Performance

Report

**1800 951 822**

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| Name: | Estia Health Glen Waverley |
| Commission ID: | 3946 |
| Address: | 2B Grace Street, GLEN WAVERLEY, Victoria, 3150 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 1 October 2024 |
| Performance report date: | 31 October 2024 |
| Service included in this assessment: | Provider: 5951 Estia Investments Pty Ltd  Service: 8076 Estia Health Glen Waverley |

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 Glen Waverley (**the service**) has been prepared by Micheal Cooper, 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.

# Assessment summary

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| Standard 3 Personal care and clinical care | Not applicable as not all requirements have been assessed |
| **Standard 4** Services and supports for daily living | **Not applicable as not all requirements have been assessed** |
| **Standard 7** Human resources | **Not applicable as not all requirements have been assessed** |
| **Standard 8** Organisational governance | **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

Consumers and representatives provided positive feedback in relation to the clinical and personal care they receive. Service documentation evidenced organisational systems and processes to guide staff in the delivery of safe and effective care and services including falls management processes, restrictive practice management, diabetes management, behaviour management and wound care management. Staff demonstrated knowledge and understanding of the services escalation processes and protocols. Care documentation evidenced the service is safely managing consumer’s care needs in relation to complexed clinical care, diabetes management, implementation and monitoring of restrictive practices, and behaviour management.

I have considered the information in the assessment contact report, and I have placed on the information provided including evidence of effective organisational systems to guide the delivery of safe and effective care and services, and staff knowledge of consumer’s individual care needs and organisational processes.

It is my decision Requirement 3(3)(a) is Compliant.

# Standard 4

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| Services and supports for daily living | |  |
| Requirement 4(3)(c) | Services and supports for daily living assist each consumer to:   1. participate in their community within and outside the organisation’s service environment; and 2. have social and personal relationships; and 3. do the things of interest to them. | Compliant |

Findings

Consumers and representatives provided positive feedback in relation to supports for daily living. Consumers and representatives explained they are supported to maintain personal relationships and participate in activities of interest to them. Service documentation, and interviews with staff demonstrated the service seeks feedback from consumers through consumer meetings and records individual lifestyle preferences in consumer care files. The service has implemented a social wellbeing program for consumers who do not wish to participate in activities within the service. Care documentation evidenced relevant and individual lifestyle preferences to guide staff in meeting consumers daily living needs.

I have considered the information provided in the assessment contact report and I have placed weight on effective systems in place to support consumers to participate in their community, maintain relationships with individuals who are important to them, and to participate in activities of interest to them.

It is my decision Requirement 4(3)(c) is Compliant.

# 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

Consumers and representatives provided positive feedback in relation to consumer care and services, and explained staff are consistently available to meet their needs. Consumers were satisfied with the deployment of the workforce and said call bells are responded to in a timely manner. Service documentation evidenced the service has processes to replace shifts when unplanned or unexpected leave occurs. Service documentation and interviews with staff demonstrated the service monitors call bell response times daily to inform continuous improvement.

In relation to the service’s workforce responsibilities (including the 24/7 RN requirement and care minutes target) service documentation evidenced the service has a RN rostered on site and on duty at the service 24 hours per day, across 7days per week and the service is meeting their mandatory care minutes target.

I have considered the information within the assessment contact report, and I have placed weight on the information including the positive feedback from consumers and representatives interviewed, strategies the service evidenced to ensure care sufficiency and staff knowledge of consumers’ care needs as outlined in Requirement 3(3)(a).

It is my decision Requirement 7(3)(a) is Compliant.

# Standard 8

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| Organisational governance | |  |
| Requirement 8(3)(c) | Effective organisation wide governance systems relating to the following:   1. information management. 2. continuous improvement. 3. financial governance. 4. workforce governance, including the assignment of clear responsibilities and accountabilities. 5. regulatory compliance. 6. feedback and complaints. | Compliant |

Findings

The service demonstrated effective organisation wide governance systems in place including areas of information management, continuous improvement, financial governance, workforce governance, regulatory compliance and feedback and complaints.

Staff provided positive feedback in relation to the service’s information management processes and confirmed they have access to relevant information including policies and procedures to guide the delivery of safe care and services. Service documentation and interviews with staff and management demonstrated systems in place to identify areas for continuous improvement. The services governing body demonstrated financial processes in place to budget the needs of consumers residing in the service, and processes to obtain additional funds to address consumer’s needs. Service documentation and interviews with staff and management confirmed the service is meeting legislative requirements and have systems in place to inform legislative changes as they occur. Service documentation demonstrated processes to capture complaints and seek feedback to inform areas for improvement based on feedback.

It is my decision Requirement 8(3)(c) is Compliant.

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