

FRONDITHA CARE INC.

**FRONDITHA LOWER TEMPLESTOWE AGED CARE FACILITY
RESIDENTS' INFORMATION SHEET – HIGH CARE
11 OMAR ST, LOWER TEMPLESTOWE 3107**

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Introduction:

Froniditha Lower Templestowe Aged Care Facility is recognised by the Department of Health and Ageing as a provider of high and low care to elderly people of Australian Greek background who have a current Aged Care Assessment. This is the fourth facility established by Froniditha.

Accommodation:

The facility accommodates 60 residents (45 high care and 15 low care). There are all single rooms, each with their own ensuite (some rooms have shared bathroom). The allocation of rooms is determined by the Manager of Residential Care, who takes into account various factors and individual needs. There are residents' lounges, a dining room, activities' room, kitchen and laundry.

Philosophy:

The philosophy of Froniditha Templestowe is to create and support an environment which is as homelike as possible, so that it will be comfortable, safe and congenial. The staff at Froniditha Care Lower Templestowe endeavor to treat every resident as an individual, ensuring that their special needs are met.

The facility provides:

Greek food:

Meals include breakfast, morning tea, lunch, afternoon tea and evening tea. The menu is balanced nutritionally with special consideration given to those with individual dietary needs.

Personal care assistance:

Due to the high level of dependency of each resident, Froniditha Care Lower Templestowe provides personal care and nursing assistance 24hrs a day. Assistance is provided with mobility, dressing, showering and continence management.

Residents are encouraged to remain as independent as possible.

Lower Templestowe provides:

- Frequent changing of bed linen
- Laundering of clothes (this does not include dry cleaning)
- Hairdressing and Podiatry (this may change from time to time)

Residents and families should ask as many questions as they like, in order to clarify what is and is not provided.

Social Activities:

Froniditha Templestowe employs an activities' officer who arranges a leisure and recreation program on a daily basis to meet individual residents' needs. These include:

- Religious and Cultural celebrations
- B.B.Q's
- Family functions

Residents' meetings are held once a month, and relatives' meetings are held 3-4 times a year. All residents and families are encouraged to participate.

Television:

There are TVs situated in residents' lounges. Residents are also able to have a television in their room on the condition that it does not disturb other residents.

Telephones:

Residents are able to utilise the public telephone situated in Froniditha Templestowe or can install a private telephone at their own expense.

Smoking:

Smoking is not permitted in the facility for the benefit of everyone's safety, comfort and personal well being.

What do you do with medical services?

Residents' families are responsible for choosing their family doctor to visit the nursing home regularly. Upon admission, the facility requires the resident to be examined by a doctor within the first 24hrs.

Who is responsible for appointments with specialist medical services and other outside commitments?

The elderly person and his family are responsible for arranging and taking their elderly relative to outside appointments. This is very important as it also ensures family involvement. The facility does not provide staff for transporting and accompanying residents to outside appointments.

What does the elderly person bring to the facility?

Upon admission the resident is requested to bring the following items:-

- All tablets and medication
- Pension Health benefit card
- Medicare Card
- Sufficient amount of clothes that are clearly marked with the resident's name.
- The name and contact number of the doctor who will be visiting the resident in the facility (a doctor must examine the resident within the first 24hrs of admission).

The resident is also encouraged to bring personal items such as photos and mementos to place in their rooms.

Family involvement:

The positive involvement of the whole family is essential. Elderly people appreciate the contact with family and their participation in joint family, religious and facility activities. Families are encouraged to attend family support groups and meetings. Positive visitation is important and needs to be consistent with the core plan of promoting maximum independence and dignity.

Review of residents' care plan:

Every resident has a care plan which addresses his / her basic needs, ie health, nutrition, emotional well being. This plan is reviewed regularly. Families' involvement is essential in ensuring maximum happiness and health.

Rights and obligations:

Residents have the right to exercise their freedom of choice which will be respected as long as it does not infringe on the rights of other residents. These rights and obligations are documented in the Residents' Manual.

Concerns and complaints are handled sensitively to ensure the individual rights and needs of all concerned are respected. Concerns should be directed appropriately to the nurse in charge, Manager of Residential Care, Regional Manager or the CEO.

Staff rights and obligations:

Staff members are highly valued for their effort. Mutual respect, courtesy and understanding is expected by both staff and residents.

Admission Process: Any offer of placement should be considered as soon as possible. The facility will only accept residents who are fully prepared and are ready to confirm / book an available bed / room immediately upon offer.

Terms and Conditions:**What does a resident pay?**

From 1st March 1998, under Commonwealth Government legislation, a new system for nursing care has been introduced, which has unified nursing care contributions with current hostel resident contributions.

New residents for both high and low care will have to inform themselves about how the Income Tested Fees and the Accommodation Charge may affect them. Many people will not be affected by the changes. The concessional or Financially Disadvantaged Group is not affected. Please discuss this with the Information and Referral Unit's Social Worker.

A. INCOME TESTED DAILY FEES:**How does it impact on the various groups of people?**

For example, in the case of full pensioners: The maximum rate that the "supported" pensioners will pay is approximately 85% of the indexed pension. To establish the category by which you may be assessed, please discuss with Fronditha Information and Referral staff or phone the appropriate Government department. Overall, the payment will vary for those who have additional income and certain assets.

As fees are subject to indexation, ie. pension adjustments based on the Consumer Price Index, the amount will change in line with the changes that occur in the various official rates. Consequently, families and elderly people will need to seek updated information to avoid misinformation. Applicants can talk with Fronditha's staff and they can also phone 1800 500 853 (Aged Information Line) for further details.

B. ACCOMMODATION CHARGES

Apart from the Income Tested Fee, residents will be assessed to determine whether it is required to also pay an Accommodation Charge. All aged care facilities which meet accommodation and care standards, can charge Accommodation Charges to new residents who have certain assessed financial assets.

Who pays Accommodation Charges? Residents who pay accommodation charges must be left with a minimum of \$91,910. There is a maximum that can be charged as Accommodation Charge. The amount in March 2009 is \$23.22 per day for full pensioners and \$26.88 for non-pensioners.

Treatment of Family Home re: Accommodation Charge:

A family home may be excluded from the assessment of assets in certain instances as a protection for spouses, long term co-resident carers and family members.

Home not counted as asset if:

- a person's spouse or dependant child is living there; or
- a person's carer or close family member has lived in the home for at least five years, and that carer or family member is eligible for an income support payment such as a pension.
- In this protected situation, capacity to pay will be assessed only on assets other than the family house.

Administration of Payments:

- Residents pay their income fees in advance. Therefore, on the day of admission, a 4 week advance payment must be made. Ongoing payments will be organised with the facility Administrator.
- The provision of an Accommodation Charge will be negotiated before the placement, following discussion with the Chief Executive Officer or relevant Manager.

Extra Charges:

The nursing home can only charge extra for services which are additional to the ones it must provide as a condition of its funding.

For any further information please call the Manager on 8850 5111