

Stellar performance praised after accreditation and spot visit

25 July 2018

Froniditha Care has successfully completed an accreditation and a spot visit in the same week, impressing auditors with its consistent performance.

Auditors from the Australian Aged Care Quality Agency tested the Clayton and St. Albans facilities last week, interviewing residents, their family members, staff and reviewing documentation.

It was the first time auditors were able to see the newly redeveloped PRONIA in operation, making quite an impact with its 5-star accommodation.

The Clayton facilities, STEYI and PRONIA were assessed for 44 outcomes during their 3-year accreditation review, and passed all outcomes with flying colours

Residents also gave wonderful feedback on the activities program, saying they “always have something fun to do” and they love to “celebrate life”.

Our St Albans facility quickly stole the limelight after blitzing through a spot visit just one day after the successful Clayton accreditation.

The ACSAA assessors visited the THALPORI facility on Friday 20 July, and reviewed standards 1.6 Human Resources, 2.4 Clinical Care and 2.13 Behaviour Management - all of which were met and no additional comments.

General Manager of Operations and Infrastructure, Jim Scantson has said the feedback was very positive.

“The residents feel safe and are happy with the care provided,” he said, adding that many commented that THALPORI “feels like a big family”.

AACQA accreditations and spot visits are regular evaluations of the quality of care offered by aged care providers.

Government auditors visit each nursing home on a regular basis and assess everything from the general running of the facility and clinical care, to the cleanliness of the kitchens and rooms, and the happiness of the residents.

Congratulations to all of the staff at Froniditha Care for their continued work and love they show our residents.

Fronitha Care:

Fronitha Care is a leading culture-specific residential and community aged care service provider, looking after the elderly of a Greek and CALD background throughout Metropolitan Melbourne (Victoria) and Newcastle (NSW).

It provides aged care for approximately 2000 residents and clients each week, and employs more than 650 staff.