



Sanctions imposed on Regis Nedlands, WA

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

25 January 2021

The Aged Care Quality and Safety Commission has imposed sanctions on approved aged care provider Regis Aged Care Pty Limited in relation to its Regis Nedlands facility in Western Australia.

The Commission issued a 'Notice to Impose Sanctions and Notice of Requirement to Agree to Certain Matters' on 23 January 2021.

The Commission determined after conducting a surprise site visit to the Regis Nedlands facility in Perth on 20 January 2021 that there is an immediate and severe risk to the health, safety or well-being of care recipients at the facility.

The Commission identified non-compliance against eight requirements across three of the Aged Care Quality Standards. Concerns were identified about the cumulative effect of deficiencies in areas including management of pain; wounds; falls; challenging behaviours; allegations of sexual assaults and rough handling.

Residents and families from Regis Nedlands are being notified today about the sanctions and the areas of the service that will be improved.

The approved provider must agree to a series of actions to avoid the imposition of a revocation sanction under section 63N of the *Aged Care Quality and Safety Commission Act 2018*.

These actions include the appointment of an independent adviser by Wednesday 27 January 2021 to help ensure the safety and well-being of care recipients. The appointment will be at the expense of the approved provider.

The approved provider must also undertake training of its officers and employees in safe and effective clinical and personal care with a focus on pain management, wound management, falls management, staff training related to elder abuse and behaviour management.

A further requirement under the Commission's regulatory enforcement action is for the approved provider to demonstrate accountability for remedying the issues identified as quickly as possible. This involves weekly meetings with Commission staff and the provision of detailed written reports of progress being made in returning the service to compliance with the Aged Care Quality Standards. This close monitoring arrangement will continue until the Commission is satisfied that the approved provider and the service have done everything necessary to ensure the quality and safety of care being delivered to residents at Regis Nedlands.

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

If anyone has a concern about an aged care service, complaints can be made via the Commission's website www.agedcarequality.gov.au or by calling 1800 951 822.