**Performance**

**Report**

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| Name: | Parkes Shire Food Service |
| Commission ID: | 200417 |
| Address: | 23 Forbes Road, PARKES, New South Wales, 2870 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | on 19 March 2024 |
| Performance report date: | 20 May 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.

# Service included in this assessment

Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 8033 Parkes Shire Food Service Inc  
Service: 24572 Parkes Shire Food Service Inc - Community and Home Support

**This performance report**

This performance report for Parkes Shire Food Service (**the service**) has been prepared by Gill Jones, 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.

# 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) – non-site report was informed by review of documents and interviews with staff, consumers/representatives and others.

# 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 assessed |

A detailed assessment is provided later in this report for the 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 | | 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 |
| 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

Consumers and/or representatives described receiving services that meet their needs, goals and preferences. The service has policies and procedures in place informing assessment and planning. The initial intake assessment process captures the consumer’s health issues, their goals, the type of meals preferred and frequency which supports consumer receive services that address their current needs, goals and preferences. Staff demonstrated an understanding of supporting consumers and/or representatives when aligning care and services to meet their needs, goals and preferences and described the various documents that are used to capture and communicate relevant information to the relevant persons. Whilst the service is yet to implement discussions with consumers about advanced care planning this is part of their continuous improvement plan.

I find this requirement met.

The consumers and/or representatives advised they felt comfortable to contact the service to request changes to their care and services. Consumers interviewed spoke about how the services has accommodated changes to their meals when their preferences changed. Documentation reviewed demonstrated updated support plans in the services’ electronic database. The service has a system to reviews consumer’s support plans when circumstances change or when incidents impact on the needs, goals or preferences of the consumer. The majority of volunteers who deliver the meals have been volunteering for a number of years and have been informed to observe the consumer for any changes in the consumer’s condition and to ring the office and/or write a comment on the delivery run sheet for the support officer to follow up as required. Management and staff spoke with knowledge regarding consumers’ meal plans and the mechanisms in place to ensure that the service identifies and communicates changes in consumers’ needs and preferences.

I find this requirement met.

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)