**Performance**

**Report**

**1800 951 822**

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| Name: | Sherwood District Meals on Wheels Inc. |
| Commission ID: | 700460 |
| Address: | c/ Oxley Bowls Club, 24-30 Englefield Road, OXLEY, Queensland, 4075 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | on 12 April 2024 |
| Performance report date: | 13 May 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: 8311 Sherwood District Meals on Wheels Incorporated  
Service: 24963 Sherwood District Meals on Wheels Incorporated - Community and Home Support

**This performance report**

This performance report for Sherwood District Meals on Wheels Inc. (**the service**) has been prepared by Kimberley Reed, 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.

# Material relied on

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

* the assessment team’s report for the Assessment contact (performance assessment) – non-site report was informed by review of documents and interviews with staff, consumers/representatives and others.
* other information and intelligence held by the Commission in relation to the service.

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| Standard 2 Ongoing assessment and planning with consumers | Not Applicable as not all Requirements were 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 | | CHSP |
| 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

The service was found to be Not complaint in this Requirement initially at Quality Review conducted 18-20 May 2022, and at subsequent assessments conducted 27 January 2023 and 26 July 2023. The service was unable to demonstrate annual reviews had occurred.

The service provided documentation detailing the results of their 2023 consumer review survey, with all 61 consumers responding to an assessment of their current needs and circumstances. Questions including changes to living circumstances, meal preferences, dietary changes, oral changes, assistance required and meal satisfaction.

The Assessment Team reviewed available evidence and spoke with a number of consumers receiving meals on wheels through the service. Overall consumers were satisfied with the meals received including variety, quantity and most felt they were nutritious. Consumers said if they were not happy with a chosen meal, they can advise the service and their preferences were changed and updated. The service provided a spreadsheet with consumers reviewed and identifying any concerns raised and actions taken.

Based on the information recorded above, it is my decision the service has a process to regularly review services provided to ensure they are effective. Therefore, it is my decision this Requirement is now Compliant.

1. The preparation of the performance report is in accordance with section 68Aof the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)