**Performance**

**Report**

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| Name: | West Coast Community Services |
| Commission ID: | 600036 |
| Address: | 56 St Andrews Terrace, PORT LINCOLN, South Australia, 5606 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | 31 July 2024 to 1 August 2024 |
| Performance report date: | 20 August 2024 |

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.

# Service included in this assessment

Home Care Packages (**HCP**) included:  
Provider: 6840 West Coast Community Services Incorporated  
Service: 26644 West Coast Community Services Inc t/as West Coast Homecare  
  
Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 7275 West Coast Community Services Incorporated  
Service: 24325 West Coast Community Services Incorporated - Care Relationships and Carer Support  
Service: 24324 West Coast Community Services Incorporated - Community and Home Support

**This performance report**

This performance report for West Coast 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.

# Material relied on

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

* the assessment team’s report for the assessment contact (performance assessment) – non-site report, which was informed by review of documents and interviews with consumers/representatives, staff and management;
* the provider’s response to the assessment team’s report received 13 August 2024; and
* a performance report dated 5 June 2024 for a quality audit undertaken from 30 April 2024 to 1 May 2024.

# Assessment summary for Home Care Packages (HCP)

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| --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | Not fully assessed |

# Assessment summary for Commonwealth Home Support Programme (CHSP)

|  |  |
| --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | Not fully 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)(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

**Requirements (3)(a) and (3)(e)** were found non-compliant, specifically for **HCP**, as assessment and planning processes did not effectively inform delivery of safe and effective care and services, specifically consideration of risk; and reassessment of consumers’ care and service needs and preferences and review of care plans had not occurred in line with the service’s processes. In response to the non-compliance, the provider has implemented a range of actions, including, but not limited to, a new assessment, planning and review process, including new assessment forms and service plans; and appointed a manager of clinical care and services who oversees clinical care and assessments.

At the assessment contact, **in relation to both HCP and CHSP**, assessment and planning, including consideration of risks to consumers’ health and well-being, was found to inform the delivery of safe and effective care and services. Care files sampled include completed assessment forms which identify consumers’ risks and practical mitigation strategies to ensure consumers receive services that meet their needs and are delivered safely. Staff described how the new assessment and planning process has improved and prompts them to explore risks, learn about consumers’ background and form a clear plan to deliver safe and effective services. Consumers said they have received a recent and thorough assessment which identifies risks and informs service delivery.

Care files sampled show care and services are regularly reviewed for effectiveness, and when circumstances change, or incidents impact the needs of the consumer. Consumers’ care and services are reviewed annually or more regularly when there are higher levels of risk or changes in circumstances, including following return from hospital. All consumers have been reviewed within timeframes outlined in the service's policy and procedures, with consumers who receive regular or in-home services prioritised. Management said completion of more in-depth reviews with consumers across a large consumer base has led to more thorough clinical oversight and better placed them to provide appropriate care and services. Staff described how changes implemented to review consumers’ care and service needs, goals and preferences, leads to a more thorough review and helps identify other risks that a consumer may not have disclosed in the previous review process. Consumers interviewed said assessment and review are regularly undertaken and they are confident the service would adjust their services if their needs changed.

Based on the assessment team’s report, I find requirements (3)(a) and (3)(e) in Standard 2 Ongoing assessment and planning with consumers compliant for both HCP and CHSP.

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)