**Performance**

**Report**

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| Name of service: | UCWPA Ethnic Link Services SA |
| Service address: | 1 Charles Street WEST LAKES SA 5021 |
| Commission ID: | 600032 |
| Home Service Provider: | UnitingSA Ltd |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 18 October 2022 |
| Performance report date: | 7 November 2022 |

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 UCWPA Ethnic Link Services SA (**the service**) has been prepared by J Taylor, 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:**

* CHSP - Social Support - Group, 4-23OWGLC, 1 Charles Street, WEST LAKES SA 5021
* CHSP - Social Support - Individual, 4-23OWGN9, 1 Charles Street, WEST LAKES SA 5021
* CHSP - Transport, 4-23OWGOV, 1 Charles Street, WEST LAKES SA 5021
* CHSP - Social Support - Individual, 4-23OWGN9, Northern Country - Uniting Church Community Centre, Crn. Ramsey Street & Wittwer Street, WHYALLA STUART SA 5608
* CHSP - Social Support - Group, 4-23OWGLC, Northern Country - Uniting Church Community Centre, Crn. Ramsey Street & Wittwer Street, WHYALLA STUART SA 5608
* CHSP - Transport, 4-23OWGOV, Northern Country - Uniting Church Community Centre, Crn. Ramsey Street & Wittwer Street, WHYALLA STUART SA 5608
* CHSP - Social Support - Group, 4-23OWGLC, Renmark Community Health Services, Ral Ral Avenue, RENMARK SA 5341
* CHSP - Social Support - Individual, 4-23OWGN9, Renmark Community Health Services, Ral Ral Avenue, RENMARK SA 5341
* CHSP - Transport, 4-23OWGOV, Renmark Community Health Services, Ral Ral Avenue, RENMARK SA 5341

# 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.

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| Standard 2 Ongoing assessment and planning with consumers | 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 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. | 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 |
| 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. | Not applicable |

Findings

This assessment was made against requirements one and two for this Standard with the other requirements deemed not applicable for this activity.

The service demonstrated current 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. Consumers and representatives sampled confirmed in various ways that consumer assessments were completed, their care and services needs were discussed and were planned to meet their health and well-being needs.

Management advised all new consumers to the service have been assessed using the new assessment process, and more than 50% of existing consumers. Management advised that they have prioritised the outstanding consumers based on risk, and will have all consumers completed between December 2022 and February 2023.

All consumers and representatives sampled advised the assessment and planning process assesses and addresses all risks involved in the delivery of services.

The Assessment Team viewed care planning and assessment documentation for 10 consumers, and nine of which contained detailed, individualised documentation of risks, and strategies to mitigate them and ensure safe and effective services. However, care planning documentation for a consumer sampled did not document his risk of falls, nor did it contain strategies to mitigate this risk while receiving shopping assistance or transport services.

Management interviewed advised they are commencing High-Risk CHSP Consumer meetings every fortnight, ongoing training for coordinators and regular file audits to ensure quality and consistency in assessment, documentation and management of consumers risks.

Management advised, and coordinators confirmed, training was provided to coordination staff in the new assessment process, goal setting and risk management. Management advised additional training in effective documentation is scheduled.

Assessment and care planning documentation reviewed evidenced strategies to meet consumers' individualised needs, goals and preferences are described, and end of life preferences captured.

Management advised, and coordinators confirmed, training was provided to coordination staff in the new assessment process, goal setting and risk management. Management advised additional training in effective documentation is scheduled.

On balance, based on the information obtained by the Assessment Team and the actions taken by the service, I find the requirements assessed for this Standard to me complainant.

1. The preparation of the performance report is in accordance with section 68A of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)