Wyanga Aboriginal Aged Care Program

Performance Report

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| **Address:** | 35 Cope StreetREDFERN NSW 2016 |
| **Phone:** | 02 9319 7175 |
| **Commission ID:** | 200217 |
| **Provider name:** | Wyanga Aboriginal Aged Care Program Incorporated |
| **Activity type:** | Quality Audit |
| **Activity date:** | 3 June 2022 to 7 June 2022 |
| **Performance report date:** | 1 September 2022 |

# Performance report prepared by

G.McNamara, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

**Services included in this assessment**

**Home Care:**

* Wyanga Aboriginal Aged Care Program, 17872, 35 Cope Street, REDFERN NSW 2016

**CHSP:**

* CHSP Transport, 4-7Y2UQ5Z, 35 Cope Street, REDFERN NSW 2016
* Social Support - Individual, 4-7Y2UQ8S, 35 Cope Street, REDFERN NSW 2016

# Overall assessment of Services

|  |  |  |
| --- | --- | --- |
| Standard 1 Consumer dignity and choice  | HCP  |  Compliant |
| CHSP |  Compliant |
| Requirement 1(3)(a) | HCP  |  Compliant |
|   | CHSP |  Compliant |
| Requirement 1(3)(b) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 1(3)(c)  | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 1(3)(d)  | HCP |  Compliant |
|  | CHSP |  Compliant  |
| Requirement 1(3)(e)  | HCP |  Compliant |
|  | CHSP |  Compliant  |
| Requirement 1(3)(f)  | HCP |  Compliant |
|  | CHSP |  Compliant |
|  |  |  |
| Standard 2 Ongoing assessment and planning with consumers | HCP  |  Compliant |
| CHSP |  Not Compliant |
| Requirement 2(3)(a) | HCP  |  Compliant |
|  | CHSP |  Compliant |
| Requirement 2(3)(b) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 2(3)(c) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 2(3)(d) | HCP |  Compliant |
|  | CHSP |  Compliant  |
| Requirement 2(3)(e) | HCP |  Compliant |
|  | CHSP |  Not Compliant  |
|  |  |  |
| Standard 3 Personal care and clinical care  | HCP  |  Compliant |
| CHSP |  Not Applicable |
| Requirement 3(3)(a) | HCP  |  Compliant |
|   | CHSP |  Not Applicable |
| Requirement 3(3)(b) | HCP |  Compliant |
|  | CHSP |  Not Applicable |
| Requirement 3(3)(c)  | HCP |  Compliant |
|  | CHSP |  Not Applicable |
| Requirement 3(3)(d)  | HCP |  Compliant |
|  | CHSP |  Not Applicable |
| Requirement 3(3)(e)  | HCP |  Compliant |
|  | CHSP |  Not Applicable |
| Requirement 3(3)(f)  | HCP |  Compliant |
|  | CHSP |  Not Applicable |
| Requirement 3(3)(g)  | HCP  |  Compliant |
|  | CHSP |  Not Applicable |
|  |  |  |
| Standard 4 Services and supports for daily living | HCP  |  Compliant |
| CHSP |  Compliant |
| Requirement 4(3)(a) | HCP  |  Compliant |
|  | CHSP |  Compliant |
| Requirement 4(3)(b) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 4(3)(c) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 4(3)(d) | HCP |  Compliant |
|  | CHSP |  Compliant  |
| Requirement 4(3)(e) | HCP |  Compliant |
|  | CHSP |  Compliant  |
| Requirement 4(3)(f) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 4(3)(g) | HCP  |  Compliant |
|  | CHSP |  Not Applicable |
|  |  |  |
| Standard 5 Organisation’s service environment | HCPCHSP  |  Compliant Compliant |
| Requirement 5(3)(a) | CHSP |  Compliant |
|  | HCP  |  Compliant |
| Requirement 5(3)(b) | CHSP |  Compliant |
|  | HCP |  Compliant |
| Requirement 5(3)(c) | CHSP |  Compliant |
|  | HCP |  Compliant |
|  |  |  |
| Standard 6 Feedback and complaints  | HCP  |  Compliant |
| CHSP |  Compliant |
| Requirement 6(3)(a) | HCP  |  Compliant |
|   | CHSP |  Compliant |
| Requirement 6(3)(b) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 6(3)(c)  | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 6(3)(d)  | HCP |  Compliant |
|  |  |  |
| Standard 7 Human resources  | HCP  |  Not Compliant |
| CHSP |  Not Compliant |
| Requirement 7(3)(a) | HCP  |  Compliant |
|   | CHSP |  Compliant |
| Requirement 7(3)(b) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 7(3)(c)  | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 7(3)(d) | HCP |  Compliant |
|  | CHSP  |  Compliant |
| Requirement 7(3)(e)  | HCP |  Not Compliant |
|  | CHSP  |  Not Compliant |
|  |  |  |
| Standard 8 Organisational governance  | HCP  |  Not Compliant |
| CHSP |  Compliant |
| Requirement 8(3)(a) | HCP  |  Compliant |
|   | CHSP |  Compliant |
| Requirement 8(3)(b) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 8(3)(c)  | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 8(3)(d) | HCP |  Compliant |
|  | CHSP  |  Compliant |
| Requirement 8(3)(e)  | HCP |  Not Compliant |
|  | CHSP  |  Not Applicable |

