**Performance**

**Report**

**1800 951 822**

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| Name of service: | Programmed Care |
| Service address: | Programmed Building 115 Sheriffs Road UNDERDALE SA 5032 |
| Commission ID: | 600092 |
| Home Service Provider: | Programmed Health Professionals Pty Ltd |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 19 September 2022 |
| Performance report date: | 14 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 Programmed Care (**the service**) has been prepared by J ZHOU 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:**

* Clincare Pty Ltd Home Care Packages, 18481, Programmed Building 115 Sheriffs Road, UNDERDALE SA 5032
* Short Term Restorative Care (STRC), 26774, Programmed Building 115 Sheriffs Road, UNDERDALE SA 5032
* Programmed Care - Victoria, 27656, Level 1, 333 Collins Street, MELBOURNE VIC 3000
* Programmed Care - WA, 27561, 47 Burswood Road, BURSWOOD WA 6100

# Material relied on

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

* the assessment team’s report for the Assessment Contact - Desk was informed by a desktop assessment, review of documents and interviews with staff, consumers/representatives and others.
* the provider’s response to the assessment team’s report received 12 October 2022.

# Assessment summary for Home Care Packages (HCP) and Short-term Restorative Care Programme (STRC)

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| Standard 8 Organisational governance | Not applicable as not all requirements have been assessed |

A detailed assessment is provided later in this report for each assessed Standard.

# Standard 8

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| Organisational governance | | HCP/STRC |
| Requirement 8(3)(e) | 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. | Compliant |

Findings

Following an assessment process, the Quality Assessor was satisfied that the provider had adequate frameworks in place regarding antimicrobial stewardship and open disclosure. I do not intend to repeat the evidence already contained in the Assessment Report. However, I note the Quality Assessor concluded that at the time of their assessment, service staff displayed limited knowledge relating to restrictive practices.

For instance, although the service had a restrictive practice policy in place, staff were unable to define restrictive practice, nor could they demonstrate an understanding of how or when restrictive practice may be used appropriately in home care setting. The service’s management explained that was that restrictive practice was more pertinent to residential care services. As such, management have not educated community aged care staff on this area.

Following the Assessment Report, the provider was forthcoming with its response that it has revised its continuous improvement plan to ensure the service comply with this Requirement in its totality.

I note the service has updated its restrictive practice policy. I also note the service has planned a field staff training day for all staff on restrictive practices and the role everyone at the service plays in safeguarding the rights of consumers. Sessions were held on 29 September 2022, 11 October 2022 and the last session planned for 18 October 2022. There is also an updated restrictive practices module on the service’s ‘E-learning’ platform for new recruits and an annual refresher competency is under development.

Based on these additions to the provider’s clinical governance framework to ensure that staff are aware of the need to minimise the use of restraint, I am satisfied the provider is meeting its governance obligation under Requirement 8(3)(e)(ii) and I find it complaint with this Requirement.

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)