Estia Health Craigmore

Performance Report

150 Adams Road   
CRAIGMORE SA 5114  
Phone number: 08 8256 8800

**Commission ID:** 6948

**Provider name:** Estia Investments Pty Ltd

**Assessment Contact - Site date:** 14 December 2021

**Date of Performance Report:** 11 January 2022

# Performance report prepared by

Michelle Glenn, delegate of the Aged Care Quality and Safety Commissioner.

# 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 8 Organisational governance** |  |
| Requirement 8(3)(d) | Compliant |

# Detailed assessment

This performance report details the Commissioner’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 management.
* The provider’s response to the Assessment Contact - Site report received   
  21 December 2021 indicating the Assessment Team’s recommendations are accepted and a formal response to the Assessment Contact – Site report would not be submitted.

# 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 and have recommended the Requirement met. All other Requirements in this Standard were not assessed, 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)(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 Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* Consumers sampled considered that they receive personal and clinical care that is safe and right for them. Consumers and representatives expressed satisfaction with management of consumers’ high impact or high prevalence risks, including wound care, pain and behaviour.
* Care files sampled for five consumers demonstrated high impact or high prevalence risks are identified through assessment processes, including use of validated risk assessments.
* Care files sampled demonstrated appropriate management of high impact or high prevalence risks relating to behaviours, skin integrity, wounds, specialised nursing care needs, and pain. Where high impact or high prevalence risks had been identified, additional monitoring and assessments had been implemented, management strategies developed and/or reviewed and evaluated and referrals to Medical officers and/or allied health professionals initiated.
* Clinical and care staff sampled described strategies to manage high impact or high prevalence risks for individual consumers and indicated they have access to related policy and procedure documents guide delivery of care and services.

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 8 Organisational governance

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

The Assessment Team assessed Requirement (3)(d) in Standard 8 Organisational governance as part of the Assessment Contact and have recommended the Requirement met. All other Requirements in this Standard were not assessed, 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)(d) in Standard 8 Organisational governance. I have provided reasons for my finding in the specific Requirement below.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(d) Compliant

*Effective risk management systems and practices, including but not limited to the following:*

1. *managing high impact or high prevalence risks associated with the care of consumers;*
2. *identifying and responding to abuse and neglect of consumers;*
3. *supporting consumers to live the best life they can*
4. *managing and preventing incidents, including the use of an incident management system.*

The Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* The organisation has policy and procedure documents relating to risk management systems and practices. This includes managing high impact or high prevalence risks; identifying and responding to abuse and neglect; supporting consumers to live the best life they can; and managing and preventing incidents.
* Assessment processes on entry assist to identify risks relating to consumers’ care needs. Incidents and clinical indicators are monitored to identify and manage high impact or high prevalence risks and trends.
* Entry assessment processes assist to identify how the service can support consumers to live the best life they can. Risks are identified and strategies implemented, in consultation with consumers and/or representatives, to support consumer choices. Staff sampled described strategies to support consumer choices, including in relation to smoking and consumers who leave the service independently.
* Incidents are managed and recorded through an electronic clinical management system. The organisation has systems in place to ensure legislative reporting timeframes are met and incident data is monitored for trends and opportunities for improvement. All staff sampled were able to describe the organisation’s incident reporting process and their responsibilities.
* Training records demonstrated staff have received training in incident management and the Serious Incident Response Scheme, dignity of risk, consumer dignity and choice, high impact or high prevalence risk, incident escalation and behaviour incident documentation and reporting.

For the reasons detailed above, I find Estia Investments Pty Ltd, in relation to Estia Health Craigmore, Compliant with Requirement (3)(d) in Standard 8 Organisational governance.

# 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.