

# Summary Report - Quality Evaluation 2019

This report summaries the findings of the evaluators who visited Senses Australia in 2019.

## 1. Assessment of compliance with the Standards

Senses Australia met  all of the standards as outlined below:

Standard 1: Rights



Standard 4: Feedback and complaints



Standard 2: Participation and inclusion



Standard 5: Service access



Standard 3: Individual outcomes



Standard 6: Service management



## 2. Service Improvements (SI) *(Refers to opportunities for continuous improvement)*

### Two Service improvements were noted:

1. Consider reviewing the current monitoring strategies relating to client health matters and strengthen avenues for staff to raise suggestions to improve client health.
2. Review if all complaints over the past 18 months that have been closed and confirm that action taken has been communicated with families, carers and advocates.

## 3. Exceptional Practices *(Refers to initiatives towards excellence in service delivery)*

### Two Exceptional Practices were noted:

1. Senses Australia has established a functioning Consumer Reference Group, increasing consultation and feedback opportunities.
2. Senses Australia has implemented several strategies since the last independent evaluation that have increased outcomes for individuals. Two examples of this are:
  - the establishment of a Restrictive Practices Panel that meets regularly to review and monitor restrictive practices in place,
  - the effective use of Key Word signing observed during visits in accommodation support and residential respite services, which has increased the scope of communication with residents and guests.

## 4. Additional Comments

The organisation has demonstrated a culture of continuous improvement during this evaluation. Strategies include the reviewing of systems to ensure staff are capable of supporting service outcomes for clients.

The service has a large resource library on its internal webportal to support the planning of individualised activities. Interviews with families and carers supported the impression of a personalised support service.

Many examples of community inclusion and participation were observed during the evaluation; it was noted that these were tailored to the client's likes and abilities, e.g. participating in events in the local community.

The organisation's Individual Planning for Clients provides clear guidance on the planning process. Clients and family members spoken to confirmed they had been involved, had knowledge of goals and provided examples of achieving goals.