Performance

Report

**1800 951 822**

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| Name: | Estia Health Kangaroo Flat |
| Commission ID: | 4558 |
| Address: | 61 Alder Street, KANGAROO FLAT, Victoria, 3555 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | 31 January 2024 to 1 February 2024 |
| Performance report date: | 28 February 2024 |
| Service included in this assessment: | Provider: 5951 Estia Investments Pty Ltd  Service: 22867 Estia Health Kangaroo Flat |

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 Kangaroo Flat (**the service**) has been prepared by D Utting, 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 1 Consumer dignity and choice | 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** |

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

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| Consumer dignity and choice | |  |
| Requirement 1(3)(c) | Each consumer is supported to exercise choice and independence, including to:   1. make decisions about their own care and the way care and services are delivered; and 2. make decisions about when family, friends, carers or others should be involved in their care; and 3. communicate their decisions; and 4. make connections with others and maintain relationships of choice, including intimate relationships. | Compliant |
| Requirement 1(3)(e) | Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice. | Compliant |

Findings

Consumers and representatives expressed satisfaction with the support provided to exercise choice and independence in their care. Staff members described how they support consumer decision-making such as providing information and offering choice. Care plans documented each consumer’s goals and preferences, including the involvement of specific individuals in their care. Staff demonstrated knowledge of consumers’ key relationships and explained they ways they support them in forming and maintaining connections within and outside the service.

Consumers and representatives expressed satisfaction with the way the service communicates with them. The service has a variety of mechanisms to keep consumers and representatives updated such as consumers and representatives’ meetings, notice boards, electronic communication systems and telephone calls from nurses and clinical management. Staff explained the different ways they keep consumers updated and the Assessment Team observed information on display around the service and in consumers’ rooms.

# Standard 4

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| Services and supports for daily living | |  |
| Requirement 4(3)(b) | Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being. | Compliant |

Findings

Consumers and representatives said the service supports their emotional, spiritual, and psychological wellbeing. Staff described how they support individual consumers emotional and spiritual needs, and this information was documented in care plans. A process for documenting changes in consumers health or well-being was described by staff and is monitored by the clinical care manager. The service has a multi-disciplinary committee that meets weekly to discuss and prioritise consumer well-being.

# 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 mixed responses regarding workforce levels. While some consumers said that they observed staffing shortages in some areas of the service, they said they were satisfied with the delivery of their personal care.

Staff said they have sufficient time to complete their assigned tasks and there are effective processes to cover vacant shifts in the roster. The service has implemented various strategies to ensure an effective roster is in place. Management advised that the current master roster had shifts over staffed, which assisted with coverage of unplanned leave. When casual and full-time staff are unavailable the service uses agency staff.

The service has a system to audit and monitor call bell response times and staff were observed to be answering call bells promptly during the Assessment Contact.

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)