

Executive Summary

- Unfortunately, Fernbank advised Westmont just prior to the end of the financial year their withdrawal from the Meals on wheels program. This coincided with survey results undertaken by Community Care staff that revealed there were quality issues possibly attributed to the reheating process. The survey results revealed:
 - When asked if they would recommend the meals to family or friends-9 out of the 12 clients receiving Fernbank meals said no.
 - When asked if the meals are appealing or tasty 6 clients receiving the fernbank meal (out of 13 respondents) said there was a problem or responded no, 1 person receiving the hospital meal responded no and clients receiving other meals from other providers all stated the meal was appealing and tasty.
- The Albury Wodonga Health Service were able to at short notice prepare meals on wheels 7 days per week without any interruption to the meals program. We are keen to meet to AWH to formalise a contract and also pass on the survey results and discuss seasonal changes to their menu.
- A dedicated staff member is working 2 days per week on setting up Carelink to be able to budget correctly HCP information and generate monthly consumer statements and export data for the purpose claiming through Services Australia. Currently most of the HCP functions are undertaken in e tools, but the rostering system is in Carelink and data on client services has to be extracted from Carelink each month and inputted into e tools which is time consuming and open to errors. Training is being rolled out to key staff in how to configure Carelink for HCP data, contractor management and completing the EOM processes.
- We continue to receive referrals from the Albury Wodonga Volunteer Resource Centre for new volunteers. A Christmas in July function is planned for all volunteers and an opportunity to network with volunteers.
- A letter was sent to both HCP clients and CHSP/HACC clients about the new fees for the financial year which were benchmarked with other local service providers. The Finance team at Westmont and HCP Intake and Quality Officer identified discrepancies in the HCP unspent funds balances recorded in Services Australia compared with the balances in E tools. The team reconciled these differences, updated e tools and explained changes to clients in the letter sent to all HCP clients.
- Narrative reports/service utilisation figure have been provided to DFFH in relation to the NDIS 12 month funded program and Additional Respite Carer Program. These programs were only funded for a 12 month period.
- The contractor's agreement was updated and an agreement emailed to all contractors. All contractor compliance document has been compiled into a spreadsheet for monitoring and updating.
- Consumer and relative experience surveys have been sent out to all HCP clients and their relatives. The findings from the survey are being compiled. The Consumer survey will be sent out to a cross section of the CHSP clients, HACC and brokerage clients in July/August 2023.
- A meeting was held with Border Cleaning to discuss the existing contract, update them on the aged care reforms and discuss new price rates for 2023-24 and other services they can provide.
- We interviewed 1 applicant and onboarded 3 carers this month. We farewelled a long-term carer who retired.
- The Carers bimonthly meeting was held and carers were provided with information on identifying client deterioration, the carer's checklist on safely transporting clients and information on housekeeping issues and sources of complaints.
- Staff attended the following meetings this month:
 - Stronger Standards Better Aged Care-web based training.
 - Star ratings 24/7 HCPs-what's the latest?
 - National Sector Support Development Network meeting.
- The following compliance activities were undertaken this month:
 - Social Connections Document Audit-completed 20/6/2023
 - Audit of carers who provided services to HACC clients-completed 5/6/2023
 - CHSP funding audit-completed 6/6/2023
 - HACC new services audit-completed 6/6/2023

Services provided in June 2023

	June Hours	YTD Hours	2021/22 YTD
Brokerage	795	7,878.9	11,461
DVA Brokerage	335.25	3,936.25	4,053
DVA Community Nursing	21.25	236.5	84
Home Care Package	2,528.66	28,439.86	24,656
Home Nursing	61	644.25	688

HCPs

We currently have 196 clients, with 5 clients discharged this month. The number of clients across each HCP level is given below:

Level 1 :5




Level 2: 109

Level 3:55




Level 4: 27

For the month of June, 7 new clients signed up for a home care package with Westmont, 11 enquiries were received and 14 home visits conducted. 18 enquires have been received, with 6 clients waiting to be signed up by Westmont or awaiting on their income tested fee information to determine if they will accept a package from Westmont. There are 5 clients out of the 18 that expect to be offered a package within the next 1 month and 3 clients are expected to be offered a package within the next 1-3 months.

