**Performance**

**Report**

**1800 951 822**

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| Name of service: | St Vincent's Care Services |
| Service address: | 15 The Avenue HEATHCOTE NSW 2233 |
| Commission ID: | 200118 |
| Home Service Provider: | St Vincent's Care Services Ltd. |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 26 October 2022 |
| Performance report date: | 24 November 2022 |

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.

**This performance report**

This performance report for St Vincent's Care Services (**the service**) has been prepared by G. McNamara, 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.

# Services included in this assessment

**Home Care:**

* St Vincent's Care Services Sydney and Districts Home Care, 17755, 15 The Avenue, HEATHCOTE NSW 2233
* St Vincent's Care Services Sydney and Districts Home Care, 17755, 21 Alice Street, AUBURN NSW 2144

**CHSP:**

* Allied Health and Therapy Services, 4-B5NVTJE, 15 The Avenue, HEATHCOTE NSW 2233
* Social Support Individual, 4-B5OZAXH, 15 The Avenue, HEATHCOTE NSW 2233
* Allied Health and Therapy Services, 4-B5NVTJE, 21 Alice Street, AUBURN NSW 2144
* Social Support Individual, 4-B5OZAXH, 21 Alice Street, AUBURN NSW 2144

# Material relied on

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

* the assessment team’s report for the Assessment Contact - Desk; the Assessment Contact - Desk report was informed by review of documents and interviews with staff, consumers/representatives and others.

# 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 |
| **Standard 3** Personal care and clinical care | **Not applicable as not all requirements have been assessed** |
| **Standard 4** Services and supports for daily living | **Not applicable as not all requirements have been assessed** |
| **Standard 7** Human resources | **Not applicable as not all requirements have been assessed** |
| **Standard 8** Organisational governance | **Not applicable as not all requirements have been assessed** |

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| Standard 7 Human resources | Not applicable as not all requirements have been assessed |
| **Standard 8** Organisational governance | **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.

# Other relevant matters:

# On 6 May 2022, following from a Quality Audit from 11 to 16 February 2022, a Delegate of the Commissioner found the approved provider, in respect of this service, Non-Compliant with Standard 2 requirement 2(3)(d) in relation to its Home Care Packages (HCP), Standard 3 requirement 3(3)(b) in relation to its HCP, Standard 4 requirement 4(3)(e) in relation to its HCP, Standard 7 requirement 7(3)(a) in relation to its HCP and its Commonwealth Home Support Programme (CHSP) and Standard 8 requirement 8(3)(d) in relation to its HCP and its CHSP.

I have now found the approved provider, in respect of this service, to be Compliant with these requirements.

As not all requirements were assessed an overall rating for the relevant Quality Standards is not provided.

# Standard 2

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| Ongoing assessment and planning with consumers | | HCP |
| Requirement 2(3)(d) | The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided. | Compliant |

Findings

Discussion with management and documentation requested during the desk assessment contact identified the service has reviewed, updated and have a new version of their care plan inclusive of a disclosure statement. Home care coordinators have visited their high care needs consumers in their homes to review their care needs, discussed their goals, developed a new care plan and ensured they understood their care plan.

Consumers are provided with a copy of their care plan that is readily available to home care employees either in the consumers home or via the mobile ‘app’. The service has developed a QR code for staff to use in the consumers home that will provide access to consumer information and to notify the office when the service commenced. Management are seeking consent from consumers to use the QR code. Discussion with consumers/representatives identified they have had their care needs reviewed and received an updated care plan that was explained to them.

Home care employees interviewed advised they have access to consumer care plan information via the mobile ‘app’ and via a folder in the consumers home.

I find this requirement Compliant.

# Standard 3

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| Personal care and clinical care | | HCP |
| Requirement 3(3)(b) | Effective management of high impact or high prevalence risks associated with the care of each consumer. | Compliant |

Findings

Discussion with management and documentation requested during the desk assessment contact identified the service has developed processes to ensure effective management of high impact or high prevalence risks associated with the care and services of consumers. Consumer risks are now identified during the assessment and care planning process and embedded into a hazard risk alert in the consumers electronic database. Home care employees have received training on how to access consumer risks via their mobile ‘app’.

Review of sampled consumer documentation indicated consumer risks identified are shared with home care employees via a client hazard alert on their mobile ‘app’.

Home care employees interviewed advised they have access to consumer care plan information and consumer risks via the mobile ‘app’.

I find this requirement Compliant.

