**Performance**

**Report**

**1800 951 822**

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| Name of service: | Yarra City Council |
| Service address: | 140 Hoddle Street ABBOTSFORD VIC 3067 |
| Commission ID: | 300727 |
| Home Service Provider: | Yarra City Council |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 8 March 2023 |
| Performance report date: | 29 March 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 Yarra City Council (**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:**

* CHSP Transport, 4-FOI0157, 140 Hoddle Street, ABBOTSFORD VIC 3067
* Domestic Assistance, 4-B8IR64D, 140 Hoddle Street, ABBOTSFORD VIC 3067
* Flexible Respite - Care Relationships and Carer Support, 4-B8IR680, 140 Hoddle Street, ABBOTSFORD VIC 3067
* Home Maintenance, 4-B8IR6BC, 140 Hoddle Street, ABBOTSFORD VIC 3067
* Home Modifications, 4-B8IR6F1, 140 Hoddle Street, ABBOTSFORD VIC 3067
* Meals, 4-B8IR6IC, 140 Hoddle Street, ABBOTSFORD VIC 3067
* Personal Care, 4-B8IR60W, 140 Hoddle Street, ABBOTSFORD VIC 3067
* Social Support Group, 4-B8JK932, 140 Hoddle Street, ABBOTSFORD VIC 3067
* Specialised Support Services, 4-B8JK96J, 140 Hoddle Street, ABBOTSFORD VIC 3067
* Social Support Individual, 4-B8YA2I9, 140 Hoddle Street, ABBOTSFORD VIC 3067
* Social Support Group, 4-B8JK932, 2 Eddy Court, ABBOTSFORD VIC 3067

# 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 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 2 Ongoing assessment and planning with consumers | 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 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 |

Findings

The Assessment Team reports that the Approved Provider is optimising the health and well-being of consumers by regularly contacting consumers, undertaking assessments and additional reviews if there are any changes in care needs, goals, or preferences of consumers. Further to this, persons that the consumer wishes to be involved in planning and discussions are also included. Consumers/representatives are satisfied that the care and services provided identifies and meets their current needs, goals, and preferences. Consumers/representatives interviewed said the service had completed assessment or reassessments in the last 12 months. Care staff including brokered staff interviewed described risks for consumers sampled and were able to demonstrate detailed knowledge around strategies to support those needs and mitigate risks.

The staff advised that they receive care planning information and updates from the service via email and/or verbal updates from their team leader. Management said that in instances where consumers may have challenging care needs, the service will organise an initial joint visit with care staff and the care manager from the brokered service, so that all parties are able to participate in planning service strategies to meet the consumer’s care needs. Care staff were able to demonstrate knowledge of the care planning process and escalation processes for when they notice any deterioration in a consumer’s condition. They were also able to describe the documentation process for consumer care plan updates and the understood the urgency in some situations for these notes to be updated. Care staff said they have enough information around identified risks to provide quality care and services, feel supported in getting that information and found the updated information from the new assessment form helpful.

The Quality Standard for the Commonwealth Home Support Programme services is not applicable as not all requirements have been assessed, one of the five specific requirements that was previously assessed as non-compliant is 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)