

# *Residential Aged Care*

**ALL YOU NEED TO KNOW**

**TAILORED CARE GIVING YOU PEACE OF MIND**



# Choosing Catholic Healthcare

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## BECAUSE WE'RE ALL ABOUT YOU

At Catholic Healthcare, we have been providing quality aged care for more than 26 years.

We strive to enhance every moment of our residents' lives, guided by our values of Compassion, Excellence, Honesty, Hospitality and Respect to create our distinctive Catholic Healthcare experience. As a trusted not-for-profit provider, we exist only to benefit our residents, with proceeds reinvested into improving quality and access to care for senior Australians.

Our tailored and flexible approach to care focuses on enriching your health, wellbeing and day-to-day lifestyle.



# How We Care For You



## OUR MODEL OF CARE

Our model of care is focused on enriching the lives of our residents, placing you at the centre of everything we do. We spend the time to get to know you, from the meals you like (and dislike) to your interests and your story, so that we can do our best to bring you the comforts of home.

The way we care is through five key areas:

### My voice

We listen to residents. Residents are comfortable to have their say.

### My care

We take the time to really get to know each individual resident. We understand what makes them unique. Residents are involved in developing their personalised Care Plan and form strong relationships with staff.

### My lifestyle

Lifestyle programs are designed in consultation with residents, to enhance their independence, health, well-being and quality of life. Pastoral care is offered to everyone to support their spiritual needs.

### My home

Our residents do not live in our workplace, we work in our residents' home. Homes are decorated in consultation with our residents. Our Homes are designed to be warm and welcoming, with a local community feel.

### My community

Residents make connections with each other and develop friendships of their choice. Staff encourage and assist residents to maintain community connections and relationships.

# What is Residential Aged Care?



## TAILORED CARE GIVING YOU PEACE OF MIND BOTH NOW AND IN THE FUTURE

There comes a time when living at home becomes more difficult to manage - this is where Catholic Healthcare can help.

Our Homes provide respite or permanent care for seniors, for those living with dementia, and seniors needing support with palliative care.

Our highly trained staff provide individually designed care in consultation with you and the people who know you best. You will also have full access to a range of allied health professionals, such as physiotherapists, podiatrists, dietitians and speech therapists.

Our dedicated Pastoral Care coordinators can also offer you and your family guidance and spiritual comfort in times of stress, loss or grief.

### Permanent Care

Choosing to move into permanent care can be a big decision. We listen to you and your family to understand your needs and goals.

We work together with you to create a personalised plan that will ensure you receive the right services for a full and enriching life in our care.

Catholic Healthcare can provide full pre-admission support while you are thinking about aged care.



## Respite Care

Providing short term support and accommodation to cover your care needs.

Carers need a break from time to time and may find it difficult to balance their caring responsibilities with their own needs. Whether it's planned or an emergency, Catholic Healthcare is here to help by providing short-term support and accommodation.

Respite care provides a wonderful opportunity for you to experience the community spirit and personal attention at the heart of every Catholic Healthcare Home.

## Ageing in place

Many of our Homes are able to provide for ageing in place. This means you can remain within the Home you have chosen as your needs change.

## Dementia Care

We help develop lifestyle plans to support the needs of caregivers and those living with dementia.

Purposely designed rooms and programs offer you a safe and home-like setting that encourages independence in a supportive environment. If you require this type of specialised care, our tailored

activities will support you to remain engaged, active and stimulated.

## Mental Health Care

At Catholic Healthcare, we provide specialised services for older people with mental health conditions, ensuring they receive the care and support they need.

We have Homes located in Sydney metropolitan and NSW regional areas designed specifically for older people with mental health conditions such as mood disorders and schizophrenia.

Our personalised services and range of lifestyle activities will enhance your health and wellbeing.

## Palliative Care

With compassionate, attentive and personalised service, we aim to promote life in all its fullness at every stage.

Our warm and friendly team will talk with you to understand your physical, emotional and spiritual needs, and provide support for your family and friends.

We understand the importance in making this journey as easy as possible for you, including spending time with the people you love.

# Our Services

## SUPPORT WHEN IT IS NEEDED

Our approach to care places you at the heart of everything we do. We take the time to get to know you, your life story, experiences, interests and background so we can focus on enriching your health, wellbeing and day-to-day life.

