**Performance**

**Report**

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| Name: | Proserpine Meals on Wheels Services |
| Commission ID: | 700397 |
| Address: | 7a Marathon Street, PROSERPINE, Queensland, 4800 |
| Activity type: | Quality Audit |
| Activity date: | on 3 July 2024 |
| Performance report date: | 23 July 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: 8120 Proserpine Meals on Wheels Services Incorporated  
Service: 24042 Proserpine Meals on Wheels Services Incorporated - Community and Home Support

**This performance report**

This performance report for Proserpine Meals on Wheels Services (**the service**) has been prepared by S Turner, delegate of the Aged Care Quality and Safety Commissioner (Commissioner)[[1]](#footnote-2).

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 Quality Audit report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| Standard 1 Consumer dignity and choice | Compliant |
| **Standard 2** Ongoing assessment and planning with consumers | **Compliant** |
| **Standard 4** Services and supports for daily living | **Compliant** |
| **Standard 6** Feedback and complaints | **Compliant** |
| **Standard 7** Human resources | **Compliant** |
| **Standard 8** Organisational governance | **Compliant** |

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.

# Other relevant matters:

Proserpine Meals on Wheels provides a meal delivery service funded under the Commonwealth Home Support Programme (CHSP). The meals are prepared by volunteers in the kitchen and delivered fresh to consumers from Monday to Friday, in accordance with the consumer’s preferred schedule. Frozen meals are available for weekday delivery for weekend and public holiday meals.

The Quality Audit conducted 3 July 2024 assessed the quality of services provided against the

Aged Care Quality Standards. Standard 3 and Standard 5 were not included in the assessment

as they do not apply to CHSP services that deliver meals at home.

# Standard 1

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| Consumer dignity and choice | | CHSP |
| Requirement 1(3)(a) | Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. | Compliant |
| Requirement 1(3)(b) | Care and services are culturally safe | Compliant |
| Requirement 1(3)(c) | 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. | Compliant |
| Requirement 1(3)(d) | Each consumer is supported to take risks to enable them to live the best life they can. | Compliant |
| Requirement 1(3)(e) | 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. | Compliant |
| Requirement 1(3)(f) | Each consumer’s privacy is respected and personal information is kept confidential. | Compliant |

Findings

Consumers said they are treated with respect and dignity, they are able to make decisions about the services they receive, and their preferences are considered. Consumers said their privacy and confidentiality is maintained. Volunteers spoke respectfully about consumers and management demonstrated secure storage of consumer documentation to maintain confidentiality.

When consumers first enter the service assessments are completed that identify the consumer’s background, ethnicity, cultural identity and religious needs. Management said this information is used to gain an understanding of the consumer and what is important to them. Volunteers reported being regularly rostered on the same delivery run so that they can get to know the consumers.

Consumers expressed satisfaction regarding how management and volunteers engaged with them. Consumers said they feel safe when receiving deliveries from volunteers. Consumers said they can communicate personal preferences to the service which are respected and that they are easily able to change details of their meal service such as menu choices, delivery frequency, or delivery days. Management and volunteers described how the organisation supports and respects consumers’ needs and preferences. The initial assessment and biannual review assessments support consumers to communicate personal and cultural preferences to the service.

Volunteers described how they assist consumers to understand the menu and to make choices; examples were provided of how volunteers engage with the consumer’s representative as needed. Management said they notify consumers in advance of their initial assessment or assessment review dates and encourage them to bring a support person or representative if desired.

The service caters to a range of dietary requirements, food allergies and consumer preferences. Meal planning, preparation and delivery is supported by guidance from food safety standards and resources from the industry peak body. Some consumers choose to eat their meals at times outside the delivery periods and the service supports them to safely store and reheat meals at times convenient to them. The consumer handbook provided during the initial assessment outlines safe meal storage instructions and reheating recommendations for frozen, chilled, and hot meals.

Consumers were satisfied with the information they receive from the service and said it is clear. Management produced evidence of consumer newsletters, menu publications, and content of onboarding packages provided to new consumers.

Consumers said they felt the service respected their privacy. Volunteers were able to explain how they maintain the privacy of the consumers within a small community, stating all information they access in their volunteer role is confidential. Management described practices to uphold consumer privacy including staff training and regular privacy reminders during the service’s daily ‘tool-box talks’. Consumers’ records and information were observed to be stored in locked cabinets in the office and in password protected computer systems.

For the reasons detailed, I am satisfied Standard 1 is compliant.

