

September 2022

Ashfield Baptist Homes Quality Rating

By the end of 2022, all aged care homes in Australia will have Star Ratings. This is a key aged care reform being delivered in response to the Royal Commission into Aged Care Quality and Safety.

While life outside continues to return to some sense of normalcy, this is far from the case inside the aged care sector right across Australia. Here at ABH, continued exposure to COVID-19, floods, workforce challenges and record levels of illness over the past twelve months has led to an almost permanent state of emergency as we constantly innovate and adapt to the changing pressures to maintain quality of care.

The Aged Care Quality & Safety Commission has re-accredited both AH Orr Lodge and Bethel Lodge following a site audit conducted from 14 June to 20 June 2022. Subsequently, we have been notified that some quality standards for both providers have not been met.

These unmet standards are not care related, which is born out by overwhelmingly positive comments from residents and families. They are administrative and process driven.

As a result of this audit, ABH has initiated a continuous improvement program via a full and detailed response plan. We have closely reviewed all individual resident needs and care plans. We are working in tandem with the Aged Care Quality and Safety Commission to ensure that all standards are met as soon as possible.

Ashfield Baptist Homes takes this issue extremely seriously and we welcome this detailed feedback from the first audit since the Aged Care Quality Standards came into operation. Our first priority will always be the welfare of the people in our care. We care deeply about our residents and are keenly aware of the seriousness of our responsibilities for safety, care, emotional and spiritual support. This is the reason we exist - to provide the best possible quality of care to older people in our community.

If you have any questions about the site audit results or the star ratings, please send an email to info@abh.org.au with your name, phone number and best time of day to call.