**Performance**

**Report**

**1800 951 822**

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| Name of service: | Ozcare - Brisbane North |
| Service address: | 113 Kittyhawk Drive CHERMSIDE QLD 4032 |
| Commission ID: | 700104 |
| Home Service Provider: | Ozcare |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 20 September 2022 |
| Performance report date: | 8 October 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 Ozcare - Brisbane North (**the service**) has been prepared by G Roberts, 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

**Home Care:**

* Ozcare Home Care Packages – Brisbane North Region, 23023, 113 Kittyhawk Drive, CHERMSIDE QLD 4032

**CHSP:**

* CHSP - Allied Health and Therapy Services, 4-23SFYVH, 113 Kittyhawk Drive, CHERMSIDE QLD 4032
* CHSP - Nursing, 4-22DPMEC, 113 Kittyhawk Drive, CHERMSIDE QLD 4032
* CRCS - Centre-based Respite, 4-22DPMEV, 113 Kittyhawk Drive, CHERMSIDE QLD 4032
* CRCS - Cottage Respite, 4-22DPMFE, 113 Kittyhawk Drive, CHERMSIDE QLD 4032
* CRCS - Flexible Respite, 4-22DN6SS, 113 Kittyhawk Drive, CHERMSIDE QLD 4032
* CHSP - Domestic Assistance, 4-22DN6UP, 113 Kittyhawk Drive, CHERMSIDE QLD 4032
* CHSP - Personal Care, 4-22DN72S, 113 Kittyhawk Drive, CHERMSIDE QLD 4032
* CHSP - Social Support - Individual, 4-23SFYXY, 113 Kittyhawk Drive, CHERMSIDE QLD 4032
* CHSP - Specialised Support Services, 4-23SFZ19, 113 Kittyhawk Drive, CHERMSIDE QLD 4032
* CHSP - Assistance with Care and Housing, 4-22DPMFX, 113 Kittyhawk Drive, CHERMSIDE QLD 4032

# Material relied on

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

* the assessment team’s report for the Assessment Contact - Desk report was informed by 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 have been 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 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.

# Standard 2

|  |  |  |  |
| --- | --- | --- | --- |
| Ongoing assessment and planning with consumers | | HCP/STRC | CHSP |
| 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** | **Compliant** |

**Findings**

Service staff demonstrated an understanding of complaint assessment and planning which identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.

Service Staff demonstrated an understanding of what is important to each consumer, including advance care planning and end of life planning if the consumer wishes. Service staff interviewed evidenced the development of an electronic check list form that captures and records the consumer’s preferences including end of life planning. Further to this, staff interviewed stated a monthly meeting is conducted with Management and clinical care staff to identify any consumer’s that don’t have any advance health directive and/or power of attorney in their plan.

Consumers and their representatives are asked about advance care directive during the initial engagement meeting, annual review and staff demonstrated that if a consumer’s exhibits any decline in their health they will have discussion with the consumer or their representative.

The assessment team evidenced the services procedures and policies relevant to end of life planning.

One of the five assessed requirements for HCP and CHSP have been assessed as Compliant. four requirements have not been assessed in this instance.

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