

Your introduction to Residential Care



Your wellbeing is our priority

Eldercare aims to deliver peace of mind with our care guided by our values of respect, accountability and connection.

Model of Care

Eldercare has identified **three key outcomes** (right) that are required to achieve peace of mind, facilitating a quality resident experience and optimal wellbeing.

Each of these outcomes is an important contributor to how residents experience care services, and Eldercare's Model of Care was designed to support residents to achieve these quality outcomes.



Quality of Care



Quality of Life



Quality Interactions



At a glance

Over the last 12 months,

94%

of all call bells were answered within
10 minutes.



Our staff are the key to high quality care

Eldercare staff are vital in delivering peace of mind to our residents, so we invest in developing an engaged and supportive culture. At Eldercare, we think it is important that **only trained nurses administer medication**, so you won't find carers performing this critical task.

92%

 of Eldercare's staff said

"the work I do is something I am proud of."



Source: Eldercare's 2022 biennial anonymous staff engagement survey

Family members recently told us:

"Thank you for the exceptional care of our mum and creating such a welcoming and wonderful community. The staff are exceptional with so much compassion and respect for the residents."

"It made our life so much easier for us as a family knowing Dad was somewhere that he was valued and treated so kindly."

Resident Wellbeing

Eldercare surveys our residents on issues that affect their wellbeing. This is what they tell us:

I am satisfied with how my health needs are being met.



4.19/5.00

I am supported to do the things I want to do as independently as possible.



4.19/5.00

I feel safe here.



4.47/5.00

We take safety seriously

Qualified nurses will provide you with high quality clinical care 24 hours a day, seven days a week.

All Eldercare residential care facilities are fully accredited so you can be confident the care you receive meets independent quality and safety standards.

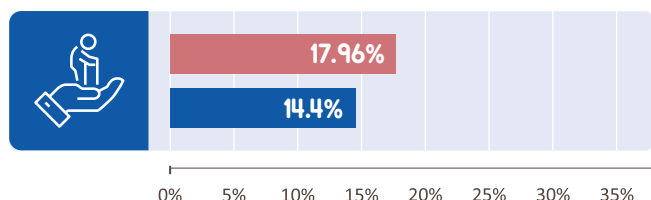




Eldercare's Clinical Outcomes

Use of antipsychotic drugs¹

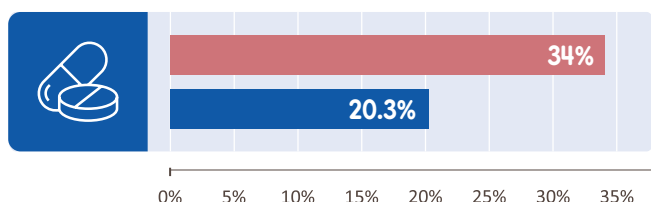
Antipsychotic medication is often used to control challenging behaviours in people living with dementia. Good wholistic nursing practice means that we can reduce the frequency of these medications.



¹Source: National Aged Care Mandatory Quality Indicator Program, Australian Department of Health and Aged Care Jan 2024

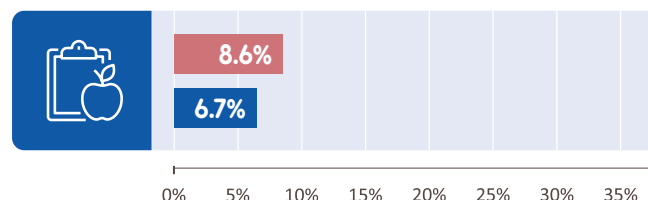
Polypharmacy

Polypharmacy refers to residents on 9 or more prescribed medications. Eldercare's relationship with Ward MM, a specialist aged care pharmacy service, allows us to review and reduce medications safely. Eldercare is among the 10% best performing aged care providers nationally.



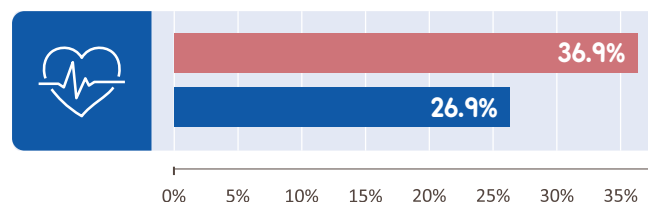
Significant weight loss

Significant weight loss is an indicator of malnutrition. Contributions by our Nursing staff, our Dietitians and our in-house Chefs allow Eldercare to deliver best practice nutrition for our residents.



Emergency Department Admissions²

Lower numbers of **Emergency Department Admissions** by comparison to the industry reflect that Eldercare's residents' health needs are being well managed by our multidisciplinary teams.



²Source: Royal Commission into Aged Care Quality and Safety: Hospitalisations in Australian aged care: 2014/15–2018/19 research paper 18 February 2021

- National Mean
- Eldercare

43% of our residents



participate in Eldercare's exercise and reablement program delivered by our team of qualified Occupational Therapists and Physiotherapists.

