**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 Service |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 28 March 2023 |
| Performance report date: | 1 May 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 Your Community Health (**the service**) has been prepared by G. McNamara, 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:**

* Community and Home Support, 25733, 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 Assessment Contact - Desk; the Assessment Contact - Desk report was informed by review of documents and interviews with staff, consumers/representatives and others
* the provider’s response to the assessment team’s report received 18 April 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 |
| 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)(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. | 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 |

Findings

Four of the five specific requirements of this Standard were assessed and I have found all four to be Compliant. As not all requirements were assessed no rating at the Standard level has been given.

The service is:

* Demonstrating consideration of consumer risks in relation to assessment and Planning.

Management advised, and the Assessment Team reviewed evidence of a recently completed audit on care plans across all disciplines to ascertain evidence of goal directed care planning and the result was 78%, or 29 out of 37 files reviewed. Management stated there was more work to be done, and they will be conducting another audit in April, and thereafter 6 monthly.

Care documentation reviewed by the Assessment Team evidenced goal directed care planning across all disciplines in the service.

Staff members interviewed demonstrated a detailed knowledge of individual consumers and their needs and described their involvement in initial and ongoing assessment and planning to mitigate risks for consumers.

Consumers and representatives sampled confirmed that the services they receive are well planned and consider all aspects of consumer requirements, including risk and dignity of risk.

In its written response the provider gave an update on its audit of care plans, which indicated a large majority of reviews have been completed. On balance I find this requirement to be Compliant. The organisation had previously recognised the need for improvement and appears to be taking a considered and detailed process to address the matters identified. However, it is encouraged to ensure these improvements are finalised, and that systemic process enhancements are embedded.

Identifying and addressing consumers’ needs, goals and preferences.

The service was able to demonstrate assessment and planning identifies and address's consumers current needs, goals, preference's, advanced and end of life planning if the consumer wishes. Initial assessment and planning process in consultation with consumers and their representatives if required consists of a home visit risk assessment, generic assessment tool identifies health concerns communication preferences, medical history, medications, falls history, physical and chronic conditions, mobility, speech and swallowing difficulties, emotional, health and dental issues.

Consumers interviewed had upcoming appointments with their coordinator to discuss advanced care planning and expressed satisfaction with their care and services plan and feel it covers how they want their care and service delivered.

Staff were able to explain the different assessment and support tools used depending on the needs, goals and preferences of the consumer identified in the generic assessment tool and how this information informs a care plan in partnership with consumers doctors. Allied health staff schedule home visits on the days the consumers are not attending their social support programme. Care plans sampled demonstrated active partnerships focused on optimising health and wellbeing in accordance with the consumer's needs, goals and preferences.

Management advised the organisation updated the welcome pack to include an information sheet regarding advanced care planning. The organisation has implemented an advanced care planning week for all programme coordinators to have documented discussions with consumers. The Staff hub has been updated with information, and management are currently exploring training that will be embedded into their systems.

In its written response the provider gave an update, which indicated the planned improvements have been completed. The provider is encouraged to ensure these systemic process enhancements are embedded.

Involving consumers in the assessment and planning and includes a multidisciplinary team where applicable, and communicating outcomes of assessment and planning with consumers and with the multidisciplinary team where applicable.

The service demonstrated care and services are documented and reflect the outcomes of assessment and planning for each consumer. Consumers interviewed were aware of and knew of their care plans.

Staff said care plans are reviewed yearly or when changes occur in the consumers health and well-being. All consumers are offered a copy of their care plan upon creation, if consumers do not wish to have a copy at that time, they can be accessed at any time by staff through the electronic system if requested. Staff described how changes to the care and service plan are communicated.

Multidisciplinary goal directed care plans have an individual review date and is updated by the relevant person that is responsible for delivering care and services. Management will manage assessment and planning process to ensure plans are current through the client information management system. Management has updated the care plans to document who the care plan has been provided to if the client acknowledges the care plan documentation and if the client wishes to have a copy of their care plan. Management advised the use of a shared taxi and bus list with the taxi supervisors to communicate consumers' needs and support required when utilising the transport services.

Reviewing care and services regularly.

The service demonstrated that 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.

Staff described how they communicate changes in consumer needs throughout the service through their documentation system, email, phone and case meetings across disciplines and services. Management and staff confirmed that care plan reviews occur annually or when consumer needs and preferences change.

Eleven out of 11 consumer files reviewed by the Assessment Team evidenced comprehensive assessments and regular reviews. Consumers and representatives interviewed stated the service provides regular assessments and reviews across disciplines.

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)