

28 April 2020

To Kirkbrae residents, families and friends

Kirkbrae Aged Care is Re-Accredited for another three years

All residential aged care facilities in Australia are licenced for a three-year period by the Commonwealth Government's Aged Care Quality and Safety Commission (ACQSC). Kirkbrae's residential aged care accreditation was due to expire in May 2020.

In March 2020 ACQSC assessors attended Kirkbrae to audit the care and services that are provided to residents by examining: the policies and procedures, records kept for all residents, the organisations' responses to various events, the improvements made in response to resident and family feedback, and by interviewing residents, resident family members or representatives, and by interviewing staff and management.

Since the last accreditation in May 2017, the ACQSC has introduced new standards for aged care organisations to comply with. In part, these new standards have a greater emphasis on discussing a resident's (or their representative's) choices for care and associated services, and aligning the care provided with these choices.

I am pleased to announce that Kirkbrae's aged care facilities have been re-accredited for a further three years until May 2023.

Most importantly this acknowledges that Kirkbrae continues to provide a high standard of care for residents and has good systems and records in place. You can be assured that behind the scenes, staff will continue to strive for better care of our residents, enhanced person-focussed services, and more effective communication with family, friends and representatives.

Kirkbrae's continuous improvement system has adopted and embedded the new standards with staff through education and training. Staff are our most important resource and they are to be congratulated for integrating the new standards into their every-day care of residents.

I want to thank all managers and staff involved in the adoption of the new standards and for attaining the re-accreditation of our residential aged care facilities. Their day-to-day care of our residents is greatly appreciated and valued.

Thank you for your ongoing support for your loved-one living at Kirkbrae, and for your support of our staff as we continue to partner in the care of our residents together.

Mark Sketcher
Chief Executive Officer