Estia Health Craigmore

Performance Report

150 Adams Road   
CRAIGMORE SA 5114  
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**Commission ID:** 6948

**Provider name:** Estia Investments Pty Ltd

**Assessment Contact - Site date:** 18 August 2021

**Date of Performance Report:** 27 September 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)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | 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 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 Performance Report dated 13 April 2021 for the Assessment Contact conducted 19 January 2021.

# 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 Requirement (3)(b) in Standard 3 Personal care and clinical care as part of the Assessment Contact. 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 Requirement (3)(b) in Standard 3. This Requirement was found Non-compliant following an Assessment Contact conducted 19 January 2021. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified at the Assessment Contact and have recommended Requirement (3)(b) met.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Estia Investments Pty Ltd, in relation to Estia Health Craigmore, Compliant with Requirement (3)(b) in Standard 3 Personal care and clinical care. I have provided reasons for my finding in the specific Requirement below.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(b) Compliant

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

The service was found Non-compliant with Requirement (3)(b) following an Assessment Contact conducted 19 January 2021 where it was found the service did not demonstrate effective management of high impact or high prevalence risks associated with consumers’ care in relation to falls risk assessment and planning and implementation of falls prevention and injury minimisation strategies. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Training provided to staff in relation to falls risk assessment and importance of accurate documentation.
* For new consumers identified with a history of falls, assessments and management strategies are implemented.
* To promote staff awareness of falls risks, a ‘falling star’ icon is placed at the entrance of consumers’ bedroom and onto walking frames and aids.
* Introduced photograph frames with the consumer’s photograph alongside bedroom doors for consumers in the memory support unit. The initiative appears to have assisted with consumers’ orientation, behaviour management and falls prevention.
* Reviewed and updated all care plans with identified triggers for falls and implemented prevention strategies.
* Commenced a twice weekly consumer exercise program.
* Sourced additional sensor mats and provided to them to consumers who have a high risk for falls or recurrent falls.

Information provided to the Assessment Team by representatives and staff through interviews and documentation sampled demonstrated:

The Assessment Team were satisfied the service demonstrated effective management of high impact or high prevalence risks associated with the care of consumers. Representatives considered that consumers receive personal care and clinical care that is safe and right for them and have access to Medical officers and allied health specialists when they need them.

Consumer files demonstrated high impact or high prevalence risks are identified and management strategies implemented. The Assessment Team noted appropriate management of risks related to falls, pain, weight and behaviours. Where high impact or high prevalence risks related to consumers had been identified, additional monitoring and assessment processes had been implemented, management strategies reviewed and/or developed, consultation with the consumer and/or representatives undertaken and referrals to Medical officers and/or allied health specialists initiated.

Documentation sampled demonstrated consumers, representatives and staff have provided positive feedback in relation to actions implemented in response to the Non-compliance identified at the Assessment Contact conducted 19 January 2021. Additionally, management indicated there has been a noted reduction of consumer falls in the past three months and there have been no falls recorded for consumers who have recently entered the service.

For the reasons detailed above, I find Estia Investments Pty Ltd, in relation to Estia Health Craigmore, Compliant with Requirement (3)(b) 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 Requirement (3)(a) in Standard 7 Human resources as part of the Assessment Contact and have recommended Requirement (3)(a) met. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Estia Investments Pty Ltd, in relation to Estia Health Craigmore, Compliant with Requirement (3)(a) in Standard 7 Human resources. I have provided reasons for my finding in the specific Requirement 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.*

Overall, consumers and representatives felt there were enough staff to meet consumers’ clinical and care needs in a timely manner and said staff were kind caring and respectful.

The service demonstrated how 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. Staffing levels are adjusted based on consumer needs and feedback and there are processes to manage staff shortfalls. Most staff were satisfied there were enough staff rostered daily to enable them to perform their duties and attend to consumers’ care needs in a timely manner.

Most consumers sampled indicated they do not have to wait long for staff and call bells are answered quickly. There are processes to monitor call bell response times. Where call bell response times are identified over the service’s key performance indicator, investigations are conducted and consumers consulted to determine any impacts to care and services.

### For the reasons detailed above, I find Estia Investments Pty Ltd, in relation to Estia Health Craigmore, Compliant with Requirement (3)(a) 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.