Performance

Report

**1800 951 822**

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| Name: | Estia Health Manly Vale |
| Commission ID: | 2505 |
| Address: | 5 -13 King St, MANLY VALE, New South Wales, 2100 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 13 June 2024 |
| Performance report date: | 1 July 2024 |
| Service included in this assessment: | Provider: 5951 Estia Investments Pty Ltd  Service: 882 Estia Health Manly Vale |

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 Manly Vale (**the service**) has been prepared by Katrina Platt, 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 on 24 June 2024.

# Assessment summary

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| Standard 2 Ongoing assessment and planning with consumers | Not Applicable as not all Requirements assessed |
| **Standard 3** Personal care and clinical care | **Not Applicable as not all Requirements assessed** |

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

# 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 2

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| Ongoing assessment and planning with consumers | |  |
| Requirement 2(3)(b) | Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes. | Compliant |

Findings

Consumers and consumer representatives were involved in assessment and planning of consumer goals and preferences, which included end of life. Staff described that advance care and end of life planning considerations were discussed with consumers on entry and during care conferences and reviews. Care plans included consumer advance care directives and reflected individual consumer needs and goals for personal and clinical care and preferences for end of life.

# Standard 3

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| Personal care and clinical care | |  |
| Requirement 3(3)(d) | Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner. | Compliant |
| Requirement 3(3)(f) | Timely and appropriate referrals to individuals, other organisations and providers of other care and services. | Compliant |

Findings

Consumers and consumer representatives were satisfied with care and services provided for consumer deterioration. Staff were knowledgeable about their responsibilities under the consumer deterioration policy and reporting framework. Care documentation demonstrated consumers were monitored for deterioration which included infections, behaviours and post-fall neurological observations. Medical officer liaison and specialist interventions were evidenced, and hospital transfers were timely when required.

Consumers and consumer representatives indicated consumer needs were well responded to. Staff discussed allied health recommendations for consumers, which were consistent with consumer care files and clinical management oversight was demonstrated. Care documentation evidenced timely referrals to speech pathology, dieticians, geriatrician, dementia specialists, pain specialists, palliative care nurse practitioner sand the aged care response team were made in response to consumer needs.

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)