



HOME CARE - ASSESSMENT CONTACT REPORT

Provider details

Provider: Perth Home Care Services Inc

Provider contact

Contact name: Ms Rosie Lawn

Position title: Chief Executive Officer

Service details

Service name: AVIVO - North and East Metro

Quality Agency ID: 500079

Location: 2nd Floor, 30 Hasler Road, OSBORNE PARK WA 6017

Phone number: 08 9204 7800

Facsimile:

E-mail address: Nil

Services included in this review:

Home Care:

- AVIVO (Metro East), 19176, 2nd Floor, 30 Hasler Road, OSBORNE PARK WA 6017
- AVIVO (Metro North), 19177, 2nd Floor, 30 Hasler Road, OSBORNE PARK WA 6017
- AVIVO EACH Metro East, 19180, 2nd Floor, 30 Hasler Road, OSBORNE PARK WA 6017
- AVIVO EACH Metro North, 19181, 2nd Floor, 30 Hasler Road, OSBORNE PARK WA 6017

CHSP:

- CRCS - Flexible Respite, 4-225OPWR, 2nd Floor, 30 Hasler Road, OSBORNE PARK WA 6017

Assessment contact details

Date of assessment contact: 10 May 2017

Time visit commenced: 9.00am

Time visit finished: 5.00pm

| | |
|---|---------------------------|
| Total surveyor hours worked on site: | 7.5 |
| Activity type: | Assessment Contact - Site |
| Team leader: | Philippa Brittain |

| Service status before this assessment contact | |
|--|---------------|
| Last quality review: | 01 March 2016 |
| Assessment contact/s since last quality review: | N/A |
| Timetable for improvement expires on: | N/A |
| Expected outcomes not met: | N/A |

Audit trail

| Interviews | Number | Interviews | Number |
|---|--------|---|--------|
| Quality manager | 1 | Care recipients/representatives | 3 |
| Area managers | 2 | Coordinator | 1 |
| Support workers | 2 | | |
| Sampled documents | Number | Sampled documents | Number |
| Care recipient files, assessments, progress notes and support plans | 3 | Monthly invoices and home care agreements | 3 |

Other documents reviewed

- Annual report
- Customer consent forms and confidentiality forms
- Customer journey information booklet
- Live life customer information booklet
- Monthly performance reports
- Newsletters, brochures and the organisation web site
- Plan for continuous improvement
- Policies, procedures, work instructions
- Strategic plan.

Observations

- Office environment including evacuation information and exit lighting
- Staff handling telephone enquiries.

Expected outcomes reviewed at this assessment contact

Standard 2: Appropriate access and service delivery

Principle:

Each service user (and prospective service user) has access to services and service users receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/or their representative.

| Expected outcome 2.3 – Care plan development and delivery | Met |
|--|------------|
| <p>The expected outcome requires that “each service user and/or their representative, participates in the development of a care/service plan that is based on assessed needs and is provided with the care and/or services described in their plan”.</p> | |
| <p>Systems ensure each care recipient or their representative participates in an assessment appropriate to the complexity of care recipients’ needs and with consideration for their cultural and linguistic diversity. Organisational assessment processes are followed and the assessment tools ensure identification of the care recipients’ current abilities, supports, indicate needs, preferences and goals. There are processes to ensure staff communicate changes in care needs to the coordinators for actioning. Care recipients and representatives are satisfied with their level of participation in the assessment process and are consulted about their preference and goals of care.</p> | |

Standard 3: Service user rights and responsibilities

Principle:

Each service user (and/or their representative) is provided with information to assist them to make service choices and has the right (and responsibility) to be consulted and respected. Service users (and/or their representative) have access to complaints and advocacy information and processes and their privacy and confidentiality and right to independence is respected.

| Expected outcome 3.1 – Information provision | Met |
|--|------------|
| <p>The expected outcome requires that “each service user, or prospective service user, is provided with information (initially and on an ongoing basis) in a format appropriate to their needs to assist them to make service choices and gain an understanding of the services available to them and their rights and responsibilities”.</p> | |
| <p>Systems ensure each care recipient, or prospective care recipient, is provided with appropriate information about the services available to them and their rights and responsibilities. The agreement and consumer handbook include all required information about services, fees, rights and responsibilities, privacy and confidentiality, access to advocacy services and how to make a complaint. Care recipients and/or their representatives reported and documentation viewed showed they are provided with a budget and monthly statement, monthly newsletters and complete regular surveys. Care recipients and representatives interviewed stated they understand consumer directed care and are satisfied with the way all information is presented.</p> | |

Other information to be considered:

- Management reported a quality project identified an opportunity to improve organisational efficiencies and included the move to streamlining policies and procedures and moving to a paperless organisation. As a result, all staff have an organisational email address where they receive service related information in a timely manner. Management reported ongoing actions are continuing as part of this initiative.