**Performance**

**Report**

**1800 951 822**

Agedcarequality.gov.au

|  |  |
| --- | --- |
| Name of service: | Sunbury and Cobaw Community Health |
| Service address: | 12-28 Macedon Street SUNBURY VIC 3429 |
| Commission ID: | 300769 |
| Home Service Provider: | Sunbury and Cobaw Community Health |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 7 March 2023 |
| Performance report date: | 29 March 2023 |

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 Sunbury and Cobaw Community Health (**the service**) has been prepared by M Cooper, 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:**

* Sunbury Community and Cobaw Community Health, 26241, 12-28 Macedon Street, SUNBURY VIC 3429

**CHSP:**

* Community and Home Support, 25280, 12-28 Macedon Street, SUNBURY VIC 3429
* Care Relationships and Carer Support, 27818, 12-28 Macedon Street, SUNBURY VIC 3429

# 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
* Aged Care Act 1997 [Cth]
* Aged Care Quality and Safety Commission Act 2018 [Cth]
* Aged Care Quality and Safety Commission Rules 2018 [Cth]
* User Rights Principles 2014 registered 10 October 2022
* Quality of Care Principles 2014 registered 10 October 2022
* Guidance and Resources for Providers to support the Aged Care Quality Standards published by the Aged Care Quality and Safety Commission in September 2022
* Commonwealth Home Support Programme manual 2022 -2023
* Home Care Package Program operational manual a guide for home care providers version 1.3 January 2023

# Assessment summary for Home Care Packages (HCP

|  |  |
| --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | 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)

|  |  |
| --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | 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.

# Standard 2

|  |  |  |  |
| --- | --- | --- | --- |
| Ongoing assessment and planning with consumers | | HCP | CHSP |
| 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 | Not applicable |

Findings

The Assessment Team reports that the Approved Provider is undertaking assessment and planning for HCP consumers including the consideration of risks, to inform the delivery of safe and effective care and services. The Provider demonstrated it has systems, processes and procedures to support the assessment and planning of consumers health and well-being to inform the delivery of safe and effective care and services.

As a result of feedback received from the previous Quality Audit, the service audited all Home Care Package (HCP) consumer files for the purpose of identifying assessment and care planning anomalies. The Provider as undertaken significant work with the service’s systems and processes, in particular the assessment of HCP consumers. Home Care Package consumer care plans have been updated to reflect a goal directed approach and clinical assessments are now undertaken by registered nursing staff on a one to one basis, with consumers.

The Provider has established processes to ensure consumer assessments are maintained on an on-going basis. Further to this the Provider has created a clinical assessment role and a registered nurse who will be working 2 days per week to visit consumers in their homes to conduct relevant initial or on-going assessments which include the identification of health care matters and risks. Subcontracted/brokered services now also receive up to date and accurate information to help them support consumers including their background, goals, care plan and a home risk assessment.

Where consumer documentation were stored within the Provider’s databases has been reviewed with the service introducing a more streamlined approach to the recording and storage of consumer information, which now allows for ease of access to consumer information. The Provider has planned or given training to staff in those areas that were identified as needed attention. This included the creation of work instructions regarding the minimum requirement of information for all consumer files, incident data and response.

The Quality Standard for the Home Care Packages service is not applicable as not all requirements have been assessed, one of the five specific requirements that were previously assessed as non-compliant are now assessed as compliant.

# Standard 8

|  |  |  |  |
| --- | --- | --- | --- |
| Organisational governance | | HCP | CHSP |
| Requirement 8(3)(a) | Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement. | Compliant | Not applicable |
| 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 | Not applicable |

Findings

The Assessment Team reports that the Approved Provider is engaging HCP consumers and representatives in the development, delivery and evaluation of care and services. The Provider is also managing high-impact, high-prevalence risks associated with the care of HCP consumers.

Requirement 8(3(a)

The service demonstrated it has systems, processes and procedures to engage Home Care Package (HCP) consumers in the development and delivery of care and services. The Provider has introduced a new consumer on-boarding process, including identifying a consumer’s background and what they expect from the service. Bi-annual consumer surveys have been initiated. As a result of feedback received consumer care plans include the consumer’s needs, preferences and a goal-based approach has been implemented. Difficulties had been experienced regarding the consumers ability to read and interpret their financial statement. The Provider as advised that its finance team is exploring ways to improve the statement

The Provider has had discussions with staff encouraging then to seek feedback from consumers and how to enter feedback into the system, on behalf of consumers, whilst working with external service providers to encourage and document consumer feedback.

Requirement 8(3)(d)

The Assessment Team reports that the Approved Provider is demonstrating it has systems, processes and procedures to manage high-impact, high prevalence HCP consumer risks, including the use of an incident management approach.

Management said the service has introduced a new consumer assessment including risks, and goals. It has strengthened relationships with external providers, including what the service expects from them and enhanced communication with external providers to better inform and share consumer information including correspondence regarding incidents.

The Provider’s incident management system includes the entering of incidents within 24 hours. An alert function notifies relevant parties. The incident is escalated to the relevant line manager and who is also charged with the responsibility to investigate the matter. Outcomes are communicated and quality improvements made, where applicable and incident data and statistics are gathered and reported to the Board.

The Quality Standard for the Home Care Packages service is not applicable as not all requirements have been assessed, two of the five specific requirements that were previously assessed as non-compliant are now assessed as compliant.

1. The preparation of the performance report is in accordance with section s68A – assessment contact of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)