Performance

Report

**1800 951 822**

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| Name: | Estia Health Epping - The Poplars |
| Commission ID: | 2401 |
| Address: | 64-66 Norfolk Rd, Epping, New South Wales, 2121 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 17 October 2023 |
| Performance report date: | 20 November 2023 |
| Service included in this assessment: | Provider: 5951 Estia Investments Pty Ltd  Service: 804 Estia Health Epping - The Poplars |

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 Epping - The Poplars (**the service**) has been prepared by Therese Solomon, 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 (performance assessment) – 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 team’s report received 1 November 2023.

# Assessment summary

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| Standard 1 Consumer dignity and choice | Not applicable as not all requirements were assessed |
| **Standard 4** Services and supports for daily living | **Not applicable as not all requirements were 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 1

|  |  |  |
| --- | --- | --- |
| Consumer dignity and choice | |  |
| Requirement 1(3)(a) | Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. | Compliant |

Findings

Consumers and/or representatives confirmed they are treated with dignity and respect, and their identity and culture are valued by staff. Staff advised they have received education to deliver quality and safe person-centred care and services. Relevant policies, procedures and care planning documentation are comprehensive to effectively guide staff in delivering person-centred care. There are resources available for consumers and/or representatives to inform consumers of their rights and encourage their input in the service’s continuous improvement. The Assessment Team observed staff interacting and engaging meaningfully with consumers.

# Standard 4

|  |  |  |
| --- | --- | --- |
| Services and supports for daily living | |  |
| Requirement 4(3)(f) | Where meals are provided, they are varied and of suitable quality and quantity. | Compliant |

Findings

The service provides meals that are varied and of suitable quality and quantity. Consumers and/or representatives stated that the service provides a range of meals which are varied and of suitable quality and quantity. The service has processes and systems in place to include consumers in the development of the menu and to provide feedback on the quality of the food provided.

Staff have a thorough knowledge of consumers’ dietary needs, and any amendments are noted and implemented promptly. Consumers are provided with suitable and nutritional meals that reflect there needs and preferences including alternative options. There are established processes in place to ensure that meals and drinks are according to consumers’ dietary needs and preferences, including texture modified meals and thickened fluids. The kitchen was observed to be clean, and the service demonstrated evidence of recent food safety audits.

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)