CHSP services provided during June 2023

Service	June Hours	Monthly target hours	Actual YTD hours	Target YTD Hours	Current Indicator
Domestic Assistance	907.25	1,228.00	10,436.79	14,736.00	
Home Maintenance	317	365.50	4,305.35	4,386.00	★
Meals on Wheels	945	781.92	8,851	9,383.00	★
Personal Care	373.5	304.58	3,870.5	3,655.00	★
Flexible Respite	152.75	143.92	1,768.75	1,727.00	★
Social Support – Group	1706.75	1,769.00	17,856	21,228.00	
Individual Support	133.08	128.50	1,147.46	1,542.00	★
Feedback, reviews and coordination #	406.92				



We have commenced since July 2022 recording all coordination, feedback and review hours in the DEX portal. We have prepared a letter to send out to clients on our waiting list who have been referred from My Aged Care. The letter will provide some choices to the clients and give them some indication of the wait period. We have an existing wait list of around 50 clients waiting for domestic assistance and 120 clients waiting for home maintenance. We are attempting to streamline internal processes so we can intake more clients on the wait list as a new client intake can take several hours. We have confirmed that there are 3 contractors available to undertake gutter and window cleaning which makes up a considerable amount of the clients waiting for home maintenance.

Indicator	Descriptor
	Will not meet target
	Watching – may not meet target
★	Will meet target
	No target > Acquittal reporting

CHSP – Our wait list for domestic assistance is sitting at 12 months. We are the only service provider receiving referrals for gutter cleaning and we have over 100 clients waiting to access this service. We are working towards refining our onboarding of new clients and review processes to move through these processes more quickly, particularly for clients wanting to receive property maintenance-gutter cleaning and window cleaning without compromising the quality of the process and also identifying where we can involve carers in the review process.

With staff shortages due to staff terminations and recruitment issues we have relied more on Border Cleaning which have around 2 dedicated cleaners working daily shifts for us particularly during public holiday periods. A new assistant carer will commence in July 2023. The three staff who enrolled in the flexible delivery of the Certificate III in individual Support are finalising their final assessments to complete the course. These staff are continuing to work at Westmont, although one staff member is working with the homestead as well.

HACC PYP services delivered in June 2023

Service	June Hours	Monthly target hours	Actual YTD hours	Target YTD Hours	Current Indicator
HACC-PYP Assessment	42.8	25.00	383.23	300.00	★
HACC-PYP Community Care	218	237.50	2,350.25	2,850.00	★
HACC-PYP Delivered Meals	88	133.33	984.00	1,600.00	
HACC-PYP Linkages	5.87	14.58	86.67	175.00	
HACC-PYP Planned Activity Group	62	60.33	774.00	724.00	★
HACC-PYP Property Maintenance	52	42.92	576.75	515.00	★
HACC-PYP Volunteer Co-ordination	59.5	56.50	571.50	678.00	★

