



THE HON JUSTINE ELLIOT MP

Minister for Ageing

MEDIA RELEASE

9 December 2008

CHARLES YOUNG RESIDENTIAL CARE CENTRE (ADELAIDE) – SANCTIONS IMPOSED

Last night (December 8), the Australian Government imposed sanctions on an Adelaide nursing home - Charles Young Residential Care Centre.

This was after the Aged Care Standards and Accreditation Agency identified serious risk to the health, safety and well-being of residents in the home – particularly in the care of people with dementia.

Charles Young Residential Care Centre has 28 high care and 129 low care places operated by ECH Inc and is located in southern metropolitan Adelaide. The total number of residents currently is 155 residents with 42 of them over the age of 90.

The Accreditation Agency inspected the facility on an unannounced visit last week after a separate matter was referred to the South Australian police and coroner. This matter is now the subject of a police and coronial investigation.

Accreditation Agency assessors have recommended non-compliance in 21 out of 44 outcomes – although the Accreditation Agency is yet to make a final decision.

The main areas of serious risk identified by the Accreditation Agency include:

- Failure to manage properly the aggressive and unstable behaviour of some residents which placed other residents and staff at risk;
- Inadequate staff to support behaviour management or resident safety;
- Failure to have residents' care plans covering behaviour management;
- Inadequate diversional activities and support to respond to residents with “challenging” behaviours;
- The physical layout of the unit does not meet the needs of residents with behavioural issues;
- Incidents of resident on resident aggression are not adequately documented;
- Unsanitary conditions relating to incontinence; and
- Call bells, duress alarms and fire alarm alerts did not work.

In response to the serious concerns, the Department of Health and Ageing has taken a number of measures to improve resident care, including:

- Revocation of approved provider status unless the approved provider appoints an adviser with proper nursing experience – approved by the Commonwealth for a period of six months;
- Cessation of Commonwealth subsidy for new residents admitted during the period of the sanctions for a period of six months;
- Accreditation Agency will visit the home each day while serious risk is present; and
- Department of Health and Ageing will continue to closely monitor the nursing home to check that action is taken promptly by provider.

The nursing home is now making the arrangements to conduct a residents' meeting to inform residents and their families about the sanctions.

The Minister for Ageing, Mrs Justine Elliot said "The care and welfare of residents is our primary concern – they come first."

"There are nearly 3000 nursing homes in Australia and the vast majority are doing an excellent job providing quality care for older Australians, but when action is required this Government will move swiftly.

"Nursing home operators have a legal obligation to provide proper care for nursing home residents," Mrs Elliot said.

The Australian Government is undertaking a record 7,000 visits – including 3,000 unannounced visits -- by the Accreditation Agency to the nation's nursing homes to ensure the quality of care, including nutrition and hydration.

Currently, there are 15 nursing homes under sanction around Australia.

Since 1 July, there have been eight instances where sanctions have been imposed as a direct or indirect result of unannounced visits.

Anyone with concerns about the care or welfare of residents should immediately contact the Department of Health and Ageing's Complaints Investigation Scheme – **1 800-550-552**.

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