



Naracoorte Home for the Aged Inc

trading as Longridge Aged Care

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Monday 11th February 2019

Dear Residents & families,

This letter is to update you on the current position of the Royal Commission into Aged Care Quality and Safety (the Commission).

The Commission, announced in September, is an opportunity to engage in a much-needed constructive discussion about the future of aged care, including how as a society we will deliver the quality services our population needs today and will need into the future. The Commission's final report is due in April 2020.

Whilst the vast majority of Australia's aged care services deliver good quality care, there have been some distressing stories reporting incidences of poor care. We at Longridge have zero tolerance for poor, inattentive care or abuse of vulnerable people.

ALL aged care providers were invited to complete an 'early submission' to the commission to assist the Commissioners to establish the common thread of issues to be addressed in the formal hearing process. The information to be reviewed included all formal complaints as submitted to the Aged Care Complaints Commission & AHPRA over the last five years: including the nature of the complaints, the results of the process and if any of the complaints referred to substandard care.

The term 'substandard care' is an ambiguous term but we have been advised refers to include all medication incident events, abscondings, abuse, systemic care failures, etc. Please be reassured that whilst we are required to report some events on their list of substandard care – there are many areas (including abuse) for which Longridge has no data.

The submission also requested responses to a range of questions in reference to how Longridge has demonstrated efforts to improve the quality and care of services for our residents, how we have used feedback in the past to make improvements and what ideas Longridge has in reference to changes to the aged care system to improve services for the aged in the years ahead. To complete the queries there was some reference to disability care, access to allied health services, safety, communication / interface with other service providers in the aged care system, etc.

Longridge has completed our submission and emailed this report through to the Commission on 29/1/19.

Should Longridge be called to attend the hearings to formally answer any questions residents, families, staff and others will be advised.

The Longridge management team and Board of Governance are working collaboratively to ensure all systems are robust and we are well prepared to answer any concerns raised. As a long- time advocate of Longridge, Peter Westley has been appointed as our initial legal counsel.

Do not hesitate to contact Longridge management during business hours for an appointment should you have any concerns in reference to this process.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Elizabeth Broadstock', written in a cursive style.

E M Broadstock

Executive Officer – Director of Care