Estia Health Burton

Performance Report

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**Commission ID:** 6213

**Provider name:** Estia Investments Pty Ltd

**Assessment Contact - Site date:** 16 June 2021

**Date of Performance Report:** 21 July 2021

# Publication of report

This Performance Report **will be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(g) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(3)(c) | Compliant |

# Detailed assessment

This performance report details the Commission’s assessment of the provider’s performance, in relation to the service, against the Aged Care Quality Standards (Quality Standards). The Quality Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

The following information has been taken into account in developing this performance report:

* the Assessment Team’s report for the Assessment Contact - Site; the Assessment Contact - Site report was informed by a site assessment, observations at the service, review of documents and interviews with consumers, representatives, staff and others
* the provider’s response to the Assessment Contact - Site report received 1 July 2021
* the Performance Report dated 3 February 2021 for the Assessment Contact – Site conducted 10 December 2020.

# STANDARD 3 Personal care and clinical care

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

The Assessment Team assessed Requirements (3)(a) and (3)(g) in relation to Standard 3 Personal care and clinical care. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

The purpose of the Assessment Contact was to assess the performance of the service in relation to Requirements (3)(a) and (3)(g) in this Standard. These Requirements were found Non-compliant following an Assessment Contact conducted 10 December 2020. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified at the Assessment Contact in relation to Requirements (3)(a) and (3)(g) which are detailed in the specific Requirements below.

The Assessment Team have recommended Requirements (3)(a) and (3)(g) met. I have considered the Assessment Team’s findings, the provider’s response and the evidence documented in the Assessment Team’s report to come to a view of compliance with Standard 3 Requirements (3)(a) and (3)(g) and find the service Compliant with Requirements (3)(a) and (3)(g). I have provided reasons for my findings in the specific Requirements below.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(a) Compliant

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

Standard 3 Requirement (3)(a) was found Non-compliant following an Assessment Contact conducted 10 December 2020. The service had not ensured each consumer received safe and effective clinical care which optimised their health and well-being, specifically management of weight, skin integrity and pain for two consumers.

The Assessment Team’s report for the Assessment Contact conducted 16 June 2021 provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Implemented a surveillance spreadsheet for weight monitoring implemented to assist in identifying incremental weight loss/gain over a 12 month period.
* Increased clinical support and monitoring of pressure area care charting when a consumer declines pressure area care.
* Updated Dietary care plans to include monitoring directives for staff where consumers’ weight monitoring has been ceased.
* Updated the Nutritional Supplement Chart to improve recording of supplement charting.
* Updated Oral and dental care plans to include behaviour triggers that may impact on oral care.
* Training provided to staff relating to prioritising pain relief, medication management and monitoring effectiveness; good oral care; pressure area care documentation charting; weight monitoring and one-on-one education in relation to assisting consumers with meals.

In relation to Standard 4 Requirement (3)(a), documentation viewed and information provided to the Assessment Team by consumers and staff through interviews demonstrated:

Overall, sampled consumers considered that they receive personal care and clinical care that is safe and right for them.

A range of assessments are completed by on entry and on an ongoing basis using validated tools to identify each consumer’s personal and clinical care needs and preferences. Care plans are developed from the information gathered in consultation with consumers and/or representatives. Staff have access to policies and procedures relating to best practice care delivery, including restraint, pain and skin integrity to reflect best practice principles and guidelines.

Consumer files sampled demonstrated monitoring of consumers’ health status is undertaken and documented, changes are identified and monitored and referrals are initiated. Consumer files viewed demonstrated appropriate management of diabetes, wound and skin integrity, pain, weight, specialised nursing care needs, restraint, falls and nutrition and hydration. Referrals to Medical officers and allied health specialists were noted to have been initiated where changes to consumers’ health and well-being had been identified or additional expertise was required.

Clinical and care staff sampled described how they provide care based on consumers’ care needs, which was consist with information documented in consumers’ care plans. Staff described specific strategies they implement for consumers at risk of falls and actions they would take in response to blood glucose levels outside of therapeutic range. Staff were familiar with actions to take in response to a concern about a consumer’s care needs and described how they would initiate a nursing then a medical review as needed.

For the reasons detailed above, I find Estia Investments Pty Ltd, in relation to Estia Health Burton, Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care.

### Requirement 3(3)(g) Compliant

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

Standard 3 Requirement (3)(g) was found Non-compliant following an Assessment Contact conducted 10 December 2020 where it was found the service had not ensured infection control processes were effective to minimise infection related risks. Additionally, observations demonstrated the service’s infection control processes were not effectively implemented to minimise the spread of infection.

The Assessment Team’s report for the Assessment Contact conducted 16 June 2021 provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Training provided to staff in relation to infection control and correct use of personal protective equipment, including donning and doffing.
* Training provided to clinical staff in relation to following-up of swab results and required documentation.

