Open House Christian Involvement Centres

Performance Report

67-71 Strathallan Road
MACLEOD VIC 3085
Phone number: 03 9450 7600

**Commission ID:** 300668

**Provider name:** Open House Christian Involvement Centres

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

**Date of Performance Report:** 14 June 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

**CHSP:**

* Social Support Group, 4-B5FXTN5, 67-71 Strathallan Road, MACLEOD VIC 3085

# Overall assessment of Service/s

|  |  |  |
| --- | --- | --- |
| Standard 1 Consumer dignity and choice | HCP  | Not Applicable |
|   | CHSP | Compliant |
| Requirement 1(3)(a) | HCP  | Not Applicable |
|   | CHSP | Compliant |
| Requirement 1(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 1(3)(c)  | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 1(3)(d)  | HCP | Not Applicable |
|  | CHSP | Compliant  |
| Requirement 1(3)(e)  | HCP | Not Applicable |
|  | CHSP | Compliant  |
| Requirement 1(3)(f)  | HCP | Not Applicable |
|  | CHSP | Compliant |
| Standard 2 Ongoing assessment and planning with consumers |
|  | HCP  | Not Applicable |
|  | CHSP | Not Compliant |
| Requirement 2(3)(a) | HCP | Not Applicable |
|  | CHSP | Not Compliant |
| Requirement 2(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 2(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 2(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 2(3)(e) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Standard 3 Personal care and clinical care | HCP  | Not Applicable |
|   | CHSP | Not Applicable |
| Requirement 3(3)(a) | HCP  | Not Applicable |
|   | CHSP | Not Applicable |
| Requirement 3(3)(b) | HCP | Not Applicable |
|  | CHSP | Not Applicable |
| Requirement 3(3)(c)  | HCP | Not Applicable |
|  | CHSP | Not Applicable |
| Requirement 3(3)(d)  | HCP | Not Applicable |
|  | CHSP | Not Applicable |
| Requirement 3(3)(e)  | HCP | Not Applicable |
|  | CHSP | Not Applicable |
| Requirement 3(3)(f)  | HCP | Not Applicable |
|  | CHSP | Not Applicable |
| Requirement 3(3)(g)  | HCP | Not Applicable |
|  | CHSP | Not Applicable |

|  |
| --- |
| Standard 4 Services and supports for daily living |
|  | HCP  | Not Applicable |
|  | CHSP | Compliant |
| Requirement 4(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 4(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 4(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 4(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 4(3)(e) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 4(3)(f) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 4(3)(g) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Standard 5 Organisation’s service environment |
|  | HCP  | Not Applicable |
|  | CHSP | Compliant |
| Requirement 5(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 5(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 5(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Standard 6 Feedback and complaints | HCP  | Not Applicable |
|   | CHSP | Compliant |
| Requirement 6(3)(a) | HCP  | Not Applicable |
|   | CHSP | Compliant |
| Requirement 6(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 6(3)(c)  | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 6(3)(d)  | HCP | Not Applicable |
|  | CHSP | Compliant  |
| Standard 7 Human resources | HCP  | Not Applicable |
|   | CHSP | Compliant |
| Requirement 7(3)(a) | HCP  | Not Applicable |
|   | CHSP | Compliant |
| Requirement 7(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 7(3)(c)  | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 7(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 7(3)(e)  | HCP | Not Applicable |
|  | CHSP | Compliant |
| Standard 8 Organisational governance | HCP  | Not Applicable |
|   | CHSP | Compliant |
| Requirement 8(3)(a) | HCP  | Not Applicable |
|   | CHSP | Compliant |
| Requirement 8(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 8(3)(c)  | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 8(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |
| Requirement 8(3)(e)  | HCP | Not Applicable |
|  | 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

#  HCP Not Applicable 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

All consumers sampled expressed high level satisfaction with the way consumers are treated with dignity and respect and regarded as individuals with their own backgrounds and cultures. Staff gave examples of ways they implement dignity and respect in practice. The services has established systems for promoting consumer dignity and respect.

Consumers are satisfied staff treat them as individuals with their own needs, preferences, backgrounds and cultures. Staff interviewed described ways they show acceptance of consumers’ backgrounds, ethnicity, cultures and relationships. Service information shows in various ways a commitment to safe, inclusive care and support for cultural diversity.

Consumers are satisfied they are supported in choice and independence in decision making about their services and the involvement of others and in making and maintaining social connections and relationships. Staff described how they support consumer choice, independence and decision making.

The service has systems to support consumers to continue to participate in activities that they consider provide their best life, while risks are identified and mitigated with appropriate support and interventions. Consumers and representatives expressed satisfaction with how the service supports consumers to live their best life. Staff described support and assistance measures to ensure consumers are as safe as possible.

The service demonstrated timely and clear information is provided to consumers to support them to make choices, and information is generally accurate and current. All consumers and representatives interviewed are satisfied consumers are provided with information to assist their choices and decisions related to care and services.