Ensuring the health and wellbeing of our residents remains our top priority. We offer a range of clinical and care support services including access to a large network of specialist and allied healthcare professionals to ensure you receive excellent care. Living in a safe environment benefits everyone.

### Lifestyle

Whether you like plenty of social activities, prefer peace and quiet, or maybe a blend of the two, you'll find our Homes offer a great choice. All of our Homes offer a diverse selection of activities and social programs, while still ensuring ample opportunity for private time, or being together with family and friends.

### Health and wellbeing

Our Homes offer programs and activities that cater for all levels of mobility and skills to nurture the body, mind and spirit.

### Dedicated staff

Our people are the key to achieving our Mission. The fact that you have chosen to entrust the care of yourself or your loved one with us is a huge responsibility which we take extremely seriously. We acknowledge the responsibility which this entails.

Each employee is provided with ongoing training

and development to help them deliver quality care and services. Any issues raised will be dealt with appropriately, on an individual basis.

We operate in an environment of mutual respect and dignity. In the interests of harmony, we encourage relationships based on respect and dignity for both you and our employees. We are committed to providing environments that are free from bullying and harassment.

Our employees will carry out their duties in a professional and competent manner. In support of employee privacy, photographing, filming or sound recording of employees is not permitted without prior written consent from the residential manager.

### Connection with local community

Continue to keep your social life and community ties vibrant with regular visits from local groups, schools, entertainers and volunteer organisations. You can also enjoy regular outings, shopping trips and more.

### Freshly cooked and lovingly prepared meals

We offer a wide range of tasty meals prepared onsite by our chefs, who take into account individual preferences and use seasonal produce. Our dietitians prepare and change meal plans regularly to ensure variety, optimal nutrition and plenty of flavour.

Our homestyle dining experience offers ambience, quality food, delicious and nutritionally balanced meals, while supporting you to dine independently and in comfort.

### Special support

You'll also have full access to our physiotherapists, as well as visiting allied health professionals such as podiatrists, dietitians, dentists and occupational therapists.



## Art Classes

“ I never had any experience in art before I came to Gertrude Abbott. Now I call myself an artist. You start with a canvas and it comes to life with the paint and I love seeing that journey. I enjoy doing this with my friends. Now I’m an artist I feel very proud. It’s given us great purpose in our lives.

Lucy, Resident

”

Catholic Healthcare offers art classes as part of their core lifestyle programs. Homes who do not have access to qualified Art Therapists, utilise the Museum of Contemporary Art’s Art and Dementia tool kit.

Created with particular consideration for people living with dementia, the tool kit offers artist led creative activities that encourage creative expression and stimulate the senses. It gives residents an opportunity to be imaginative and experimental and to enjoy the moment they are in.

## Pastoral & Spiritual Care

### HEALTH FOR THE BODY, MIND AND SPIRIT

Safe, friendly and inclusive, our experienced team of Pastoral Care practitioners and volunteers can support you in the following ways:

- Responding to spiritual and religious needs
- Helping you find meaning in life’s journey
- Helping you deal with feelings of hurt, disappointment or guilt
- Helping when experiencing grief and loss
- Helping through lonely times
- Providing a trusted confidante
- Providing a listening ear for caregivers
- Providing an opportunity for prayer and reflection when requested



# Steps to Accessing Care

## RESIDENTIAL AGED CARE

### 1. Register with My Aged Care

Please visit [myagedcare.gov.au](https://myagedcare.gov.au) to register. Have your address, phone number, Medicare and pension numbers on hand when you register.

### 2. Assessment and eligibility

After you have registered with My Aged Care, a member of your local Aged Care Assessment Team (ACAT) will arrange to visit you to determine your eligibility.

### 3. Choose your new Home

Call us on 1800 225 474 and we can help you find a Home based on your needs and location. We also recommend booking a free tour with one or more of our Homes to get a feel for the community.

### 4. Calculate your fees and get independent financial advice

It is important to decide how you would like to pay for your care. Please see the next section, 'What are the costs involved?' for an overview of fees and payment options available.

It is also vital to select the right financial adviser for your unique situation. We recommend you visit [moneysmart.gov.au/financial-advice](https://moneysmart.gov.au/financial-advice) for more information.

