

Home Care Standards



Final Quality Review Report

Service provider name	Yaandina Family Centre
Service provider outlet/s	Yaandina Family Centre
Service provider address	Hampton Street, Roebourne
Service delivery region	Pilbara
Contact person	Deb Ryan
Contact number	9182 1143 or 0437 419 545
Number of Service Users	18
Number of Staff	3
Number of Volunteers	Nil
HACC Services Provided	<input type="checkbox"/> Allied Health (Care received at centre) <input type="checkbox"/> Training <input type="checkbox"/> Allied Health (Care received at home) <input checked="" type="checkbox"/> Meals at Home <input type="checkbox"/> Assessment <input type="checkbox"/> Meals received at Centre/Other <input type="checkbox"/> Carer Groups <input type="checkbox"/> Nursing (Centre) <input checked="" type="checkbox"/> Centre-Based Day Care <input type="checkbox"/> Nursing (Home) <input type="checkbox"/> Client Care Coordination <input type="checkbox"/> Other Food Services <input type="checkbox"/> Counselling Support Information & Advocacy (Carer) <input checked="" type="checkbox"/> Personal Care <input checked="" type="checkbox"/> Counselling Support Information & Advocacy (Care Recipient) <input type="checkbox"/> Product Information <input type="checkbox"/> Country Mobile Unit Programs <input type="checkbox"/> Public Awareness Programs <input checked="" type="checkbox"/> Domestic Assistance <input checked="" type="checkbox"/> Respite Care <input type="checkbox"/> Education <input checked="" type="checkbox"/> Social Support <input type="checkbox"/> Goods & Equipment <input type="checkbox"/> Training Prepare to Care <input type="checkbox"/> Home Maintenance <input checked="" type="checkbox"/> Transport - CBDC <input type="checkbox"/> Information <input checked="" type="checkbox"/> Transport
Brokered Services	Nil

Scope of the review

Date of the review	25/05/2016
Quality Consultant/s	Cheryl Cartlidge and Marleen Roch

Evaluation trail

Number of service users interviewed	0	Number of service user records/files	5
Number of representatives interviewed	0		
Number of staff interviewed	1	Number of staff records/files	2*
Number of volunteers interviewed	0	Number of volunteer records/files	0
Additional reports viewed relevant to this review	Nil		

*Although full staff records/files were not viewed, a small amount of general staff records were evaluated related to regulatory compliance.

Standard 1 Effective management

Outcomes for 2011-2014		Outcomes for 2014-2017	
Expected outcome	Met/Not Met	Expected outcome	Met/Not Met
1.1 Corporate governance	Met	1.1 Corporate governance	Met
1.2 Regulatory compliance	Met	1.2 Regulatory compliance	Met
1.3 Information management systems	Met	1.3 Information management systems	Met
1.4 Community understanding and engagement	Met	1.4 Community understanding and engagement	Met

1.5 Continuous improvement	Met
1.6 Risk management	Met
1.7 Human resource management	Met
1.8 Physical resources	Met

1.5 Continuous improvement	Met
1.6 Risk management	Met
1.7 Human resource management	Met
1.8 Physical resources	Met

Standard 2 Appropriate access and service delivery

Expected outcome	Met/Not Met
2.1 Service access	Met
2.2 Assessment	Met
2.3 Care plan development and delivery	Met
2.4 Service user reassessment	Met
2.5 Service user referral	Met

Expected outcome	Met/Not Met
2.1 Service access	Met
2.2 Assessment	Met
2.3 Care plan development and delivery	Met
2.4 Service user reassessment	Met
2.5 Service user referral	Met

Standard 3 Service user rights and responsibilities

Expected outcome	Met/Not Met
3.1 Information provision	Met
3.2 Privacy and confidentiality	Met
3.3 Complaints and service user feedback	Met
3.4 Advocacy	Met
3.5 Independence	Met

Expected outcome	Met/Not Met
3.1 Information provision	Met
3.2 Privacy and confidentiality	Met
3.3 Complaints and service user feedback	Met
3.4 Advocacy	Met
3.5 Independence	Met

Met	18
Not Met	0
TOTAL	18

Met	18
Not Met	0
TOTAL	18

General overview

Review history

Yaandina Family Centre was reviewed by CommunityWest against the Home Care Standards in June 2013. All expected outcomes were met at that time.

Scope of this review

Before the review, various information was considered to determine its scope, i.e. the self-assessment, changes in the service provision profile, outcomes from the site's previous quality review, information in the current and past Plans for Continuous Improvement and feedback from the Project Officer. It was agreed that a desktop review would be conducted. A representative sample of documentation was reviewed electronically off-site and no interviews were conducted with service users or staff, apart from with the HACC Coordinator.

Outcome

Evidence supported that standards of service provision demonstrated in the previous quality review visit have been maintained. All expected outcomes reviewed were met.
 Yaandina's Plan for Continuous Improvement was current and demonstrated a commitment to continuous improvement. This was corroborated by other documentation sighted.
 Evidence reviewed indicated that the service user/carer is at the centre of decision-making, there is a commitment to maintaining service users' independence, and there are processes in place for promoting independence, collecting feedback, disseminating of information and upholding privacy and confidentiality.
 However, the organisation has found it necessary to overhaul its strategies and practices to achieve greater consistency, probity and compliance and is currently starting to do so.
 The new HACC Coordinator is in the process of reviewing current practices and planning for enhanced service provision. Discussion was held surrounding:
 - how Part D in support plans can be improved to show more clearly how services are delivered and what the service user's responsibilities are in order to encourage and support independence;
 - how feedback may be made more useful by providing incentives to participate and fostering a sense of ownership of the process within clients and other stakeholders;
 - how internal audit plans may benefit from including more clarity around timeframes.
 It is expected that the organisation's service provision will benefit once these practices are embedded.

Plan for continuous improvement

Service providers are required to have a plan for continuous improvement (PCI) in place, regardless of when they are reviewed. This is to be provided on request by the WA HACC program or CommunityWest.

Date of final report

27/05/2016

Disclaimer

The review is a snap shot of the organisation at that particular time.
 The methodology used for the Quality Reviews has been designed to allow a reasonable degree of flexibility in the assessment and evaluation process.
 The review may not cover all areas where services are delivered. The evaluation involves a reliance on multiple sources of evidence, including observations, feedback and some written records. The accuracy of written records cannot always be completely verified.
 The evaluation will involve the Quality Consultant/s interviewing a sample of service users, and or their representatives/carers. The sample of service users may not necessarily reflect the circumstances of the whole group.
 CommunityWest does not accept responsibility for the authenticity of information provided by the organisation as part of this Quality Review.