**Performance**

**Report**

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| Name: | Tully Meals on Wheels |
| Commission ID: | 700644 |
| Address: | Butler Street, TULLY, Queensland, 4854 |
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| Activity date: | on 8 August 2024 |
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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.

# Services included in this assessment

Commonwealth Home Support Programme (CHSP) included:  
Provider: 8142 Tully Meals on Wheels Incorporated  
Service: 24719 Tully Meals on Wheels Incorporated - Community and Home Support

**This performance report**

This performance report has been prepared by P. Sherin, 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 services it operates, 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.

# Material relied on

The following information has been considered in preparing the performance report:

* the assessment team’s report for the Quality Audit report was informed by a site assessment, review of documents, and interviews with staff, consumers, and others.

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| Standard 1 Consumer dignity and choice | Compliant |
| **Standard 2** Ongoing assessment and planning with consumers | **Compliant** |
| **Standard 4** Services and supports for daily living | **Compliant** |
| **Standard 6** Feedback and complaints | **Compliant** |
| **Standard 7** Human resources | **Compliant** |
| **Standard 8** Organisational governance | **Compliant** |

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 1

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| Consumer dignity and choice | | CHSP |
| Requirement 1(3)(a) | Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. | Compliant |
| Requirement 1(3)(b) | Care and services are culturally safe | Compliant |
| Requirement 1(3)(c) | 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. | Compliant |
| Requirement 1(3)(d) | Each consumer is supported to take risks to enable them to live the best life they can. | Compliant |
| Requirement 1(3)(e) | 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. | Compliant |
| Requirement 1(3)(f) | Each consumer’s privacy is respected and personal information is kept confidential. | Compliant |

Findings

Consumers said they felt respected by the workforce and their culture and diversity is valued. Consumers provided positive feedback regarding workforce interactions with consumers. The workforce spoke of consumers in a respectful manner and demonstrated knowledge of consumers’ individual preferences. Management said volunteers are required to work in pairs to ensure meal delivery in a safe environment and are regularly rostered to deliver meals to the same consumers to assist in building rapport.

Consumers said they feel supported to make decisions about the meal delivery service they receive and advised the service is flexible regarding delivery time and changes. The workforce demonstrated strong knowledge of consumers’ preferences and described how each consumer is supported to make informed decisions and the various ways they cater to each consumer’s individual needs.

Whilst there are currently no consumers actively taking risks, the workforce demonstrated an understanding of respecting consumers’ choices and described how they would support consumers in this regard. Management advised if the service had concerns regarding a consumer’s ability to make informed decisions about their meal choices, the service may seek confirmation from their representative.

Consumers said they are supported to make their own decisions about the meals they choose to receive and how they wish the service to be delivered. Consumers said the service makes it easy for them to be involved and described how they are supported to choose preferred payment methods and to make changes to service delivery when circumstances change. Management described various documentation provided to consumers such as letters communicating changes to meal delivery or brochures on aged care information.

Consumers said the workforce respects consumers’ privacy. The workforce demonstrated an understanding of their responsibilities in respecting consumers’ privacy and confidentiality, and provided examples of how they ensure this. Management said consumers’ personal information is stored in the service’s kitchen and is only accessible to management and staff. The service’s handbook for volunteers outlines responsibilities in relation to privacy and confidentiality.

# Standard 2

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| Ongoing assessment and planning with consumers | | 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 |
| 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 |
| 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. | Compliant |
| 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. | Compliant |
| 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 |

Findings

Consumers said they are satisfied the service delivers meals with consideration to consumers’ individual risks, needs, and preferences. Consumers said they receive meals that meet their individual health and well-being needs including consideration of individual risks, allergies, and identified health conditions. The workforce demonstrated knowledge of individual consumers’ dietary needs and said they refer to meal delivery sheets to complete deliveries. Management said consumers are asked to provide any dietary needs and preferences when they start receiving a service and this is recorded as progress notes in the service Convenor’s diary. The Convenor updates the workforce on any changes to a consumer’s needs and preferences. Feedback was provided to management on developing individual consumer profiles or service plans for each consumer to capture their dietary needs, risks, delivery preferences, and other pertinent information for ease of reference by the workforce. Management advised these would be developed by the end of September 2024.

Management described how the service consistently gathers up-to-date information from consumers through regular conversation and interaction. Contact information for consumers and representatives is recorded in the Convenor’s diary. Any information or changes are communicated to the service’s Convenor via telephone and is recorded via the service’s diary and updates to daily delivery sheets for volunteers to refer to.

