



Making every day the best it can be

8th May 2018

MEDIA STATEMENT

Redleaf Manor – Mrs. Grace Pearce

Allity genuinely acknowledges the difficult circumstances relating to the care of Mrs. Pearce while a resident at Redleaf Manor Aged Care over period October 2015 to February 2016.

Over the 2 years that have passed since the 2016 incident, Allity have completed extensive investigations relating to the care of Mrs. Pearce, including a thorough review by the Aged Care Complaints Commissioner.

We do not take a position of making excuses, and acknowledge there were gaps in communication, documentation and care delivery at the time in relation to providing specialist wound care for Mrs. Pearce.

We have undertaken a range of actions including ongoing training, review of capabilities, and the improvement of processes and procedures to mitigate recurrence of incidences of this nature. Allity can confidently confirm that since the 2016 incident, all relevant staff at Redleaf Manor have completed, and continue to undertake wound management training, as well as engaging the expertise of independent Wound Management Consultants to support our Homes.

Redleaf Manor has also undergone accreditation audits conducted by the Quality Agency and continues to meet the aged care quality standards.

Irrespective of the time that has passed since the incident in early 2016, we continue to take our commitment to the continuous improvement of our systems and processes seriously, and in particular our investment in training of our staff to ensure the safety, quality of care of our residents.