**Performance**

**Report**

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| Name: | Northern Settlement Services - Hamilton |
| Commission ID: | 200237 |
| Address: | 8 Chaucer Street, HAMILTON, New South Wales, 2303 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 19 September 2024 |
| Performance report date: | 25 October 2024 |

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.

# Services included in this assessment

Home Care Packages (**HCP**) included:  
Provider: 1254 Northern Settlement Services Limited  
Service: 17688 Northern Settlement Services CACP

Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 7828 Northern Settlement Services Limited  
Service: 24855 Northern Settlement Services Limited - Care Relationships and Carer Support  
Service: 24854 Northern Settlement Services Limited - Community and Home Support

**This performance report**

This performance report has been prepared by M.Wyborn, 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 services it operates, 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.

# Material relied on

The following information has been considered in preparing the performance report:

* the assessment team’s report for the Assessment contact (performance assessment) – site report was informed by a site assessment, observations at service outlets, review of documents and interviews with staff, consumers/representatives and others.

# Assessment summary for Home Care Packages (HCP)

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| Standard 2 Ongoing assessment and planning with consumers | Not applicable as not all requirements were assessed |
| **Standard 7** Human resources | **Not applicable as not all requirements were assessed** |
| **Standard 8** Organisational governance | **Not applicable as not all requirements were assessed** |

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | Not applicable as not all requirements were assessed |
| **Standard 7** Human resources | **Not applicable as not all requirements were assessed** |
| **Standard 8** Organisational governance | **Not applicable as not all requirements were 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.

# Standard 2

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| Ongoing assessment and planning with consumers | | HCP | 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 | 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 | Compliant |

Findings

The service demonstrated that consumer assessment and planning routinely considers risks to individual consumers and informs delivery of safe care and services. Consumers and representatives provided positive feedback about assessment and planning and advised information gathered at the initial visit informs their care. The service’s HCP care partners and CHSP care coordinators advised they use information from the consumers’ my aged care plan, and information from the consumer and family at the initial home visit assessment, to undertake tailored risk assessments and to develop individualised consumer care and services plans. Consumer assessments, and care and service plans are reviewed at least annually or when circumstances change. The service demonstrated that consumer documentation is appropriately updated to include current interventions and strategies to manage and mitigate the risk to the consumer. Staff, including support workers, demonstrated appropriate knowledge and access to relevant consumer information for those consumers they provide care.

The service demonstrated that care and services are regularly reviewed for effectiveness and when incidents occur or when a consumer’s circumstances change. For consumers receiving HCP, care is reviewed when required and at least annually with a review every 6 months for consumers receiving either level 3 or 4 funding packages. For consumers aligned with CHSP, care is reviewed annually or as care needs change. Staff and consumers demonstrated effective and timely communication with the HCP care partners and CHSP care coordinators when changes occur that impact on the needs of the consumer, and how care is reviewed following the change.

With these considerations, I find the service compliant in Requirements 2(3)(a) and 2(3)(e).

# Standard 7

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| Human resources | | HCP | CHSP |
| Requirement 7(3)(a) | 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. | Compliant | Compliant |

Findings

The service demonstrated a workforce that is planned to enable delivery of safe and quality care and services. Consumer needs and preferences, including gender, language, and cultural needs are captured from the initial assessments and matched with worker skills and experience. The service ensures that the staff responsible for the roster have access to relevant details related to consumer needs and preferences and the service provides focussed effort to ensure the appropriate staff are rostered to assist each consumer. In efforts to deliver consistent care and services to consumers, the service operates with an additional team of support workers who know the consumers and the consumers know them and these workers can be used to backfill the roster if required. Consumers and representatives advised that staffing is consistent and routinely meets their care needs. Consumers advised that the service notifies them of any changes to their scheduled care and services in a timely manner, and management demonstrated appropriate focus on ensuring a well maintained and informed workforce that is equipped to deliver safe and quality care to consumers.

With these considerations, I find the service compliant in Requirement 7(3)(a).

# Standard 8

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| Organisational governance | | HCP | CHSP |
| 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 | Compliant |

Findings

The organisation demonstrated effective governance systems related to information management, continuous improvement, financial governance, workforce governance, regulatory compliance, and feedback and complaints. The service’s information systems provide stakeholders with the information they need, and consumers and representatives advised the information they receive in relation to care, services and fees is clear and current. The service’s electronic care planning system demonstrated that information is up to date and accessible to support effective delivery of care and services to consumers. Staff have electronic access to policies and procedures to support them in their role. The service’s continuous improvement system effectively identifies opportunities for improvement through input from consumer feedback, complaints, surveys, incidents, meetings, organisational initiatives, and external reviews. The organisation’s continuous improvement process is monitored at service level and at the organisational level. The organisation’s finance team maintains oversight and responsibility for managing the service’s finances, including managing financial claims, financial reviews and actioning regular financial reports. The care partners monitor consumers receiving HCP funding and routinely advise consumers of their expenditure progress. The organisation ensures relevant and up to date financial information is provided to the Board.

The organisation’s workforce is monitored at both the service and organisational levels. The organisation demonstrated an effective system for the planning and management of its workforce and has appropriate processes to ensure monitoring of staff from subcontracted services such as allied health and home maintenance staff. These processes include an agreement with the subcontracted agency and documentation related to police checks, insurance, and staff qualifications. The organisation’s Board is responsible for ensuring oversight of changes to aged care regulation and legislation. The general manager monitors changes to aged care regulation and legislation through information received from subscribing to the Aged Care Quality and Safety Commission and other peak bodies. The general manager reports changes to the subcommittees for their review, and policy changes can be reviewed and developed as required. The organisation demonstrated the Board administers management and oversight of effective feedback and complaints systems to monitor the service’s handling of complaints. The organisation demonstrated that feedback and complaints data is routinely used to inform and drive continuous improvement, and the organisation demonstrated appropriate policies and procedures to support staff and management with the process of managing complaints.

With these considerations, I find the service compliant in Requirement 8(3)(c).

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)