Consumers said they are involved in planning of their meal services and can choose to have their representative participate in planning. Consumers described how planning includes what food items they prefer, when and where meals will be delivered, and preferred payment methods.

Consumers advised whilst they are not provided with a copy of an individual services plan, they do not require this. Volunteers said they have access to a daily delivery sheet with a list of consumers requiring meal deliveries each day and any additional information. Management committed to ensuring individual consumer profiles/services plans are developed by the end of September 2024 as an improvement action in response to information identified during the quality audit.

Whilst formal reviews do not occur, management described the service’s processes whereby management is involved in meal delivery services, maintains regular contact with consumers via telephone, and consumers are encouraged to contact the service if there are any changes in their condition, needs, or preferences. Consumers said they contact the service’s kitchen directly if they need to make changes for meals or service delivery. Volunteers described how they report to the service if they notice any changes in consumers or have any concerns during meal delivery. Volunteers are scheduled to deliver to a regular group of consumers which allows them to identify any changes to a consumer’s needs or condition. Volunteers demonstrated sound knowledge of consumers’ individual needs and risks, and processes to report and escalate any concerns.

# Standard 4

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| Services and supports for daily living | | CHSP |
| Requirement 4(3)(a) | 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. | Compliant |
| Requirement 4(3)(b) | Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being. | Compliant |
| Requirement 4(3)(c) | 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. | Compliant |
| Requirement 4(3)(d) | Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared. | Compliant |
| Requirement 4(3)(e) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant |
| Requirement 4(3)(f) | Where meals are provided, they are varied and of suitable quality and quantity. | Compliant |

Findings

Consumers said they are satisfied with the flexibility of the meal delivery service as it helps them to maintain their independence and quality of life. The workforce explained how meal service delivery is tailored to support individual consumers’ needs and preferences. The workforce provided examples of how they cater to consumers’ individual needs and how the meal delivery service helps consumers to optimise their independence and wellbeing.

Consumers provided positive feedback about the volunteers who deliver meals, including how they take the time to interact with consumers and provide emotional support. Volunteers demonstrated an understanding of what is important to each consumer and described how they advise the service if a consumer expresses, or is observed to be, feeling low.

Consumers said the service is supportive and flexible when they need to adjust delivery times to enable consumers to attend appointments, have visitors, pursue interests, and maintain other social connections of meaning to them. The workforce advised the service is flexible with delivery methods to support consumers to do the things of interest to them and provided examples of this.

Consumers said they receive consistent service and volunteers accurately follow individualised delivery instructions. Consumers said any requests for changes to meal delivery times or methods are well communicated. The service demonstrated how information about the consumer’s condition, needs, and preferences is communicated within the service and with others, where responsibility for services and supports for daily living is shared. Volunteers said the service’s delivery sheet provides sufficient information to complete meal deliveries. Additional information is communicated verbally from the kitchen on meal pickups, and management are available if further information is required.

The service said they do not routinely make referrals to organisations due to the nature of services provided. However, if a consumer required assistance outside of meal provision and delivery, the service would assist them in identifying appropriate mechanisms. Management advised they check with consumers and/or their representative whether they require additional support at home, upon commencement of services.

The service delivers a set meal of soup, main meal, and dessert 3 days a week with meals rotated regularly. Management said consumers are advised of the set menu when they begin receiving meal delivery services, with specific dietary needs and allergies accommodated. Consumers said although the service did not offer a menu with options, they are happy with the meals provided which are varied and of a good quality and quantity. Meals are prepared under an approved food safety plan and council accreditation.

# Standard 6

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| Feedback and complaints | | CHSP |
| Requirement 6(3)(a) | Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints. | Compliant |
| Requirement 6(3)(b) | Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints. | Compliant |
| Requirement 6(3)(c) | Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong. | Compliant |
| Requirement 6(3)(d) | Feedback and complaints are reviewed and used to improve the quality of care and services. | Compliant |

Findings

Consumers said they know how to provide feedback or make a complaint and feel comfortable and safe to do so. Consumers said they would speak with a volunteer or contact management to discuss their concerns. The workforce described how the service encourages and supports consumers and representatives to provide feedback and raise any concerns and complaints.

