**Performance**

**Report**

**1800 951 822**

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| Name of service: | Your Community Health |
| Service address: | Corner Blake & Crevelli Streets RESERVOIR EAST VIC 3073 |
| Commission ID: | 300584 |
| Home Service Provider: | Darebin Community Health Services |
| Activity type: | Quality Audit |
| Activity date: | 6 September 2022 to 8 September 2022 |
| Performance report date: | 5 October 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 Your Community Health (**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:**

* Allied Health and Therapy Services, 4-B1XIU9T, Corner Blake & Crevelli Streets, RESERVOIR EAST VIC 3073
* Social Support Group, 4-B1XIUD8, Corner Blake & Crevelli Streets, RESERVOIR EAST VIC 3073
* Specialised Support Services, 4-B1YN6U0, Corner Blake & Crevelli Streets, RESERVOIR EAST VIC 3073
* Transport - Community Home Support, 4-G1V8HMM, Corner Blake & Crevelli Streets, RESERVOIR EAST VIC 3073

# Material relied on

The following information has been considered in preparing the 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
* the provider’s response to the assessment team’s report received 30 September 2022
* the following information given to the Commission by the Service Provider in response to the audit report;
  + Documentations Improvement Project version 2 dated 30 September 2022
  + A 6 page document providing clarification and setting out steps taken by the Service Provider
  + A 2 page document titled Complaints and Complaint Data Trends last 12 months ; Allied Health and Social Support Programs

# 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 | **Non-compliant** |
| **Standard 3** Personal care and clinical care | **Not applicable as not all requirements have been assessed** |
| **Standard 4** Services and supports for daily living | **Compliant** |
| **Standard 5** Organisation’s service environment | **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

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.

Standard 2(3)(a)

Standard 2(3)(b)

Standard 2(3)(d)

Standard 2(3)(e)

# 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

The Service Provider does not provide supports or services under the HCP. In relation the CHSP the audit reported noted that the Service Provider met the requirements under this standard in that it is aware of its consumers cultural needs by providing culturally specific programs. Also, by acknowledging its consumers cultural needs the Service Provider was treating its consumers with dignity and respect whilst valuing them as individuals. The Service Provider also provided appropriate information to consumers and or their representatives on a regular basis in multiple formats.

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.

# 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. | Non-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. | Non-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. | Non-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. | Non-compliant |

Findings

The Assessment Team’s report notes that although the Service Provider involves consumers in the assessment, planning and review of care and services, it did not demonstrate a consistent approach to assessment and care planning. There was a lack of consistency in relation to the consideration of current needs, goals, preferences and advance care planning. The Service Provider was not reviewing consumers needs and whilst the social support group requested consumers to complete their own review, they were not consistently following up with the consumer for the return of the completed form.

The non-compliance with requirement 2(3)(a) specifically related to some consumers not having goal directed care plans. Of those consumer who did have goal directed care plans it was noted that the care plans had been developed by Allied Health staff and did not include input from social support groups or Aboriginal Health specialist.

The non-compliance with requirement 2(3)(b) specifically relates to the Service Provider not being able to demonstrate assessment and planning that identifies and addresses the consumer’s current needs, goals and preferences including advance care planning and end of life planning if the consumer wishes. Assessment and planning did not consistently identify consumers’ current needs and preferences. Advanced care planning and end of life wishes are not explored, and information is not supplied to consumers.

The non-compliance with requirement 2(3((d) specifically relates to consumers not having goal directed care plans

The non-compliance with requirement 2(3)(e) specifically relates to care and services not being reviewed for effectiveness

In response to the Assessment Team’s report the Service Provider acknowledged that no goal directed care plans had been completed by the Aboriginal Health Team. In explanation the Service Provider opined that the development of a care plan was not a requirement for the role for the assessment and support staff and that other allied health providers had developed care plans. In response to the report the Service Provider has commenced the ‘Documentation Improvement Project’ which is designed to ensure the organisation becomes compliant with the Standards. This project builds on a ‘Quality Improvement Program’ that the Service Provider has been undertaking over the last 2 years which has seen a 30% improvement in goal directed care planning for Aboriginal Health and a 20% improvement for Social Support Programs. In addition to this, the Provider supplied documentation to indicate that it was now analysing Complaint and Compliment trends. It is acknowledged that the Provider has proactively commenced a Quality Improvement Program to ensure its compliance with the Aged Care Standards. The program has just commenced, and it will take some time to mature. I have reasonable grounds to believe that at the time of this Performance Report, the Service Provider is not fully compliant with the Standard 2.

The Quality Standard for the Commonwealth Home Support Programme services is assessed as Non-compliant as four of the five specific requirements have been assessed as Non-compliant.

# Standard 3

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| Personal care and clinical care | | CHSP |
| Requirement 3(3)(a) | 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. | Not applicable |
| Requirement 3(3)(b) | Effective management of high impact or high prevalence risks associated with the care of each consumer. | Not applicable |
| Requirement 3(3)(c) | The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved. | Not applicable |
| Requirement 3(3)(d) | 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. | Not applicable |
| Requirement 3(3)(e) | 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. | Not applicable |
| Requirement 3(3)(f) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Not applicable |
| Requirement 3(3)(g) | 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. | Not applicable |

Findings

The Service Provider does not provide personal or clinical care under CHSP funding

# 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 |
| Requirement 4(3)(g) | Where equipment is provided, it is safe, suitable, clean and well maintained. | Not applicable |

Findings

The Assessment Team’s report indicates that the Service Provider is ensuring that referrals to other care and service providers are made in a timely manner and consumers are supported to have social and personal relationships.

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.

# Standard 5

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| Organisation’s service environment | | CHSP |
| Requirement 5(3)(a) | The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function. | Compliant |
| Requirement 5(3)(b) | The service environment:   1. is safe, clean, well maintained and comfortable; and 2. enables consumers to move freely, both indoors and outdoors. | Compliant |
| Requirement 5(3)(c) | Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer. | Compliant |

Findings

The Service Provider is providing a safe, clean and well-maintained service environment with furniture and fittings that are safe and suitable for consumers

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.

# 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

The Assessment Team’s report asserts that consumers are informed and encouraged to use the feedback and complaint options, including the use of advocates. Complaints are reviewed, and this information is used to make improvements.

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.

# 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 Provider is ensuring that staff interactions with consumers are kind, caring and respectful. This is achieved through the recruitment of appropriately trained staff designed to deliver the right mix of skilled personnel to ensure that CHSP funded consumers are delivered quality care and services.

The Quality Standard for the Commonwealth Home Support Programme services is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

# 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 |
| Requirement 8(3)(e) | 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. | Compliant |

Findings

The Service Providers governing body has demonstrated its commitment to leading a culture of safe, inclusive quality care and services. Consumers are involved in the development and delivery of care and services.

The Quality Standard for the Commonwealth Home Support Programme services is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

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)