Client and staff incidents

Incidents	Number	Comments																						
Client Adverse Events	16	<p>Seven (7) clients fell-one was recorded as a near miss as he was caught by the worker when he stumbled out of the bathroom.</p> <p>The ambulance attended 4 clients. Three of the clients were taken to the hospital. One CHSP client has had 2 ambulances attend in the last 2 weeks due to issues with his catheter and movement. The care coordinator has requested that my aged care review his care needs as they have changed due to his health deteriorating. One client with a wound was taken by a Westmont Carer to her GP for assessment.</p>																						
Staff adverse Events	7	<p>One incident has resulted in the assistant carer being on leave for several weeks due to a back strain.</p> <p>One worker attended hospital for a suspected concussion when he knocked his head against a cupboard completing domestic assistance.</p> <p>One carer strained her hand when undertaking domestic assistance.</p> <p>Two carers were involved in minor vehicle accidents.</p> <p>One staff member disconnected her hip whilst using a Westmont vehicle.</p> <p>One Carer has continued to receive verbal abuse from the family member of a client she provides personal care to. The worker has been removed from the client. The issue of carers using a sara steady alone when transferring a client was raised as a concern and all staff have been requested to seek the family's support when using the sara steady to avoid any risk to the client and worker.</p>																						
Client feedback:	Around 113 client feedbacks were reported by Westmont carers this month.	<table border="1"> <thead> <tr> <th>Issue</th> <th>Number of clients impacted</th> </tr> </thead> <tbody> <tr> <td>Client unwell, health condition</td> <td>59</td> </tr> <tr> <td>Unsatisfactory service, quality issue</td> <td>8</td> </tr> <tr> <td>Client risk/equipment hazard identified</td> <td>12</td> </tr> <tr> <td>Need for additional/changes to services</td> <td>13</td> </tr> <tr> <td>Medication</td> <td>6</td> </tr> <tr> <td>Client notes/communication folder needs updating.</td> <td>6</td> </tr> <tr> <td>Scheduling issue/change of time</td> <td>0</td> </tr> <tr> <td>Meals on wheels</td> <td>0</td> </tr> <tr> <td>Cost of service/payment method</td> <td>1</td> </tr> <tr> <td>Other*</td> <td>41</td> </tr> </tbody> </table>	Issue	Number of clients impacted	Client unwell, health condition	59	Unsatisfactory service, quality issue	8	Client risk/equipment hazard identified	12	Need for additional/changes to services	13	Medication	6	Client notes/communication folder needs updating.	6	Scheduling issue/change of time	0	Meals on wheels	0	Cost of service/payment method	1	Other*	41
		Issue	Number of clients impacted																					
		Client unwell, health condition	59																					
		Unsatisfactory service, quality issue	8																					
		Client risk/equipment hazard identified	12																					
		Need for additional/changes to services	13																					
		Medication	6																					
		Client notes/communication folder needs updating.	6																					
		Scheduling issue/change of time	0																					
		Meals on wheels	0																					
		Cost of service/payment method	1																					
		Other*	41																					
*Other feedback relates predominantly to feedback received relating to either brokerage clients or HCP clients.																								

SIRS – Two incidents were reported to the Commission this month. One related to neglect where a Westmont staff member visiting the client in the morning did not check the condition of the client's catheter and did not report that the client could not mobilise from this lounge. His condition was picked up on the same day when another carer attended in the evening at 5pm. The client was taken to hospital via ambulance.

The second SIRS incident relates to an allegation of jewellery being stolen from the client's home. The carer denied removing any jewellery items. The client advised Westmont that the jewellery was found in early July 2023.