### 5. Application to move in

Before you move into your new Home, you will need to complete the following forms:

- Application for Accommodation
- Statement of Assets
- Centrelink Income and Means Assessment

### 6. Settling into your new Home

When the time comes to move in, we're here to help make things as easy and seamless as possible. Our team will be on hand to help you make the transition as smooth as possible and ensure you feel at home.

Call us on 1800 225 474 and we will help you through the process.



# What Costs are Involved?

## FEES AND CHARGES

It is important you fully understand the different fees and charges you may need to pay, before signing up for residential aged care services.

### 1. BASIC DAILY FEE\*



#### This is paid by all residents

All residents pay the basic daily fee as a contribution towards the care, meals and services they receive. This charge is reviewed and set by the Australian Government twice a year, in line with increases to the Age Pension. It is calculated at approximately 85% of a single person's Centrelink pension.

### 2. MEANS TESTED CARE FEE\*



#### This is paid by some residents

Most residential aged care homes in Australia are subsidised by the government, so in cases where a person's income and/or assets exceed the maximum threshold, that person may be asked to pay a contribution towards their care. This is the Means Tested Care Fee which is set by the Australian Government.

If you are required to pay this, then the amount to be paid will depend on your income and assets.

You can find out more by contacting the Department of Human Services on 1800 227 475 or visit the My Aged Care website, where you can complete the Residential Fee Estimator.

[www.myagedcare.gov.au/fee-estimator?fe\\_type\\_of\\_care=age\\_home\\_care](http://www.myagedcare.gov.au/fee-estimator?fe_type_of_care=age_home_care)

### 3. ACCOMMODATION PAYMENT\*\*



#### This is paid by many residents

The accommodation payment is a payment towards your room and facilities and is in addition to the basic daily fee. If your income and/or assets exceed the minimum level set by the government, then you will be required to make an accommodation payment. You may pay this in different ways:

#### Refundable Accommodation Deposit (RAD)

A lump-sum payment option if you are required to pay for your accommodation. This is refunded when you leave the aged care home; or

#### Daily Accommodation Payment (DAP)

A recurring rental type payment option to be paid in increments. It is calculated using the Maximum Permissible Interest Rate (MPIR) set by the Australian Government; or

#### Combination payment

A payment option consisting of a part Refundable Accommodation Deposit supplemented with a Daily Accommodation Payment e.g. 50% RAD + 50% DAP; or

#### Drawdown payment

With this payment option, the Daily Accommodation Payment is deducted from your lump-sum Refundable Accommodation Deposit. To find out if this option is suitable for you we recommend that you seek independent financial advice. Contact us to find out more.

### 4. DOVE PLUS - LIFESTYLE SERVICE\*\*



#### This is paid by some residents

Our lifestyle service goes above and beyond the already high level of service that you can expect. You can enjoy entertainment, greater menu choices, in room meal service, flat screen TV and free Wi-Fi. This service is available at some Homes and additional fees apply.

### = TOTAL COST



We recommended you seek professional advice from an independent financial adviser.