In relation to Standard 3 Requirement (3)(g), documentation viewed and information provided to the Assessment Team by consumers and staff through interviews demonstrated:

Policies and procedures are available to guide staff practice in relation to infection control and minimising the use of antibiotics. Consumers sampled confirmed strategies to minimise use of antibiotics, with one consumer stating staff encouraged them to have more fluids and they were reviewed by a Medical officer when they had a urinary infection.

Clinical staff described actions implemented when a consumer is identified with an infection, including completion of an incident form, and described how non-pharmacological options for treatment of infections are explored. Additionally, clinical staff said they actively work with Medical officers to minimise the use of antibiotics. Care staff confirmed they are informed when a consumer has an infection and when additional precautions are required. Clinical staff stated they monitor staff practice in relation to infection control to ensure staff are following the service’s processes.

For the reasons detailed above, I find Estia Investments Pty Ltd, in relation to Estia Health Burton, Compliant with Requirement (3)(g) in Standard 3 Personal care and clinical care.

# STANDARD 7 Human resources

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

The Assessment Team assessed Requirements (3)(a) and (3)(c) in relation to Standard 7 Human resources. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

The Assessment Team have recommended Requirements (3)(a) and (3)(c) met. I have considered the Assessment Team’s findings, the provider’s response and the evidence documented in the Assessment Team’s report to come to a view of compliance with Standard 7 Requirements (3)(a) and (3)(c) and find the service Compliant with Requirements (3)(a) and (3)(c). The reasons for the findings are detailed in the specific Requirements below.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(a) Compliant

*The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.*

In relation to Standard 7 Requirement (3)(a), documentation viewed and information provided to the Assessment Team by consumers, representatives and staff through interviews demonstrated:

Overall, consumers and representatives were satisfied there are enough staff, and they are suitably skilled to meet consumers’ clinical and care needs. The following examples were provided by consumers and representatives during interviews with the Assessment Team:

* are happy with the care and services provided by the staff.
* staff are stable as there isn’t too much movement, and this is appreciated as they know each consumer’s needs and preferences.
* staff are proactive and regularly come into the consumer’s room to ask if they need anything. The consumer stated they are looked after well and are treated respectfully.
* generally satisfied with the care and services provided to consumers and believe there are sufficient staff.

The service demonstrated processes to ensure the skill mix of employees is considered in addition to staffing level based on occupancy rates and acuity of consumers. Management described how staff are allocated based on the acuity of consumers. Additionally, staff allocations are reviewed monthly and are informed by staff and consumer feedback regarding staffing sufficiency. Staffing shortfalls are managed through utilising a casual pool and accessing staff from the organisation’s other sites. Agency staff are used as a last resort.

Documentation viewed demonstrated call bell response times are monitored on a daily basis and collated and analysed for trends on a monthly basis. There are processes to follow-up call bell responses over the service’s key performance indicator. Additionally, information included in the provider’s response demonstrates the service has an established process to monitor consumer incidents. Incidents are monitored, collated and analysed for trends on a monthly basis, including sufficiency of staff.

Staff sampled indicated they generally have enough time to complete their work and they work as a team to ensure consumers receive the care and services they need. Complaints data and consumer meeting minutes viewed for a six month period preceding the Assessment Contact demonstrated there had been no concerns or issues relating to staffing levels or delays in call bell response raised.

For the reasons detailed above, I find Estia Investments Pty Ltd, in relation to Estia Health Burton, Compliant with Requirement (3)(a) in Standard 7 Human resources.

### Requirement 7(3)(c) Compliant

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

In relation to Standard 7 Requirement (3)(c), documentation viewed and information provided to the Assessment Team by consumers, representatives and staff through interviews demonstrated:

Overall, consumers and representatives were satisfied staff are skilled and qualified to provide care to consumers based on their care needs. The following examples were provided by consumers and representatives during interviews with the Assessment Team:

* staff look after the consumer well and they know what they are doing as “it is their job”.
* satisfied with management of wound, pain and specialised care needs.
* staff know what they are doing and they have not identified any issues with the quality of staff providing care and services.
* staff are friendly and familiar with a consumer’s complex care needs and are competent to do their job.

Management described onboarding and monitoring processes to ensure the workforce is competent to perform their role. Recruited staff must have relevant qualifications specific to their roles, such as all personal care staff requiring a minimum of Certificate III in Individualised Support, Aged Care.

Care and clinical staff sampled stated they have access to multiple opportunities for ongoing training, relevant to their roles. Additionally, staff discussed informal and formal monitoring of their performance to ensure they are competent in their role and have up-to-date skills and knowledge.

Training needs are identified through a range of different avenues, including feedback processes, audits and clinical incident data. There are processes to monitor staff completion of training and records sampled demonstrated all staff are up-to-date with mandatory training components.

For the reasons detailed above, I find Estia Investments Pty Ltd, in relation to Estia Health Burton, Compliant with Requirement (3)(c) in Standard 7 Human resources.

# Areas for improvement

There are no specific areas identified in which improvements must be made to ensure compliance with the Quality Standards. The provider is, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.