Sunnybank/Salisbury Meals on Wheels

Performance Report

95 Lister Street   
SUNNYBANK QLD 4109  
Phone number: 07 3345 3795

**Commission ID:** 700610

**Provider name:** Sunnybank/Salisbury Meals on Wheels Incorporated

**Quality Audit date:** 11 March 2022 to 15 March 2022

**Date of Performance Report:** 11 May 2022

# Performance report prepared by

C Athanasiou, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

# Services included in this assessment

**CHSP:**

* CHSP - Meals, 4-7ZNMYWD, 95 Lister Street, SUNNYBANK QLD 4109

# Overall assessment of Service/s

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Standard 1 Consumer dignity and choice | | | CHSP | Compliant | | |
| Requirement 1(3)(a) | | CHSP | | | Compliant |
| Requirement 1(3)(b) | | CHSP | | | Compliant |
| Requirement 1(3)(c) | | CHSP | | | Compliant |
| Requirement 1(3)(d) | | CHSP | | | Compliant |
| Requirement 1(3)(e) | | CHSP | | | Compliant |
| Requirement 1(3)(f) | | CHSP | | | Compliant |
| Standard 2 Ongoing assessment and planning with consumers | | | | | | |
|  | | | CHSP | Compliant | | |
| Requirement 2(3)(a) | CHSP | | Compliant | |
| Requirement 2(3)(b) | CHSP | | Compliant | |
| Requirement 2(3)(c) | CHSP | | Compliant | |
| Requirement 2(3)(d) | CHSP | | Compliant | |
| Requirement 2(3)(e) | CHSP | | Compliant | |
| Standard 3 Personal care and clinical care | | | CHSP | Not Applicable | | |
| Requirement 3(3)(a) | | CHSP | | | Not Applicable |
| Requirement 3(3)(b) | | CHSP | | | Not Applicable |
| Requirement 3(3)(c) | | CHSP | | | Not Applicable |
| Requirement 3(3)(d) | | CHSP | | | Not Applicable |
| Requirement 3(3)(e) | | CHSP | | | Not Applicable |
| Requirement 3(3)(f) | | CHSP | | | Not Applicable |
| Requirement 3(3)(g) | | CHSP | | | Not Applicable |
| Standard 4 Services and supports for daily living | | | | | | |
|  | | | CHSP | Compliant | | |
| Requirement 4(3)(a) | CHSP | | Compliant | |
| Requirement 4(3)(b) | CHSP | | Compliant | |
| Requirement 4(3)(c) | CHSP | | Compliant | |
| Requirement 4(3)(d) | CHSP | | Compliant | |
| Requirement 4(3)(e) | CHSP | | Compliant | |
| Requirement 4(3)(f) | CHSP | | Compliant | |
| Requirement 4(3)(g) | CHSP | | Not Applicable | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Standard 5 Organisation’s service environment | | | | |
|  | | CHSP | Not Applicable | |
| Requirement 5(3)(a) | CHSP | | Not Applicable |
| Requirement 5(3)(b) | CHSP | | Not Applicable |
| Requirement 5(3)(c) | CHSP | | Not Applicable |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Standard 6 Feedback and complaints | | CHSP | Compliant | |
| Requirement 6(3)(a) | CHSP | | Compliant |
| Requirement 6(3)(b) | CHSP | | Compliant |
| Requirement 6(3)(c) | CHSP | | Compliant |
| Requirement 6(3)(d) | CHSP | | Compliant |
| Standard 7 Human resources | | CHSP | Compliant | |
| Requirement 7(3)(a) | CHSP | | Compliant |
| Requirement 7(3)(b) | CHSP | | Compliant |
| Requirement 7(3)(c) | CHSP | | Compliant |
| Requirement 7(3)(d) | CHSP | | Compliant |
| Requirement 7(3)(e) | CHSP | | Compliant |
| Standard 8 Organisational governance | | CHSP | Compliant | |
| Requirement 8(3)(a) | CHSP | | Compliant |
| Requirement 8(3)(b) | CHSP | | Compliant |
| Requirement 8(3)(c) | CHSP | | Compliant |
| Requirement 8(3)(d) | CHSP | | Compliant |
| Requirement 8(3)(e) | CHSP | | Not Applicable |

# Detailed assessment

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the services, against the Aged Care Quality Standards (Quality Standards). The Quality Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

The following information has been taken into account in developing this performance report:

* the Assessment Team’s report for the Quality Audit; the Quality Audit report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

# STANDARD 1 Consumer dignity and choice

# CHSP Compliant

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

Consumers and representatives were satisfied that they are treated with dignity and respect, and staff know what is important to them.

Consumers confirmed they are encouraged to maintain their independence and feel supported by staff who know their choices, preferences and needs.

Consumers confirmed they are provided with current information on their meal delivery service and this is updated according to their preferences or if their circumstances change.

Consumers confirmed their personal privacy is respected and their personal information is kept confidential.

