Sample pages from the DPS Guide to Aged Care

DPS GUIDE TO *Aged Care*

Residential *Retirement* *Community*

NSW & ACT 2010

www.agedcareguide.com.au

From the Editor

WELCOME to the 2010 edition of the DPS Guide to Aged Care for New South Wales & the Australian Capital Territory.

This edition offers extra editorial content and an expanded directory section which includes referencing on extra services places, multicultural and retirement living as well as the leading organisations in aged care.

Please use the DPS Guide in conjunction with our website which provides greater detail on services offered by aged care homes, retirement accommodation, as well as professional services and products.

To quickly obtain further information on a chosen home, service or product, and directly link you through, simply type in the associated Guide Web ID number in this book, in the space provided on the www.agedcareguide.com.au website.

The website also lists current bed vacancies in your State and offers an SMS service so that vacancies can be sent via text message to your mobile phone. In addition, the website has an employment section and a daily news area which posts current news on issues around aged care, health and lifestyle.

A new feature of the website is the electronic Application Form for Residential Aged Care, copy of which you will find on pages 179–180.

Please advise the aged care homes, retirement villages, community care providers, as well as all product and service advertisers that you found their information in the DPS Guide to Aged Care.

Heidi Williams
Publisher

Seabreeze COMMUNITY AGED CARE

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Seabreeze Estate
Pottsville NSW 2489
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From the Director

Thank you for using this eleventh edition of the DPS Guide to Aged Care for New South Wales and the Australian Capital Territory.

The history of the DPS Guide goes back 11 years to 1998 when DPS Publishing produced its first publication in South Australia.

DPS Publishing, or "David's Publishing Service" as it was known in the very early days, was established to produce quality information in an easy to read format for older people and their families.

As a Social Worker in the 1980's and 90's I assisted older people and their families to find residential and community aged care services.

In working with families it was always apparent that older people and their families faced a crisis of accommodation and care at a time not of their own making but due to an acute medical, social or financial crisis.

These people, their families and carers needed information in a timely, professional and respectful manner so that they could make real informed choices. One particular middle aged man, who was desperate to understand and know about entry into a nursing home for his ailing Mother, asked whether we had a 'manual or yearbook' that could assist him. This was the seeded thought that led to the development of our very first Guide.

The first publication was called the 'Aged Care Facilities Yearbook' and over the years it has evolved into the DPS Guide to Aged Care - one for each State and Territory and published on an annual basis. The website -www.agedcareguide.com.au- established in 2005 is complementary to the publication and provides an extra depth to the information.

We are extremely grateful to the providers of aged care services, private, government, and the church and charitable sectors who have continued to support and use the DPS Guide as a means of communicating with you, the public.

The distributors of the publication such as the Social Workers, Discharge Planners, Aged Care Assessment Teams, and Commonwealth Respite and Carelink Centres have been vital in ensuring that you receive this publication when you need it most.

Please feel free to contact me if you would like to find out more about the publication, its distribution or how we gather the information that makes this Guide the most valuable information tool for aged and community care in Australia.

David Baker
Managing Director

Support after a hospital stay

Support and assistance is available for older people following a stay in hospital. The Transition Care Program provides short-term support and assistance for older people after completing any necessary acute and sub-acute care in a hospital. It aims to help in improving an individual's independence and confidence.

The Program provides goal oriented, time limited and therapy focused care for older people at the end of a hospital stay and can be delivered in the individual's own home or in a 'live-in' setting, which must be a home-like, non-hospital environment with space available for therapy.

To be eligible for transition care, an older person must be an in-patient of a hospital and have been assessed by the Aged Care Assessment Team (ACAT).

Transition care can be provided for a period of up to 12 weeks, with a possibility to extend to 18 weeks if assessed as requiring an extra period of therapeutic care. Eight weeks is the expected average.

Services

Transition care provides a package of services which include a range of low intensity therapy services and nursing support and/or personal care services.

Low intensity therapy services may include physiotherapy, occupational therapy, dietetics, podiatry, speech therapy, counselling, and social work.

Personal care services may include assistance with showering, dressing; eating and eating aids; managing incontinence; transport to appointments; moving, walking; and communication.

Fees

An approved provider may charge a contribution fee to the cost of your care. The maximum fee is 85% of the basic daily rate of a single pension for care delivered in a live-in setting or 17.5% of the basic daily rate of single pension for care provided at home.

Access to transition care is decided on a needs basis, not on an individual's ability to pay fees.

Talk to your hospital social worker or discharge planner to find out more details about the Transition Care Program.

Help to continue living at home

Home care products and services range from assistance with daily chores to personal care, providing meals, transport assistance and equipment. The Federal Government has significantly increased support for community-based aged care and there are particular integrated packages available. Both Government and private businesses may provide these products and services.

