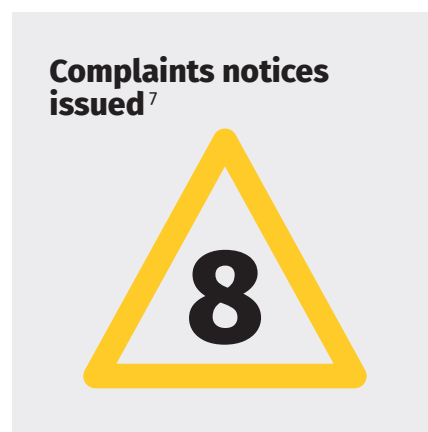
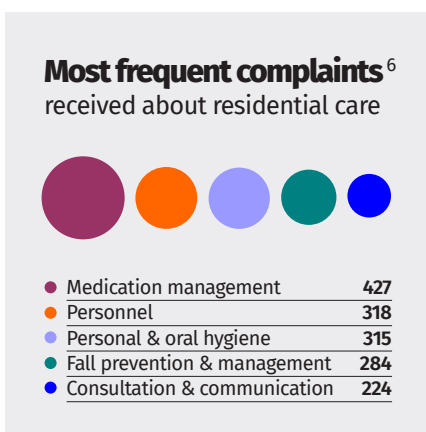
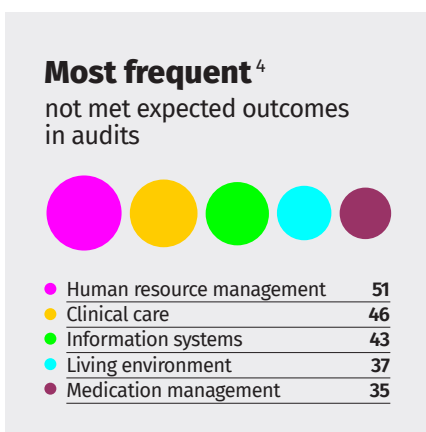
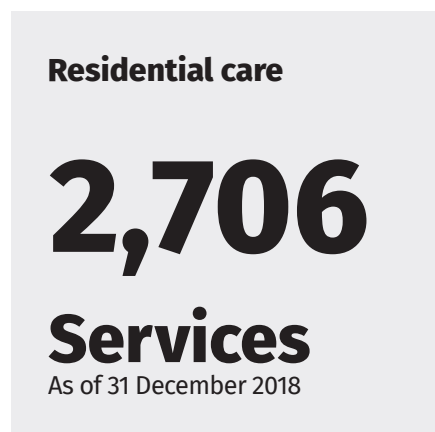


# Residential care sector performance

July – December 2018



1 Refer to Table 1

2 Refer to Table 3

3 Refer to Table 2

\* Please see following page

4 Refer to Table 8

5 Refer to Table 4

6 Refer to Table 23

7 Refer to Table 22



# Residential care sector performance

July – December 2018

TABLE 1

## Site audits

Number of site audits	633
Number of times new expected outcomes not met	70
Number of serious risk decisions resulting	16
% of site audits where new not met was found	11.1%
% of all site audits that resulted in a serious risk decision	2.5%
% of all not met decisions that results in a serious risk decision	22.9%

TABLE 2

## Review audits\*

Number of review audits	44
Number of times new expected outcomes not met	32
Number of serious risk decisions resulting	25
% of review audits where new not met was found	72.7%
% of all review audits that resulted in a serious risk decision	56.8%
% of all not met decisions that results in a serious risk decision	78.1%

\* Quality Agency and Commission data is not directly comparable for this activity. The Quality Agency calculation of 'new expected outcomes not met' contained an error which underreported this rate. This error has been corrected for data reported by the Commission from January 2019.

TABLE 3

## Assessment contacts

Number of assessment contacts	1,393
Number of times new expected outcomes not met	92
Number of serious risk decisions resulting	26
% of assessment contacts where new not met was found	6.6%
% of all assessment contacts that resulted in a serious risk decision	1.9%
% of all not met decisions that results in a serious risk decision	28.3%

TABLE 4

## Timetable for improvement

Residential services returned to compliance after completion TFI	80.4%
------------------------------------------------------------------	-------

TABLE 5

## Accreditation decisions

Re-accreditation decisions	
Not to accredit	1
Accredit	746
Less than 1 year	4
1 year	37
Between 1 and 2 years	1
2 years	32
Between 2 and 3 years	1
3 years	671
Review audits	
Not revoke or vary	10
Revoke	8
Vary	34



