



NOTICE OF DECISION TO RE-ACCREDIT A RESIDENTIAL SERVICE

AGED CARE QUALITY AND SAFETY COMMISSION RULES 2018 SECTION 41

Date of decision: 15 November 2023

Date decision takes effect: 13 February 2024

Service and approved provider details

Name of approved provider:	Association for Christian Senior Citizens Homes WA Inc
Name of service:	Manoah House
RACS ID:	7215
Address details:	3/86 Mills Road West, MARTIN WA 6110
Date of site audit:	9 October 2023 to 11 October 2023

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, Peter Wallner, as a delegate of the Aged Care Quality and Safety Commissioner (Commissioner) have decided to re-accredit Manoah House (the Service) for a further period of three (3) years under section 41 of the Commission Rules.

The Service's further period of accreditation will start on **13 February 2024** and expire on **13 February 2027**.

Material relied on

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

- a performance report dated 15 November 2023 following a site audit undertaken from 9 October 2023 to 11 October 2023;
- a site audit report following the site audit undertaken from 9 October 2023 to 11 October 2023;
- your response to the site audit report received on 10 November 2023;
- information about your compliance history in relation to the Service; and



- the following materials regarding continuous improvement in relation to the Service:
 - The site audit report for the site audit conducted from 9 October 2023 to 11 October 2023, contained information which demonstrated the approved provider is undertaking continuous improvement in relation to the Service.

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 2027, 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 15 November 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. I found the Service compliant with all 42 of the 42 Requirements. In determining the period of three years' accreditation, I considered the Service's record of performance and the service's ability to maintain compliance against 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 from 9 October 2023 to 11 October 2023 was informed by a site assessment, observations of the Service, review of documents and interviews with consumers, representatives, staff and others. The site audit report recommended the Service met 42 of the 42 Requirements. I agreed with the recommendation in the site audit report and decided to grant the Service a three-year re-accreditation period.

- (b) any response to the site audit report given to the Commissioner by the approved provider of the Service under section 40(5);



The approved provider submitted a response to the site audit report on 10 November 2023, which clarified a detail in the site audit report.

- (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;

Feedback received from 15 consumers and 7 consumer representatives during the site audit is detailed in the site audit report. Overall, consumers and representatives expressed satisfaction with the care and services provided, staff behaviour and competence, the facilities and activities offered, the food provided, consumers' ability to be involved with the Service, and the Service's responsiveness to feedback.

The level of satisfaction from consumers and representatives influenced my decision to grant the Service a three-year re-accreditation period.

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

In reaching my decision to grant a three-year re-accreditation period, I considered relevant information held by the Commission concerning the Service and the approved provider.

- (e) any other relevant matter.

The Service had a satisfactory compliance history and was found to have effective governance arrangements which included using feedback and complaints to inform the continuous improvement of the delivery of care and services. The Service's positive compliance history informed my decision to grant a three-year re-accreditation period.

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

I am satisfied you will undertake continuous improvement as demonstrated by the information concerning the Service's practices and procedures, and the Service's continuous improvement processes, discussed in the site audit report for the site audit conducted from 9 October 2023 to 11 October 2023.

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 2026

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 Manoah House 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).



Peter Wallner

Delegate of the Commissioner
Aged Care Quality and Safety Commission
Brisbane

Attachments:

- A: Performance Report dated 15 November 2023
- B: Site audit report for the site audit conducted from 9 – 11 October 2023