**Performance**

**Report**

**1800 951 822**

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| Name of service: | The City of Melbourne Community Services |
| Service address: | 90-120 Swanston Street MELBOURNE VIC 3000 |
| Commission ID: | 300202 |
| Home Service Provider: | The City of Melbourne |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 17 January 2023 |
| Performance report date: | 9 February 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 The City of Melbourne Community Services (**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:**

* City of Melbourne Community Aged Care Package (CACP) Program, 18742, 90-120 Swanston Street, MELBOURNE VIC 3000

CHSP

* Social Suport Group 4-B87D5R4, Kathleen Syne Library and Community Centre 251 Faraday Street, Carlton VIC 3000

# 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
* the provider’s response to the assessment team’s report received 2 February 2023
* 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)

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| --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | Not applicable as not all requirements have been assessed |

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | Non-compliant |

A detailed assessment is provided later in this report for each assessed Standard.

# Areas for improvement

Areas have been identified in which **improvements must be made to ensure compliance with the Quality Standards**. This is based on non-compliance with the Quality Standards as described in this performance report.

* Requirement 2(3)(a) CHSP
* Requirement 2(3)(b) CHSP

# 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 | Non-compliant |
| Requirement 2(3)(b) | 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. | Compliant | Non-compliant |
| Requirement 2(3)(c) | 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. | Not applicable | Not applicable |
| 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. | Not applicable | Not applicable |
| Requirement 2(3)(e) | 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. | Compliant | Compliant |

Findings

The Assessment Team reports that this assessment report was developed due to requirements 2(3)(a), 2(3)(b) and 2(3)(e) being not met from a Quality Audit conducted on 2 – 4 August 2022.

The Assessment Team notes that since the Quality Audit in August 2022, the Approved Provider has identified and demonstrated steps to implement improvements for consumers regarding the ongoing assessment and care planning process considering risk, needs, goals, preferences, advanced care planning and end of life care to the consumer. As documented in the continuous improvement plan a new assessment/reassessment form has been developed to accommodate the additional requirements. However, this process has only been provided to new consumers and when existing consumers are reassessed. The service has, since the Quality Audit in August 2022, demonstrated that the care and services are regularly reviewed when circumstances change or an incident occurs with the consumer. Therefore, the Assessment Team finds requirement 2(3)(e) as met.

**Requirement 2(3)(a)**

The Assessment Team reports that since the Quality Audit in August 2022, the Approved Provider has identified areas for improvement and demonstrated steps to implement those improvements with the consumer assessment and care planning process considering risk to the consumer. All Consumers interviewed reported they were satisfied with the assessment and planning for the care and services they receive. They said this enables them to be as independent as possible. One consumer stated that he wanted to ‘continue to live independently and engage with the community’. The service supports this by providing him with domestic assistance however specific details of this service are not documented in his Goal Directed Care Plan. Support workers described using a care plan, provided by their employer, to guide the care and services they give to the consumers.

The Approved Provider explained how the initial assessment form had been revised to include review of risk to the consumer. This now forms the basis of the Goal Directed Care Plan document for all HCP and CHSP consumers. It is the role of the Case Managers to complete the initial assessment and subsequent reviews for all HCP consumers. CHSP assessments and care plan development are conducted by the Coordinator of the social support group (SSG). However, at the time of the assessment not all HCP consumers had been transitioned over to the new assessment form and none of the CHSP consumers, as ‘the form has not been fully implemented for SSG’ CHSP consumers to date.

The Approved Provider is conducting monthly meetings where all high-risk consumers are discussed. The new assessment form included consideration of risk including medicine management, nutrition and swallowing, falls, vision, hearing, cognitive and psychological assessments. The forms included the Pre-home Risk Screening tool and risk assessments sections completed. In some sections of this document it is unclear when a risk was identified what actions would be taken to mitigate the risk. In its response to the Assessment Team report on 2 February 2023 the Approved Provider supplied a copy of its Home Care Package- Living at Home- assessment form. In reviewing this form, I note that the Provider has addressed the issues raised in the Assessment Team report of lack of guidance in relation to Medicines Management and Nutrition and Swallowing.

