

*Woods Point Aged Care*

***IMPORTANT INFORMATION for***

***INTENDING RESIDENTS***

## **Aged Care Services**

Woods Point Aged Care is a 130 bed residential aged care facility that provides a wide range of services to meet the changing needs of elderly and retired individuals from the Yarrawonga community and beyond.

Woods Point Aged Care boasts state of the art facilities which have been developed in consultation with leading Aged Care advisory bodies as well as Aged Care specific Architectural firms.

The complex is situated in a quiet setting in Orr Street Yarrawonga, just a few minutes from the town centre. It is conveniently located close to a local medical centre, and has the added benefit of having 24 hour access to staff who are suitably trained to assess care and deal with emergency situations.

Bentley-Wood is a family owned company and the Directors Brian Fitzpatrick and Terry Hall as well as their wives Helen and Dawn are all Registered Nurses with extensive knowledge and experience in Aged Care.

Our Director of Nursing, Mrs. Marita Seamer has had experience in both the Public and the Private sectors. Marita understands the complex relationships and needs involved in living and providing care in a rural community.

Like all other Commonwealth funded facilities, Woods Point Aged Care is subject to the Aged Care Standards and Accreditation Agency guidelines, and as such must comply with all Aged Care Standards including the provision of adequate and appropriately skilled staff to meet the needs of Residents. This includes ensuring there is an appropriate mix of Registered Nurses, Enrolled Nurses and Personal Care staff. Our Personal Carers must hold Certificate III in Aged Care (or equivalent) as a minimum requirement for employment within our service.

Woods Point Aged Care's offers care to low and high care and residents who move from Low into High Care need not be uprooted from their home as their care requirements change.

To be eligible for Residential Aged Care (either High or Low), individuals must first be assessed by the Aged Care Assessment Service in their area. Residents of Mulwala and Corowa need to contact the Corowa Community Health Service on (02) 60 334 397. Victorian residents (i.e. those from Yarrawonga) need to contact the Shepparton ACAS on (03) 58 236 000.

## **Residential Care:**

Where a person has been assessed by the Aged Care Assessment Service (ACAS) as no longer being able to live independently at home, and requiring Residential care.

Woods Point undertakes an assessment to determine the suitability of location.

This will be in the low or high care areas;

Woods Point Aged Care has both the resources and the staff skills mix and experience to provide this quality service.

Our 70 bed Low care area consists of all single rooms with an ensuite which has been specifically designed to cater to the changing needs of elderly residents.

Couples are also catered for, with several of the bedrooms adjoining each other.

Our 60 bed high care areas consist of single bedrooms with ensuites which are specifically designed for the higher care needs.

Residents have access to small dining and lounge areas positioned around the facility and can take advantage of the wide range of social and individualised activities coordinated by a qualified Diversional Therapist

Woods Point is staff by experienced qualified staff to meet the variety of care needs throughout the home.

## **FEES AND CHARGES**

Funding arrangements for residential aged care is according to the Aged Care Act and relevant principles.

The cost of accommodation and care is subsidised by the government with residents contributing according to a combined income and asset assessment conducted by the Department of Human Services (Centrelink).

The maximum amounts residents can be asked to pay are regulated by the Government. There are protections in place to ensure that care is affordable for all Australians and that no-one is denied care due to the inability to pay.

There are 4 types of payments that residents can be asked to pay

- **A basic daily fee**  
All residents are asked to pay this fee which covers meals, cleaning, laundry, utilities. This is set at approximately 85% of the aged pension and maybe the only fee you are required to pay. This fee is also applicable for respite.
- **An accommodation payment** Refundable Accommodation Deposit (RAD) or Daily Accommodation Payment (DAP)

Some residents, as advised by Centrelink will have their accommodation paid for in full or in part by the Government.

Those who are subsidised by the Government for part of their accommodation are asked to pay an Accommodation Contribution for the difference between the published accommodation price and subsidy.

Those who are not supported by the Government are asked to pay the published accommodation price. You cannot be asked to pay an accommodation payment more than the published price.

- **A means-tested care fee**

Some residents, as advised by Centrelink will be required to pay a contribution toward the cost of care. There is an individual lifetime capped amount.

Centrelink determines care fees that are payable and the level of Government support based on the combined income and asset assessment. It is important to provide the required information to Centrelink as soon as possible.

The Department of Human Services will, in most cases, finalise the assessment and notify the resident and provider within 14 days of receiving the information. Further information is available on the My Aged Care website or from Centrelink.

## **CLEANING**

All rooms are serviced regularly. Residents who choose to do so may tidy and dust their own suites; otherwise assistance will be provided.

## **BEDMAKING**

Residents who choose to do so may make their own bed daily; otherwise assistance will be provided.

## **LAUNDRY**

All bed linen and towels are supplied and are changed and laundered weekly. The staff at Woods Point Aged Care will provide a personal laundering service to residents who desire. Residents do have access to a residents only laundry on-site, comprising washing machines, dryers and ironing facilities.

PLEASE NOTE: To prevent the loss of items of personal laundry, we do request that all items be clearly marked with residents prior to admission. Woods Point Aged Care can arrange for labels to be ordered and placed on clothing for residents at a cost.

## **GARDENING**

A gardener is employed at Woods Point Aged Care. However, those residents with an interest in gardening may choose to attend the community garden within our facilities grounds with or without assistance of volunteers from the community garden.