# Detailed assessment

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the services, against the Aged Care Quality Standards (Quality Standards). The Quality Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

The following information has been taken into account in developing this performance report:

* the Assessment Team’s report for the Quality Audit; the Quality Audit report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

# STANDARD 1 Consumer dignity and choice

#  HCP Compliant CHSP Compliant

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

All consumers and representatives interviewed said they are treated with dignity and respect and their Aboriginal culture, or connections to Aboriginal culture, are valued. Consumer comments included we ‘feel like we belong here’ and ‘Wyanga is like our home, we get to reconnect with our culture and we feel like we belong’. Consumers were very complimentary of the care workers that provided services to them and confirmed that all explained that they usually have one or two care workers who they have built a relationship with and who support them to maintain their independence.

Staff outline how services put in place consider the individual consumers. Care documentation records the consumers cultural background and individual goals and preferences. Service values, policies and procedures and staff code of conduct promote consumers dignity and respect including understating their cultural background and ensuring service are culturally appropriate and culturally safe.

The Quality Standard for the Home care packages service is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

### *Care and services are culturally safe.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(d) | HCP  | Compliant |
|  | CHSP  | Compliant |

### *Each consumer is supported to take risks to enable them to live the best life they can.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(f) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 Ongoing assessment and planning with consumers

#  HCP Compliant CHSP Not Compliant

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

The service undertakes an assessment of consumers’ needs and uses this to inform the development of the care plan and service plan. Assessments designed to identify and manage potential risks were sighted in the sampled consumer files.

Assessment documentation reviewed identified consumers’ current needs, goals and preferences and care plans reviewed outlined services to be delivered to meet the consumer’s goals. Care plans provided detailed information, individualised to each consumer, outlining against a range of care domains, in detail how the services are to be delivered.

Coordination staff said advanced care planning assistance is offered but it was not always culturally appropriate for the elders, and they preferred not to discuss these matters. Care workers interviewed said the service model ensured that consumers were attended to by the same care workers. Care workers interviewed confirmed that they were allocated the same consumers and that they knew them well and were able to describe the agreed upon goals and actions in the care plan.

Consumers confirmed that they feel like partners in the ongoing assessment and planning of their care and services, and said they are involved in assessment and planning of their services and were able to relay what these are. They said they felt supported by the service to make decisions regarding services and confirmed when they chose to involve others if they wanted.