Source: Inacio MC et al. Primary, allied health, geriatric, pain and palliative healthcare service utilisation by aged care residents, 2012– 2017. Australas J Ageing. 2023



Over the last 6 months,

86% of our residents

tested using a validated mobility test achieved stable or improved mobility.

Eldercare has a comprehensive oral health strategy, with

29% of our residents



having regular dental reviews and treatments, well above industry norms of **less than 5%**



Staying active and maintaining your independence

Eldercare offers tailored two therapy programs led by our occupational therapists and physiotherapists. **Rise** is a one-on-one reablement program where we will work with you for up to six weeks on achieving specific goals, and **Shine** is a group-based program with a focus on maintaining your current abilities.



100%

of Eldercare residents have a mobility and functional assessment completed by our physiotherapists and occupational therapists.

Source: Eldercare data between July and December 2023.

Caring for your spiritual wellbeing

Our spiritual care team offers a respectful and professional spiritual care service that honours the dignity, diversity and value of each person. The team supports residents and families from all faith traditions, as well as those who have no faith connections.

Spiritual care practitioners are there to listen to what you want to talk about, and they are comfortable with discussing your concerns and fears as well as sharing in moments of hope and joy.

Award-winning palliative care

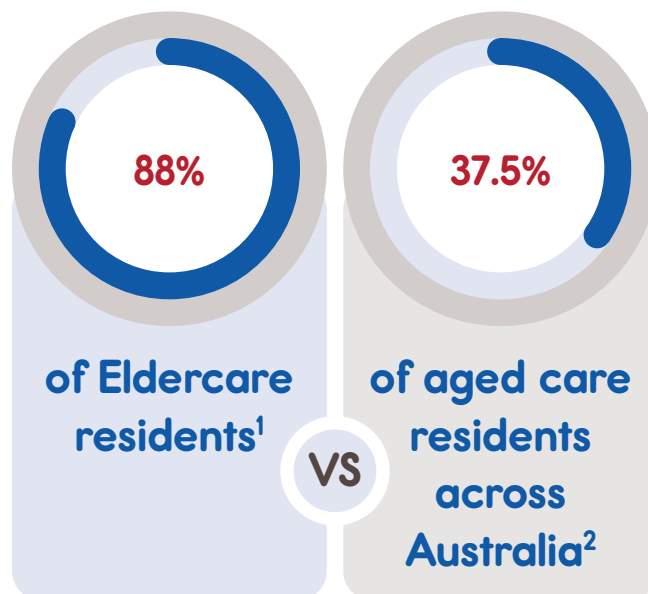
Eldercare's dedicated palliative care team, including specialist palliative care nurse practitioners, allow us to offer faster and more accessible specialist support for staff, residents, and their families, leading to an improved resident experience during the palliative and end-of-life stages.

378

 residents

received specialist Palliative Care for the 12-month period July 2023 – June 2024

Advance Care Plans are in place for



¹Source: Eldercare data between July and December 2023.

²Source: Buck et al. Advance care directive prevalence among older Australians and associations with person-level predictors and quality indicators. Health Expect. 2021



Additional services for an improved experience

To complement our high quality service, we provide an Additional Services package which goes above and beyond the minimum level of care and services.

These can involve extended care services including spiritual care and allied health, premium hospitality services and entertainment. Additional services may vary across our sites.

Local food that's good for you

Tasty, nutritious food is an important part of a good life. We use fresh produce and South Australian brands as much as possible when preparing your meals.



A vibrant community

We are proud to be a Rainbow Tick accredited organisation. We welcome and respect the diversity that our residents, staff and volunteers bring to Eldercare.

We are committed to supporting our lesbian, gay, bisexual, transgender, gender diverse and intersex (LGBTIQ) residents, staff and volunteers to ensure they feel included and safe.



The process of moving into residential aged care



Organise an assessment through My Aged Care

Arrange an assessment of your care needs by calling My Aged Care on **1800 200 422** or visiting the website **www.myagedcare.gov.au**

Your assessment will determine the type and level of care that you are eligible to receive with government support.



Understand the costs and payment options

Your personal financial circumstances will determine how much you will be required to contribute towards the cost of your care. Call Eldercare's admissions team on **1300 925 414** to talk about the costs and options available to pay for your care.



Apply for suitable facilities

Once you understand your care needs and budget it is time to complete and submit an application online at **www.eldercare.net.au** or by calling our admissions team on **1300 925 414**.



Accept an offer and move in

When a suitable room becomes available you will be contacted by Eldercare to arrange a tour. You may be formally offered the bed following the tour.

Due to the level of demand, you will usually have just 24 hours to accept or decline the offer.

Once you have accepted an offer, we will arrange a move-in day with you.

As well as your clothes and personal effects, you might like to bring special items such as ornaments and framed photographs to decorate your room and help you feel at home.

