**Performance**

**Report**

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| Name: | St Mary's Home Service |
| Commission ID: | 700217 |
| Address: | 31 Verdon Street, PELICAN WATERS, Queensland, 4551 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | on 10 July 2024 |
| Performance report date: | 6 August 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: 2546 Gilbert Care (Sunshine Coast) Pty. Ltd.  
Service: 18201 St Mary's Home Service  
Service: 25106 St Mary's Home Service - Level 4

**This performance report**

This performance report for St Mary's Home Service (**the service**) has been prepared by J Earnshaw, 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) – site report was informed by site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others,
* other information and intelligence held by the Commission.

# Assessment summary for Home Care Packages (HCP)

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| 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.

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

The service was found non-compliant under this requirement following the Assessment Contact conducted 3 May 2024. Deficiencies related to the service not consistently using validated assessment tools to identify risks associated with health and well-being of the consumer, outcomes of assessment and planning activities were not used to inform the delivery of safe and effective care and services. The service did not have a process for a non-response to a scheduled visit.

The assessment contact conducted 10 July 2024 identified improvements have been implemented by the service to maintain compliance under this requirement.

The service has reviewed and updated the assessment and planning policy and procedures to include a clinical review checklist and care plan template to guide staff practice. Care documentation and staff knowledge demonstrated the reviewed policy and procedure is embedded in staff practices.

The service has reviewed all consumer care plans to include an escalation process to guide staff and external providers in the event a consumer does not respond to a scheduled visit. Care documentation and staff knowledge demonstrated this process has been implemented and is occurring as necessary.

Consumers and representatives said consumers receive care and services that meet the consumers' needs, and that the service is effectively managing the risks associated with the consumer’s care. Documentation showed the consideration of risks and risk mitigation strategies and included an escalation process to guide staff in the event a consumer does not respond to a scheduled visit.

Staff described how the service identifies risk using validated assessment tools and how the outcomes of the assessment are used to inform the delivery of care and services. The service has a suite of assessment and care planning policies and tools that are available to guide staff in assessment and care planning processes.

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)