Performance

Report

**1800 951 822**

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| Name of service: | Estia Health Altona Meadows |
| Service address: | 297 Queen Street ALTONA MEADOWS VIC 3028 |
| Commission ID: | 4319 |
| Approved provider: | Estia Investments Pty Ltd |
| Activity type: | Assessment Contact - Site |
| Activity date: | 19 July 2023 |
| Performance report date: | 8 August 2023 |

This performance report **is published** on the Aged Care Quality and Safety Commission’s (the Commission) website under the Aged Care Quality and Safety Commission Rules 2018.

**This performance report**

This performance report for Estia Health Altona Meadows (the service) has been prepared by V. Stephens, delegate of the Aged Care Quality and Safety Commissioner (Commissioner)[[1]](#footnote-1).

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 Standards and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies any areas in which improvements must be made to ensure the Quality Standards are complied with.

# Material relied on

The following information has been considered in preparing the 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.

# Assessment summary

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| Standard 7 Human resources | Not applicable as not all requirements have been assessed |

A detailed assessment is provided later in this report for each assessed Standard.

# 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 required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.

# Standard 7

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| Human resources | |  |
| Requirement 7(3)(a) | 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. | Compliant |

Findings

The service was found non-compliant with Requirement 7(3)(a) following a site audit conducted from 15 March 2022 to 17 March 2022. The service at that time did not demonstrate that the workforce was planned to enable the delivery of safe and quality care as sampled consumers and their representatives expressed concern at the lack of visible staff and delays in responding to call bells. The service has implemented remedial action in response to the non‑compliance identified at the site audit in March 2022 including making improvements to rostering and daily monitoring of call bell response times to identify trends and systemic issues.

During this assessment contact, the service demonstrated workforce planning delivers safe and quality care and services. Call bell audits remain ongoing, and call bell response times remain a standing agenda item in key meetings. The roster is reviewed and varied with the input of staff and the consideration of workloads. Sampled consumers and representatives were mostly satisfied with staffing levels and call bell wait times. Sampled staff stated the workforce is sufficient to meet consumer needs. Staff described how they prioritise responding to consumers with complex care needs during busy times. A file review of eight sampled consumers receiving time sensitive medications, such as insulin for diabetes, demonstrated medications were regularly administered at the required time. Assessors reviewed the feedback register for the last three months which demonstrated no complaints were received regarding staff levels or call bell wait times. Accordingly, I find the service compliant with Requirement 7(3)(a).

1. The preparation of the performance report is in accordance with section 68Aof the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)