Home and Community Care (HACC)

The HACC Program is a joint initiative of the State and Australian Governments and aims to provide a range of basic maintenance and support services to assist frail older people and people with a disability to live independently at home.

Who is eligible for HACC services?

HACC services are designed to assist people who are older and frail or who have a disability.

Helping you at home

Since 1991, Calvary Silver Circle has specialised in supporting older people, people with disabilities, those injured in accidents, people coping at home after hospital or illness and carers, to live independently in the comfort and security of their own homes.

From a few hours a week to 24-hour care, our friendly and reliable staff provide home care, personal care, companionship, transport assistance and respite care.

Calvary Silver Circle also provides personal emergency monitoring services and home modifications and maintenance. Call our Information and Advice Service to find out more.

Calvary Silver Circle. Help when you need it.

A Service of LCM Health Care & the Sisters of the Little Company of Mary with values of hospitality, healing, stewardship and respect

Calvary Silver Circle
Metropolitan, rural & remote areas
1300 66 00 22
www.silvercircle.com.au

Aged Care Homes

The Commonwealth Government regulates and partly funds the provision of residential aged care for frail older people who are unable to continue living independently at home.

There are two levels of aged care homes - low level and high level, formerly known as hostels and nursing homes, respectively. These require an Aged Care Assessment Team (ACAT) assessment and approval for entry. This Guide contains a comprehensive listing in the directory section starting on page 94 of all Commonwealth Government funded homes in the State.

There are also a number of non-Government funded residential aged care homes ie supported or assisted living complexes, independent living units, and serviced apartments. These do not generally require ACAT approval and a selection of these options are listed in this Guide.

Where do I start?

If you or someone close to you is in need of some form of supported residential care, it is best to first speak with your doctor, who will refer you to the ACAT for a consultation. See page 100 and 103 for a list of ACATs.

Referrals are also accepted from the older person, family or friends, hospital social workers, local community service providers, residential facilities or any other person with a legitimate interest in the older person.

Aged Care Assessment Team

When the elderly are no longer able to manage at home without assistance, the ACAT helps them, and their carers, determine what kind of care will best meet their needs.

This may be residential care in a low level or high level care home or community care services (CACPs and EACH) provided to them in their own home.

Aged Care Assessment Teams may include a doctor, nurse, social worker, physiotherapist or occupational therapist.

A member of your local ACAT will visit you in your home or in hospital to assess your needs. You will be asked a series of questions to determine the best care option for your situation. These questions are designed to work out how much and what sort of help you require with daily and personal activities.

With your approval, the ACAT will also contact your local doctor to gain more information on your medication history to assist with the assessment process.

The ACAT will discuss the options that would be most suitable and what is available in your area. Carers, relatives or close friends are encouraged to be involved in the discussion.

The ACAT will discuss the result of its assessment with you and arrange referrals to either community care services or a place in residential care.

There is no charge for the assessment as ACATs are Government funded. They cover the entire country and are based in hospitals or in the local community.

The Commonwealth Respite and Carelink Centre which can be contacted on on Freecall* 1800 052 222 will have details about the ACAT closest to you.

If you are of non-English speaking background and require an interpreter, please advise the ACAT at the time of assessment.

While an ACAT cannot make recommendations about individual homes or community services, they can provide you with information to assist you to make decisions.

This Guide provides you with comprehensive details of what is available to help you make an informed choice.

Complaints or Comments

If you are not satisfied with the assessment or recommendations, you should advise the person in charge of the ACAT.

If you cannot reach agreement you can appeal the decision. You will be sent a letter by the ACAT explaining how you, or someone acting on your behalf, can appeal.

Finding a Home

After being assessed by an ACAT for Commonwealth funded residential care you may begin looking for your future home.

IMLAY HOUSE

Imlay House is a fully accredited aged care facility providing high care through a professionally qualified and dedicated staff.

This Residence is widely upheld in the surrounding community for its warm, inviting and caring atmosphere.

Extra Services are also provided for those who require individually-styled meals, beverages, and quality grooming services.