Compliments and complaints

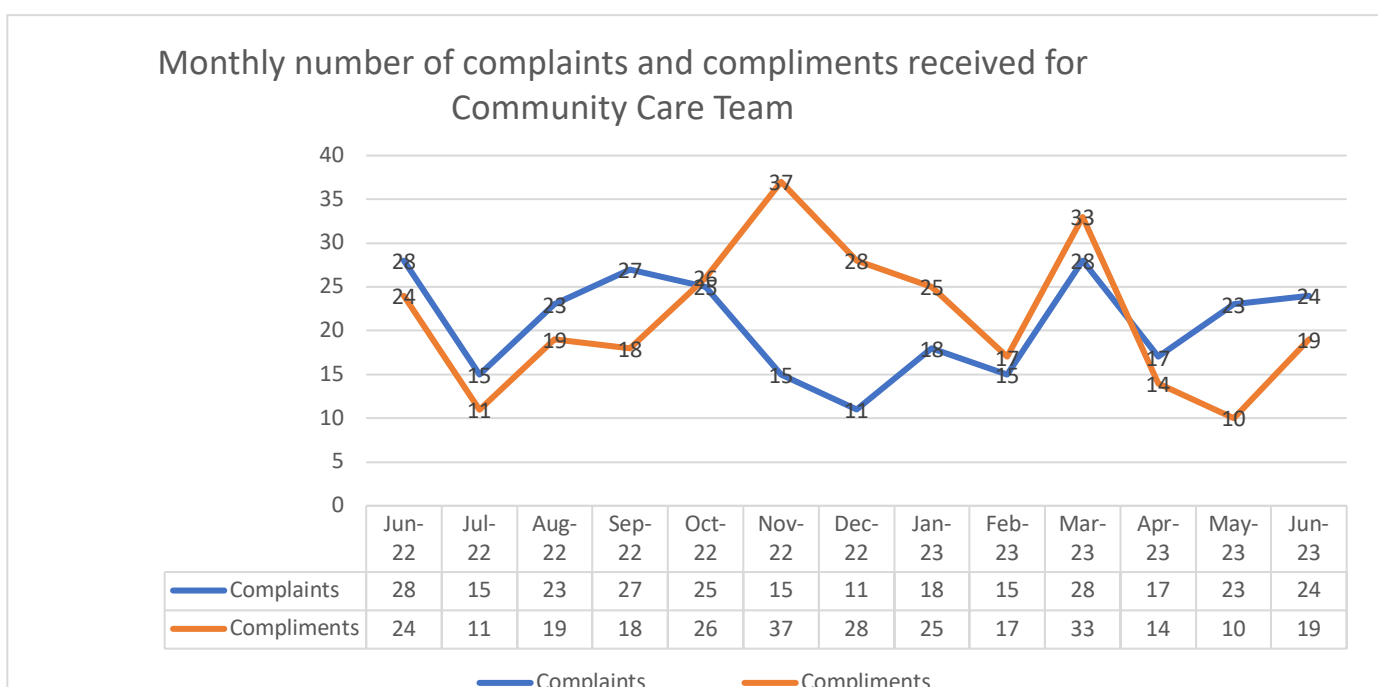
19 Compliments – We continue to receive daily compliments about staff performance, quality of care provided by staff and the pleasant demeanour of staff.

24 Complaints – Complaints this month were broken down to the following categories:

- Contractor: 1
- Scheduling and delivery ie missed or late services: 4
- Service quality: 13
- Carer communication: 0
- MOW program: 4
- Fees and charges: 2 #

One client was distressed by the review process conducted over the phone. The client also said the information within the review documentation sent to her was inaccurate. The Care Coordinator made a time with the client and conducted a home visit and updated the client's documentation.

One client had disputed paying a late cancellation fee. The scheduling team and Director Community Care attempted to make contact with the client's representative.

