

3 July, 2017

## **Statement from Southern Cross Care (NSW & ACT) Regarding the Care of a Resident at Ozanam Apartments, Canberra ACT**

Chief Executive of Southern Cross Care (NSW & ACT) (SCC), Mr Paul McMahon, has reiterated his apology to the family of a former resident for failures in his care at Ozanam Apartments in Canberra in December 2016.

“SCC takes full responsibility, and we acknowledge the gentleman and his family were let down by Southern Cross Care.

“We have apologised to the family and have been in close contact with them including meeting with them in person.

“We understand how distressing it has been and we offered our complete support during what has been an extremely difficult time,” Mr McMahon said.

Since becoming aware of the treatment this gentleman received, SCC has put in place new leadership at Ozanam and reviewed all systems and processes including, as a priority, identifying the gaps in clinical care documentation including wound care processes.

Also, SCC has undertaken a review of staff resources at Ozanam that has resulted in the creation of a new position of Clinical Care & Education Manager. Additionally, SCC's Manager of Quality was appointed as the new ACT Regional Manager with responsibility for the Ozanam facility.

Mr McMahon said that what happened to this gentleman is distressing and should never have happened in an SCC Aged Care Home or any other home.

“There is little we can say to alleviate the pain he, and his family have suffered other than assuring his family we are taking this very seriously and are working hard to ensure it will never happen again.

“Since earlier this year we have been working closely with the Aged Care Quality Agency and the Department of Health and are now fully compliant with all 44 aged care outcomes and standards.

“We are communicating with residents, staff and family and working closely with everyone at Ozanam to ensure our residents receive the highest level of care and support,” he said.

As a result of the initial complaint from the resident's family, the Aged Care Complaints Commission and the Aged Care Quality Agency have each reviewed the operations of Ozanam.

SCC is working with each of these Agencies to ensure compliance and the provision of ongoing sustainable care policies and practices.

**Statement issued by Mr Paul McMahon, Chief Executive, Southern Cross Care (NSW & ACT)**

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