# Standard 2

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| Ongoing assessment and planning with consumers | | CHSP |
| 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 |
| 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)(c) | 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. | Compliant |
| Requirement 2(3)(d) | 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. | 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 said the service provided meets their needs, preferences, and considers their well-being. Consumers said the service undertakes initial assessments, regular reviews and reassessments when circumstances change and that they had access to their care plan.

Assessments are undertaken with consumers and those they wish to have involved. Management said they consider consumers’ needs, preferences and risks when undertaking assessments and provide care planning documents to the consumers. Management said, and care plans demonstrated, consumers’ My Aged Care assessments are considered with additional information obtained during initial assessment and ongoing planning. All care plan files reviewed included the consumers’ dietary preferences, allergies, and other relevant information.

Consumers said they are receiving meals in the way they prefer, including modified textures when needed. Consumers’ care plan documents include emergency contacts and what to do if consumers are not home, or in the event of an emergency. Management said they work with consumers to organise preferred delivery times and meal preferences. All consumers receive an advance care planning pack when they commence with the service, or at their biannual review if they have not previously received one.

For the reasons detailed, I am satisfied Standard 2 is compliant.

# Standard 4

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| Services and supports for daily living | | CHSP |
| Requirement 4(3)(a) | 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. | Compliant |
| Requirement 4(3)(b) | Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being. | Compliant |
| Requirement 4(3)(c) | 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. | Compliant |
| Requirement 4(3)(d) | Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared. | Compliant |
| Requirement 4(3)(e) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant |
| Requirement 4(3)(f) | Where meals are provided, they are varied and of suitable quality and quantity. | Compliant |

Findings

Consumers provided positive feedback about the meals and said there was variety, alternatives were available and portion sizes were generous. Consumers said they feel the service is supporting them to remain independent and engaged in the community. Consumers said, and management confirmed, consumers can change the time of delivery or have meals delivered frozen to accommodate their social well-being.

Consumers said the volunteers know them well, understand their needs and they are able to chat with them when they feel down or have good news to share. Volunteers said they had access to the information they needed to ensure consumers received the meals that were right for them.

Consumers said volunteers assist them during meal delivery, by bringing meals into the home and placing meals on the dining table for consumption, or alternatively on the kitchen bench or into the refrigerator as requested. Management said they understand providing meals to consumers supports them to remain independent in their homes. Management said they know healthy and nutritious meals are important to consumers’ health, well-being and quality of life and that the service provides consumers with an opportunity to interact with volunteers.

Consumers said they find all those involved with the service are friendly, approachable, and easy to communicate with. Consumers said the service enhances their emotional and psychological well-being as the volunteers provide conversation and not just meals. Management said they recruit from the local community for volunteers, and the volunteers know the consumers and their families. Management said this helps to make consumers feel comfortable and supports each consumer to have the best life possible.

Consumers said the service has assisted them to understand the My Aged Care system and has worked with them or their families to contact My Aged Care at times to access further services. Management said they assist consumers and families to access other care and services as needed.

For the reasons detailed, I am satisfied Standard 4 is compliant.

# Standard 6

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| Feedback and complaints | | CHSP |
| Requirement 6(3)(a) | Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints. | Compliant |
| Requirement 6(3)(b) | Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints. | Compliant |
| Requirement 6(3)(c) | Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong. | Compliant |
| Requirement 6(3)(d) | Feedback and complaints are reviewed and used to improve the quality of care and services. | Compliant |

Findings

The service has a complaints policy, which outlines complaint management procedures including an appeals process and referrals to external services if the complaint cannot be resolved by the service. Consumers are informed of their right to access advocates, use free of charge language services, and external agencies available to assist them in making complaints during the initial assessment and assessment reviews. Additionally, the consumer handbook outlined how consumers could make a complaint or provide feedback.

The service actively sought consumer feedback and encouraged a culture where consumers felt empowered to make complaints or provide feedback. The service regularly surveys consumers on their experience of the service, quality, and presentation of food and whether the service meets the consumers’ overall expectations. The consumers’ files had copies of previously completed feedback surveys and each survey contained positive feedback. Management said they used this information to identify consumers’ favourite meals and food preferences for future menu planning. The service provided examples of improvements that had occurred as a result of consumer feedback or complaints.

Management demonstrated effective complaint management using the service’s communication book, complaints register and plan for continuous improvement. Management said consumers can give feedback or make a complaint either in person, via the telephone, or in writing and volunteers described the process of recording a complaint and notifying management if a consumer telephones or provides verbal feedback.