In relation to Home Care Package (HCP) consumers, files showed evidence of ongoing monitoring and regular review of care plans. Evidence was sighted of actions taken following care reviews, such as an increase in services, referral to My Aged Care and sourcing of additional equipment and supports based on discussion with consumers and/or their representatives at reviews.

However, in relation to Commonwealth Home Support Program (CHSP) consumers, consumer documentation did not show evidence of reassessments and regular reviews. All CHSP consumer files sighted did not have a current assessment which was noted by the CHSP coordinator and confirmed by management that reviews were not up to date.

The Quality Standard for the Home care packages service is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Not Compliant as one (1) of the five specific requirements has been assessed as Not Compliant.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(c) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(d) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(e) | HCP  | Compliant |
|  | CHSP  | Not Compliant |

*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.*

In relation to Home Care Package (HCP) consumers, files showed evidence of ongoing monitoring and regular review of care plans. Evidence was sighted of actions taken following care reviews, such as an increase in services, referral to My Aged Care and sourcing of additional equipment and supports based on discussion with consumers and/or their representatives at reviews.

However, in relation to Commonwealth Home Support Program (CHSP) consumers, consumer documentation did not show evidence of reassessments and regular reviews. All CHSP consumer files sighted did not have a current assessment which was noted by the CHSP coordinator and confirmed by management that reviews were not up to date. Management advised that a CHSP Coordinator had been recently engaged and that the new coordinator was in the process of visiting all consumers and updating their assessment information.

In relation to HCP I find this requirement Compliant, however in relation to CHSP I find this requirement Not Compliant.

# STANDARD 3 Personal care and clinical care

#  HCP Compliant CHSP Not Applicable

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

Consumers confirmed they are satisfied with the care and services they are currently receiving. They said client services officers are in frequent contact with them about their care. Consumers were grateful for the support provided with their personal care, they said staff provide services safely and confirmed current processes in place to manage the risks around COVID-19. Those receiving agency nursing services were also satisfied with those services.

The service has systems in place for the delivery of safe and effective clinical and personal care services that meet the needs, goals and preferences of consumers. This includes identifying and managing high impact and high prevalence risks through assessment, care reviews and ongoing monitoring processes and recognising and responding to deterioration or change in health and wellbeing. Consumer’s needs and preferences are identified, and any changes acted upon in the delivery of care.

Client services officers work closely with the treating medical practitioners and agencies providing medical care to consumers. Registered nurses and allied health professionals subcontracted to assess and monitor clinical needs for consumers and provide direct care through the provision of ongoing services.

The Quality Standard for the Home care packages service is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

The services do not provide personal or clinical care through its CHSP therefore this Standard is Not Applicable to CHSP.

**Assessment of Standard 3 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(a) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(b) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(c) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(d) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(e) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(f) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(g) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

# STANDARD 4 Services and supports for daily living

#  HCP Compliant CHSP Compliant

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

Consumers confirmed they get the services and supports for daily living that are important for their health and well-being and that enable them to do the things they want to do and remain living independently and safely at home. They provided examples of equipment and supports for daily living provided them, such as transport, domestic and shopping assistance, gardening and other services.

Coordination staff were able to demonstrate suitable equipment is sourced for the HCP consumers and referrals are made to external providers. The service does not provide equipment through CHSP therefore this requirement is Not Applicable to CHSP.

Examples were provided by staff, management, and consumers of how their individual needs are met and how they are supported to live the life they want.

Assessment and care planning documentation sampled included consumer goals and support needs and provided evidence of equipment purchased and supports for put in place in consultation with the consumer.

Consumers in receipt of meal assistance confirmed that the food is of good quality and they were satisfied the food provided was suitable to them. Meals are provided for those requesting meals to be delivered as part of the home care package.

Social support participants are also provided food when attending group activities, such as morning tea, and when participating in social outings they may go to a restaurant that they are involved in selecting. Food and dietary preferences of consumers are identified at assessment and meals ordered accordingly.

