



## INFORMATION ON NOTICE TO AGREE TO REQUIREMENT

### **Residential Aged Care Service**

St Elizabeth Home

RACS ID 0023

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

St Elizabeth Home Limited

1 Symonds Road

DEAN PARK NSW 2761

### **Date of Notice**

20 June 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 25 June 2020:

- a) appoint, at its expense, an eligible adviser to assist it to comply with its responsibilities in relation to care and services and governance and business operations.
  - This appointment must be made by 5:00pm on Thursday 25 June 2020.
  - The adviser must be appointed for a period of at least three (3) months from Thursday 25 June 2020.

- b) provide, at its expense, training for its officers, employees and agents as specified below and to demonstrate that it has provided that training.

This training should include, but not be limited to:

- safe and effective clinical care and personal care including behaviour management and requirements for proper use of chemical restraint and physical restraint, including obtaining lawful consent.

St Elizabeth Home Limited must provide a written training plan to the Commission by 2 July 2020 and written evidence of successful completion of the specified training by 25 September 2020.



- c) participate in weekly teleconferences with the Commission also involving the appointed adviser to enable the Commission to monitor St Elizabeth Home Limited's progress towards returning to compliance.

### **Reasons for Action**

An assessment contact conducted on 15 June 2020 recommended two of the Aged Care Quality Standards were not met.

### **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)(b): Effective management of high impact or high prevalence risks associated with the care of each consumer.

#### **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; and
  - (iii) supporting consumers to live the best life they can;