# Residential care sector performance

July – December 2018

TABLE 6

## New non-compliance decisions

Site audits and review audits	
1 new expected outcome not met	30
2 new expected outcomes not met	21
3 new expected outcomes not met	10
4 new expected outcomes not met	6
5 – 10 new expected outcomes not met	19
11 – 15 new expected outcomes not met	6
16 – 20 new expected outcomes not met	3
20 or more new expected outcomes not met	7

TABLE 7

## New non-compliance decisions

Assessment contacts	
1 new expected outcome not met	66
2 new expected outcomes not met	24
3 new expected outcomes not met	2
4 new expected outcomes not met	–
5 – 10 new expected outcomes not met	–

TABLE 8

## Most frequent new expected outcomes not met

Site audits and review audits	
Human resource management	51
Clinical care	46
Information systems	43
Living environment	37
Medication management	35
Behavioural management	34
Skin care	30
Continuous improvement	29
Privacy and dignity	27
Regulatory compliance	27

TABLE 9

## Most frequent new expected outcomes not met

Assessment contacts	
Behavioural management	26
Living environment	19
Medication management	15
Human resource management	14
Regulatory compliance	14
Skin care	13
Clinical care	9
Catering, cleaning and laundry services	5
Pain management	4
Information systems	3



# Home services sector performance

July – December 2018



## 2,257

**Home services**<sup>8</sup>  
As of 31 December 2018

### Quality reviews

<sup>9</sup>

## 276

**19.6%**

New expected outcomes not met

**0.7%**

Resulted in serious risk decisions

### Assessment contacts

<sup>10</sup>

## 246

**9.8%**

New expected outcomes not met

**0.4%**

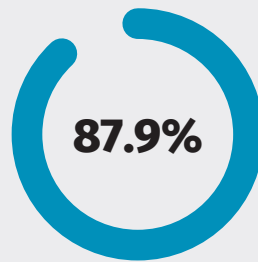
Resulted in serious risk decisions

### Most frequent

<sup>11</sup>  
not met expected outcomes in quality reviews


Regulatory Compliance	40
Service user reassessment	18
Care Plan	14
Human Resource Management	13
Risk Management	12

### Services returned to compliance

<sup>12</sup>


### Most frequent complaints

<sup>13</sup>  
received about home services


Financial – Fees & charges	236
Consultation & communication	142
Management of finances	119
Client assessment & service	101
Communication about fees	73

### Complaints notices issued

<sup>14</sup>


<sup>8</sup> Services that deliver home care packages as well as CHSP.

<sup>9</sup> Refer to Table 10

<sup>10</sup> Refer to Table 11

<sup>11</sup> Refer to Table 15

<sup>12</sup> Refer to Table 12

<sup>13</sup> Refer to Table 24

<sup>14</sup> Refer to Table 22



# Home service sector performance

July – December 2018

TABLE 10

## Quality reviews

Number of quality reviews	276
Number of times new expected outcomes not met	54
Number of serious risk decisions resulting	2
% of quality reviews where new not met was found	19.6%
% of all quality reviews that resulted in a serious risk decision	0.7%
% of all not met decisions that resulted in a serious risk decision	3.7%

TABLE 11

## Assessment contacts

Number of assessment contacts	246
Number of times new expected outcomes not met	24
Number of serious risk decisions resulting	1
% of assessment contacts where new not met was found	9.8%
% of all assessment contacts that resulted in a serious risk decision	0.4%
% of all not met decisions that resulted in a serious risk decision	4.2%

TABLE 12

## Timetable for improvement

Home services returned to compliance after completion TFI	87.9%
-----------------------------------------------------------	-------



# Home services sector performance

July – December 2018

TABLE 13

## New non-compliance decisions

Quality reviews	
1 new expected outcome not met	25
2 new expected outcomes not met	16
3 new expected outcomes not met	2
4 new expected outcomes not met	4
5 – 10 new expected outcomes not met	6
11 – 15 new expected outcomes not met	1
16 – 20 new expected outcomes not met	–
20 or more new expected outcomes not met	–

TABLE 14

## New non-compliance decisions

Assessment contacts	
1 new expected outcome not met	15
2 new expected outcomes not met	6
3 new expected outcomes not met	–
4 new expected outcomes not met	2
5 – 10 new expected outcomes not met	1
11 – 15 new expected outcomes not met	–
16 – 20 new expected outcomes not met	–
20 or more new expected outcomes not met	–

TABLE 15

## Most frequent new expected outcomes not met

Quality reviews	
Regulatory compliance	40
Service user reassessment	18
Care plan development and delivery	14
Human resource management	13
Risk management	12
Information management systems	12
Information provision	9
Assessment	7
Continuous improvement	6
Corporate governance	6