An established system promotes consumer privacy and confidentiality including a privacy policy. Consumers and representatives said that staff respect consumer privacy and keep personal information confidential. Management and staff described ways consumer privacy and confidentiality is respected.

An established system promotes consumer privacy and confidentiality including a privacy policy. Consumers and representatives said that staff respect consumer privacy and keep personal information confidential. Management and staff described ways consumer privacy and confidentiality is respected.

The service does not have any Home care packages.

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

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | HCP  | Not Applicable |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(b) | HCP  | Not Applicable |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP  | Not Applicable |
|  | 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) | HCP  | Not Applicable |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP  | Not Applicable |
|  | 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) | HCP  | Not Applicable |
|  | CHSP  | Compliant |

*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 Ongoing assessment and planning with consumers

#  HCP Not Applicable CHSP Not 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

While management evidenced familiarity and an understanding of their consumers; consumers’ needs and any potential risks to their health and wellbeing are not effectively identified during assessment and care planning processes. Information is not available to inform safe care and services at the point of care.

Consumers confirmed taking part in assessments which identified their interests, goals and preferences. No consumer could recall being given information or supported opportunities to talk about advanced care planning and end of life wishes.

Consumers are assessed for suitability to attend the social support group and care planning is completed in partnership with consumers and others they wish to involve. Consumers confirmed they are frequently consulted in relation to all decisions around their care and services.

Consumers were satisfied with assessment and care planning and most could recall a copy of the care plan being provided to them. Staff have access to assessment and care planning information in paper and electronic formats, while volunteers rely on verbal information provided through meetings and familiarity with the consumer.

Care plans are reviewed regularly for effectiveness and when consumers’ interests and needs change.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Non-compliant as one of the five specific requirements have been assessed as Non-compliant.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP  | Not Applicable |
|  | CHSP  | Non 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.*

Findings

While management evidenced familiarity and an understanding of their consumers; consumers’ needs and any potential risks to their health and wellbeing are not effectively identified during assessment and care planning processes. Information is not available to inform safe care and services at the point of care. For Example:

* Paper and electronic formats are used to document consumers’ assessments and care planning. Assessments include general consumer information, such as contact details, age and the consumer’s interests. Minimal health related information or consideration of risks to the consumer are collated by the service.
* The service’s ‘Participant assessment policy, and the ‘Participants waitlist, intake and exit policy’ (not dated), does not guide staff in assessment and planning inclusive of consumers’ health needs and/or risks to the consumers’ health and wellbeing.

Documentation reviews evidenced a data exchange consent form with tick boxes for consumer impairments, such as intellectual/learning issues, psychiatric, sensory/speech or physical. However, when an impairment was recorded, there was no further information to explore any implications for care during the service or identify any potential risks to the consumer or others at the social group.

Management provided a commitment to service improvements in relation to assessment processes, policies, training and documentation including guidance at the point of care.

On balance I have formed the view that while the service has acknowledged actions to address the concerns raised in the assessment report, these activities will take time to become embedded in standard practice and I find the approved provider does not comply with this Requirement.

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | HCP  | Not Applicable |
|  | 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) | HCP  | Not Applicable |
|  | 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) | HCP  | Not Applicable |
|  | 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) | HCP  | Not Applicable |
|  | 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

#  HCP Not Applicable 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 service does not have any Home care packages.

Standard 3 for the Commonwealth home support programme service is not applicable as there is no personal care or clinical care being delivered.

# STANDARD 4 Services and supports for daily living

#  HCP Not Applicable 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 provided feedback about how they receive social support services that allow them to do the things they want to do. Consumers described, in various ways how the service optimises their health, wellbeing and quality of life.

Consumers were satisfied services and supports promoted the consumer’s emotional, spiritual and psychological wellbeing. Staff and volunteers showed an understanding of the consumer’s individual emotional, spiritual and psychological needs. Staff and volunteers are provided a verbal handover of information.

The service supports consumers to maintain social relationships and participate in activities of interest to them in the community.

Management advised that in relation to the provision of services and supports for daily living, an informal referral process occurs to other organisations and providers of other services.

The service does not have any Home care packages.

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

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | HCP  | Not Applicable |
|  | 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) | HCP  | Not Applicable |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP  | Not Applicable |
|  | 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) | HCP  | Not Applicable |
|  | 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.*

I have considered the Assessment Team’s evidence in this Requirement in my finding for Standard 2(3)(a). On balance I find information is provided in a suitable format to support volunteers in their work and volunteers said they are satisified they have relevant information.

Management demonstrated a commitment to improve information provision, inclusive of consumers’ health, risks and any relevant care requirements at the point of consumer care, through better documentation.

Based on all the evidence available I am satisified that the service can demonstrate it communicates information as required.

