation’s service environment | **Not applicable as not all requirements have been assessed** |
| **Standard 6** Feedback and complaints | **Not applicable as not all requirements have been assessed** |
| **Standard 7** Human resources | **Not applicable as not all requirements have been assessed** |
| **Standard 8** Organisational governance | **Not applicable as not all requirements have been assessed** |

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:

Non-compliance of requirements 2(3)(a), 2(3)(b), 2(3)(c), 2(3)(d), 2(3)(e), 7(3)(d), 8(3)(b), 8(3)(c) and 8(3)(d) was identified during a quality audit conducted on 6 September 2022.

# 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

At the time of the performance report decision, the service was:

* Demonstrating embedded assessment and review processes consider risks to consumers health and well-being and guide the delivery of safe and effective services
* Evidencing communication and provision of information to staff to guide safe and quality service delivery
* Evidencing the discussion and documentation of consumers end of life preferences, and providing information about advanced care planning

The service demonstrated contemporary assessment and planning processes include the identification of risks to consumer’s safety, including sense impairment and mobility limitations. Consumer risks is communicated by the service to those involved in service delivery, and it was demonstrated that volunteer drivers are made aware of risk factors relevant to consumer transport and safety.

The service evidenced utilising information from ‘My Aged Care’ to complement completion of consumer assessments and additionally demonstrated that consumers are involved in this process. The service evidenced embedded procedures guide staff in completing consumer assessments and service planning.

* Consumers described in different ways that they felt the service knows about their mobility and other risk factors and they feel safe when receiving transport services
* Service staff and volunteers demonstrated knowledge of consumer risk information and described it as adequate in guiding safe service deliver
* Service documentation evidenced consumer risk factors and preferences are identified, noted, included in service agreements, and reflected in transport arrangements

The service demonstrated embedded assessment and planning processes identify current needs, goals, and preferences of consumers, including advanced care and end of life planning. Assessment processes evidenced the capture the health and mobility information for consumers relevant to the delivery of transport services. Additionally, detailed information guiding staff in service delivery was evidenced in service documentation.

* Consumers described in different ways that volunteer drivers know how to transport them safely and according to their wishes
* Service documentation evidenced consumer goals, preferences, and risks are recorded along with mitigating guidance
* Service documentation evidenced advanced care and end of life planning is discussed and documented

The service demonstrated assessment and planning is undertaken in partnership with consumers and others they wish to involve. As part service assessments, consumers are provided opportunities to provide detailed personal information relevant to the provision of their services.

* Consumers described in different ways that they felt comfortable in managing their transport arrangements and interactions with the service
* Service staff and management demonstrated knowledge around their consumer base and individuals preferences in managing service delivery. The services operations reflected a supportive approach in connecting consumers with the services they require in a way that makes them feel comfortable
* Service documentation evidenced embedded processes guide the collection of consumer information and the planning of service delivery

The service demonstrated that outcomes of assessment and planning are documented, effectively communicated, and inform service provisions.

* Consumers described in different ways that they are satisfied with the services provided to them and understood the services communications.
* Service staff demonstrated embedded practises ensure consumers receive communications following reviews and assessments
* Service planning procedures evidenced instructions guiding staff in completing and communicating consumer care plan information

The service demonstrated that consumer services are reviewed annually or episodically when consumer circumstances or preferences change.

* Consumers described in different ways that they are comfortable advising the service of changes in their requirements, and recall being provided with updated and relevant information when they do
* Service staff and volunteers demonstrated being advised and informed of changes or alterations in consumer service requirements. Service staff demonstrated knowledge in embedded practices that ensure service systems are updated with relevant information to inform reviews of consumer services
* Service management demonstrated consistent practises ensure records are updated and reviewed and decisions are made to implement changes when this is required. This process demonstrated that changes to consumer risk information and preferences is immediately reflected on transport documentation issued to volunteer drivers

# Standard 7

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| Human resources | | CHSP |
| Requirement 7(3)(d) | The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. | Compliant |

Findings

At the time of performance report decision, the service was:

* Evidencing that service staff are recruited with relevant qualifications and knowledge to effectively perform their roles
* Evidencing that service staff are trained, supported, and upskilled to deliver safe and quality services

The service demonstrated its volunteer workforce is supported by recruitment, induction, and training processes. The assessment team evidenced service processes identify and mitigate consumer risks and improve care outcomes for consumers. Service management demonstrated organisational recruitment and onboarding processes include requirements for new volunteer drivers to participate in training and familiarisation processes facilitating consumer introductions and knowledge sharing of service transport procedures.

