



THE HON JUSTINE ELLIOT MP

Minister for Ageing

MEDIA RELEASE

9 September, 2009

Australian Government acts on Victorian Nursing Home

The Australian Government yesterday imposed sanctions on Kincsem Pty Ltd, the approved provider of Glenlyn Aged Care Facility in Glenroy, Victoria.

Sanctions were imposed following the provider's failure to address areas of non-compliance.

The Department of Health and Ageing and the independent Aged Care Standards and Accreditation Agency have concerns about continuing non-compliance including:

- Clinical information not being documented adequately and does not consistently provide clear information to guide resident care;
- Opportunities for improvement are not consistently identified, documented, prioritised and actioned; and
- Incidents that occur in the home are inconsistently documented and followed up.

At this time there is no immediate risk to the health and safety of residents.

Glenlyn Aged Care Facility currently provides care to 44 high care residents, seven of whom are over the age of 90.

In 2008-2009 Glenlyn Aged Care Facility received more than \$2 million in Australian Government subsidies for resident care.

The majority of residential aged care services provide high quality care with sanctions currently in place on eight of Australia's nearly 3,000 aged care homes.

The sanction imposed is the appointment of a Nurse Adviser, approved by the Commonwealth, for a period of 6 months to assist the home to comply with their responsibilities.

Minister Elliot said: "When aged care providers fail to meet their obligations the Government will act to protect our frail and elderly citizens.

"This Government is committed to continuing to work in partnership with older Australians, their families, staff, unions and providers to improve the quality of aged care in Australia.

"The Rudd Labor Government is committed to improving the care and quality of Australia's nursing homes and its residents," Minister Elliot said.

Anyone with concerns about the care or welfare of residents should immediately contact the Aged Care Complaints Investigation Scheme on **1 800 550 552**.

For more information, contact Mrs Elliot's office on (02) 6277 7280