



## Australian Government

### Aged Care Quality and Safety Commission

#### Decision to re-accredit service following a site audit

##### Service and approved provider details

**Name of service:** Hippocrates Aged Care Centre  
**RACS ID:** 0883  
**Name of approved provider:** Fronditha Care  
**Address details:** 30 Crebert St Mayfield NSW 2304  
**Date of site audit:** 05 November 2019 to 07 November 2019

##### Summary of decision

<b>Decision made on:</b>	18 November 2019
<b>Decision made by:</b>	Katrina Schramko, Assistant Director, NSW/ACT Regional Office. Authorised delegate of the Aged Care Quality and Safety Commissioner (Commissioner) under section 76 of the <i>Aged Care Quality and Safety Commission Act 2018</i> to decide under section 41 of the Aged Care Quality and Safety Commission Rules 2018 (Rules) about the accreditation of a service.
<b>Decision:</b>	To re-accredit the service under section 41 of the Rules.
<b>Further period of accreditation:</b>	22 December 2019 to 22 December 2020
<b>Assessment of performance with the Aged Care Quality Standards</b>	
Standard 1 Consumer dignity and choice	Met
Requirement 1(3)(a)	Met
Requirement 1(3)(b)	Met
Requirement 1(3)(c)	Met
Requirement 1(3)(d)	Met
Requirement 1(3)(e)	Met
Requirement 1(3)(f)	Met
Standard 2 Ongoing assessment and planning with consumers	Met
Requirement 2(3)(a)	Met
Requirement 2(3)(b)	Met
Requirement 2(3)(c)	Met
Requirement 2(3)(d)	Met
Requirement 2(3)(e)	Met
Standard 3 Personal care and clinical care	Met
Requirement 3(3)(a)	Met
Requirement 3(3)(b)	Met
Requirement 3(3)(c)	Met
Requirement 3(3)(d)	Met



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Requirement 3(3)(e)	Met
Requirement 3(3)(f)	Met
Requirement 3(3)(g)	Met
Standard 4 Services and supports for daily living	Met
Requirement 4(3)(a)	Met
Requirement 4(3)(b)	Met
Requirement 4(3)(c)	Met
Requirement 4(3)(d)	Met
Requirement 4(3)(e)	Met
Requirement 4(3)(f)	Met
Requirement 4(3)(g)	Met
Standard 5 Organisation's service environment	Met
Requirement 5(3)(a)	Met
Requirement 5(3)(b)	Met
Requirement 5(3)(c)	Met
Standard 6 Feedback and complaints	Met
Requirement 6(3)(a)	Met
Requirement 6(3)(b)	Met
Requirement 6(3)(c)	Met
Requirement 6(3)(d)	Met
Standard 7 Human resources	Met
Requirement 7(3)(a)	Met
Requirement 7(3)(b)	Met
Requirement 7(3)(c)	Met
Requirement 7(3)(d)	Met
Requirement 7(3)(e)	Met
Standard 8 Organisational governance	Met
Requirement 8(3)(a)	Met
Requirement 8(3)(b)	Met
Requirement 8(3)(c)	Met
Requirement 8(3)(d)	Met
Requirement 8(3)(e)	Met

**This decision is published on the Aged Care Quality and Safety Commission's (Commission) website under section 48 of the Rules.**



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#### Re-accreditation decision and reasons for decision

I have decided under section 41 of the Rules to re-accredit Hippocrates Aged Care Centre (the service) for a further period of one year. The service's accreditation will expire on 22 December 2020.

In making my decision, I have considered:

- the site audit report for the service
- the site audit report findings and evidence for the service
- the response provided by the approved provider on 18 November 2019
- relevant information about the approved provider and service held by the Commission. This includes the compliance history for the service.
- whether the approved provider will undertake continuous improvement in relation to the service, measured against the Aged Care Quality Standards (Quality Standards)

#### Reasoning

I have decided to re-accredit the service for a further period of one year as a recent comprehensive site audit was conducted, and there was no non-compliance with the Quality Standards found. The approved provider meets the Quality Standards in respect of the service.

While I am satisfied that there is no current non-compliance I have reduced the period of accreditation as a result of the recent severity and extensive period of non-compliance under the Accreditation Standards since November 2018.

The provider has addressed identified issues in the plan for continuous improvement, accepted feedback regarding non-compliance and developed an action plan for returning to compliance and this includes details regarding timeframes and review. As a result, I am satisfied that they will continue to undertake continuous improvement in relation to the service, measured against the Quality Standards.

The one-year period of accreditation will require the approved provider to sustain a period of compliance with the Quality Standards. For this reason, assessment contacts will occur during the period of accreditation to monitor the quality of care and services of Hippocrates Aged Care Centre.

I have not referred in my decision to the requirements that were recommended by the assessment team as met, and where I am satisfied that the evidence is sufficient to support this finding.



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#### Areas in which improvements are required to comply with the Quality Standards and the timetable for making improvements

There are no specific areas in which improvements must be made to ensure compliance with the Quality Standards. The approved provider is, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.

#### Assessment contact arrangements

In accordance with section 42 of the Rules, assessment contacts will be conducted in accordance with the arrangements outlined below, or at any other time (with or without notice).

#### Circumstances in which a review audit may be conducted

A review audit may be arranged by the Commissioner if:

- the Commissioner considers, on reasonable grounds, that the approved provider may not be complying with the Quality Standards in relation to the service
- the Commissioner becomes aware that:
  - the approved provider of the service has notified the Secretary of a change of circumstances under the *Aged Care Act 1997*
  - a transfer of allocated places in relation to the service has taken effect
  - the premises at which the service is provided have changed since the service was last accredited or re-accredited
- the Commissioner considers that the approved provider has not complied with the arrangements for assessment contacts relating to the service
- the approved provider of the service has requested the reconsideration of a regulatory reviewable decision.

The Commissioner must arrange for a review audit of an accredited service if the Secretary requests the Commissioner to do so.

#### Applying for re-accreditation of the service

##### Next application for re-accreditation is due: 30 June 2020

An approved provider of an accredited service can apply to the Commissioner for re-accreditation.

The Commission will give an approved provider of an accredited service a reminder notice before the end of the period of accreditation of the service. The reminder notice will include a date by which the approved provider needs to make the application for re-accreditation.



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An application for re-accreditation form can be accessed on the Commission's website.

#### Notification to Department of Health

In accordance with the Rules, a copy of this decision will be provided to the Secretary of the Department of Health.

#### Reconsideration of decision

The approved provider of the service may request the Commissioner to reconsider the period of accreditation.

A request for reconsideration must be received by the Commissioner within 14 days of the receipt of this notification. This request must be in writing and set out the reasons for the request. A request for reconsideration may be sent by email to [reconsideration@agedcarequality.gov.au](mailto:reconsideration@agedcarequality.gov.au).

For more information about the reconsideration process please refer to the [Commission website](#).

#### Certificate of accreditation

A Certificate of Accreditation stating the period of accreditation of Hippocrates Aged Care Centre will be sent to the approved provider within 28 days of this decision.



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### **Aged Care Quality and Safety Commission**

*Katrina Schramko*

Katrina Schramko  
Assistant Director  
18 November 2019