**Performance**

**Report**

**1800 951 822**

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| --- | --- |
| Name of service: | Prestige In Homecare |
| Service address: | Level 1, Suite 101, 1 Cochranes Road, (Head office) MOORABBIN VIC 3189 |
| Commission ID: | 300982 |
| Home Service Provider: | Prestige Inhome Care Pty Ltd |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 10 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 Prestige In Homecare (**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:**

* Prestige Inhome Care, 27924, Level 1, Suite 101, 1 Cochranes Road, (Head office), MOORABBIN VIC 3189
* Prestige Inhome Care, 26413, Unit 1, 98 Burnett Street, BUDERIM QLD 4556
* Prestige Inhome Care, 26413, Shop 1, 165 Military Road, NEUTRAL BAY NSW 2089

# 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 |

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

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| --- | --- | --- |
| Ongoing assessment and planning with consumers | | HCP |
| 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. | Compliant |

Findings

Evidence analysed by the Assessment Team showed the service was able to demonstrate assessment and planning, including consideration to risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.

* Staff are supported through regular meetings to discuss any questions or concerns that arise during the assessment and care planning process.
* Staff are provided with one-on-one training as per training records reviewed. Updated care planning and assessment information is provided to relevant staff through team meetings, as per agendas reviewed, and emails as sighted by the Assessment Team.
* The service has a dedicated compliance team which conducts internal audits on the care planning process. Feedback is provided to each case manager as reviewed by the Assessment Team.
* The service evidenced policies, procedures, and guidelines relating to care planning and assessment to ensure consistency of processes.

The Assessment Team reviewed nine care plans and associated assessment documentation from sites across the three states. This review confirmed consistency of documentation across all services sites, including the identification of risks through the completion of validated assessment tools. Individualised strategies were documented for care staff both in the care plan and on the mobile application care staff have access to.

Based on the information summarised above, I find the service compliant with Requirement 2(3)(a) 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)