Estia Health Figtree

Performance Report

12 Suttor Place
FIGTREE NSW 2525
Phone number: 02 4271 6855

**Commission ID:** 2684

**Provider name:** Estia Investments Pty Ltd

**Assessment Contact - Site date:** 17 June 2021

**Date of Performance Report:** 8 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)(d) | 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 staff, consumers, representatives and others
* the provider’s response to the Assessment Contact - Site report received 1 July 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – their care plans and assessments were reviewed and staff were asked about how they ensure the delivery of safe and effective care for consumers. The team also examined relevant documents.

Overall, consumers and their representatives interviewed by the Assessment Team considered that the consumer receives personal care and clinical care that is safe and right for them. One consumer representative interviewed said the consumer has access to their preferred medical officer when they need it and has been seen by the physiotherapist, podiatrist and dietician.

Consumer representatives confirmed the service notifies them when there are any changes in the consumer’s condition. For example, one consumer representative said the service notified them when the consumer experienced unplanned weight loss. The representative said the service responded by referring the consumer to a dietician and commencing supplements as recommended.

While some care documentation reviewed by the Assessment Team identified gaps in identifying a change of a consumer’s condition, overall, the service demonstrated the deterioration or change in consumer’s condition is recognised and responded to in a timely manner.

One of the seven specific requirements have been assessed as Compliant.

### Assessment of Standard 3 Requirements

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

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

# 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.