# Standard 4

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| Services and supports for daily living | | HCP |
| Requirement 4(3)(e) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant |

Findings

Discussion with management and documentation requested during the desk assessment contact identified processes for making referrals and for providing information to consumers who may choose referral. Management have developed a goods and services ordering register where they document and monitor consumer referrals. Consumer care documentation reviewed confirmed that timely and appropriate referrals are made as needed to individuals, other organisations and providers of care and services.

A representative of a consumer confirmed that referrals had been actioned, assessments done, equipment provided and services provided.

I find this requirement Compliant.

# Standard 7

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| Human resources | | HCP | CHSP |
| Requirement 7(3)(a) | The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services. | Compliant | Compliant |

Findings

Discussion with management and documentation requested during the desk assessment contact identified that the workforce is planned to enable the number and mix of members of the workforce to provide the delivery and management of safe and quality care and services. In particular, that staff have adequate time to plan for and provide appropriate care and services.

Management advised that the service has now implemented in-house scheduling. The service has employed a scheduler to provide stability to consumers and staff and to have a better oversight in providing adequate time to plan for and provide appropriate care and services. As part of service improvements, scheduling is now under the Community Portfolio, which has a better oversight of daily operations of the business.

The service has put in place a team leader for scheduling, that local based scheduler has a better understanding of the geographical locations of staff and consumers.

Management advised there are processes in place for scheduling and rostering staff members and noted that any feedback from staff or consumers is taken on board. If additional times are required for the delivery of care and services, staff are requested to contact their coordinators so that they can be supported to have adequate time to plan for and provide appropriate care and services.

Consumers/representatives interviewed were happy with the domestic, personal and clinical care they receive.

The service has appointed 4 new home care employees, so that they are able to spread the hours evenly across all staff and to make it easier for a staff member to fill in a shift when someone goes on leave.

Home care employees were knowledgeable about consumers’ needs and discussed how they support them during a personal care and clinical care shift. Home care employees interviewed advised that they are allocated enough time to provide care and services, and if they needed additional time they were supported to contact their coordinator to request for additional time so that they don’t feel rushed providing the care.

Home care employees confirmed that they have been provided with adequate training which has equipped them in delivering and managing of safe and quality care and services. Training register provided evidenced staff were up to date with their mandatory and ongoing training requirements.

Home care employees have received training on the use of the mobile ‘app’ and how to access consumer hazard alerts and care plans. This was confirmed during home care employee interviews.

The service also confirmed it has other systems and processes for planning the number and mix of workforce required, managing staff vacancies and unfilled shifts. The service utilises a workforce planning map to capture the staffing level required to deliver the care and services. The service also utilises information available on their dashboard system, which shows real time data of staffing hours spent with consumers, overtime, under/over hours and the average time spent with consumers to deliver the care and services. This data provides an insight in deploying correct number and mix of members as well as adequate time allocated to staff to plan for and provide appropriate care and services.

I find this requirement Compliant.

# Standard 8

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| Organisational governance | | HCP | CHSP |
| Requirement 8(3)(d) | Effective risk management systems and practices, including but not limited to the following:   1. managing high impact or high prevalence risks associated with the care of consumers; 2. identifying and responding to abuse and neglect of consumers; 3. supporting consumers to live the best life they can 4. managing and preventing incidents, including the use of an incident management system. | Compliant | Compliant |

Findings

Discussion with management and documentation requested during the desk assessment contact identified the service has implemented effective risk management systems and practices to ensure appropriate management of high impact or high prevalence risks associated with the care of consumers, in particular, that appropriate information about analysis of incidents and identification of risks is accessible to staff providing care.

Management advised that the service has developed and implemented processes to ensure effective management of high impact or high prevalence risks associated with the care and services of consumers. The service has now implemented the following:

* Employed additional home care coordinator (registered nurse) to assist with risk identification, management and senior clinical supervision.
* Consumer risks are now identified during the assessment and care planning process and embedded as a hazard risk alert in the consumer records.
* Hazard risk alerts are now embedded in the consumer electronic database and are available and accessible by home care employees via a mobile ‘app’.
* The service has developed a high-risk vulnerable consumer list – central list for all high impact or high prevalence risks. Consumers are categorised in levels of risks and the service has reviewed their community falls management procedure.
* Staff meetings are conducted every Tuesday that includes discussion of all the high risk and vulnerable consumers and strategies to mitigate the risks.
* The service has developed a QR code for staff to use in the consumers home that will provide access to consumer information and to notify the office when the service commenced. Management are seeking consent from consumers to use the QR code.

All home care employees interviewed advised they have access to consumer care plan information and consumer hazard risk alerts via the mobile ‘app’. Staff also confirmed that they are able to access all required information to deliver the care and services.

I find this requirement 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)