**Performance**

**Report**

**1800 951 822**

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| Name: | SRS Home Care |
| Commission ID: | 301028 |
| Address: | 877 Fifteenth Street, MILDURA, Victoria, 3500 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | 17 December 2024 to 18 December 2024 |
| Performance report date: | 29 January 2025 |

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.

# Services included in this assessment

Home Care Packages (**HCP**) included:  
Provider: 2591 Sunraysia Residential Services Inc  
Service: 27394 SRS Creative Futures

**This performance report**

This performance report has been prepared by T Bartlett, 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 services it operates, 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 23 January 2024 in relation to the Quality Audit undertaken from 12 December 2023 to 13 December 2023.

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

# Assessment summary for Home Care Packages (HCP)

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| Standard 2 Ongoing assessment and planning with consumers | Not Fully 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 | | HCP |
| 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 |

Findings

Requirement 2(3)(a) was found non-compliant following a Quality Audit undertaken from 12 December 2023 to 13 December 2023, as not all relevant risks to the safety, health and well-being of consumers was identified, assessed, discussed with consumers or included in consumers’ care plans to guide delivery of care and services.

The Assessment Team’s report for the assessment contact (performance assessment) – non-site conducted 17 December 2024 to 18 December 2024 included evidence of actions taken (or to be taken) by the provider in response to the non-compliance. These actions included the research, trial and implementation of validated assessment tools, such as the falls risk assessment tool and Barthel Index scale. The provider has also delivered education to care coordinators on the new assessment process. Future improvements to be delivered include the implementation of a software platform in March 2025 that will automatically synchronise risk assessments across all documents, which will reduce manual input and errors around documentation inconsistencies.

The Assessment Team was satisfied these improvements were effective and recommended Requirement (3)(a) of this Standard met. The Assessment Team provided the following evidence relevant to my finding:

* Four of 6 sampled consumers agreed assessment and planning conducted considered risks to their health and well-being and effectively informed the safe delivery of care and services.
* Two of 6 consumers and representatives sampled were not satisfied with assessment and planning conducted. They advised individual consumer risks were not considered or assessed to determine the delivery of safe and effective care and services.
  + Management’s response to feedback provided and care planning documentation reviewed confirmed validated assessment tools had been used to identify and assess consumer risks for these two consumers. In addition, appropriate monitoring mitigation strategies, such as wound care and the use of comprehensive routine guides were observed to be in place and used by staff.
* All staff interviewed were knowledgeable of individualised consumer care risks and described extensive risk mitigation strategies used to ensure consumer safety during delivery of care.
* Management described a comprehensive approach to consumer risk assessment, including risk screening tools, in-home safety checks and use of standardised tools. In addition, management described how actions are taken when risks are identified noting risk mitigation strategies are developed with relevant health professionals.
* Documentation reviewed confirm the provider’s risk management policy has been updated to guide staff practice in assessing risk when developing consumer care plans. In addition, information captured in consumer care plans was observed to include tailored care strategies that focus on maintaining safety and best practice outcomes.

Based on the information summarised above, I find the provider compliant with Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers.

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)