



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 - Regional

Quality Agency ID: 500099

Location: 149 Fitzgerald Street, NORTHAM WA 6401

Phone number: 08 9574 9800

Facsimile: 08 9574 2766

E-mail address: Rosie.Lawn@avivo.org.au

Services included in this review:

Home Care:

- Regional Home Care Services CACP, 19187, 149 Fitzgerald Street, NORTHAM WA 6401
- Regional Home Care Services EACH, 19188, 149 Fitzgerald Street, NORTHAM WA 6401

CHSP:

- CRCS - Flexible Respite, 4-225OPWR, 149 Fitzgerald Street, NORTHAM WA 6401

Assessment contact details

Date of assessment contact: 10 October 2016

Time visit commenced: 12:30pm

Time visit finished: 5:00pm

Total reviewer hours worked on site: 4 hours

Activity type: Assessment Contact - Desk

Team leader: Jenny Pike

Service status before this assessment contact	
Last quality review:	21 July 2015
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
Manager quality outcomes	1	Care recipients/representatives	3
Service coordinator	1		
Sampled documents	Number	Sampled documents	Number
Home care packages care recipient files	3		

Other documents reviewed

- Continuous improvement plan
- Customer information pack
- Employee journey 2016 – 2017
- Getting it right information sheet
- Home care package: managing your supports your way information pack
- Job descriptions
- Leadership paper
- Newsletters, emails, meeting minutes and the staff intranet
- Policies, procedures and work instructions
- 'What does a good life look like' brochure.

Observations

- Office environment.

Expected outcomes reviewed at this assessment contact

Standard 1: Effective management

Principle:

The service provider demonstrates effective management processes based on a continuous improvement approach to service management, planning and delivery.

Expected outcome 1.7 – Human resource management

Met

The expected outcome requires that “the service provider manages human resources to ensure that adequate numbers of appropriately skilled and trained staff/volunteers are available for the safe delivery of care and services to service users”.

The service provider demonstrated it manages human resources to ensure that adequate numbers of appropriately skilled and trained staff are available for the safe delivery of care and services to care recipients. Recruitment is managed through the human resource department and standard recruitment processes include application for employment, interviews, reference checks, contract and orientation. Position descriptions exist for all roles with clear lines of reporting, key responsibilities and required qualifications. Personnel files are maintained with information stored electronically. Staff complete a three month probationary period and an annual performance appraisal to review capabilities, monitor work performance, strengthen relationships and identify training needs. Mandatory training is provided according to the organisation’s policies with other training conducted when needs are identified through performance appraisal, incident reports and care recipient needs. The rostering system identifies competencies of staff to ensure they are compatible with care recipients’ clinical and social needs. Care recipients stated they are satisfied with the staff members’ abilities and skills to meet their care needs and reported staff are responsive to their individual needs.

Additional information

The ‘employee journey’ identifies five key steps including selection, getting started, support, develop and move on. Feedback from staff related to these areas are to be incorporated into the ‘getting it right’ internal auditing program.

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 2.2 – Assessment

Met

The expected outcome requires that “each service user participates in an assessment appropriate to the complexity of their needs and with consideration of their cultural and linguistic diversity”.

The service provider has systems and processes to ensure each care recipient participates in an assessment appropriate to the complexity of their needs and goals and with consideration of their cultural and linguistic needs. Initial assessment registration form includes participation from the care recipient and/or their representative. The assessment and care planning tools ensure the identification of the care recipient’s current abilities, supports, preferences, goals and outcomes. These tools are part of the organisations

Expected outcome 2.2 – Assessment	Met
<p>implemented 'Customer Journey', the overarching framework used to support person centred practice and self-direction. The customer journey informs care recipients and/or their representatives what to expect on each stage of their journey with the service and assists staff with the assessment, reassessment and care planning processes. Changes to care recipients' needs are documented in their progress notes, and support plans are updated accordingly. Staff interviewed reported they are advised of changes to care recipients' care needs by the coordinator and via the support plan. Care recipients and representatives interviewed reported they participate in assessments and are consulted about their preferences and goals of care.</p>	

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>Care recipients and/or their representative participate in the development of their care plan that is based on assessed needs and preferences, and care recipients are provided with the care and services described in their plan. Care plans are goal orientated and include the agreed services and times. Where required, the plans specify specialised equipment and resources. Staff practices are monitored by the coordinators, via feedback from care recipients/representatives, accidents and incident reporting and staff appraisals. Changes to care recipients' needs are documented in electronic progress notes, and support plans are updated accordingly. Staff are knowledgeable about the process to follow when they identify changes to care needs. Care recipients and representatives reported they are satisfied with the level of involvement they have in managing their 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 information brochures include all required information about services, fees and consumer directed care considerations, rights and responsibilities, privacy and confidentiality, access to advocacy services and how to make a complaint. This information is explained at the time of the initial assessment and reiterated at the time of the review. Care recipients and representatives reported satisfaction with the way information is presented and explained, and are able to exercise choice and control appropriate to their needs.</p>	

Other information to be considered:

- To achieve the best customer experience the 'Customer Journey Framework' has been implemented to guide staff practice within the organisation. The 'Customer Journey' is the overarching framework based on person centred practice and self-direction. 'Getting it Right' is the quality improvement process that measures the effectiveness of the Customer Journey in delivering the best customer experience. Customer and employee feedback is one part of the process with feedback sought against eight outcomes the organisation believes contributes to living a good life. The outcomes include freedom, purpose, money, home, help, community life, love and relationships and safe and well. Getting it Right supports teams to understand the impact services have on people's lives. This enables teams to make changes that will improve services and outcomes achieved. Findings of the Getting it Right are used to create an internal quality development plan of continuous improvement which is completed in partnership with the relevant area teams.
- The service has recently acquired an additional 18 level 2 packages. The service coordinator advised 17 packaged are currently filled.