The Quality Standard for the Home care packages service is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as six of the six applicable requirements have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(d) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(e) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Where meals are provided, they are varied and of suitable quality and quantity.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP  | Compliant |
|  | CHSP  | Not Applicable |

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

The service does not provide equipment through CHSP therefore this requirement is Not Applicable to CHSP.

# STANDARD 5 Organisation’s service environment

#  HCP Compliant CHSP Compliant

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

Overall consumers provided positive feedback that they feel safe and comfortable in the service environment. Consumers said the environment was clean and they were able to access and get around the centre independently. They said they always feel they belong at the service and the staff make them feel welcome.

Staff advised they have observed the environment is easy for the consumers to get around independently but assist consumers when they are coming into and leaving the service. Staff confirmed there are no mobility hazards for consumers. If hazards are identified, they are followed up in line with the hazard and/or incident policies and procedures at the service.

The environment was observed by the assessment team to be clean and well maintained. No safety issues were observed. Consumers were observed to be moving freely around the centre, outdoors and to the amenities.

Maintenance is carried out on buses regularly as per the maintenance and warranty agreement in place.

The Quality Standard for the Home care packages service is assessed as Compliant as three of the three specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as three of the three specific requirements have been assessed as Compliant.

## Assessment of Standard 5 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) | HCP  | Compliant |
|  | CHSP  | Compliant |

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(c) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# STANDARD 6 Feedback and complaints

#  HCP Compliant CHSP Compliant

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

Consumers and representatives advised they feel comfortable in providing feedback or making a complaint. They confirmed they provide feedback and suggestions at any time and their feedback is sought throughout the course of care and service provision. They are informed of their right to make a complaint and are provided information on what they can expect from the service in response to a complaint. They are provided with information and assisted if required to access an advocacy service and/or contact external complaints mechanisms.

Staff encourage consumers to provide feedback at every opportunity. Where a consumer indicates dissatisfaction with any aspect of their care and services, this is reported to management for action. Management and members of the Board are actively engaged in seeking individual consumers’ opinions and suggestions for improvement. All feedback, positive and negative, is analysed and feeds into the continuous improvement processes. Open disclosure is practiced in line with open disclosure principles in a timely manner.

The Quality Standard for the Home care packages service is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(a) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(c) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(d) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 Human resources

#  HCP Not Compliant CHSP Not Compliant

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

The service was able to demonstrate the number and mix of members of the workforce deployed enables the delivery and management of safe quality care and services for consumers receiving care and services.

All sampled consumers and/or representatives confirmed they mostly have regular staff attending who are familiar with their needs and preferences. Consumers confirmed staff are not rushed when delivering services and may receive a phone call on rare occasions saying a care worker is running late.

All sampled consumers and/or representatives confirmed they receive quality care and services when they need them, from staff who are kind, caring and respectful. Consumers confirmed a sense of belonging as the service provider understood their identity, culture, and diversity.

The service was able to demonstrate the workforce is recruited, trained, equipped, and supported to deliver the outcomes required by these standards. The service had an orientation and training program in place for all staff.

However, the service was unable to demonstrate they had a formal system in place to regularly assess, monitor and review the performance of each member of the workforce.

The Quality Standard for the Home care packages service is assessed as Not Compliant as one (1) of the five specific requirements have been assessed as Not Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Not Compliant as one (1) of the five specific requirements has been assessed as Not Compliant.

## Assessment of Standard 7 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | HCP  | Compliant |
|  | CHSP  | Compliant |

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(d) | HCP  | Compliant |
|  | CHSP  | Compliant |

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | HCP  | Not Compliant |
|  | CHSP  | Not Compliant |

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

Findings

The service has processes and procedures to monitor and review staff performance, however it has not been formally recorded or followed consistently. A review of staff performance appraisals identified staff members had previously participated in their 12-month performance appraisal in 2014, however no further performance appraisals have been conducted since.