Management access individualised information pertinent to each consumer’s culture and identity to support consumers to live the life they choose and share pertinent information with staff.

Management and volunteer staff demonstrated an understanding of supporting consumer’s decision making, including their right to take risks. Where a consumer wishes to take risks, their choices are respected. Where necessary, volunteer delivery staff inform Management and discussions occur between Management and the consumer and representative to find solutions that will support the consumer’s choices and maintain their independence and dignity.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | CHSP | Compliant |

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

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| --- | --- | --- |
| Requirement 1(3)(b) | CHSP | Compliant |

### *Care and services are culturally safe.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | CHSP | Compliant |

*Each consumer is supported to exercise choice and independence, including to:*

1. *make decisions about their own care and the way care and services are delivered; and*
2. *make decisions about when family, friends, carers or others should be involved in their care; and*
3. *communicate their decisions; and*
4. *make connections with others and maintain relationships of choice, including intimate relationships.*

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| --- | --- | --- |
| Requirement 1(3)(d) | CHSP | Compliant |

### *Each consumer is supported to take risks to enable them to live the best life they can.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | CHSP | Compliant |

*Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(f) | CHSP | Compliant |

*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 Ongoing assessment and planning with consumers

# CHSP Compliant

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

Consumers sampled were satisfied that the service identifies and meets their current needs, goals and wishes.

Consumers and representatives confirmed that they are involved in assessment and planning, including when there are changes to consumer’s service needs.

Consumers and representatives confirmed they are informed about the outcomes of assessment and planning and have access to the consumer’s service plan if they wish.

Consumers and representatives were able to provide examples of how other providers of care and services are involved in meeting consumers’ healthcare needs.

The service has a consumer management system in place which supports the service to meet each consumer’s needs, goals and preferences and inform the delivery of a safe and effective meal delivery service.

Service planning includes the consideration of risk to the consumer’s health and well-being, reflects the consumer’s current needs, goals and preferences and there are processes in place to support staff to deliver a safe and effective meal service to consumers.

Consumer meal service delivery plans are regularly reviewed for effectiveness including when consumer circumstances change or when incidents occur and involve other providers of other care and services for the consumer.

The Quality Standard for the Commonwealth home support programme services are assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

**Assessment of Standard 2 Requirements**

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| --- | --- | --- |
| Requirement 2(3)(a) | CHSP | Compliant |

*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.*

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| Requirement 2(3)(b) | CHSP | Compliant |

*Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.*

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| Requirement 2(3)(c) | CHSP | Compliant |

*The organisation demonstrates that assessment and planning:*

1. *is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and*
2. *includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.*

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| Requirement 2(3)(d) | CHSP | Compliant |

*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.*

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| --- | --- | --- |
| Requirement 2(3)(e) | CHSP | Compliant |

*Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.*

# STANDARD 3 Personal care and clinical care

# CHSP Not Applicable

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

The Quality Standard for the Commonwealth home support programme services was not assessed during this Assessment. Consumers are not provided clinical or personal care by the service.

**Assessment of Standard 3 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(a) | CHSP | Not Applicable |

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(b) | CHSP | Not Applicable |

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(c) | CHSP | Not Applicable |

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

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| --- | --- | --- |
| Requirement 3(3)(d) | CHSP | Not Applicable |

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

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| --- | --- | --- |
| Requirement 3(3)(e) | CHSP | Not Applicable |

*Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.*

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| Requirement 3(3)(f) | CHSP | Not Applicable |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

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| --- | --- | --- |
| Requirement 3(3)(g) | CHSP | Not Applicable |

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

# STANDARD 4 Services and supports for daily living

# CHSP Compliant

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

Consumers and representatives interviewed confirmed consumers are supported by the service to do the things they like to do, and that the service promotes their mental health, well-being and enhances their quality of life.

Consumers stated they feel supported by the service, as most of the volunteer delivery staff are members of the local community. The delivery volunteers often stop by for a chat and this helps the consumers to be updated on current community activities and news.

Consumers interviewed confirmed they like the food provided by the service and are supported to provide feedback regarding meal delivery and preferences when they want to.

Staff and volunteers described how they support consumers to socialise or maintain personal relationships and are aware of people who are important to individual consumers. Staff and volunteers explained the variety of ways they share information and are kept informed of the changing needs of consumers.

Staff and volunteers confirmed they have access to safe and well-maintained equipment and consumables to meet consumer needs and follow procedures to ensure food delivered to consumers is safe for consumers.

The Quality Standard for the Commonwealth home support programme services are assessed as Compliant as six of the seven relevant requirements have been assessed as Compliant.

The service did not assess the provider’s performance against Standard 4 Requirement (3)(g) as the service does not provide equipment.

