**Performance**

**Report**

**1800 951 822**

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| --- | --- |
| Name: | Spectrum Community Care |
| Commission ID: | 300965 |
| Address: | Level 5, 61 Riggall Street, DALLAS, Victoria, 3047 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | on 20 March 2024 |
| Performance report date: | 18 April 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: 2696 Spectrum Migrant Resource Centre Inc  
Service: 26399 Spectrum Migrant Resource Centre Inc  
  
Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 8602 Spectrum Migrant Resource Centre Inc  
Service: 25457 Spectrum Migrant Resource Centre Inc - Care Relationships and Carer Support  
Service: 25459 Spectrum Migrant Resource Centre Inc - Community and Home Support

**This performance report**

This performance report for Spectrum Community Care (**the service**) has been prepared by K Jarvie, 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 which was informed by review of documents and interviews with staff, consumers/representatives and others
* the Performance Report dated 5 January 2024 in relation to the Quality Audit undertaken from 19 to 20 October 2023.

The provider did not submit a response to the Assessment Team’s report for the Assessment contact (performance assessment) – non-site.

# Assessment summary for Home Care Packages (HCP)

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| --- | --- |
| Standard 3 Personal care and clinical care | Not Assessed |

# Assessment summary for Commonwealth Home Support Programme (CHSP)

|  |  |
| --- | --- |
| Standard 3 Personal care and clinical care | 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.

# Standard 3

|  |  |  |  |
| --- | --- | --- | --- |
| Personal care and clinical care | | HCP | CHSP |
| Requirement 3(3)(f) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Not Assessed | Compliant |

Findings

Requirement 3(3)(f) was found compliant for HCP but non-compliant for CHSP following a Quality Audit undertaken from 19 to 20 October 2023, as the service did not demonstrate timely and appropriate referrals for CHSP consumers, with CHSP consumers not consistently supported to access other organisations or providers of care despite documented evidence of deterioration and unmet clinical needs.

The Assessment Team’s report for the Assessment Contact undertaken on 20 March 2024 included evidence of actions taken to address the non-compliance, including, but not limited to, development and implementation of a CHSP vulnerable consumer register, improved referral guidance material for staff and scheduled face-to-face staff training on deterioration and referrals for April 2024.

The Assessment Team found these improvements were effective and recommended Requirement 3(3)(f) met. The Assessment Team provided the following evidence relevant to my finding:

* Consumers and representatives advised the service connects consumers to extra services or other service providers where required.
* Staff advised they regularly consider, review, and arrange referrals for consumers in consultation with external services such as general practitioners to find solutions. There is a focus for support with specialised help and carer stress.
* Management described how the service improved guidance and training for staff to ensure referrals are timely and appropriate.
* Documentation showed updated guidance materials were developed to guide staff on referral processes for CHSP consumers and care planning documentation showed evidence of appropriate and timely referrals for CHSP consumers, including for continence care and carer support.

Based on the information summarised above, I find the provider, in relation to CHSP services, compliant with Requirement (3)(f) in Standard 3, Personal care and clinical care.

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)