



Update regarding Regis Nedlands, WA

Statement from Ms Janet Anderson PSM, Aged Care Quality and Safety Commissioner

19 February 2021

The Aged Care Quality and Safety Commission (the Commission) has recently published performance reports resulting from surprise site visits at Regis Nedlands residential aged care service in Western Australia.

On 20 January 2021, after conducting an unannounced assessment contact, the Commission determined that an immediate and severe risk to the health, safety or well-being of residents at the service. On 23 January 2021, a 'Notice to Impose Sanctions and Notice of Requirement to Agree to Certain Matters' was issued to the approved aged care provider, Regis Aged Care Pty Ltd.

This visit was prompted by reports of incidents that had adversely impacted residents. The notice was issued based on the findings of non-compliance identified during this assessment contact.

Under the terms of the notice, the approved provider is required to agree to undertake certain actions to address the risks to residents. These actions include the appointment of an independent adviser, at the expense of the approved provider, to help ensure the safety and well-being of residents. Regis Aged Care Pty Ltd appointed an adviser on 23 January 2021.

The approved provider is also required to provide relevant training for staff, have weekly meetings with the Commission and submit detailed written reports of progress being made to return the service to compliance with the Aged Care Quality Standards. Residents of Regis Nedlands and their families were notified of the sanctions on 27 January 2021. The notice is still current and details can be found on the myagedcare website [here](#).

Prior to the surprise assessment contact, the Commission conducted a comprehensive unannounced site audit at Regis Nedlands between 11 and 13 January 2021, as part of the service's application for re-accreditation.

Performance reports resulting from the assessment contact and the reaccreditation site audit can be accessed [here](#).

On 8 February 2021, the Commission received a request for reconsideration of the Notice to Impose Sanctions, from the approved provider. This request is currently being progressed.

The Commission continues to closely monitor the quality and safety of services delivered at Regis Nedlands to ensure that the provider is making every effort to address areas of non-compliance and deliver safe, quality care to residents.

Should the Commission have ongoing concerns about care and services at Regis Nedlands, the Commission may consider further regulatory action, including whether to vary or revoke the service's accreditation.

Once the decision on whether the service will be reaccredited is finalised and procedural fairness processes are complete, the Commission will publish the decision on its website.

The Commission is an independent statutory authority that accredits and monitors Australian Government funded residential aged care facilities to ensure they comply with legislated quality standards. If anyone has a concern about an aged care service, they should contact the Commission via the website at www.agedcarequality.gov.au or by calling 1800 951 822.

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