Key steps

- ✓ Organise your aged care assessment through My Aged Care
- ✓ Talk to us about the costs and payment options
- ✓ Arrange to view your preferred Eldercare home
- ✓ Complete and submit an application
- ✓ Accept a room offer
- ✓ Agree on a move-in day and settle in

Please contact Eldercare's residential admissions team on **1300 925 414** or email **admissions@eldercare.net.au** if you have any questions or require assistance.

Paying for your care

The financial arrangements associated with aged care are complex and can be confusing. In addition to the general guidance provided by Eldercare's admissions team, a specialist financial advisor can help you navigate the system and recommend appropriate strategies. The amount you pay will depend on your assessed financial position, the cost of the room you select and the payment model you opt for.

Care	<p>This fee covers day-to-day assistance from carers and clinical staff, wellbeing activities and services such as catering, laundry, cleaning and gardening.</p> <p>There are two elements of the care fee:</p> <ol style="list-style-type: none">1. Basic daily fee <p>Everyone moving into an aged care home is required to pay this fee which is set at 85% of the single basic age pension.</p> <ol style="list-style-type: none">2. Means tested care fee <p>This is an additional contribution towards the cost of your care based on your means* (it will not apply if your assessment concludes that you don't have the financial capacity to make additional payments).</p> <p>The means tested care fee is subject to both an annual and lifetime cap.</p>
Accommodation	<p>You can think about this as being equivalent to renting or buying your room.</p> <p>Depending on your means assessment, the government may fund all or part of this cost. For those that are required to pay or contribute towards their accommodation costs there are three options:</p> <ol style="list-style-type: none">1. A fully refundable lump sum payment (known as a RAD or refundable accommodation deposit)2. Ongoing, non-refundable rental-style payments (known as DAP or daily accommodation payments)3. A combination of both (i.e. part refundable deposit, and the rest through smaller non-refundable payments) <p>You will have 28 days once you enter care to select a method of payment.</p>
Other Costs	<p>All Eldercare residents receive an Additional Services package, which allows our site-based teams to deliver high-quality, personalised care and support in the form of our unique Model of Care (see pages 2 and 3 for more detail), specialist palliative care service, spiritual care program, and assistance from allied health professionals. Other inclusions involve a higher standard of accommodation and extra hotel-style services. Please note Additional Services inclusions may vary between sites.</p> <p>Extra fees will also be charged for your medications, and for other services such as hairdressing and optical services.</p>

For more information about aged care costs and fees visit www.myagedcare.gov.au or download the information sheet from the Catalyst Foundation website www.catalystfoundation.com.au

For information about Eldercare's room pricing and fees please visit our website www.eldercare.net.au or contact our residential admissions team on **1300 925 414** or email admissions@eldercare.net.au.



Eldercare
Helen
Senior Hospitality Assistant



Suggested packing list for your move-in day

We suggest a minimum of seven days' worth of outfits to allow time for laundry and to account for residents who may need more than one outfit in a day.

- 7 pairs of comfortable underwear
- At least 3 bras that fit well (if applicable)
- 7 singlets
- 4 sets of pajamas
- 7 pairs comfortable socks (some non-slip socks encouraged)
- 2 pairs of slippers
- 2 pairs comfortable non-slip shoes (which are the correct size and in good repair)
- 4 cardigans or jumpers
- 1 winter coat
- 4 long-sleeved tops or shirts
- 7 t-shirts
- 7 pairs track pants/stretchy pants or skirts (stretchy waistbands encouraged)

It is important to consider care needs, mobility, and cognition when selecting items to bring. Many residents require easy-fit, stretchy clothing for comfort and ease of changing.

Please also bring with you any medication you take regularly, any preferred personal toiletries, your preferred pillow if you have one, and any walking or mobility aids you use. If you use an electric scooter or wheelchair, please discuss this with the Site Operations Manager before your admission.

Next steps



Find your closest residential care location

Gawler Evanston Park

Glengowrie Allambi

Goodwood

Hendon Acacia Court

Hope Valley

Hove Oxford *

Maitland The Village *

Minlaton South Park

Mt Barker Sash Ferguson *

Payneham Trowbridge House

Seaford

Wayville The Lodge

Woodcroft Cottage Grove *

* Co-located with Eldercare retirement living

Speak with our admissions team

Our friendly and experienced admissions team are ready to answer your questions about Eldercare's room pricing, payment options or the costs of residential care. Contact the team during business hours on **1300 925 414** or at **admissions@eldercare.net.au**.

Please note it may be appropriate for you to seek independent financial advice if you have queries about your specific financial situation.

Understand the process of moving into aged care

Turn to page 5 to find out more about the steps involved in the process of moving into residential care.

Visit our website

Learn more about Eldercare's services, explore the room types available at each home and access valuable resources about your transition into residential care at **www.eldercare.net.au**.

eldercare.net.au

