Polish Community Care Services Inc

Performance Report

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| **Address:** | Suite 305, 3 Chester Street OAKLEIGH VIC 3166 |
| **Phone:** | 03 9569 4020 |
| **Commission ID:** | 300741 |
| **Provider name:** | Polish Community Care Services Inc |
| **Activity type:** | Quality Audit |
| **Activity date:** | 10 June 2022 to 15 June 2022 |
| **Performance report date:** | 8 August 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-B10ENIN, Suite 305, 3 Chester Street, OAKLEIGH VIC 3166
* Domestic Assistance, 4-G1SJBEA, Suite 305, 3 Chester Street, OAKLEIGH VIC 3166
* Flexible Respite, 4-G1RZNQO, Suite 305, 3 Chester Street, OAKLEIGH VIC 3166
* Meals, 4-G1RZNOP, Suite 305, 3 Chester Street, OAKLEIGH VIC 3166
* Sector Support and Development - Service System Development, 4-B0UX6LW, Suite 305, 3 Chester Street, OAKLEIGH VIC 3166
* Social Support Individual, 4-G1RZNSD, Suite 305, 3 Chester Street, OAKLEIGH VIC 3166
* Transport, 4-G1SJBFZ, Suite 305, 3 Chester Street, OAKLEIGH VIC 3166

# Overall assessment of Service/s

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| --- | --- | --- |
| Standard 1 Consumer dignity and choice | CHSP | Compliant |
| Requirement 1(3)(a) | CHSP | Compliant |
| Requirement 1(3)(b) | CHSP | Compliant |
| Requirement 1(3)(c) | CHSP | Compliant |
| Requirement 1(3)(d) | CHSP | Compliant |
| Requirement 1(3)(e) | CHSP | Compliant |
| Requirement 1(3)(f) | CHSP | Compliant |
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| Standard 2 Ongoing assessment and planning with consumers | CHSP | Not Compliant |
| Requirement 2(3)(a) | CHSP | Not Compliant |
| Requirement 2(3)(b) | CHSP | Not Compliant |
| Requirement 2(3)(c) | CHSP | Compliant |
| Requirement 2(3)(d) | CHSP | Compliant |
| Requirement 2(3)(e) | CHSP | Compliant |
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| Standard 3 Personal care and clinical care | CHSP | Not Applicable |
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| Standard 4 Services and supports for daily living | CHSP | Compliant |
| Requirement 4(3)(a) | CHSP | Compliant |
| Requirement 4(3)(b) | CHSP | Compliant |
| Requirement 4(3)(c) | CHSP | Compliant |
| Requirement 4(3)(d) | CHSP | Compliant |
| Requirement 4(3)(e) | CHSP | Compliant |
| Requirement 4(3)(f) | CHSP | Compliant |
| Requirement 4(3)(g) | CHSP | Not Applicable |
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| Standard 5 Organisation’s service environment | CHSP | Compliant |
| Requirement 5(3)(a) | CHSP | Compliant |
| Requirement 5(3)(b) | CHSP | Compliant |
| Requirement 5(3)(c) | CHSP | Compliant |
| Standard 6 Feedback and complaints | CHSP | Compliant |
| Requirement 6(3)(a) | CHSP | Compliant |
| Requirement 6(3)(b) | CHSP | Compliant |
| Requirement 6(3)(c) | CHSP | Compliant |
| Requirement 6(3)(d) | CHSP | Compliant |
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| Standard 7 Human resources | CHSP | Compliant |
| Requirement 7(3)(a) | CHSP | Compliant |
| Requirement 7(3)(b) | CHSP | Compliant |
| Requirement 7(3)(c) | CHSP | Compliant |
| Requirement 7(3)(d) | CHSP | Compliant |
| Requirement 7(3)(e) | CHSP | Compliant |
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| Standard 8 Organisational governance | CHSP | Not Compliant |
| Requirement 8(3)(a) | CHSP | Compliant |
| Requirement 8(3)(b) | CHSP | Not Compliant |
| Requirement 8(3)(c) | CHSP | Compliant |
| Requirement 8(3)(d) | CHSP | Compliant |
| Requirement 8(3)(e) | 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
* the provider’s response to the Quality Audit report dated 7 July 2022.

# STANDARD 1 Consumer dignity and choice

# 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 interviewed said they are treated with dignity and respect by staff. Staff and volunteers provided examples of how they understand each consumer’s culture and diversity.

Consumers are satisfied they can independently make and communicate choices and decisions about how their services are delivered.

Consumers are satisfied the service assists them to connect with others. Staff described how they support consumers’ choices, independence and decisions.

Consumers described receiving a handbook when commencing with the service and other information about services and programs to inform decisions and said they are involved in planning the services they receive.