Consumers felt confident they could make a complaint and the service would address the complaint fairly and in a timely manner. Consumers said they felt confident and empowered to make a complaint if they had too. Consumers said the service is responsive to feedback and apologises if things go wrong and an example of this was provided. Volunteers described how they would respond to a complaint and offer an apology as a part of the process.

For the reasons detailed, I am satisfied Standard 6 is compliant.

# Standard 7

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| Human resources | | CHSP |
| Requirement 7(3)(a) | 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. | Compliant |
| Requirement 7(3)(b) | Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity. | Compliant |
| Requirement 7(3)(c) | The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles. | Compliant |
| Requirement 7(3)(d) | The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. | Compliant |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Compliant |

Findings

The number and mix of workforce members and volunteers are planned to meet consumers’ service needs. Management discussed how they maintain oversight of workforce planning, ensuring there is ongoing capacity to provide care and services to consumers. They explained that enough volunteers are recruited to provide flexibility in rostering, allowing vacant shifts to be filled when they arise.

Consumers expressed satisfaction with the workforce and provided positive feedback about the management and volunteers who deliver the meals. Consumers were satisfied with the meals received, as well as the timing and method of delivery. All consumers and representatives interviewed stated staff were respectful while providing services or engaging in conversation. Management and volunteers spoke about consumers in a considerate manner, providing examples of how they supported consumers’ needs and preferences.

The organisation has human resources policies, procedures, and guidelines, including training processes, to ensure the volunteer workforce is competent and knowledgeable and can effectively perform their roles. Police checks, driver’s license numbers, and car registration and insurance renewals are collected from volunteers at the commencement of their employment and stored using the service’s electronic care management system. Consumers said volunteer delivery staff and management are helpful, knowledgeable, and competent in preparing and delivering meals.

Volunteers who were interviewed stated they are supported by management and receive sufficient training to perform their roles. They said that if they required additional training, they felt comfortable approaching management, knowing it would be provided if requested.

The service demonstrated it communicates, evaluates, and monitors the performance of the volunteers on an ongoing basis through team meetings, informal discussions, and peer feedback. Volunteers discussed receiving support from management to highlight their performance and identify any areas needing improvement. Management explained that they discuss any serious concerns with each volunteer as needed to ensure the staff member aligns with the performance requirements of their role and to develop strategies to align the individual with the service's expectations.

For the reasons detailed, I am satisfied Standard 7 is compliant.

# Standard 8

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| Organisational governance | | CHSP |
| Requirement 8(3)(a) | Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement. | Compliant |
| Requirement 8(3)(b) | The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery. | Compliant |
| Requirement 8(3)(c) | 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. | Compliant |
| Requirement 8(3)(d) | 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. | Compliant |

Findings

The organisation actively engages consumers and uses their feedback to guide the development, delivery, and evaluation of care and services. Feedback is provided directly via telephone, when delivering meals, face-to-face at the service site, and through regular feedback surveys. Management explained feedback received from consumers is discussed with staff during meetings and presented monthly to the Volunteer Management Committee for review. Consumers expressed satisfaction with the care and services provided, stating they receive surveys and feel they have the opportunity to provide feedback at any time.

The organisation had systems and processes to support the delivery of safe, inclusive, quality care and services. The Volunteer Management Committee consists of local volunteers and convenes monthly to oversee general business and review organisational, service, and operational trends. Management said the Volunteer Management Committee discusses all aspects of the business, including financial matters, quality, workforce, feedback and complaints, incidents, and quality improvement. This information guides the revision of internal policies, operating procedures, and identifies any outstanding or trending deficiencies or opportunities.

The organisation has established governance systems to produce, maintain, and review information management, continuous improvement, financial governance, workforce governance, regulatory compliance, and feedback and complaints. For example, an industry peak body provides operational guidance, suggested training, and assists with interpreting legislation and compliance requirements, helping the organisation to understand how changes may impact its operation.

The service has developed a risk management matrix along with frameworks and policies designed to mitigate and respond to incidents. It demonstrated effective management of high impact or high prevalence risks, including the identification of deterioration, abuse, and neglect of consumers. Additionally, the service has established emergency management procedures that provide strategies tailored to address weather events and other disasters relevant to its region. Volunteers provided examples of how these risks are managed within the service, the process for recording incidents, the escalation process, and how to respond to reportable incidents.

For the reasons detailed, I am satisfied Standard 8 is Compliant.

1. The preparation of the performance report is in accordance with section 57 of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-2)