



NOTICE OF DECISION TO RE-ACCREDIT A RESIDENTIAL SERVICE

AGED CARE QUALITY AND SAFETY COMMISSION RULES 2018 SECTION 41

Date of decision: 16 January 2023

Date decision takes effect: 13 February 2023

Service and approved provider details

Name of approved provider:	Orana Gardens Ltd
Name of service:	Orana Gardens
RACS ID:	0479
Address details:	81 Windsor Parade DUBBO NSW 2830
Date of site audit:	7 December 2022 to 9 December 2022

In accordance with section 42 of the Aged Care Quality and Safety Commission Rules 2018 (the Commission Rules), this Notice informs you of:

- the decision and the material relied on in making my decision;
- the reasons for deciding to re-accredit the Service and the further period of accreditation;
- how you may apply for a reconsideration of the further period of accreditation; and
- how you may apply for the re-accreditation of the Service.

Decision

I, Kathryn Spurrell, as a delegate of the Aged Care Quality and Safety Commissioner (Commissioner) have decided to re-accredit Orana Gardens (the Service) for a further period of three years under section 41 of the Commission Rules.

The Service's further period of accreditation will start on 13 February 2023 and expire on 13 February 2026.

Material relied on

In making this decision, I have considered the following information:

- a performance report dated 16 January 2023 following a site audit undertaken from 7 December 2022 to 9 December 2022;
- a site audit report following the site audit undertaken from 7 December 2022 to 9 December 2022;
- information about your compliance history in relation to the Service;
- the following materials regarding continuous improvement in relation to the Service:



- site audit report for site audit conducted 7 December 2022 to 9 December 2022
- service history of compliance against the Quality Standards and previous Accreditation Standards in relation to continuous improvement.

Copies of the above documents are attached for your reference at **Attachments A to B**.

Reasons for my decision on the further period of accreditation

In making the decision to re-accredit the Service until 13 February 2026 and in accordance with section 41(2) of the Commission Rules, I must take into account the following matters:

- (a) the performance report;
- (b) the matters mentioned in section 40A(2) of the Commission Rules; and
- (c) whether I am satisfied that, if the Service were to be re-accredited, the provider will undertake continuous improvement in relation to the Service as measured against the Aged Care Quality Standards.

These matters are considered below.

The performance report

The performance report dated 16 January 2023 details the Commission's assessment of your performance, in relation to the Service against the Aged Care Quality Standards (Quality Standards) located in Schedule 2 of the *Quality of Care Principles 2014*.

The decision to re-accredit the Service for a period of three years is supported by the performance report which demonstrates the service has effective organisational governance systems to ensure safe and effective delivery of care and services. The majority of consumers were satisfied they were receiving safe and quality care and services by kind and respectful staff who understood the individual needs of each consumer.

The Service was found non-compliant in Standard 1 in relation to Requirements 1(3)(a), 1(3)(b) 1(3)(c) and 1(3)(d) Standard 2 in relation to all Requirements, Standard 3 in relation to all Requirements, Standard 4 in relation to 4(3)(a) and 4(3)(f), Standard 5 in relation to Requirement 5(3)(c), Standard 6 in relation to Requirement 6(3)(c) and 6(3)(d), Standard 7 in relation to Requirements 7(3)(a), 7(3)(c), 7(3)(d) and 7(3)(e) and Standard 8 in relation to all Requirements following a site audit in June 2021. Evidence in the Site Audit report dated 7 December 2022 to 9 December 2022 supports that the Service has implemented improvements to address the non-compliance and is now compliant with all 42 Requirements under the Quality Standards.



The matters mentioned in section 40A(2) of the Commission Rules

- (a) the site audit report;

The site audit report for the site audit, conducted 7 December 2022 to 9 December 2022; was informed by a; site assessment, observations of the service, review of documents and interviews with consumers, representatives, staff and others.