Consumers interviewed are satisfied staff respect their privacy and their personal information is kept confidential.

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

**Assessment of Standard 1 Requirements**

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| Requirement 1(3)(a) | CHSP | Compliant |

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

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| Requirement 1(3)(b) | CHSP | Compliant |

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

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| Requirement 1(3)(c) | 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.*

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| Requirement 1(3)(d) | CHSP | Compliant |

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

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| Requirement 1(3)(e) | 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.*

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| Requirement 1(3)(f) | CHSP | Compliant |

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

# STANDARD 2 Ongoing assessment and planning with consumers

# 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

Assessment and care planning processes are not evident for all consumers. While the consumers/representatives interviewed are satisfied with the overall delivery of care and services, assessments are not conducted and care plans are not developed for all consumers in all programs. Therefore, risks to the consumers are not always identified and addressed.

Staff do not conduct assessments when consumers commence to identify risks and establish goals, needs and preferences and advanced care planning is not always discussed or documented. However, social support group staff were able to discuss how the needs and preferences of the consumer is gathered to inform the program activities calendar. Support workers were able to demonstrate a good understanding of consumer needs and preferences.

The service was able to demonstrate the process of regular review for consumers of the social support group, and that reviews are conducted in partnership with the consumer and include the involvement of other organisations or individuals.

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

**Assessment of Standard 2 Requirements**

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| Requirement 2(3)(a) | CHSP | Not 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

Consumers/representatives interviewed are satisfied overall with the delivery of care and services, however, assessment and care planning is not applied consistently across all programs and therefore does not always identify and address risks to the consumer’s health and wellbeing. Validated assessment tools are not always used, the service has relied on the My Aged Care Support Plan as the basis of their assessment which does not meet the intent of this Requirement.

The service does not always undertake its own risk assessment prior to services commencing.

Consumers attending the social support group programs do, however, have assessments conducted.

Management advised that programs such as the meals have been newly introduced to meet the needs of consumers transitioning from the CHSP to HCP services, and had not yet commenced using the organisation’s assessments and care plans.

The approved provider’s response includes a continuous improvement plan which commits to assessments being consistently undertaken, with a review date of December 2022.

Based on the evidence (summarised above) at the time of the audit the service did not comply with this Requirement. I acknowledge the approved provider’s continuous improvement activities however, these will take some time to embed into business as usual practices.

The approved provider does not comply with this Requirement.

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| Requirement 2(3)(b) | CHSP | Not 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.*

Findings

The Assessment’s Teams review of care plan documentation identified assessments are not being conducted for all consumers across all programs therefore, consumer goals needs and preferences are not being identified. Consumers attending the social support group programs do have assessments conducted.

The service relies on the My Aged Care support plan to inform supports. As assessments are not conducted there is no detail as to the interventions required to ensure the supports are provided safely and in line with the consumer’s needs goals and preferences.

The approved provider’s response includes a continuous improvement plan which commits to assessments being consistently undertaken, with a review date of December 2022.

Based on the evidence (summarised above) at the time of the audit the service did not comply with this Requirement. I acknowledge the approved provider’s continuous improvement activities; however, these will take some time to embed into business as usual practices.

The approved provider does not comply with this Requirement.

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| Requirement 2(3)(c) | 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.*

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| Requirement 2(3)(d) | 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.*

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| Requirement 2(3)(e) | 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

# 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

This Quality Standard does not apply to the organisation, as the organisation does not provide personal and clinical care.

**Assessment of Standard 3 Requirements**

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| Requirement 3(3)(a) | CHSP | Not Applicable |

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

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| Requirement 3(3)(b) | CHSP | Not Applicable |

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

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| Requirement 3(3)(c) | CHSP | Not Applicable |

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

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| Requirement 3(3)(d) | CHSP | Not Applicable |

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

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| Requirement 3(3)(e) | CHSP | Not Applicable |

*Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.*

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| Requirement 3(3)(f) | CHSP | Not Applicable |

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

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| Requirement 3(3)(g) | CHSP | Not Applicable |

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

# STANDARD 4 Services and supports for daily living

# 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 interviewed said the services and supports help them to maintain their independence, social relationships, pursue their interests, manage their emotional wellbeing and facilitate their participation in the community.

Staff described their understanding of consumers and how they listen to consumers to understand their needs and provide emotional support as it is needed.

Care planning documents reflect the spiritual needs of consumers and progress notes evidence how staff provide emotional and psychological support to consumers.

The service demonstrated that information about the consumer’s needs are effectively communicated amongst staff and others involved in their care.