TABLE 16

## Most frequent new expected outcomes not met

Assessment contacts	
Regulatory compliance	18
Care plan development and delivery	5
Service user reassessment	3
Assessment	3
Human resource management	3
Continuous improvement	2
Information provision	2
Information management systems	2
Corporate governance	2



# National Aboriginal & Torres Strait Islander flexible aged care program sector performance

July – December 2018



<sup>15</sup> Refer to Table 17

<sup>16</sup> Refer to Table 18



# National Aboriginal & Torres Strait Islander flexible aged care program sector performance

July – December 2018

TABLE 17

## Quality reviews

Number of quality reviews	4
Number of times new expected outcomes not met	1
% of quality reviews where new not met was found	25.0%

TABLE 18

## Assessment contacts

Number of assessment contacts	16
Number of times new expected outcomes not met	3
% of assessment contacts where new not met was found	18.8%

TABLE 19

## New non-compliance decisions

<b>Quality reviews</b>	
One new expected outcome not met	1
Two new expected outcomes not met	–
Three new expected outcomes not met	–
Four new expected outcomes not met	–

TABLE 20

## New non-compliance decisions

<b>Assessment contacts</b>	
One new expected outcome not met	3
Two new expected outcomes not met	–
Three new expected outcomes not met	–
Four new expected outcomes not met	–





# Complaints sector performance

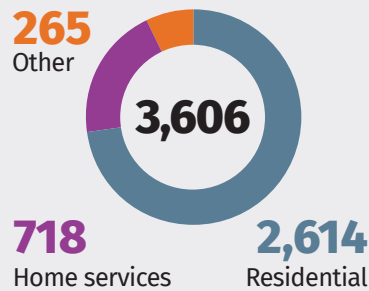
July – December 2018



## 3,606 Complaints

about Commonwealth subsidised aged care services

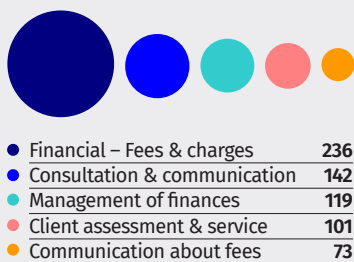
### Complaints by type<sup>17</sup>



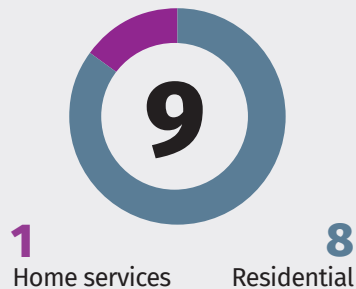
### Most frequent complaints<sup>18</sup> received about residential care



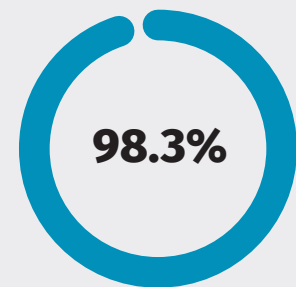
### Most frequent complaints<sup>19</sup> received about home services



### Complaints notices issued<sup>20</sup>



### Early resolution<sup>21</sup>



<sup>17</sup> Refer to Table 21

<sup>18</sup> Refer to Table 22

<sup>19</sup> Refer to Table 23

<sup>20</sup> Refer to Table 24

<sup>21</sup> Refer to Table 25



# Complaints sector performance

July – December 2018

TABLE 21

## Complaints by care type

Residential	2614
Home Care	718
Other care types	265
<b>Total</b>	<b>3606</b>

TABLE 22

## Notices issued by care type

Residential	8
Home Care Package	1
Commonwealth Home Support Program (CHSP)	–
Flexible	–
Home & Community Care	–
<b>Total</b>	<b>9</b>

TABLE 23

## Most frequent complaint issues received about Residential care

Health Care	
– Medication administration and management	427
Personnel – Number/ratio	318
Personal care – Personal and oral hygiene	315
Health Care – Falls prevention and post fall management	284
Consultation & Communication – Representative/family consultation and communication	224

TABLE 24

## Most frequent complaint issues received about home services

Financial – Fees & charges	236
Consultation & communication – Lack of consultation/communication	142
Financial – Management of finances	119
Client assessment & service implementation – Consistent client care & coordination	101
Financial – Communication about fees & charges	73

TABLE 25

## Complaints received by stage

Received and finalised at early resolution	2828
Received and finalised at resolution	49
To be finalised	720
<b>Total</b>	<b>3597</b>

TABLE 26

## Referrals to the Quality Agency

Type 1	776
Type 2	94
Type 3	7
<b>Total</b>	<b>887</b>

