Performance

Report

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| Name of service: | Estia Health Dandenong |
| Service address: | 147-151 David Street DANDENONG VIC 3175 |
| Commission ID: | 3556 |
| Approved provider: | Estia Investments Pty Ltd |
| Activity type: | Assessment Contact - Site |
| Activity date: | 31 August 2023 |
| Performance report date: | 05 October 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 Dandenong (**the service**) has been prepared by D. Fekonja, 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 3 Personal care and clinical care | 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 3

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| Personal care and clinical care | |  |
| Requirement 3(3)(a) | 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. | Compliant |

Findings

Seven consumers and 4 representatives provided positive feedback that the personal and clinical care they receive from the service meets the consumers’ individual needs and preferences. The service demonstrated individualised strategies and interventions to provide personal care, manage skin integrity, and deliver appropriate wound management care was appropriately documented. Staff had in-depth knowledge of the sampled consumers’ care needs and the interventions documented to provide safe and effective care.

Pain management is considered during the provision of care or when consumers provide verbal or physical indications they have pain. Restrictive practices are monitored and reviewed to ensure interventions and strategies to support changed behaviours are effective and support the needs of the consumer. There was evidence provided the service has strategies to minimise the use of restrictive practices and non-pharmacological strategies are trialled prior to the use of the restrictive practice.

Based on the evidence provided in the assessment contact report I find the service compliant with this requirement.

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)