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

**Assessment of Standard 4 Requirements**

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| Requirement 4(3)(a) | 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.*

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| Requirement 4(3)(b) | CHSP | Compliant |

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

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| Requirement 4(3)(c) | 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.*

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| Requirement 4(3)(d) | 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.*

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| Requirement 4(3)(e) | CHSP | Compliant |

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

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| Requirement 4(3)(f) | CHSP | Compliant |

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

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| Requirement 4(3)(g) | CHSP | Not Applicable |

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

# STANDARD 5 Organisation’s service environment

# 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 of the social support group said the environment is comfortable and facilitated them meeting with friends and participating in activities of interest to them.

Social support activities are delivered from hired community venues that are monitored for suitability for a variety of consumer support needs including consumers living with dementia.

The Assessment Team observed the social support group environment to be welcoming. Consumers were interacting with each other and moving around the environment easily.

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

## Assessment of Standard 5 Requirements

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| Requirement 5(3)(a) | CHSP | Compliant |

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

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| Requirement 5(3)(b) | CHSP | Compliant |

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

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| Requirement 5(3)(c) | CHSP | Compliant |

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

# STANDARD 6 Feedback and complaints

# 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

Consumers/representatives feel supported and encouraged to raise concerns and are aware of the various methods available to provide feedback. Staff are aware of the feedback processes and support consumers to provide feedback.

Consumers/representatives are provided with external complaints contacts and advocacy material when commencing with the service. Consumers/representatives are satisfied the service listens to feedback and responds appropriately.

Management discussed, and demonstrated through documentation, how they use their open disclosure process to ensure complaints are addressed promptly and learnings used to improve care and services.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as four of the four specific Requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

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| Requirement 6(3)(a) | CHSP | Compliant |

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

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| Requirement 6(3)(b) | CHSP | Compliant |

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

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| Requirement 6(3)(c) | CHSP | Compliant |

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

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| Requirement 6(3)(d) | CHSP | Compliant |

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

# STANDARD 7 Human resources

# 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/representatives are satisfied with the way staff interact. Management and staff are familiar with the consumers and were respectful when discussing consumers’ needs. Consumers/representatives said services are delivered at the consumer’s preferred times.

Staff said they are supported to manage the programs and are provided with appropriate information to support the consumers. Staff and volunteers have qualifications relevant to their positions, are bilingual and able to converse with the consumers in their preferred language.

The organisation has systems and processes to monitor and assess the workforce in the performance of the roles.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as five of the five specific Requirements have been assessed as Compliant.

## Assessment of Standard 7 Requirements

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| Requirement 7(3)(a) | 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.*

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| Requirement 7(3)(b) | CHSP | Compliant |

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

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| Requirement 7(3)(c) | CHSP | Compliant |

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

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| Requirement 7(3)(d) | CHSP | Compliant |

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

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| Requirement 7(3)(e) | CHSP | Compliant |

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

# STANDARD 8 Organisational governance

# CHSP Not 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 organisation demonstrated how they engage consumers to evaluate services to inform their development and delivery. Consumers interviewed reported they had completed satisfaction surveys and the service is well run.

The organisation did not demonstrate effective governance systems in relation to the subcontracted meals service and did not demonstrate the assessment process supports quality care.

The organisation has systems and practices to manage high impact or high prevalence risks, to identify and respond to abuse and neglect of consumers, to support consumers to live their best life and to manage and prevent incidents.

The Quality Standard for the Commonwealth home support programme services is assessed as Non-compliant as one of the four relevant requirements has been assessed as Non-compliant.

## Assessment of Standard 8 Requirements

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| Requirement 8(3)(a) | CHSP | Compliant |

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

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| Requirement 8(3)(b) | CHSP | Not Compliant |

*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

Findings

The Assessment Team found the service relied on third party assessments to inform care delivery and did not undertake detailed assessments themselves to ensure consumers’ risks, goals and needs were fully understood, with the exception of the social support program where assessments were evident.

The Assessment Team also identified the service did not have a contract with the meals provider who is providing Polish appropriate meals to consumers under the meals programme.

The approved provider’s response notes that a contract has now been signed with the meals provider. The contract outlines that the contractor is obliged to provide, in advance, detailed menus for consumers to allow them to make informed choices.

The contract was submitted by the approved provider and I am satisfied that it is now in place.

However, I am not satisfied that the service has undertaken detailed assessments of consumers prior to commencing services and I cannot be assured that risks have been identified and safe care is being delivered. There has been a failure in governance in this regard.

Based on the evidence (summarised above) I am satisfied the service does not comply with this Requirement.

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| Requirement 8(3)(c) | 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.*

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| Requirement 8(3)(d) | 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.*

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| Requirement 8(3)(e) | 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.

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| Standard 2 Ongoing assessment and planning with consumers |
| Requirement 2(3)(a) |
| Requirement 2(3)(b) |
|  |
| Standard 8 Organisational governance |
| Requirement 8(3)(b) |