

From: [Quality](#)
To: [Commission](#)
Cc: s.47F(1)
Subject: Response to Consideration of Serious Risk | Bupa Rangeville RACS ID 5410
Date: Wednesday, 2 October 2019 7:17:48 PM
Attachments: [Response to Serious Risk - Bupa Rangeville RACS ID 5410.pdf](#)
[Supportive Evidence - Serious Risk Response.zip](#)

Dear s 22(1)(a)(ii)

I hope this email finds you well. Please find attached the response and evidence to the Consideration of Serious Risk of Bupa Rangeville RACS ID 5410. Thank you.

Regards,

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Australian Government

Aged Care Quality and Safety Commission

Failure to comply with Aged Care Quality Standards Serious Risk Decision

Service and approved provider details

Name of service: Bupa Rangeville
RACS ID: 5410
Name of approved provider: Bupa Aged Care Australia Pty Ltd
Address details: 280 Mackenzie Street, Rangeville, QLD 4350

Summary of decision

Decision made on:	9 October 2019
Decision made by:	s 22(1)(a)(ii) Acting Assistant Director, Brisbane Office Authorised delegate of the Aged Care Quality and Safety Commissioner (Commissioner) under section 76 of the <i>Aged Care Quality and Safety Commission Act 2018</i> (Act) to: - decide under section 85(2) of the Aged Care Quality and Safety Commission Rules 2018 (Rules) whether failure to meet the Aged Care Quality Standards has placed, or may place, the safety, health or well-being of an aged care consumer of the service at serious risk. - make publicly available information about the approved provider's performance in relation to responsibilities and standards under the Act or the <i>Aged Care Act 1997</i>.
Decision:	The failure to meet the Aged Care Quality Standards has placed, or may place, the safety, health or well-being of an aged care consumer of the service at serious risk under section 85(2) of the Rules.

Aged Care Quality and Safety Commission

	Publish information on the Commission website regarding the serious risk decision made on 4 October 2019 in relation to Bupa Rangeville.
Aged Care Quality Standards not met, as relevant to this Serious Risk Decision:	• Standard 3 Personal care and clinical care.

This decision is published on the Aged Care Quality and Safety Commission (Commission) website under section 59(1)(h) of the Act.

Aged Care Quality and Safety Commission

Background

On 27 August 2019, an Assessment Team conducted an Assessment contact at Bupa Rangeville.

On 27 September 2019, based on the evidence of the Assessment Team, I wrote to s.47F(1), advising of my finding that Bupa Aged Care Australia Pty Ltd at Bupa Rangeville failed to meet the Aged Care Quality Standards and that I am considering, under section 85(2) of the Rules whether the failure has placed, or may place, the safety, health or well-being of identified aged care consumer/s who reside at Bupa Rangeville at serious risk.

I invited s.47F(1) to provide the Commission with a response to the evidence in respect of the identified aged care consumer/s, and the intention to publish information if a serious risk decision is made.

On 2 October 2019, s.47F(1) responded on behalf of Bupa Aged Care Australia Pty Ltd.

Decision, reasons and evidence

For the purposes of this notice, I have used the following definition of the term, 'serious risk' as adopted by the Commission, which is based on the ordinary meaning of the words when used individually and when used together.

Serious: important, significant

Risk: exposure to danger, injury or loss

For the purposes of this notice, I have used the following definition of the term, 'health', 'safety' and 'well-being' as adopted by the Commission which is based on the relevant definitions of those terms as provided by the Macquarie Dictionary (2nd ed):

Health: the general condition of the body or mind with reference to soundness and vigour

Safety: the state of being safe; freedom from injury or danger

Well-being: a good or satisfactory condition of existence; welfare

I have decided that Bupa Aged Care Australia Pty Ltd's failure to meet the Aged Care Quality Standards has placed, or may place, the following identified aged care consumer at serious risk:

Aged Care Quality and Safety Commission

- s.47F(1)

I have provided specific information about the reasons for the risk and evidence of the risk.

S.47F(1)

S.47F(1)

Further evidence of each of the above matters is contained in the Assessment Team's report for the Assessment contact 27 August 2019.

Decision to publish serious risk information

In accordance with section 59(1)(h) of the Act, I have decided to publish information on the Commission website regarding the serious risk decision made on 4 October 2019 in relation to Bupa Rangeville.

My decision to publish information regarding the serious risk decision is based on:

- the information relates to the approved provider's performance in relation to responsibilities and standards under the Act or the *Aged Care Act 1997*
- the publication is consistent with the Commission's policy to publish information about the approved provider's performance in relation to responsibilities and standards under the Act

Serious risk decision

Following an Assessment contact conducted on 27 August 2019, a delegate of the Aged Care Quality and Safety Commissioner made a finding that Bupa Aged Care Australia Pty Ltd failed to meet one of the Aged Care Quality Standards (Quality Standards) in relation to Bupa Rangeville.

On 9 October 2019 a decision was made that failure to meet one Quality Standard has placed the safety, health or well-being of an aged care consumer of the service at serious risk. The Department of Health has been notified of the risk.

Serious risk is not an ongoing state; it is a statutory decision based on evidence at a point in time.

The Aged Care Quality and Safety Commission will continue to monitor the performance of the service including through unannounced visits.

Aged Care Quality and Safety Commission

The Commission will also publish the following information about the serious risk decision in a monthly register on the Commission's website:

- Service name
- RACS ID
- Approved provider name
- Serious risk decision date
- The specific Quality Standard(s) in which serious risk was found

Notification to Department of Health

In accordance with the Rules, a copy of this decision will be provided to the Secretary of the Department of Health.

s 22(1)(a)(ii)

Acting Assistant Director
Brisbane Office
9 October 2019