



## INFORMATION ON NOTICE TO AGREE TO REQUIREMENT

### **Residential Aged Care Service**

HammondCare - Miranda

RACS ID 1006

### **Approved Provider Name and Address**

HammondCare

Level 4, 207 B Pacific Highway

ST LEONARDS NSW 2065

### **Date of Notice**

9 April 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 14 April 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 to ensure the safety and well-being of care recipients;
- c) provide, at the expense of the approved provider, training for its officers, employees and agents that includes, but is not limited to, safe and effective clinical care and personal care including behavioural management, pain management, and emotional support.

### **Reasons for Action**

A performance report made following an assessment contact at HammondCare – Miranda on 6 April 2020 identified critical deficiencies at the Service contributing to serious and detrimental failings in care delivery including but not limited to:

- Standard 1 – Consumer dignity and choice
- Standard 3 – Personal care and clinical care
- Standard 7 – Human resources



## **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:

### **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;

### **Standard 7 Human resources**

- (3)(a): The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.