Management acknowledged performance appraisals and on-the job monitoring of staff is not occurring frequently. Management could not demonstrate they seek or use the feedback about staff performance to identify staff training needs, however management advised that if a staff member approached them with any training needs, it would generally be supported by the service.

Management advised they generally get direct feedback from consumers if they were not happy with care and coordination staff, however the service does not have a formal performance review process. While some staff said they have participated in performance reviews in the past, they have not done so for several years in a formal manner. Management said to address the service has scheduled performance review of all staff on 1 July 2022.

I acknowledge the improvements planned but I find that at the time of the Quality Audit the approved provider was Not Compliant with this requirement.

# STANDARD 8 Organisational governance

#  HCP Not Compliant CHSP Compliant

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

Consumers have input into the service through several feedback mechanisms that includes the consumer and representative surveys, informal and formal feedback and through the care plan process.

The board provides oversight of all corporate and program delivery. They meet regularly and review finance, program delivery, quality and human resources governance reports. The governance system is based on systems that regularly report key information from the service to the governing body and systems to review this information and provide directives to the service’s management and staff.

The service could generally demonstrate effective organisation wide governance systems relating to information management, continuous improvement, financial governance, regulatory compliance and feedback and complaints.

The service has processes and procedures to monitor and review staff performance, yet these have not been formally recorded or followed consistently. However, and on balance, the service could generally demonstrate effective systems in relation to workforce governance, including the assignment of clear responsibilities and accountabilities. The issues regarding monitoring and review have been considered in Standard 7.

The service could demonstrate aclinical governance framework in relation to antimicrobial stewardship, minimising the use of restraint and open disclosure. However, while policies and procedures are in place that guide staff to provide care as part of a holistic consumer directed approach, and to engage nursing professional through subcontracted arrangements, the service does not have a framework that clearly identifies roles and responsibilities in relation to clinical care.

The Quality Standard for the Home care packages service is assessed as Not Compliant as one (1) of the five specific requirements have been assessed as Not Compliant.

The Quality Standard for the Commonwealth home support programme services is assessed as Compliant as four of the four applicable requirements have been assessed as Compliant.

## Assessment of Standard 8 Requirements

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| --- | --- | --- |
| Requirement 8(3)(a) | HCP  | Compliant |
|  | CHSP  | Compliant |

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

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| --- | --- | --- |
| Requirement 8(3)(b) | HCP  | Compliant |
|  | CHSP  | Compliant |

*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

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| --- | --- | --- |
| Requirement 8(3)(c) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

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| Requirement 8(3)(d) | HCP  | Compliant |
|  | CHSP  | Compliant |

*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.*

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| --- | --- | --- |
| Requirement 8(3)(e) | HCP  |  Not Compliant |
|  | CHSP  | Not Applicable |

*Where clinical care is provided—a clinical governance framework, including but not limited to the following:*

1. *antimicrobial stewardship;*
2. *minimising the use of restraint;*
3. *open disclosure.*

Findings

The service does not provide clinical care to its CHSP consumers and this requirement is Not Applicable in relation to CHSP

In relation to HCP, the service could demonstrate aclinical governance framework in relation to antimicrobial stewardship, minimising the use of restraint and open disclosure. However, while policies and procedures are in place that guide staff to provide care as part of a holistic consumer directed approach, and to engage nursing professional through subcontracted arrangements, the service does not have a framework that clearly identifies roles and responsibilities in relation to clinical care.

I find this requirement Not Compliant in relation to HCP.

# Areas for improvement

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

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| --- | --- | --- |
| Requirement 2(3)(e) | CHSP  |  |
|  |  |  |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | HCP  |  |
|  | CHSP  |  |

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(e) | HCP  |  |
|  |  |  |

*Where clinical care is provided—a clinical governance framework, including but not limited to the following:*

1. *antimicrobial stewardship;*
2. *minimising the use of restraint;*
3. *open disclosure.*