

Statement from Edenfield Family Care

Residents always come first at Edenfield Family Care Ramsay, and we have a long history of providing quality care to older South Australians. That is why we were both surprised and devastated by the findings of the Aged Care Quality and Safety Commission performance report in November.

We are working closely with the quality agency, residents, families, and staff to rectify any short comings that have been identified and to ensure that we continue to deliver the quality care that our residents deserve and expect. This has included engaging an external advisor to assist in auditing our systems and provide additional professional development to staff.

We have made significant progress since the November report which has included changes in facility management and the employment of additional staff who have years of clinical experience between them. I want to reassure residents, and families that we are working through a thorough process as quickly as we can to ensure that we continue to deliver quality care now and into the future.

I would like to offer my heartfelt thanks to everyone involved in helping us to make sure we get this right including the community of Port Augusta who have been very supportive.

Our main concern around the recent media coverage is that the community of Port Augusta will lose faith in us when staff and residents at Ramsay need their support more than ever. What isn't reflected in the articles is how incredible our staff are and the measures they take in ensuring the safety of those in their care especially during the pandemic.

I would encourage anyone with a concern about our progress or any other matter to contact me at the home.