



Update regarding Lithgow Aged Care Ltd
Statement from Ms Janet Anderson PSM, Aged Care Quality and Safety Commissioner
19 February 2021

A meeting was held on 16 February with Lithgow Aged Care residents and family members in order to provide them with information and answer any questions about the Commission's decision not to re-accredit the residential service. The meeting was convened by the Board Chair of Lithgow Aged Care and included senior representatives from the Aged Care Quality and Safety Commission and the Australian Government Department of Health.

The Commission recently made a decision not to re-accredit the Lithgow Aged Care residential service because it has failed to meet the Aged Care Quality Standards, which detail the requirements for safe and quality care.

The approved provider has not met the Aged Care Quality Standards since August 2019 and despite advice and support from the Commission, the provider has not demonstrated the capacity to rectify the non-compliances.

The Commission conducted an unannounced reaccreditation site audit of Lithgow Aged Care Ltd on 12-15 January 2021 and found that its compliance with Aged Care Quality Standards had significantly deteriorated, with it failing to meet 38 of the 42 requirements under the eight Aged Care Quality Standards, including in areas of dignity and choice, personal and clinical care, and services to support daily living.

The Commission also identified critical gaps in the governance of the service and a lack of necessary management frameworks in place to support the delivery of safe and quality care.

The Commission's previous decision in December 2020 found that the approved provider had not met 19 requirements.

Details of the Commission's findings from the site audits at the service are available on the Commission's website [here](#).

The Commission advised the approved provider, Lithgow Aged Care Ltd, of the decision not to re-accredit the service on 11 February 2021.

In making this decision, the Commission took into account a response from the approved provider to the findings of the most recent site audit report. The Commission also took into account the findings of the site audit, feedback from residents, the extent of non-compliance identified at the service and the provider's compliance record.

Lithgow Aged Care Ltd has been advised that it has 14 days to seek a reconsideration of the Commission's decision not to re-accredit the service. Lithgow Aged Care's existing accreditation will expire on 16 April 2021.

The Commission will continue to engage with residents, their families and the Board of Lithgow Aged Care to explain its decision and answer any questions.

The Commission is continuing to monitor care and services being delivered to residents at Lithgow Aged Care, including conducting unannounced onsite assessment contacts.

If anyone has a concern about an aged care service, they should contact the Commission via the website at: www.agedcarequality.gov.au or by calling 1800 951 822.

Media enquiries: media@agedcarequality.gov.au