Performance

Report

**1800 951 822**

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| Name: | Estia Health Strathalbyn |
| Commission ID: | 6283 |
| Address: | 7 Langhorne Creek Road, STRATHALBYN, South Australia, 5255 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | 3 October 2023 |
| Performance report date: | 24 October 2023 |
| Service included in this assessment: | Provider: 5951 Estia Investments Pty Ltd  Service: 5557 Estia Health Strathalbyn |

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 Strathalbyn (**the service**) has been prepared by M Glenn, 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.

# 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 consumers, representatives, staff and management; and
* the provider’s response to the assessment team’s report received 12 October 2023. The provider agreed with the assessment team’s recommendation. Additionally, the response clarified some of the information included in the assessment team’s report.

# Assessment summary

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| Standard 2 Ongoing assessment and planning with consumers | Not applicable as not all requirements have been assessed |
| **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 2

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| Ongoing assessment and planning with consumers | |  |
| Requirement 2(3)(e) | Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer. | Compliant |

Findings

Care plans are reviewed routinely at three-month intervals. Care files sampled also demonstrated consumers’ care and service needs had been reviewed in response to falls, and weight loss, with care plans updated to reflect consumers’ current needs. Referrals to and review by medical officers and allied health specialists in response to incidents or changes in consumers’ condition was also evidenced. All clinical staff were familiar with the service’s policy for reviewing care plans on an ongoing basis, at care plan reviews and in response to changes in health and following incidents. Care staff described their responsibilities in reporting changes in consumers’ health or presentation to the registered nurse. Consumers and representatives said consumers have appropriate assessments completed, consumers’ care is reviewed, and they are notified of any changes in consumers’ care.

Based on the assessment team’s report, I find requirement (3)(e) in Standard 2 Ongoing assessment and planning with consumers compliant.

# 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

Each consumer was found to receive safe and effective personal and clinical care. Care files sampled demonstrated appropriate provision of personal and clinical care, including in relation to wounds, falls, and restrictive practices. Staff demonstrated an understanding of best practice clinical care and how to access policies and procedures to guide provision of care. Staff were also knowledgeable about consumers' needs and described how care is delivered in a manner to meet their preferences. Consumers and representatives interviewed expressed satisfaction with personal and clinical care, including with activities of daily living, and management of wounds and falls.

Based on the assessment team’s report and the provider’s response, I find requirement (3)(a) in Standard 3 Personal care and clinical care compliant.

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)