



INFORMATION ON NOTICE TO AGREE TO REQUIREMENT

Residential Aged Care Service

Newmarch House

RACS ID 0974

Approved Provider Name and Address

Anglican Community Services

PO Box 284

Castle Hill NSW 1765

Date of Notice

6 May 2020

Action Taken

In order to avoid the imposition of a revocation sanction under section 63N of the *Aged Care Quality and Safety Commission Act 2018*, the approved provider is required to agree to the following in writing by 5.00pm on 7 May 2020:

- a) to not admit any new care recipients to the Service until it can demonstrate to the Commission that the serious risk to care recipients at the Service has been effectively addressed;
- b) immediately appoint, at the expense of the approved provider, an independent adviser, as nominated by the Commission, to ensure the safety and well-being of care recipients;
- c) ensure that any directions and advice given by the adviser are actioned immediately and without delay; and
- d) provide regular reporting to the Commission on specified matters.

Reasons for Action

In issuing this notice the Commission considered the following information related to the COVID-19 outbreak at the Service:

- the seriousness of the outbreak of COVID-19, communicated to the Aged Care Quality and Safety Commission by the Department of Health, and deaths reported to NSW Health and communicated to the Commission;



- concerns raised by the Commission's COVID-19 Taskforce about the approved provider's response to the outbreak and lack of suitable processes and systems in order to control transmission of the virus at the service; and
- complaints received by the Commission between 15 April and 30 April 2020 about the lack of information available to consumers and their families regarding the COVID-19 outbreak and regarding the safety and quality of provision of care and services at Newmarch House.

Performance

The Commission has identified that there is an immediate and severe risk to the health, safety and wellbeing of care recipients at the Service.

The Commission has serious concerns in relation to the approved provider's compliance with respect to the Service with the following Aged Care Quality Standards:

Standard 1 – Consumer Dignity and Choice

- (3)(a): each consumer is treated with dignity and respect, with their identity, culture and diversity valued;
- (3)(c): each consumer is supported to exercise choice and independence, including to:
 - (i) Make decisions about their own care and the way care and services are delivered; and
 - (ii) Make decisions about when family, friends, carers or others should be involved in their care; and
 - (iii) Communicate their decisions; and
 - (iv) Make connections with others and maintain relationships of choice, including intimate relationships;
- (3)(e): information provided to each consumer is current, accurate and timely and communicated in a way that is clear, easy to understand and enables them to exercise choice;

Standard 2 – Ongoing Assessment and Planning with Consumers

- (3)(a): assessment and planning including consideration of risk to the consumer's health and wellbeing, informs the delivery of safe and effective care and services;
- (3)(c): assessment and planning



- (i) is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumers care and services;
- (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;

Standard 3 – Personal care and clinical care

- (3)(a): each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:
 - (i) is best practice; and
 - (ii) is tailored to their needs; and
 - (iii) optimises their health and well-being;
- (3)(b): effective management of high-impact or high-prevalence risks associated with the care of each consumer;
- (3)(g): minimisation of infection-related risks through implementing:
 - (i) standard and transmission-based precautions to prevent and control infection; and
 - (ii) practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

Standard 8 - Organisational governance

- (3)(d): effective risk management systems and practices, including but not limited to the following:
 - (i) managing high-impact or high-prevalence risks associated with the care of consumers;
 - (ii) identifying and responding to abuse and neglect of consumers;
 - (iii) supporting consumers to live the best life they can.