3 Merigan Street, Pambula NSW 2549
Phone: 02 6495 8600 Fax: 02 6495 7288

RESIDENTIAL FACILITIES METROPOLITAN LGAs

Facility	Address	Suburb	Postcode	Phone (02)	High Care (Nursing Home): Total High Care Beds	Booked Respite Beds	Secure Dementia Care	Total Extra Services Beds	Ageing in Place	Low Care (Hostel): Total Low Care Beds	Booked Respite Beds	Secure Dementia Care	Total Extra Services Beds	Other Accom: Number of Dwellings	Type of Accommodation	Notes and Advert Page	Guide Web ID
LANE COVE - Local Government Area *Continued*		SUBURB		PHONE (02)												agedcareguide.com.au	
Kamilaroi Retirement Centre	155 Longueville Rd	Lane Cove	2066	9418 6088						74	2					48	14264
Lynvale Nursing Home	7-9 Lynvale Cl	Lane Cove	2066	9419 7606	74		17									48	13012
St Columba's Retirement Centre	15 Figtree St	Lane Cove	2066	9418 3611						42	1					48	13538
St Peter's Green	5 Felton Ave	Lane Cove North	2066	1800 551 834	53		13			40				27	ILU	91-92	19244
LEICHHARDT - Local Government Area		SUBURB		PHONE (02)												agedcareguide.com.au	
Aldersgate House	16 Fredbert St	Leichhardt	2040	9810 1362	102		49									52, 64	13834
Annandale Nursing Home	76 Johnston St	Annandale	2038	9569 6591	80		42									19, IBC	13873
Annesley House	15-19 Marion St	Leichhardt	2040	9569 7175						86						52, 64	13068
Crest Nursing Home	11 Johnston St	Annandale	2038	9519 6479	64	2	30									Italian; IBC	13202
Montrose Men's Home	13 Thames St	Balmain	2041	9818 2355					✓	44						Men Only	14211
RJ Williams Lodge	274 Glebe Point Rd	Glebe	2037	9660 0177					✓	70	2					IFC, 1	13711
Sister Dorothea Village	252 Johnston St	Annandale	2038	9818 2744						84	2	26					13336
The Marion	237 Marion St	Leichhardt	2040	9568 9000					✓	130		55				52, 64	18255
LIVERPOOL - Local Government Area		SUBURB		PHONE (02)												agedcareguide.com.au	
Bernard Austin Lodge	12-14 Boundary Rd	Liverpool	2170	9601 6264					✓	40	1			26	ILU	52	13860
Blue Hills Manor	25 Tulich Ave	Prestons	2170	8784 2472					✓	67				152	ILU	90	14238
Elizabeth Gardens	173 Elizabeth Dr	Liverpool	2170	9602 9044	116		42									44	14207
Elizabeth House	155 Elizabeth Dr	Liverpool	2170	9602 5891	52											44	13807
Emmaus Retirement Village	85 Bakers Lane	Kemps Creek	2178	1800 551 834					✓	64	4	12		24	ILU	91-92	13212
HammondCare Bond House	Judd Ave	Hammondville	2170	8295 0300	66	1			✓	58	1					70	12973
HammondCare Southwood & HammondGrove	Southwood Ave	Hammondville	2170	8295 2070	83		83							84	ILU	70	13254
HammondCare The Meadows	Cnr Judd & Thomas Ave	Hammondville	2170	8295 0300					✓	40		40				70	12971
HammondCare Care The Pines	Cnr Judd Ave & Walter Rd	Hammondville	2170	8295 0300					✓	40	1	40				70	12972
Scalabrini Village Austral	65 Edmondson Ave	Austral	2179	9606 0477	84	1	38		✓	102	2	53				Italian	13559
Scalabrini Village Chipping Norton	199-205 Epsom Rd	Chipping Norton	2170	9822 4899	60				✓	42	1					Italian	13557
MANLY - Local Government Area		SUBURB		PHONE (02)												agedcareguide.com.au	
Wesley Heights Aged Care Facility	47 Birkley Rd	Manly	2095	9977 7366	60					61	2			107	ILU	48	12966
MARRICKVILLE - Local Government Area		SUBURB		PHONE (02)												agedcareguide.com.au	
Acacia Centre	442-448 Marrickville Rd	Marrickville	2204	9089 8000	196											Note 1; 79	13708
Inner West Aged Care Services	80 Wardell Rd	Dulwich Hill	2203	9569 5382	23				✓	38							13262
Lewisham NH & Retirement Hostel	1B & 1C Thomas St	Lewisham	2049	1800 551 834	56					40	2	12				91-92	12898
Locke-Haven Hostel	60 New Canterbury Rd	Petersham	2049	9560 4470						50						52, 64	13239
Maronite Sisters Village Dulwich Hill	208 Wardell Rd	Dulwich Hill	2203	9558 2115	30		25		✓	17	1						18566
Maronite Sisters Village Marrickville	28 Marrickville Ave	Marrickville	2204	9558 2115	50	2											13136
Stanmore Nursing Home	66 Cambridge St	Stanmore	2048	9519 3926	69											IBC	13556
Thomas Roseby Lodge	388-390 Illawarra Rd	Marrickville	2204	9559 1543						41						52, 64	13149
Willandra Aged Care	19-21 George St	Marrickville	2204	9569 4117	62											28-29, 33, 35, 37	13074
MOSMAN - Local Government Area		SUBURB		PHONE (02)												agedcareguide.com.au	
Bupa Mosman	18-20 Bardwell Rd	Mosman	2088	9969 2500	60			60								22-23	12923
Garrison & Killarney Retirement Centre	13 Spit Rd	Mosman	2088	9960 2100						58	6			109	ILU	48	13539
Glengarry	1A Ellamatta Ave	Mosman	2088	9969 0907					✓	44	1	14	43			36	13625
Montana Nursing Home	36 Harbour St	Mosman	2088	8969 2600	63			63									13720

Visit the DPS website and use the GUIDE WEB ID NUMBER to see more details of the site or service.