## **MAINTENANCE**

All day to day maintenance of the facility and suites is included in the monthly fee. All fault breakages or anything deemed hazardous should be reported to staff as soon as possible or reported at resident's meetings.

## **GAS, ELECTRICITY, RATES & WATER**

The cost of all of the above are included in the monthly fee.

## **HEATERS & ELECTRICAL APPLIANCES**

For the safety of all our residents, no heaters are to be brought into Woods Point Aged Care. All rooms are heated with individually regulated and thermostatically controlled heating/cooling systems. Any electrical appliances (ie: electric jugs, fans etc.) brought into Woods Point Aged Care are to be no more than five years old and to be certified and tagged by an Approved Electrician. All electrical items must be approved by the DON before use.  
**ELECTRIC BLANKETS ARE NOT PERMITTED AT ALL.**

## **SMOKING**

For the comfort and safety of all residents and staff smoking is not permitted within the facility or in the facilities bus. Woods Point is working towards a smoke free facility.

## **MEALS**

Meals are prepared on the premises by a qualified cook. The menu is based on a four week cycle in consultation with a qualified Dietitian. Residents are given a choice for all meals as ordered the day prior. Special and cultural dietary needs are catered for.

<u>Meal Times</u>	Breakfast	8.30am
	Morning Tea	10.00am
	Lunch	12.30 Midday
	Afternoon Tea	3.00 pm
	Dinner	6.00 pm
	Supper	8.00 pm

## **FAMILY & FRIENDS**

As lunch & dinner are considered social events, residents are encouraged to dine in the dining room and also invite friends to dine with them. A small fee will be charged and a days notice is preferred.

## **BARBECUE**

A BBQ area is available at Woods Point Aged Care to enable residents, their families and/or friends to use as they desire. All food and drinks are BYO. The Director of Nursing or Catering Manager should be advised when the BBQ area is required.

## **ENTERTAINMENT, ACTIVITIES AND OUTINGS**

Life at Woods Point Aged Care can be fun, relaxing or for those who dare – challenging.

The following activities will be offered to all residents living at Woods Point Aged Care, you may well suggest and help organise others.

Bingo	Religious services	Bus Trips
BBQ's	Craft activities	Library books
Movies	Games	Sing-a longs
Shopping trips	Exercise classes	Discussion sessions
Vegetable Growing	Holidays	Men's Group
Walks	Concerts	
Spiritual/Pastoral Care	Visits	

## **SECURITY & COMFORT**

For your security and comfort, staff are available on a 24 hour basis. Each suite has been fitted with **emergency** call bells located in the bedroom and ensuite. Once the button has been pressed a staff member will attend to your needs promptly.

It is asked that Residents provide their own torch for blackout situations. The Facility does have emergency lighting and a generator to provide back up power.

## **HOMELY ATMOSPHERE**

As Woods Point Aged Care is considered to be your home, your own personal possessions and furnishings may be used in your suite. All suites are complete with carpet, curtains, light fittings, built in robes, complete ensuite, and reverse cycle air conditioning.

## **HAIRDRESSER**

A local hairdresser visits three times per week in our own salon, but residents may choose their own personal hairdresser to visit them privately.. All costs for the above services are the responsibility of the resident.

## **ALLIED HEALTH PROFESSIONALS**

Diabetic Educators Dietitians, Masseuse, Occupational Therapists, Physiotherapists, Podiatrists, and Speech pathologists are accessed in the home as deemed appropriate.

## **TELEPHONE**

Private telephones may be installed in suites, however all costs including installation, connection fees and accounts are the responsibility of the individual resident.

## **DOCTORS AND MEDICAL EMERGENCIES**

Woods Point Aged Care encourages its residents to use their own local Doctor if possible. However in an emergency or when your doctor is unavailable, the Registered Nurse in Charge will arrange the necessary medical assistance

## **MEDICATIONS**

Assistance is available with the administration of medication if requested. A list of all medications is to be provided to the Registered Nurse in Charge as well as any prescriptions or repeats, so he/she can in turn organise our pharmacist to supply.

Woods Point Aged Care uses Webster packs for the distribution of medications. The cost of medications is the responsibility of the resident.

## **RESPIRE CARE**

High and Low Level Respite care is available to

- give families a break from the care of an elderly parent or relative.
- As short term accommodation for a convalescence period.
- As trial for permanent accommodation.

## **RESIDENT FEES**

Please discuss any financial aspects with our Director of Nursing – Marita Seamer on (03) 5744 3400

## **INFORMATION REQUIRED**

Prior to admission to our facility, the following information needs to be presented to our Director of Nursing:

- The current Aged Care Assessment
- Current list of medications and a medical history from their doctor.
- A formal application for admission. This is included in the 5 steps to Residential Aged Care Pack.
- Medicare and Pension numbers with expiry dates.
- A Copy of the Residents Power of Attorney (If applicable).

**Further to this – the Potential Resident or their Nominated Representative needs to complete the Commonwealth Department of Health & Ageing’s “Request for an Assets Assessment” and forward it to either Centrelink or DVA (whichever is applicable)**

*If this information could be handed in prior to admission it would be greatly appreciated.*

Please do not hesitate to call our friendly staff if you have any further enquiries.

Phone: 03 57443 400

Email: [yarrowonga@bentleywoodpl.com.au](mailto:yarrowonga@bentleywoodpl.com.au)

Website: [www.bentleywoodpl.com.au](http://www.bentleywoodpl.com.au)