# Our Locations

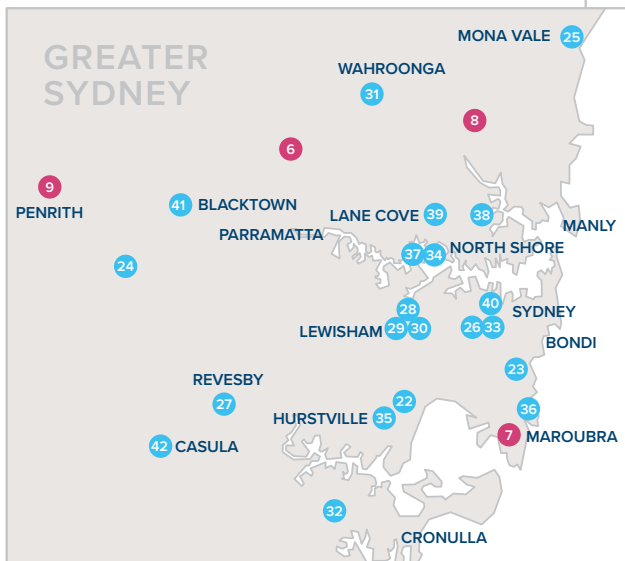


## RESIDENTIAL AGED CARE

- |   |   |
|---|---|
| 1 <b>VILLA MARIA CENTRE</b><br>Eastern Heights        | 25 <b>GEORGE MOCKLER HOUSE</b><br>Mona Vale           |
| 2 <b>VILLA MARIA</b><br>Fortitude Valley              | 26 <b>GERTRUDE ABBOTT AGED CARE</b><br>Surry Hills    |
| 3 <b>COOLAMON VILLA</b><br>Mullumbimby                | 27 <b>HOLY SPIRIT AGED CARE</b><br>Revesby            |
| 4 <b>ST FRANCIS AGED CARE</b><br>Grafton              | 28 <b>HOLY SPIRIT CROYDON</b><br>Croydon              |
| 5 <b>ST AUGUSTINE'S AGED CARE</b><br>Coffs Harbour    | 29 <b>LEWISHAM NURSING HOME</b><br>Lewisham           |
| 6 <b>ST JOSEPH'S AGED CARE</b><br>Coffs Harbour       | 30 <b>LEWISHAM RETIREMENT HOSTEL</b><br>Lewisham      |
| 7 <b>CHARLES O'NEILL</b><br>Mayfield West             | 31 <b>MCQUOIN PARK</b><br>Wahroonga                   |
| 8 <b>ST JOHN'S VILLA</b><br>New Lambton               | 32 <b>PERCY MILES VILLA</b><br>Kirrawee               |
| 9 <b>OUR LADY OF LORETO GARDENS</b><br>Hamlyn Terrace | 33 <b>THE SISTER ANNE COURT</b><br>Surry Hills        |
| 10 <b>BODINGTON</b><br>Wentworth Falls                | 34 <b>ST ANNE'S AGED CARE</b><br>Hunters Hill         |
| 11 <b>ST MARY'S</b><br>Berkeley                       | 35 <b>ST BEDE'S HOME</b><br>South Hurstville          |
| 12 <b>VILLA MARIA CENTRE</b><br>Unanderra             | 36 <b>ST JAMES VILLA</b><br>Matraville                |
| 13 <b>MARANATHA LODGE</b><br>Batehaven                | 37 <b>ST JOSEPH AGED CARE</b><br>Hunters Hill         |
| 14 <b>BLAKENEY LODGE</b><br>Tumut                     | 38 <b>ST PAUL'S</b><br>Northbridge                    |
| 15 <b>THE HAVEN</b><br>Wagga Wagga                    | 39 <b>ST PETER'S</b><br>Lane Cove North               |
| 16 <b>MACQUARIE CARE CENTRE</b><br>Bathurst           | 40 <b>VINCENTIAN AGED CARE SERVICE</b><br>East Sydney |
| 17 <b>ST CATHERINE'S</b><br>Bathurst                  | 41 <b>ST HEDWIG VILLAGE</b><br>Blacktown              |
| 18 <b>JEMALONG RESIDENTIAL VILLAGE</b><br>Forbes      | 42 <b>HOLY SPIRIT</b><br>Casula                       |
| 19 <b>ST FRANCIS AGED CARE</b><br>Orange              |   |
| 20 <b>ST MARY'S VILLA</b><br>Dubbo                    |   |
| 21 <b>HOLY SPIRIT DUBBO</b><br>Dubbo                  |   |
| 22 <b>BETHLEHEM HOUSE</b><br>Kogarah                  |   |
| 23 <b>BRIGIDINE HOUSE</b><br>Randwick                 |   |
| 24 <b>EMMAUS VILLAGE</b><br>Kemps Creek               |   |

## NEW DEVELOPMENTS

- 1 **CAROLINE SPRINGS**
- 2 **MOUNT MARTHA**
- 3 **RICHMOND**
- 4 **KINCUMBER**
- 5 **MORPETH**
- 6 **BAULKHAM HILLS**
- 7 **MAROURBA**
- 8 **BELROSE**
- 9 **JORDAN SPRINGS**



To find a service near you, visit our website at [www.catholichealthcare.com.au](http://www.catholichealthcare.com.au)



**Contact us:**

1800 225 474

[catholichealthcare.com.au](http://catholichealthcare.com.au)