

## **MEDIA RELEASE**

### **Shire of Esperance**

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# **Esperance Home Care Excels**

Esperance Home Care continues to excel in providing high quality services to the Esperance Community after receiving an outstanding audit report.

Assessors from the Aged Care Quality and Safety Commission visited Esperance in June to conduct a three year quality review. During their visit they interviewed 18 clients, 6 field staff, 3 Client Coordinators, the Training Officer, the Volunteer Coordinator and the Operations Manager. They viewed activities in the Centre and the meal service preparation. The assessors also reviewed documentation including client files, staff files, training information, policies and procedures manual, the continuous improvement process, self-assessment and planning documentation.

The Assessors found all clients were satisfied with the service they were receiving and staff were happy working at Esperance Home Care. Care Plans for individual clients were considered best practice and the emphasis Home Care place on social activities should provide a guide to other providers. The interaction encouraged, both at the centre and out in the community, for clients to participate in was highly commended.

All Corporate Governance and Regulatory Compliance checks were passed with no improvements required. Some of the documentation developed by the Esperance Home Care team was copied for the Auditors to use as examples to assist other service providers.

Esperance Home Care Operations Manager Monica Greatrex said "This is a credit to the dedicated team at Esperance Home Care where our aim is to provide an extremely high quality service that enables the older residents of Esperance the ability to stay in their own homes for as long as possible."

Acting Shire President Natalie Bowman said "There is no doubt the team at Esperance Home Care provide a fantastic service and it great to see the staff are receiving the recognition they thoroughly deserve for a service that is really needed in the Esperance community. On behalf of Council I would like to express our appreciation to all the wonderful dedicated staff who make sure they don't just complete a job, they care for each and every client."

CEO Matthew Scott reiterated Cr Bowman's appreciation "The staff at Esperance Home Care provide quite a diverse range of services and all of the highest quality. I would like to thank Monica and her team for the care and dedication they provide to some of the most vulnerable in our community helping them to have a quality of life they are entitled to."

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With further industry changes to be implemented in the coming year Esperance Home Care is well placed to introduce these with positive outcomes. Additionally, plans for remodelling the Day Centre to better accommodate clients with Alzheimer's has commenced and outstanding audit results assist in funding applications.

**Ends**

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