**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: | 12 September 2023 |
| Performance report date: | 2 November 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 Glenn, 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.

# 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:**

* Community and Home Support, 25744, 90-120 Swanston Street, MELBOURNE 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 consumers, representatives, staff and management; and
* a Performance Report dated 9 February 2023 for an Assessment Contact – Desk undertaken on the 17 January 2023.

The provider did no submit a response to the assessment team’s.

# 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 | 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 | 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 | Compliant |

Findings

Requirements (3)(a) and (3)(b) were found non-compliant, specifically relating to the CHSP, following an Assessment Contact – Desk undertaken in January 2023 where deficiencies in assessment and planning were identified and care plans did not provide sufficient detail to guide staff. The assessment team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to, implementation of an updated assessment and care planning template; and completion of assessment and planning processes for all consumers.

At the Assessment Contact – Desk undertaken in September 2023, for both CHSP and HCP, all consumers and representatives interviewed felt the service meets consumers’ care needs and care staff understand their preferences. The new assessment and planning template enables the service to determine risks to consumers across various domains, and there is sufficient, detailed information on the supports to be provided. Management meet monthly to discuss consumer risks and vulnerable consumers, to ensure their ongoing safety and well-being.

Consumers’ goals, needs and preferences for care and services are clearly outlined in care plans which are individualised and tailored to each individual. Advance care planning is discussed and information is provided to consumers in their own language, as required. Care plans contain a prompt for care managers to ask about advance care planning, and sampled care plans included information to demonstrate a related discussion had taken place. Care staff said they receive sufficient information and demonstrated awareness of individual consumer’s needs, goals and preferences. All consumers and representatives felt the service considers consumers’ needs, goals and preferences in the planning of their care.

Based on the assessment team’s report, I find requirements (3)(a) and (3)(b) in Standard 2 Ongoing assessment and planning with consumers 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)