* Consumers described in different ways that they are very happy with the services volunteer drivers and the service they provide. Feedback included volunteers being courteous, kind, patient and very helpful
* Volunteer drivers for the service described service management as being well organised and responsive to feedback and requests for assistance or guidance
* Service management evidenced volunteer drivers being trained in first aid, manual handling, driver awareness and infection control. Additionally, the service requires volunteer drivers to obtain national police clearances and working with vulnerable people clearances
* Service documentation evidenced registers recording volunteer drivers compliance with mandatory requirements. Service meeting minutes evidenced additional training for volunteer drivers is planned by the service, and volunteer drivers handbooks evidenced training opportunities for dementia awareness, elder abuse, cultural safety, and dignity of risk.

# Standard 8

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| Organisational governance | | CHSP |
| 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

At the time of performance report decision, the service was:

* Demonstrating that its governing body has oversight and accountability for ensuring effective governance systems are embedded to manage information, continuous improvement, financial responsibilities, and regulatory compliance
* Evidencing systems and procedures effectively identify, manage, and mitigate risks associated with consumer services
* Demonstrating its governing body is accountable for service culture and has oversight of service operations

The service demonstrated that its governing body promotes a culture of safe, inclusive and quality services and is accountable for their delivery.

* Consumers described in different ways that they felt the service was well run. Consumers described being supported by the service and explained they could phone the service and speak to someone about their needs. Additionally, volunteer drivers were described as polite and helpful
* Service management described the board being constituted by persons with wide-ranging skills and experience. Board members rely on service management to inform and guide organisation improvements and adherence to Quality Standards.
* The services board meeting documentation evidenced standing items to review consumer complaints, feedback and incidents

The service demonstrated effective embedded governance systems in relation to information management, continuous improvement, financial governance, workforce governance, regulatory compliance and feedback and complaints. The service evidenced identifying areas of opportunity to further strengthen these systems to achieve best practice compliance with the Quality Standards.

*Information management:*

Service staff and volunteer drivers described being able to access information when they need it. Volunteer drivers described the service providing them with sufficient information to enable them to provide safe services. Service staff and management demonstrated the systems used to assess and review consumers needs and manage their information is guided by embedded policies and procedures.

*Continuous improvement:*

The assessment team evidenced the services continuous improvement plan is used to identify matters needing to be addressed and plans steps that need to be taken. Service meeting minutes evidenced that the continuous improvement plan records the progress and status of each item and is reviewed at every Board meeting. Service management described that a significant number of improvements have been completed in recent months and this was corroborated by service records reviewed by the assessment team.

*Financial governance:*

Systems evidenced effective governance of financial management by the service. Service board meeting minutes and agendas evidenced the board receives financial reports to enable oversight of financial matters.

*Workforce governance:*

Service policies and procedures evidenced effective workforce governance. Service management explained that the service has funding arrangements with local councils and this provides for safeguards in the form of taxis if service capacity is restricted.

*Regulatory compliance:*

The service evidenced being informed of regulatory reforms and changes through various sources including email subscriptions and memberships of external organisations. Service documentation evidenced reports being attached to board meeting agendas to inform sector changes and compliance requirements.

*Feedback and complaints:*

The service evidenced compliance with feedback and complaints processes through embedded policies and procedures managing consumer complaints and feedback. Service management explained that the service is exploring the use of features available in its existing electronic systems to report and trend consumer feedback.

The service evidenced effective systems for managing risk, including high-impact and high-prevalence risks associated with providing transport services, primarily the risk of accidents, medical emergencies, falls, and no response from consumers when volunteer drivers arrive to provide a service.

Service volunteers and service staff demonstrated being able to identify and respond to abuse and neglect of consumers and support them in living the best life they can. The service has an incident management system and evidenced reviewing any incidents to identify improvement opportunities.

* Service management explained that all service staff have completed training in the serious incident report scheme (SIRS) for home care. Service management described intending to utilise the Aged Care Commission’s toolkit to evaluate any reportable incidents when they occur and expressed confidence in the service’s collective knowledge around compliance with SIRS requirements. At the time of assessment contact the service had not received or recorded any SIRS notifications
* Service management reports for scheduled board meetings evidenced inclusion of comprehensive information relevant to SIRS and the services actions taken in complying with these new requirements
* The services training register evidenced fact sheets about dementia awareness, incident reporting, SIRS, risk management and dignity of risk have been made available to staff between December 2022 and January 2023
* Service policies and procedures evidenced incident management plans, service continuity plans, and incident and accident procedures. Volunteer drivers demonstrated being aware of these instructions and explained that they are available in all vehicles to guide them if they are involved in an accident or incident

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