The form has a note at the end of both sections reminding the staff to consider other options such as referring to a Dietician or a Pharmacist. The Provider states that it has already implemented this form with new consumers and will be used whenever a review of existing consumers is required and at the time of the audit staff had mistakenly supplied a copy of the old care plan template to the Assessor. It is noted that the Assessment Team reported that 50% of Home Care Package (HCP) consumers had been assessed using the new form but no Commonwealth Home Support Programme (CHSP) consumers had been assessed using the new form. It is acknowledged that, in its response, the Provider only supplied information in relation to HCP consumers and not CHSP consumers.

The Guidance and Resources for Providers to support the Aged Care Quality Standards states that the intent of requirement 2(3)(a) is in part ‘about making sure that assessment and planning are effective. These processes will support organisations to deliver safe and effective care and services. Relevant risks to a consumer’s safety health and well-being need to be assessed discussed with the consumer and included in planning a consumer’s care.’

As the Approved Provider also supplies CHSP services it is bound by the terms of the Commonwealth Home Support Programme manual which states; services delivered to clients are in line with individual goals, recommendations and assessment outcomes as identified in their individual My Aged Care support plan. Further to this the Provider has an on-going responsibility to monitor and review the services they provide to their clients under the client’s care plan to ensure that the client’s needs are being met.

**Requirement 2(3)(b)**

The Assessment Team reports that the Quality Audit in August 2022, identified steps to implement improvements with the consumer assessment and care planning process considering their needs, goals, preferences, advanced care planning and end of life care. Consumers stated that they receive the care and services they require to help them to remain independent. Support workers confirmed that the consumers’ needs for the service visits are documented in the care plan that is provided to them. They all stated that there was enough information given to deliver the care that the consumer needed. A registered nurse interviewed stated she only has access to the consumers wound care information. The Approved Provider stated that the initial assessment form had been revised to include assessment and planning surrounding the consumers (HCP and CHSP) needs, goals, preferences, advanced care planning and end of life care. The Provider also states the assessment form was completed on induction and at the time of a review.

The Provider described the process for talking to the consumers about advanced care and end of life planning, including providing the consumer with a brochure titled Advanced Care Planning: Getting Started Guide from Advanced Care Planning Australia. The assessment team sighted a new document titled ‘Procedure – Advanced Care Planning’ this procedure describes the process that the case manager should follow regarding discussion with the consumers on advance care plans. However, at the time of the Assessment about half of their HCP clients has been transitioned to the new form and no CHSP consumers.

The Guidance and Resources for Providers to support the Aged Care Quality Standards articulates the purpose and scope of standard 2 which is part states ‘The plan needs to be regularly reviewed so that changes in a consumer’s health or abilities are picked up.

The Guidance states the intent of this requirement is, in part, ‘organisations are expected to do everything they reasonably can to plan care and services that centre of the consumers’ needs and goals and reflect their personable preferences’.

It is noted that Section 54-1(d) of the Aged Care Act 1997 creates a legal obligation for an Approved Provider to comply with the Aged Care Quality Standards. The Home Care Packages Program operational manual at chapter 7.1 states that ‘Providers must undertake initial and ongoing assessment and planning to meet Standard 2 of the Aged Care Quality Standards’.

In Chapter 6.1.1 (Quality arrangements for service delivery) of the Commonwealth Home Support Manual states; All CHSP service providers must operate in line with the Aged Care Quality Standards (the Standards) and have appropriate procedures in place to meet these. The Quality Standards relate to quality of care and quality of life for the provision of aged care in the community.The Standards require service providers to demonstrate effective management processes based on a continuous improvement approach to service management, planning and delivery.

Having regard to the Assessment Team’s report, the Approved Provider’s comments to the Assessment Team at the time of the audit, the Approved Provider’s written response and the Approved Provider’s obligations under the Aged Care Act 1997 and the Aged Care Quality Standards I have reasonable grounds to form the view that the Approved Provider has complied with the requirement 2(3)(a) and 2(3)(b) in relation to its HCP consumers. However, I note that the Provider has not implemented the use of the amended assessment documents for its CHSP consumer. Therefore, I have reasonable grounds to form the view that it has not complied with requirement 2(3)(a) and 2(3)(b) in relation to its CHSP consumers.

The Quality Standard for the Commonwealth Home Support Programme services is assessed as non-compliant as two of the five specific requirements have been assessed as non-compliant.

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)