**Performance**

**Report**

**1800 951 822**

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| --- | --- |
| Name of service: | People Who Care |
| Service address: | 48 James Street GUILDFORD WA 6055 |
| Commission ID: | 500289 |
| Home Service Provider: | People Who Care (Inc.) |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 1 August 2023 |
| Performance report date: | 09 October 2023 |

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 People Who Care (**the service**) has been prepared by M Franco, 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:**

* People Who Care Inc., 28318, 48 James Street, GUILDFORD WA 6055

**CHSP:**

* Community and Home Support, 27178, 48 James Street, GUILDFORD WA 6055

# 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 and interviews with staff, consumers/representatives.

# 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)

|  |  |
| --- | --- |
| 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 | 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

Consumers and representatives said consumers get the care they need and have received information about end-of-life planning. Clinical staff advised consumers are provided an opportunity to identify their end-of-life preferences in an advanced care directive if they wish to do so. Documentation review showed there is opportunity to discuss end of life preferences at the initial, review and reassessment with a checklist prompting staff to enquire.

* Consumers interviewed said staff have raised advanced care planning with them and confirmed their needs, goals and preferences are known by the service.
* Staff and coordinators interviewed could explain how they identify needs, goals and preferences for individual consumers and discussed the work instructions they follow.
* Documentation sighted by the Assessment Team demonstrated the service has update policies, procedures, and work instructions to meet this requirement.

Based on the information summarised above I find the service compliant with Requirement 2(3)(b) of the Aged Care Quality Standards.

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)