**Performance**

**Report**

**1800 951 822**

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| Name of service: | Town of Gawler - GAWLER |
| Service address: | 43 High Street GAWLER EAST SA 5118 |
| Commission ID: | 600203 |
| Home Service Provider: | Town of Gawler |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 7 June 2023 |
| Performance report date: | 5 July 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 Town of Gawler - GAWLER (**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

**CHSP:**

* Community and Home Support, 24485, 43 High Street, GAWLER EAST SA 5118

# 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

# 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.

# Standard 7

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| Human resources | | CHSP |
| Requirement 7(3)(d) | The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. | Compliant |

Findings

The Assessment Team reports that in response to a non-compliance in a prior assessment, the service has instigated and implemented appropriate workforce training that addresses the concerns that were raised. The service is now able to provide evidence that the workforce is being recruited, trained, and supported to deliver the outcomes required by this Standard. The service could also demonstrate through its plan for continuous improvement, that issues raised were identified and actions to address non-compliancy were undertaken.

The service has initiated a number of changes to the training program to include aged care-specific training that supports members of the workforce. The Assessment Team sighted the training register located on a centralised management system and noted that since the last assessment, required training has been completed for contractors and volunteers.

The 2023 – 2024 workforce training schedule notes the training that has been or is to be undertaken online or face to face. Upcoming scheduled topics, listed by month, include consumer dignity and choice, open disclosure, culturally inclusive care, and fall prevention. Position descriptions for volunteers provide detailed ongoing training needs to be undertaken if determined as essential for the volunteer.

It is that Section 54-1(d) of the Aged Care Act 1997 creates a legal obligation for the Approved Provider to comply with the Aged Care Quality Standards.

Having regards to the Assessment Team’s report, comments from the Approved Provider at the time of the audit, the Approved Provider’s obligations under the Aged Care Act and the Aged Care Quality Standards I have reasonable grounds to form the view that the Approved Provider has complied with this Standard.

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 was previously assessed as non-compliant are now assessed as compliant.

# Standard 8

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| --- | --- | --- |
| Organisational governance | | CHSP |
| Requirement 8(3)(b) | The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery. | Compliant |
| 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 |

Findings

Requirement 8(3)(b)

The Assessment Team reports that the Approved Provider is able to demonstrate that the governing body promotes a culture of safe, inclusive and quality care and services. The Assessment Team sighted evidence which showed the service and the organisation’s governing body and CHSP management, at the service level, have proactively responded to the previous non-compliance in relation to this requirement.

The Assessment Team reviewed documentary evidence which showed the service has implemented systematic processes, which enable the services CHSP program management and the organisation governing body to monitor the care and services delivered to consumers effectively. Documents sighted showed evidence of improvement and the organisation’s governing body promoting a culture of safe, inclusive and quality care and services. The Provider was able to demonstrate that the governing body promotes safe and quality care and services provided to CHSP consumers and enables the governing body to be accountable for their delivery, as required by the Aged Care Quality Standard.

Requirement 8(3)(d)

The Assessment Team reports that the Approved Provider was able to demonstrate that it was proactively implementing improvements and processes to manage and monitor high-impact or high-prevalence risks to consumers at the service effectively mitigate and manage risks to consumers. Evidence was produced to confirm that the service is documenting and monitoring high-impact or high-prevalence risks to consumers. Documentation showed evidence of consumer risks, incidents, and wellness examples as a standing agenda item on various documents and are monitored, trends analysed and reported at the service and organisational level.

The Provider is also providing education and training to contractors and volunteers in relation to abuse and neglect of consumers and consumer choice and independence, or dignity of risk and incident reporting requirements. The Assessment Team noted the organisation appropriately implementing and proactively responding to the previous non-compliance by incorporating identified improvements in the organisation’s continuous improvement plan, with the majority of identified issues recorded as completed, the outcome of the PCI included the results, achievement, impact, and what was measured. The Assessment Team sighted documented evidence that shows the service has implemented processes and improvements in relation to this requirement. The service was able to demonstrate that the corrective actions they have implemented translate to an effective incident management system, including training delivered to staff and incident monitoring procedures.

It is noted that section 54-1(d) of the Aged Care Act 1997 creates a legal obligation for the Approved Provider to comply with the Aged Care Quality Standards.

Having regards to the Assessment Team’s report, comments from the Approved Provider at the time of the audit, the Approved Provider’s obligations under the Aged Care Act and the Aged Care Quality Standards I have reasonable grounds to form the view that the Approved Provider has complied with this Standard.

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)