**Performance**

**Report**

**1800 951 822**

Agedcarequality.gov.au

|  |  |
| --- | --- |
| Name: | Shire of Manjimup Home and Community Care |
| Commission ID: | 500238 |
| Address: | 1A Edwards Street, MANJIMUP, Western Australia, 6258 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | 1 July 2024 |
| Performance report date: | 18 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

Home Care Packages (**HCP**) included:  
Provider: 8971 Shire of Manjimup  
Service: 26428 Shire of Manjimup Home and Community Care  
  
Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 9450 SHIRE OF MANJIMUP  
Service: 27186 SHIRE OF MANJIMUP - Care Relationships and Carer Support  
Service: 27187 SHIRE OF MANJIMUP - Community and Home Support

**This performance report**

This performance report for Shire of Manjimup Home and Community Care (**the service**) has been prepared by M Glenn, 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.

# 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 consumers, staff and management;
* a performance report dated 23 February 2024 for a quality audit undertaken from 9 January 2024 to 11 January 2024.

The provider did not submit a response to the assessment team’s report.

# Assessment summary for Home Care Packages (HCP)

|  |  |
| --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | Not applicable as not all requirements have been assessed. |

# Assessment summary for Commonwealth Home Support Programme (CHSP)

|  |  |
| --- | --- |
| 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

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

Findings

Requirement (3)(e) was found non-compliant following a quality audit undertaken in January 2024 as care plans were not updated regularly as scheduled. In response to the non-compliance, the service has recruited additional staff and delivered training to increase the resources available to complete assessments and reviews.

At the assessment contact in July 2024, care and services were found to be regularly reviewed for effectiveness, including in response to changes in consumers’ circumstances and following incidents. Consumer reviews are now completed every six months, with review dates recorded in the electronic system and monitored. HCP consumers’ annual reviews are up to date, and 200 of 300 CHSP consumer reviews have been completed since the quality audit. Additional staff have been trained in the review process, and all CHSP reviews are expected to be completed within a few weeks, with vulnerable consumers and consumers who have had the longest delays between reviews prioritised. Consumers interviewed said the service contacts them regularly and they have a good communicative relationship with their coordinators. Consumers provided examples where the service offered extra support when they needed additional services, including referring them back to My Aged Care, where required.

Based on the assessment team’s report, I find requirement (3)(e) in Standard 2 Ongoing assessment and planning with consumers 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)