Estia Health Strathalbyn

Performance Report

7 Langhorne Creek Road
STRATHALBYN SA 5255
Phone number: 08 8536 3422

**Commission ID:** 6283

**Provider name:** Estia Investments Pty Ltd

**Assessment Contact - Site date:** 19 January 2022

**Date of Performance Report:** 23 February 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)(a) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(c) | 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 others
* the provider’s response to the Assessment Contact - Site report received 8 February 2022.

# 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)(a) 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, the evidence documented in the Assessment Team’s report and the provider’s response and based on this information, I find Estia Investments Pty Ltd, in relation to Estia Health Strathalbyn, Compliant with Requirement (3)(a) 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**

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:

* Overall, consumers sampled considered that they receive personal care and clinical care that is safe and right for them. Consumers expressed satisfaction with management of their specific personal and clinical care needs, including mobility, continence care, falls management and pressure injuries.
* A range of assessments are conducted on entry and ongoing and assist to identify each consumer’s personal and clinical care needs and preferences. Care and services are regularly reviewed, including in response to changes in consumers’ needs. Validated tools, including for pain, depression, falls, delirium and malnutrition are used to identify individualised management strategies for tailored care needs.
* Care files sampled demonstrated individualised care, which was safe, effective and tailored to consumers’ specific care needs and preferences. Documentation demonstrated appropriate management of specific areas of personal and clinical care, including skin integrity, continence, falls, mobility, emotional well-being and nutrition and supporting consumers to maintain independence.
* One consumer’s care file demonstrated risks to the consumer’s emotional well-being had been identified and support strategies, including monitoring, had been implemented. Progress notes also demonstrated the consumer is regularly reviewed by the Medical officer and other specialist services.
* Management initiated a number of actions in response to feedback provided by the consumer to the Assessment Team. Such actions included initiating referrals to the Medical officer and specialist services and implementing additional monitoring, including behaviour and pain charting. The provider’s response provided further context relating to the consumer’s condition and supporting documentation to demonstrate actions taken subsequent to the Assessment Contact.
* Documentation sampled demonstrated best practice care is applied in relation to restrictive practices, skin integrity and pain.
* Staff sampled stated they provide care and ensure services are delivered in a safe and effective manner, in line with each consumer’s care plan. Additionally, staff confirmed they have access to policies, procedures and guidelines relating to best practice care delivery.

For the reasons detailed above, I find Estia Investments Pty Ltd, in relation to Estia Health Strathalbyn, Compliant with Requirement (3)(a) 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)(c) in Standard 7 Human resources 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, the evidence documented in the Assessment Team’s report and the provider’s response and based on this information, I find Estia Investments Pty Ltd, in relation to Estia Health Strathalbyn, Compliant with Requirement (3)(c) 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)(c) Compliant**

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

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 demonstrated its workforce is competent, and members of the workforce have the qualifications and knowledge to effectively perform their roles.
* Consumers sampled considered that they get quality care and services when they need them and from people who are knowledgeable, capable and caring. All consumers were confident staff have adequate skills and knowledge, and confirmed staff meet their care and service needs.
* The organisation has duty statements which outline minimum qualification requirements, and work instructions are available to guide staff in performing their roles effectively.
* All care staff have minimum qualification of Certificate III in Aged Care and complete competencies, including in relation to infection prevention and control, falls prevention strategies and personal support needs.
* Training records showing how the service maintains relevant and current competencies for its staff across all roles. Recent mandatory training has included manual handling and COVID-specific infection control.
* Staff sampled were knowledgeable about consumers and were able to describe specific care needs for individual consumers and best practice methods to meet their care needs. Staff felt supported in their roles and stated they are provided with lots of training opportunities as well as additional training if required.

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