The service demonstrated consumers are aware of how they can access advocates, language services, and other methods for raising and resolving complaints. Consumers said volunteers would assist them to access external supports available for making complaints, if needed. Volunteers explained how they identify and support consumers who may need help with accessing advocates or raising a complaint. The workforce advised all current consumers can communicate without the need for language services. Pamphlets are provided to consumers containing information on accessing external advocacy services and complaints mechanisms.

Consumers said the service responds promptly to any issues raised and provide an explanation and solution to resolve the matter. Volunteers provided examples of what they would do in response to a complaint such as apologising and providing the consumer’s feedback to management for action and resolution. The organisation provides a guidebook at induction for volunteers which includes information on the grievance procedure to follow.

The service demonstrated feedback and complaints are reviewed and used to improve the quality of care and services. All consumers sampled said any feedback is acted on immediately and no further issues occur. Feedback is usually provided verbally to volunteers at delivery or by telephone to management. Whilst a formal complaints register is not maintained, feedback and complaints are documented via the Convenor’s diary with the date of feedback and resolution recorded and any updates made to daily delivery sheets, as required.

# Standard 7

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| Human resources | | CHSP |
| Requirement 7(3)(a) | 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. | Compliant |
| Requirement 7(3)(b) | Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity. | Compliant |
| Requirement 7(3)(c) | The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles. | Compliant |
| Requirement 7(3)(d) | The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. | Compliant |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Compliant |

Findings

The service operates with a workforce of 50 volunteers including management to cook and deliver meals to the local community. Consumers said volunteers deliver meals on time and in line with their needs and preferences. Volunteers said they have sufficient time to complete deliveries in the allotted time frame, and they advise the service in advance if unable to attend on a rostered day. Management advised the service’s roster is planned up to 12 months in advance and provided to all volunteers. Any gaps in the roster are filled with available volunteers or management.

Consumers provided feedback on workforce interactions with them being kind, caring, and respectful. Volunteers spoke of consumers in a respectful manner and demonstrated their knowledge of consumers’ individual needs and preferences.

Consumers said volunteers delivering their meals are competent and know what they are doing. Management said all volunteers are required to complete an induction program and buddy shifts with experienced volunteers to ensure practical training for the role. Volunteers demonstrated knowledge and understanding of the responsibilities under their role. Police checks are obtained for management committee members and volunteers are rostered to work in pairs for meal delivery service to ensure adequate supervision.

Management and volunteers said informal, on-the-job training is provided to volunteers on induction and when there are relevant changes to legislation. The organisation provides access to online training modules and management attend forums where training is provided. Whilst the quality audit identified no formal training has been provided to volunteers on the Serious Incident Response Scheme and Code of Conduct for Aged Care, volunteers and management shared an understanding of incident reporting processes and appropriate conduct. Following feedback, management advised training on the above-mentioned topics would be provided to volunteers as an improvement action by the end of September 2024.

Management advised informal performance monitoring and review processes for volunteers are implemented. Management work with volunteers at various times and any concerns in performance are discussed and addressed. Volunteers confirmed management check in with them regularly and felt they can approach management to discuss any queries or concerns.

# Standard 8

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| Organisational governance | | 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 |
| 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)(c) | 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. | 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

Consumers said they have can raise feedback and concerns with the workforce which is considered by the service. Volunteers said management are responsive to consumer feedback and any changes and improvements are promptly implemented. Management described how consumers are engaged and supported in various ways to inform the delivery and evaluation of services.

The service is a community-based service with a management committee consisting of 3 volunteer members and one paid Convenor who oversees volunteers in service delivery. As a member of Queensland Meals on Wheels, the service implements policies and procedures of this organisation and maintains ongoing reporting responsibilities to them. The management committee meet monthly to discuss service planning, including any feedback, complaints, incidents, and financial reporting to the organisation. The service has processes to ensure compliance with reporting requirements associated with CHSP funding. Policies and procedures for the organisation are accessible to management and volunteers via an online portal.

The service demonstrated they have effective systems including information management, continuous improvement, financial governance, workforce governance, regulatory compliance, and feedback and complaints. Whilst gaps were identified in relation to updated handbooks and guides for consumers and volunteers, and the development of individual consumer care plans; management advised of planned improvement actions to remediate this.

The service has effective risk management systems and practices to identify and manage risks to the health, safety, and well-being of consumers. An incident management process is in place and incident forms available to complete should an incident occur during service delivery. Volunteers described various processes implemented to manage risks to consumers in meal delivery and demonstrated knowledge of reporting and escalation responsibilities in relation to incidents.

1. The preparation of the performance report is in accordance with section 57 of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)