



## St Basil's Homes for the Aged, Fawkner

### Statement from Janet Anderson PSM, Aged Care Quality and Safety Commissioner

7 August 2020

"The Aged Care Quality and Safety Commission has been actively engaged with the Board Chair and Facility Manager of St Basil's Home for the Aged in Victoria (the approved provider), which operates under the auspices of the Greek Orthodox Archdiocese of Australia.

The Commission is continuing to monitor St Basil's and support its efforts both to return to compliance and see residents repatriated to the service. Meetings are currently being held with St Basil's on a daily basis.

In a meeting today, the Commission requested the provider to submit an action plan by Monday 10 August 2020 detailing its plan for ensuring the safe repatriation of residents to St Basil's. The return of residents to the service is contingent on the Commission's confidence that: the plan is sound and able to be implemented, and; the service is compliant with the Aged Care Quality Standards and is capable of providing safe, quality care and services.

St Basil's as the approved provider of the service is expected to keep residents and their family members up to date regarding the work currently underway to enable the service to re-commence caring for residents. Once the Commission is satisfied in relation to the issues outlined above, St Basil's will be responsible for communicating with residents and their families about the timing of individual residents' return to the facility.

The Commission took regulatory action in relation to St Basil's following concerns identified about the serious impact of the outbreak on the residents and staff. Our regulatory action (on 26 July 2020) required the approved provider to:

- not admit any new residents until the risks have been adequately addressed
- immediately appoint an independent adviser (agreed with the Commission) to ensure the health and well-being of residents
- provide regular reports to the Commission on a specified set of key issues.

As required by the Commission, St Basil's has appointed an independent adviser who is providing advice and guidance to ensure that the approved provider is taking all necessary steps to return the service to compliance with the Aged Care Quality Standards as quickly as possible.

The Commission continues to monitor all complaints received about aged care services. If anyone has a concern about an aged care service, complaints can be made via the Commission's website [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au) or by calling 1800 951 822."