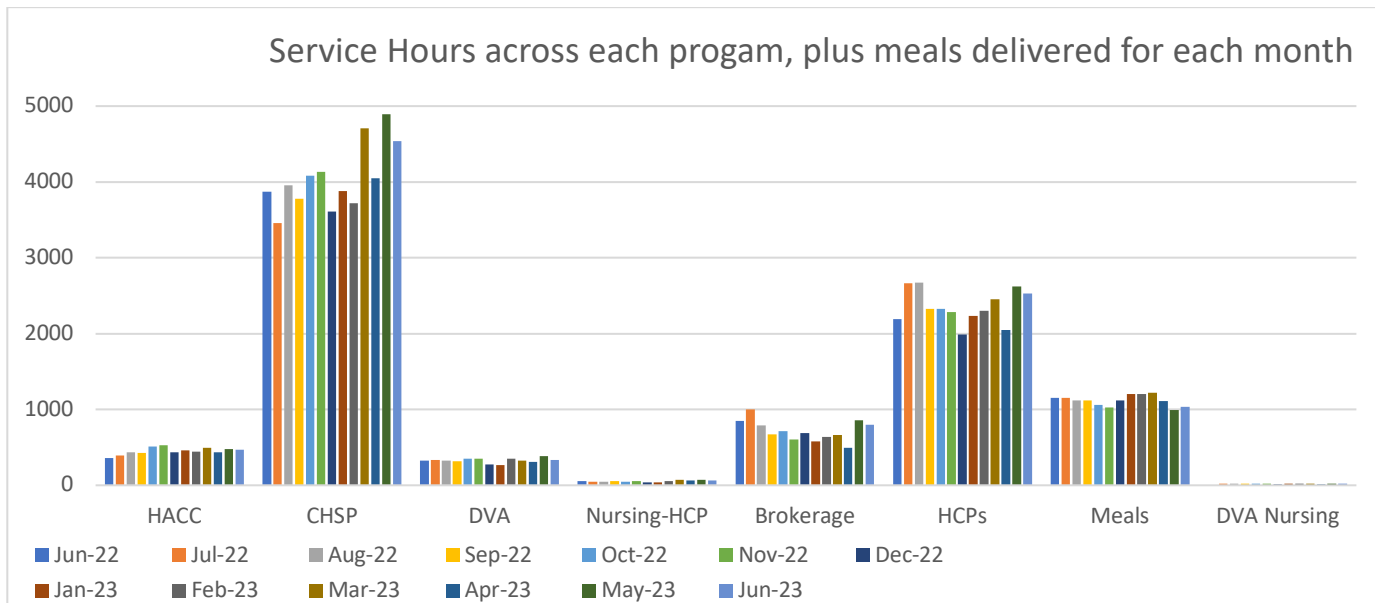


Staffing – Not enough qualified carers to deliver already rostered services continues to be the biggest challenge although we are reaching a point where we are able to roster most services. Sick leave taken in June means that some services have been cancelled by Westmont and/or the client. Westmont staff have been reminded to provide medical evidence of their sick leave if taken near a weekend or Public holiday. We have lost qualified carers who have retired, relocated or left the industry. Our workforce is ageing, and many staff have injuries which restricts their ability to complete full working days. A flexible roster is the main drawcard in attracting part time staff. Two carers have received a warning about their work-one worker is constantly late and fails to communicate with the scheduling team and another worker has failed to escalate issues surrounding client deterioration.

Service requests – During June 2023 we received and processed the following service requests: HCPs (142), CHSP services (55), DVA (56), HACC (7) and Brokerage/private (59). There has been a noticeable fall in service requests due to Westmont closing the My Aged Care portal. Essential services (meals, personal care, medication assistance) are not subject to a wait list. We had reduced the waitlist in My Aged Care across domestic assistance with clients only being placed on the wait list since July 2022. In excess of 100 clients are waiting for minor home improvements (ie window and gutter cleaning). Westmont is endeavouring to clear this wait list by not accepting ongoing referrals for DA and minor home improvements.

Referrals received from the My Aged Care portal for CHSP services consisted of 41 for June 2023, with 22 services commenced. 69% of referrals actioned within the due date and 85% of the referrals were actioned within the due date for clients not on the wait list. Two HACC referrals were received this month.

Community Care Service Delivery June 2022 to June 2023



We are currently analysing what additional resources we will require in order to deliver more HCP and at the same time meet our funding commitments under the CHSP and HACC programs.

HCP Team – From January 2023, the government capped the daily amount that a provider can charge for care management and package management for each of the HCP levels. We have reviewed our care management and package management fees again in May 2023 in relation to an increase in the HCP subsidy which is due to rise in July 2023. Staff are still tracking their case management hours on a spreadsheet, but all package recipients will be charged standardised rates regardless of the case management hours provided.

Maralee Vogel

Director Community Care