



Lithgow Aged Care Ltd

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

15 February 2021

The Aged Care Quality and Safety Commission is an independent statutory authority that accredits, monitors and assesses Commonwealth funded residential aged care services to ensure that they comply with legislated quality and prudential standards.

The Commission has recently made a decision not to re-accredit the Lithgow Aged Care residential service because it has failed to meet Aged Care Quality Standards and could not demonstrate the capacity to rectify the non-compliances identified by the Commission.

In December 2020, the Commission identified that there was an immediate and severe risk to the safety, health or well-being of residents at Lithgow Aged Care and imposed a sanction on the approved provider. The sanction required the appointment of an independent advisor for six months, and provision of relevant training for all staff at the service. Detail of the notice is available [here](#).

The Commission conducted an unannounced reaccreditation site audit of Lithgow Aged Care Ltd on 12-15 January 2021 and found that its compliance with Aged Care Quality Standards had significantly deteriorated, with it failing to meet 38 of the 42 requirements under the eight Aged Care Quality Standards.

The Commission advised the approved provider, Lithgow Aged Care Ltd, of the decision not to re-accredit the service on 11 February 2021. The approved provider is required to provide information to residents and families at the service to advise them of the Commission's accreditation decision.

In making this decision, the Commission took into account a response from the approved provider to the findings of the site audit report. The Commission also took into account the findings of the site audit, feedback from residents, the extent of non-compliance identified at the service and the provider's compliance record.

The Commission has determined that the approved provider has not met the Aged Care Quality Standards since August 2019. Since that time, despite advice and support from the Commission, the provider has not demonstrated the capacity to rectify the non-compliances.

Lithgow Aged Care Ltd has been advised that it has 14 days to seek a reconsideration of the Commission's decision not to re-accredit the service. Lithgow Aged Care's existing accreditation will expire on 16 April 2021.

The performance report for the site audit and decision will be published on the Commission's website when finalised.

The Commission will continue to engage with the Department of Health and the provider about the future of this service. Residential aged care services are required to maintain accreditation to be eligible for Commonwealth funding support.

The Commission will continue to monitor care and services being delivered to residents at Lithgow Aged Care, including conducting unannounced onsite assessment contacts.

If anyone has a concern about an aged care service, they should contact the Commission via its website at: www.agedcarequality.gov.au or by calling 1800 951 822.

Media enquiries: media@agedcarequality.gov.au