Estia Health Plenty Valley

Performance Report

806 Plenty Road
SOUTH MORANG VIC 3752
Phone number: 03 9404 8000

**Commission ID:** 3648

**Provider name:** Estia Investments Pty Ltd

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

**Date of Performance Report:** 23 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 |

# 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 12 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

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

The service was found to be Non-Compliant in one of the seven requirements, Requirements 3(3)(a), under this Standard following an Assessment Contact on 12 January 2021.

To understand the consumer’s experience and how the organisation understands and applies the requirement, 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.

Consumers and representatives sampled considered that they receive personal care and clinical care that is safe and meets their needs, and included satisfaction in relation to the management of wounds and pain.

Care documentation reflect individualised care that is safe and effective including best practice management regarding skin integrity and pain. Staff interviewed and observations in relation to consumers sampled demonstrated an understanding and application of the care strategies consistent with consumer needs.

While management and staff did not consider the administration of psychotropic medications to manage the behavioural complications of dementia as potential chemical restraint, action was commenced on the day of the audit to address this. The provider’s response included additional information of remedial action completed since the audit.

The requirement is assessed as compliant.

### 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.*

# 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.