Note:
1. CALD, Greek, Portugese, Chinese

Ap Serviced Apartments **ATSI** Aboriginal, Torres Straight Islander **CALD** Culturally & Linguistically Diverse **ILU** Independent Living Units **NESB** Non-English Speak Background **RA** Rental Accommodation **SL** Supported Living
IBC Inside Back Cover **IFC** Inside Front Cover **OBC** Outside Back Cover
Ethnic comment generally not exclusive and refers to the ability of the staff to cater to the language, diet and cultural needs of a particular ethnic group.

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GENERAL SERVICES

Service	Phone (02)	Advocacy	Case Management	Counselling	Financial Services	Health & Information Resources	Insurance	Legal & Estate Management	Home & Relocation Coordinator	Placement Coordinators	Advert Page	Guide Web ID
ADSSI Ltd	4334 2633	✓	✓								16	13889
Aged & Community Services Association of NSW & ACT Inc	8754 0400					✓					59	14044
Aged Care Financial Services	1800 243 322				✓						5	17954
Aged Care Standards and Accreditation Agency NSW/ACT	1800 288 025					✓					68	13960
All Parental Care Australia	9520 2966		✓								12	19266
AllCare In Home Services	4272 2622	✓	✓			✓					15	18494
Alzheimer's Australia (NSW) Inc	9805 0100	✓		✓		✓					71	14042
Alzheimer's Australia Chinese Dementia Helpline	1800 300 386	✓		✓		✓					71	19247
Alzheimer's Australia Interpreter Service	131 450	✓				✓					71	19246
Balance Financial Solutions	8814 7307				✓						69	18206
BCS Brokered Services Goulburn	4823 1300		✓								40-41	19292
BCS Care Centre Cowra	6342 5480		✓								40-41	13977
BCS Care Centre Queanbeyan	6124 9000		✓								40-41	18919
BCS Care Centre Wisemans Ferry	4566 4700		✓								40-41	18921
BrightSky Australia	1300 886 601					✓					17	18599
Care Connect Blacktown	9830 8900	✓	✓			✓					17	17997
Care Connect Redfern	9690 3100	✓	✓	✓		✓					17	18298
Catholic Community Services Clergy & Congregational Care	9806 1501	✓	✓			✓					91-92	18950
Catholic Community Services Homelessness & Housing Support	1800 225 474	✓	✓	✓							91-92	18952
Catholic Community Services Orana	6841 8504	✓	✓	✓		✓					91-92	13781
Cunningham Financial Services	9890 1288				✓						65	18449
Dementia & Memory Comm Centre Far South Coast & Snowy Mountains	6492 6158	✓		✓		✓					71	18257
Dementia & Memory Comm Centre Hunter	4962 7000	✓		✓		✓					71	19249
Dementia & Memory Comm Centre Mid North Coast	6584 7444	✓		✓		✓					71	18258
Dementia & Memory Comm Centre Sydney	9805 0100	✓		✓		✓					71	19248
Dementia Advisory Service	4560 3700					✓					24	18947
Dementia Behaviour Management Advisory Services (DBMAS NSW)	1800 699 799					✓						14002
Domain Principal Placements	1300 362 481					✓			✓	✓	19	19053
ipac financial care	1800 800 127				✓						39	19277
IRT Community Services South East Sydney	9408 8044	✓	✓								60	13907
Kinder Caring Home Nursing Services	1300 796 675		✓			✓			✓		OBC	14047
Millennium Aged Care Placement Consultants	1300 755 702	✓	✓	✓	✓	✓			✓	✓	19	16026
Moving On	1300 435 763							✓	✓		20	19242
National Dementia Helpline NSW	1800 100 500			✓		✓					71	14015
NSW Transcultural Aged Care Service (TACS)	9378 1216					✓					51	18907
Seniors First Specialist Finance	1300 745 745				✓	✓	✓				67	18235
St George & Sutherland Live at Home Program	9504 6670		✓								14	18966
Stanhope Healthcare Services Community Care Mid North Coast	1300 732 370		✓								13	18099
The Aged-care Rights Service including Older Persons' Legal Service	9281 3600	✓				✓		✓			7	14040
UnitingCare Ageing Assistance with Care & Housing for the Aged (ACHA)	4967 5172		✓			✓				✓	52	18232
UnitingCare Ageing Community Care Moruya	4474 5330			✓		✓					2	13979

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IBC Inside Back Cover **IFC** Inside Front Cover **OBC** Outside Back Cover

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