The decision to re-accredit the Service for a period of three years is supported by the evidence from the Site Audit. The Assessment Team interviewed 27 consumers and their representatives of the 118 consumers present during the site audit, who confirmed they are satisfied the Service is well run with kind, caring and respectful staff who understand the consumers' needs and deliver safe and quality care and services. Consumers and their representatives interviewed were complimentary about the staff, the care provided and the service environment and management. Staff interviews confirmed the Service has effective governance systems in relation to feedback, assessment, risk management, clinical care and supporting consumer dignity and choice, and information about consumers' needs is assessed, and communicated effectively.

Based on the balance of the report and the examples of positive outcomes and consumer feedback evidenced in the report, a period of three years accreditation is appropriate

- (b) any response to the site audit report given to the Commissioner by the approved provider of the Service under section 40(5);
- (c) any relevant information given to the Commissioner, or to the Assessment Team for the site audit of the Service:
- (i) by a care recipient, or former care recipient, of the Service; or
 - (ii) by a nominated representative of such a care recipient or former care recipient;

27 consumers and or their representatives of the 118 consumers at the Service were interviewed by the Assessment Team during the site audit undertaken 7 December 2022 to 9 December 2022. The site audit report includes an overview of the interviews with consumers and representatives, and specific examples raised with the Assessment Team. Overall, the feedback from consumers and their representatives was positive regarding the Service, including in relation to; clinical care delivery, provision of meals and lifestyle supports and staff delivering care and services in a kind, caring and respectful manner and having knowledge of each consumer's needs and preferences.

A three-year accreditation period is reflective of the balance of consumer feedback and the weight of majority of consumers and representatives interviewed being



satisfied with care and services and providing examples of positive outcomes and experiences in relation to the care and services delivered.

- (d) any relevant information about the approved provider of the Service given to the Commissioner by the Secretary;
- (e) any other relevant matter.

A three-year accreditation period is reflective of the service's compliance against the Standards in the last period of accreditation and its history of compliance against the Quality Standards and the previous Accreditation Standards. The Service is supported by the wider organisation's governance and systems to maintain and monitor its compliance against the Standards.

Whether you will undertake continuous improvement in relation to the Service as measured against the Aged Care Quality Standards

I am satisfied that you will undertake continuous improvement in relation to the Service, as demonstrated by the examples and evidence in the site audit report of continuous improvement activities undertaken by the service. The Service and organisation have a demonstrated history of an imbedded continuous improvement framework to support ongoing continuous improvement.

Your rights – Review of decision of the further period of accreditation

My decision on the further period for which the Service is to be accredited is a reviewable decision. If you disagree with my decision you may apply to the Commissioner, within 14 days after receiving this decision (the reconsideration period), for a reconsideration of the decision.

If you wish to do this, your application must be in writing and set out the reasons for seeking reconsideration. A request for reconsideration may be sent by email to reconsideration@agedcarequality.gov.au. The Commissioner will then reconsider the decision and will either affirm the decision, vary the decision or set aside the decision and substitute a new decision.

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

Applying for re-accreditation of the service

Next application for re-accreditation is due: 22 August 2025

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



The Commission may give an approved provider of an accredited service a reminder notice before the end of the period of accreditation of the service. In accordance with section 46 of the Commission Rules, the reminder notice will include:

- (i) the day on which the period of accreditation is due to end;
- (ii) a day on or before which you must apply for the re-accreditation of the Service;
- (iii) the form of words you are to use, if you apply for the re-accreditation of the Service, to tell care recipients, and the nominated representatives of those care recipients, about the site audit of the service that will be conducted in relation to the application.

An application for re-accreditation form can be accessed on the [Commission's website](#).

Certificate of accreditation

In accordance with section 42(2) of the Commission Rules, a Certificate of Accreditation stating the period of accreditation of Orana Gardens will be sent to you within 28 days of the date of this decision.

Publication of information relating to this decision

In accordance with section 48 of the Commission Rules, I will make publicly available within 28 days after the end of the reconsideration period the following information relating to this decision:

- the decision; and
- the performance report about the Service considered in making the decision.

This information will be published at www.agedcarequality.gov.au in the 'Find a report' link (where the content is published against the Service's profile).

Delegate of the Commissioner

Aged Care Quality and Safety Commission
Brisbane Office

Attachments:

A: Performance report dated 16 January 2023

B: Site audit report 7 December 2022 to 9 December 2022