

Media statement

Friday, 28 April 2017



Australian Government
Australian Aged Care Quality Agency

Makk and McLeay Nursing Home

Australian Aged Care Quality Agency CEO Mr Nick Ryan and State Director Ms Virginia Matthews, have been in Adelaide this week to visit the Makk and McLeay aged care home, which is part of the Oakden Older Persons Mental Health Service.

The purpose of Mr Ryan's visit has been to better understand the findings of the Oakden Report, with a specific focus on Makk and McLeay wings, where residential aged care services subsidised by the Commonwealth are subject to Accreditation Standards; and to ensure the provider is taking measures to deliver effective, appropriate and dignified care to residents while they remain in the home.

"I am very concerned that the findings of the Chief Psychiatrist Dr Aaron Groves in the Oakden Report indicate that problems at Makk and McLeay aged care wing are long standing. I am taking action to understand the findings of our re-accreditation audit from February last year that found the home complied with the Accreditation Standards. Dr Groves and his team have played an important role in bringing these matters to light.

"In March this year the Quality Agency undertook a full Review Audit of this home, with a decision on 7th April 2017 that the home failed to meet 15 of the 44 expected outcomes of the accreditation standards, and found there was Serious Risk to the health, safety and well-being of residents. Serious Risk is a specific statutory finding under the Quality Agency Principles, 2013.

"My observations when visiting the home yesterday strengthened my concerns about the many failures of care found by our assessment team at the March review audit of the home," said Mr Ryan.

"I have also highlighted my concerns to the Northern Adelaide Local Health Network (NALHN) and am working with the NALHN to move residents at the earliest time to receive better care in a better care environment. As a result, we are now monitoring the home through daily visits to hold the service to account for the delivery of effective, appropriate and dignified care to residents while they remain in the home," Mr Ryan said.

"I am confident that our accreditation and compliance monitoring program sends strong messages to the sector of our expectations in the quality of care and services and we work with the Aged Care Complaints Commissioner and the department of Health to ensure that there is an appropriate response when risks are identified.

"Through our education and sector support we ensure that the focus of the sector is on continuous improvement. Next week we hold our first Better Practice conference for the year in Darwin, and these important events will also be held in Adelaide, Brisbane, Perth, Melbourne and Sydney, to almost 2,600 aged care providers, managers, and staff.

"While promoting the excellence in care being provided by so many in the sector, my message for service providers is clear – the aged care standards require demonstrated commitment to quality, and vigilance in delivery of care to vulnerable older people. As a community we expect no less.

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Contact

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