**Assessment of Standard 4 Requirements**

|  |  |  |
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| Requirement 4(3)(a) | CHSP | Compliant |

*Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.*

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| --- | --- | --- |
| Requirement 4(3)(b) | CHSP | Compliant |

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | CHSP | Compliant |

*Services and supports for daily living assist each consumer to:*

1. *participate in their community within and outside the organisation’s service environment; and*
2. *have social and personal relationships; and*
3. *do the things of interest to them.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(d) | CHSP | Compliant |

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(e) | CHSP | Compliant |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

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| --- | --- | --- |
| Requirement 4(3)(f) | CHSP | Compliant |

*Where meals are provided, they are varied and of suitable quality and quantity.*

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| --- | --- | --- |
| Requirement 4(3)(g) | CHSP | Not Applicable |

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

# STANDARD 5 Organisation’s service environment

# CHSP Not Applicable

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

The Quality Standard for the Commonwealth home support programme services were not assessed during this Assessment. Consumers are not provided services where they are delivered at a centre run by the service.

## Assessment of Standard 5 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) | CHSP | Not Applicable |

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(b) | CHSP | Not Applicable |

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(c) | CHSP | Not Applicable |

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# STANDARD 6 Feedback and complaints

# CHSP Compliant

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

Consumers and representatives confirmed they are aware of the various pathways for raising concerns or complaints and reported they feel comfortable and safe providing feedback to volunteer delivery staff and management.

Consumers provided examples where they had raised issues, how those issues were resolved in a timely manner and reported that their feedback was acknowledged and resulted in improvements to their services.

An organisational process is in place to govern feedback and complaints processes. Management are responsible for investigating and taking action in relation to feedback received. All feedback is logged electronically and reviewed at an organisational level.

Volunteer delivery staff and management described practices employed to assist consumers experiencing cognitive or communication challenges to provide feedback or make a complaint.

The organisation has a policy illustrating open disclosure processes, and staff were able to describe it’s intent and provide examples of where this has been applied with consumers.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

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| Requirement 6(3)(a) | CHSP | Compliant |

*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

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| --- | --- | --- |
| Requirement 6(3)(b) | CHSP | Compliant |

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(c) | CHSP | Compliant |

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(d) | CHSP | Compliant |

*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 Human resources

# CHSP Compliant

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

All consumers reported they receive quality care and services at the times they need them from people who are kind, capable and caring.

Consumers and representatives reported enough skilled and appropriately qualified staff are available to deliver safe care and services in accordance with the consumer’s needs, goals and preferences.

The organisation has established recruitment processes and brokerage arrangements to ensure the availability of diverse staff to deliver individualised, scheduled care and services to consumers, and to ensure appropriately qualified and skilled staff are available when required.

Policies and procedures are in place to support human resource management.

The organisation has an orientation, mentoring and induction training program in place and a system in place to assess, monitor and review the performance of each member of the workforce, including volunteers.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 7 Requirements

|  |  |  |
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| Requirement 7(3)(a) | CHSP | Compliant |

*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.*

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| --- | --- | --- |
| Requirement 7(3)(b) | CHSP | Compliant |

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

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| --- | --- | --- |
| Requirement 7(3)(c) | CHSP | Compliant |

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(d) | CHSP | Compliant |

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | CHSP | Compliant |

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

# STANDARD 8 Organisational governance

# CHSP Compliant

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

Overall sampled consumers considered the organisation well run and provided feedback that the service partners with them in ensuring their individual preferences are catered for the delivery of meals.

The governing body has embedded processes evidencing their accountability for the provision of safe, inclusive and quality services to consumers, that meet the Quality Standards.

Consumers and their representatives advised they are invited to provide feedback on meals, menus and delivery schedules via surveys, engagement with management, via telephone, and in person with staff or volunteers during visits. Consumer feedback contributes to the development, evaluation and improvement of meals and delivery services. Consumers advised changes are accommodated and promptly implemented.

Consumers and their representatives reported management communicates with them regularly regarding any changes impacting the delivery of their care and services, such as staff or volunteer absences impacted by COVID-19 for example.

The organisation has an effective risk management system for the management of high impact and high-prevalence risks associated with delivery meals to consumers.

Interviews with consumers, representatives, management and volunteer delivery staff and a review of documentation identified the service’s information management system is effective.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as four of the five relevant requirements have been assessed as Compliant.

## Assessment of Standard 8 Requirements

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| --- | --- | --- |
| Requirement 8(3)(a) | CHSP | Compliant |

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(b) | CHSP | Compliant |

*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(c) | CHSP | Compliant |

*Effective organisation wide governance systems relating to the following:*

1. *information management;*
2. *continuous improvement;*
3. *financial governance;*
4. *workforce governance, including the assignment of clear responsibilities and accountabilities;*
5. *regulatory compliance;*
6. *feedback and complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(d) | CHSP | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(e) | CHSP | Not Applicable |

*Where clinical care is provided—a clinical governance framework, including but not limited to the following:*

1. *antimicrobial stewardship;*
2. *minimising the use of restraint;*
3. *open disclosure.*

# 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, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.