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(e) | HCP  | Not Applicable |
|  | CHSP  | Compliant |

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

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

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP  | Not Applicable |
|  | CHSP  | Compliant |

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

# STANDARD 5 Organisation’s service environment

#  HCP Not Applicable 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 confirmed they are made to feel welcome by staff/volunteers and the service environment optimises their sense of belonging, independence and interaction with others. Staff and volunteers warmly greet all consumers on arrival.

The Assessment Team observed the service environment to have safe, clean and well-maintained furniture, fittings and equipment.

The service does not have any Home care packages

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

## Assessment of Standard 5 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) | HCP  | Not Applicable |
|  | 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) | HCP  | Not Applicable |
|  | 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) | HCP  | Not Applicable |
|  | CHSP  | Compliant |

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# STANDARD 6 Feedback and complaints

#  HCP Not Applicable 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

All consumers interviewed said in various ways they know how to provide feedback and make complaints. Management and staff gave examples of the supports for consumers and others to provide feedback and make complaints. There are no recent complaints on file.

Consumers sampled said in different ways that they know methods available for raising complaints.

While the service discusses a range of information with consumers upon entry to the service and provides extra information as requested, formal information on advocacy and language services are not provided. Staff and volunteers advised they would advocate for consumers and assist them to access language services by talking to management about the issue and about getting assistance for the consumer(s).

Consumers interviewed indicated they are confident that if they needed to discuss concerns or complain, appropriate action would occur. Staff described how complaints would be escalated and actioned. Management described the procedure for open disclosure and how feedback is handled using open disclosure.

Consumers interviewed said they do not need to raise any complaints or give feedback. They are satisfied the service seeks feedback, listens to their expressed views, takes affirmative action to address them and makes improvements. Management and staff described ways they seek and action feedback to improve quality of care and services.

The service does not have any Home care packages.

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

## Assessment of Standard 6 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(a) | HCP  | Not Applicable |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | HCP  | Not Applicable |
|  | 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) | HCP  | Not Applicable |
|  | 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) | HCP  | Not Applicable |
|  | CHSP  | Compliant |

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

# STANDARD 7 Human resources

#  HCP Not Applicable 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 sampled said there are sufficient staff and volunteers to deliver the social support group. Staff said there are enough staff to deliver the program. Management said they ensure there are sufficient staff, volunteers and student placements to provide safe and quality services to consumers.

All consumers interviewed said staff interactions with consumers are kind, caring and respectful of the consumer’s identify, culture and diversity. Staff described ways they provide kind, respectful and inclusive care. There are no complaints on file about staff.

Consumers interviewed said staff are all good at their jobs. Staff explained how their qualifications and experience enable their performance. The organisation has recruitment and selection processes to ensure the workforce is competent with the qualifications and knowledge to effectively perform their roles.

Management, staff and volunteers described current orientation processes and staff training programs.

Consumers and representatives interviewed were highly satisfied with staff performance. Staff interviewed said their performance is monitored.

The service does not have any Home care packages.

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

## Assessment of Standard 7

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | HCP  | Not Applicable |
|  | 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) | HCP  | Not Applicable |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | HCP  | Not Applicable |
|  | 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) | HCP  | Not Applicable |
|  | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | HCP  | Not Applicable |
|  | CHSP  | Compliant |

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

# STANDARD 8 Organisational governance

#  HCP Not Applicable 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

The service demonstrated they support and encourage involvement of consumers and representatives in the planning, delivery and evaluation of services. Most consumers said in different ways their views about the social support group are sought and they are encouraged to make suggestions to the service and organisation if they wished.

The service demonstrated the governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery. The governing body guides strategic direction and planning in alignment with the organisation’s vision, mission and values that promote safe, inclusive, quality care. The governing body regularly receives, and reviews reports from the Chief Executive Officer who receives monthly management reports. When asked, all consumers said the service is well run.

The service has effective organisation wide governance systems to monitor information systems, continuous improvement, financial governance, workforce governance, regulatory compliance and feedback and complaints. The Board, subcommittees and management have leadership and accountability roles as specified through governance systems to ensure service delivery to consumers receiving services through the Commonwealth Home Support Programme.

The organisation has a risk framework for managing high impact and high prevalence risks. Staff and management described processes to ensure elder abuse and neglect is identified and actioned and described ways they support consumers to live their best life. An incident management system operates, and risks of incidents are mitigated through harm minimisation strategies. At an organisational level, incidents are reported to the Board and the Board is responsible for effective risk management systems.

The organisation and does not provide any clinical care or clinical services.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Complaint as all relevant requirements have been assessed as Complaint

## Assessment of Standard 8 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | HCP  | Not Applicable |
|  | 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) | HCP  | Not Applicable |
|  | 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) | HCP  | Not Applicable |
|  | 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) | HCP  | Not Applicable |
|  | 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) | HCP  | Not Applicable |
|  | 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

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

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