**Performance**

**Report**

**1800 951 822**

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| Name of service: | Open House Christian Involvement Centres |
| Service address: | 67-71 Strathallan Road MACLEOD VIC 3085 |
| Commission ID: | 300668 |
| Home Service Provider: | Open House Christian Involvement Centres |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 10 October 2022 |
| Performance report date: | 10 November 2022 |

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 Open House Christian Involvement Centres (**the service**) has been prepared by M Cooper, 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

**CHSP:**

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

# 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
* additional information received from the Provider on 18 October 2022 that included; Specialist Homeless Information Platform (SHIP), Participant Friendship Care Plan (PFCP), My Aged Care Assessment, Club work meeting minutes and certificates for Aged Care Advocacy for two staff members
* Aged Care Act 1997 [Cth]
* Aged Care Quality and Safety Commission Act 2018 [Cth]
* Aged Care Quality and Safety Commission Rules 2018 [Cth]
* User Rights Principles 2014 registered 10 October 2022
* Quality of Care Principles 2014 registered 10 October 2022
* Guidance and Resources for Providers to support the Aged Care Quality Standards published by the Aged Care Quality and Safety Commission in September 2022
* Commonwealth Home Support Programme manual 2022 -2023

# 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 have been assessed |

A detailed assessment is provided later in this report for each assessed Standard.

# 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.

* Standard 2(3)(a)

# 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. | Non-compliant |

Findings

The desk assessment contact was conducted as the result of a non-compliance identified during a quality audit between 10 and 12 May 2022. During that audit it was identified that the service provider did not have a process in place for consumer assessments including potential risks to their health and wellbeing and information was not available to inform safe care and services at the point of care. As a result, it was determined that the Service did not comply with requirement (2)(3)(a).On 10 August 2022, an assessment contact – desk audit was carried out to ascertain if the Service had implemented processes in order to become compliant with this requirement. The Assessment Team reports that the Services asserted that it worked with consumers and the aged care facilities where they reside to know what the consumers care needs are and consumer information is recorded in an electronic database to enable all relevant staff access. The Service also advised that they had made changes to their participant assessment policy and participant waitlist, intake and exit policy. In addition to this, consumer care plans have been reviewed and updated in conjunction with consumers.

The Service provided care plans for four consumers one of which was incomplete. It also provided consumer referral policy and procedures 2019 and consumer waitlist, intake and exit policies 2020. It was noted that these documents had not been updated since the quality audit to reflect the Services assessment and care planning processes

In giving consideration to the Service’s conduct in this matter, contact was made with the Service’s CEO who stated that organisation had been operating for 51 years providing social interaction and Christian fellowship for those who want it. He confirmed that the organisation was substantially a transport service picking up consumers from their home or the retirement village where the live. They would then take the consumers on social outings or to their activities centre. He also asserted that all of their consumers were receiving HCP or CHSP services from other providers. He also asserted that each morning that the Service was to pick up consumers staff would be given a verbal briefing in relation to each of the consumers.

In response to a request for further documentation, the Service sent copies of My Hospital Passport, Specialist Homeless Information Plan (SHIP) which appear to be progress notes on the consumers time with the Service, Participant Friendship Care Plan and My Age Care Assessment for four consumers. Collectively it would appear that these documents could form the basis of an assessment and planning protocol to consider the risks to the consumers. Unfortunately, the documents are not current and would need to be reviewed to meet compliance with this requirement. Alternatively the Service could approach other Services who are providing care and services to the consumers and ask for copies of documents that could assist them in securing compliance with this requirement.

On 2 November 2022 I sent an email to the Service’s CEO requesting clarification on a number of matters. Unfortunately, the Service has not responded.

In considering the issues raised in the assessment contact and the Service’s obligations to provide CHSP services, I have reviewed the Guidance and Resources for Providers to support the Aged Care Quality Standards (the Guidance). The introduction to the Guidance indicates that

* ‘Each organisation should interpret the Guidance material considering its own service delivery model’
* ‘the strategies used to achieve the outcomes will vary in complexity, scope and scale, based on the type of organisation, the consumer profile and this risk to the safety, health and well-being of consumers’.
* ‘The organisation that receives funding directly from the Australian Government is expected to ensure it’s workforce (including subcontractors) meets its requirements’

In reviewing the purpose and scope of Standard 2 it states in part what ‘the organisation needs to do to plan care and services with consumers’…’The plan needs to be regularly reviewed so that changes in a consumer’s health or ability are picked up’. It also states that ‘the level of assessment and planning will depend on the level of care and services the organisation is providing and the risks of delivering care and services for the consumer’

In relation to requirement 2(3)(a) the Guidance states ‘that relevant risks to a consumers safety health and well-being need to be assessed and discussed with the consumer and included in planning a consumer’s care’…’When two or more organisations share the care and services for a consumer, or where there are integrated care and services, there need to be arrangements in place to share and combine relevant information. This includes information about any risks to the consumer’s safety, health and well-being’.

It is noted that Section 54-1(d) of the Aged Care Act 1997 creates a legal obligation for the Service to comply with the Aged Care Quality Standards. Section 19AD of the User Rights Principle 2017 also creates a legal obligation for the Service to provide written care and service plans

Having regard to the Assessment Team’s report, the Service’s comments to the Assessment Team at the time of the audit, the Service’s written responses, the Service’s obligations under the Aged Care Act 1997, the Aged Care Quality Standards and the User Rights Principles 2017 I have reasonable grounds to form the view that the Service has not complied with the requirement 2(3)(a).

The Quality Standard for the Commonwealth Home Support Programme services is assessed as non-compliant as one of the six specific requirements has been assessed as non-compliant.

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)