Estia Health Flagstaff Hill

Performance Report

40 Skyline Drive   
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**Commission ID:** 6191

**Provider name:** Estia Investments Pty Ltd

**Assessment Contact - Site date:** 12 October 2021

**Date of Performance Report:** 5 November 2021

# 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 1 Consumer dignity and choice** |  |
| Requirement 1(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(d) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | 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 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 management
* the provider’s response to the Assessment Contact - Site report received 21 October 2021.

# STANDARD 1 Consumer dignity and choice

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

The Assessment Team assessed Requirement (3)(e) in Standard 1 Consumer dignity and choice as part of the Assessment Contact and have recommended Requirement (3)(e) 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 Flagstaff Hill, Compliant with Requirement (3)(e) in Standard 1 Consumer dignity and choice. I have provided reasons for my finding in the specific Requirement below.

## Assessment of Standard 1 Requirements

### Requirement 1(3)(e) Compliant

*Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.*

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 felt supported and indicated they had been given enough information to make informed choices. Consumers indicated they are asked what they would like to do or what they enjoyed doing in relation to activities during monthly meeting forums.
* Consumers are provided information through a range of avenues, including newsletters, meeting forums, activity calendars and consumer handbooks.
* Information was observed displayed throughout the service, including in relation to external complaint avenues and advocacy services.
* Staff sampled provided examples of ways in which they provide information to consumers, including in relation to meal services, lifestyle activities, outings and events.

For the reasons detailed above, I find Estia Investments Pty Ltd, in relation to Estia Health Flagstaff Hill, Compliant with Requirement (3)(e) in Standard 1 Consumer dignity and choice.

# 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)(d) in Standard 3 Personal care and clinical care as part of the Assessment Contact and have recommended Requirements (3)(a) and (3)(d) 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, the provider’s response 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 Flagstaff Hill, Compliant with Requirements (3)(a) and (3)(d) in Standard 3 Personal care and clinical care. 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.*

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 service has processes to ensure each consumer gets safe and effective personal and clinical care that is best practice, tailored to their needs and optimises their health and well-being.
* Consumers and representatives are satisfied consumers receive the care they need that is safe and right for them, including pain and behaviour management.
* Consumer files sampled demonstrated a range of assessments are completed on entry and on an ongoing basis to identify each consumer’s care needs and preferences. Care plans include tailored strategies in line with consumer’s assessed needs and preferences to optimise health and well-being.
* Consumer files demonstrated appropriate assessment and management of diabetes, weight, pain, skin integrity and restrictive practices.
* For consumers sampled, clinical and care staff described how they provide care based on consumers’ care needs, consistent with information documented in care plans.
* Care staff said they have access to up-to-date care plans to assist them to provide safe and effective care to consumers in line with their needs and preferences.
* Policies and procedures relating to best practice care delivery are readily available to guide staff practice. Policy and procedure documents are regularly reviewed and updated to reflect best practice principles and guidelines.

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

### 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.*

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 and representatives sampled said consumers get the care and services they need and can see the Medical officer and other allied health specialists when they need.
* Consumer files sampled demonstrated where deterioration or change in a consumer’s health or well-being are identified, the condition is recognised and responded to in a timely manner. For example, further charting and monitoring processes are implemented, referrals to Medical officers and/or allied health specialists initiated and recommendations incorporated into consumers’ care plans.
* A care file for one consumer sampled demonstrated appropriate actions had been taken in response to weight loss and swallowing difficulties.
* Clinical staff provided examples of identification of and actions taken in response to deterioration in consumers’ condition, including referrals to Medical officers and appropriate allied health specialists, notifying consumers’ next of kin and, in some cases, transferring consumers to hospital.
* Two care staff demonstrated familiarity with sampled consumers’ current care needs and said they notify clinical staff of any changes to consumers’ health and well-being.

For the reasons detailed above, I find Estia Investments Pty Ltd, in relation to Estia Health Flagstaff Hill, Compliant with Requirement (3)(d) 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 Flagstaff Hill, 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.*

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 service has processes to ensure 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 confirmed staffing is sufficient to deliver quality care and services, staff come quickly when call bells are activated and consumers do not feel rushed when staff are delivering care and services.
* Management described systems to ensure the workforce is planned, including consideration of information gathered and trends identified through clinical data, feedback and complaints and consumer surveys.
* Staff allocations are undertaken daily, and staff are moved within the service to ensure sufficiency of staffing is maintained and the needs of consumers are met, particularly in those areas of the service where consumers with higher acuity reside.
* All staff interviewed reported they had sufficient time to undertake their duties and there are processes to manage staffing shortfalls, including through extending or replacing shifts.
* Monitoring processes, including call bell response time analysis and surveys, are in place and ensure the workforce deployed is able to deliver quality care and services to consumers.

For the reasons detailed above, I find Estia Investments Pty Ltd, in relation to Estia Health Flagstaff Hill, 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.