Sample pages from the DPS Guide to Aged Care

DPS GUIDE TO *Aged Care*

Residential Aged Care · Retirement Living · Community Packages · Home & Community · Products & Services

dps publishing

TASMANIA 2009

Australia's Guide to Aged Care *www.agedcareguide.com.au*

From the Editor

WELCOME to the 2009 edition of the DPS Guide to Aged Care for Tasmania.

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

Please use the DPS Guide in conjunction with our website (www.agedcareguide.com.au) 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, includes a classified section and an SMS service so that vacancies can be sent via text message to your mobile phone. In addition, the website has a daily news section 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 47–48. For more information please see page 11.

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

From the Director

Thank you for using this eighth edition of the DPS Guide to Aged Care for Tasmania.

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 very 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 myself if you would like to find out any more about the publication, its distribution or how we gather the information that makes this publication the most valuable information tool for aged and community care in Australia.

David Baker
Managing Director

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Support after a hospital stay

The Transition Care Program provides short-term support and assistance for older people after a hospital stay, that is after completing any necessary acute and sub-acute care. 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

A 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

Assisting frail older people with care needs to continue living in the comfort of their own home where possible is a Government priority and a key focus for both the public and private sectors of the industry. There are many good services and products available and over the following pages you will find important information on some of these.

Home care products and services range from assistance with daily

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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 36 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 34 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 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.

It is important to know and understand the types of homes available in your area as this may affect the cost and the services you receive.

It is also recommended that you visit as many homes as possible, just as you would when buying or renting a house. This will enable you to gauge the feel and culture of the home.

Low level care homes (formerly known as hostels) generally provide accommodation and personal care which includes help with dressing and showering, and occasional nursing care.

High level care homes (previously known as nursing homes) offer care for people with a greater frailty and who often need continuous nursing care.

All aged care homes must provide basic services to residents at no additional cost.

There are two categories of specified care and services - services provided to all residents, and those to be provided to residents receiving high level care.

Services that must be provided at no additional charge, for all residents who need them, irrespective of their level of care include:

- basic accommodation related services, such as beds, mattresses, linen, bedside lockers and chairs
- general laundry and cleaning services

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RESIDENTIAL FACILITIES NORTHERN ACAT

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

Name	Address	Suburb	Postcode	Phone (03)	High Care (Nursing Home): Total High Care Beds	High Care: Booked Respite Program	High Care: Secure Dementia Care	High Care: Total Extra Services Beds	Ageing in Place	Low Care (Hostel): Total Low Care Beds	Low Care: Booked Respite Program	Low Care: Secure Dementia Care	Low Care: Total Extra Services Beds	Other Accom: Number of Dwellings	Other Accom: Type of Accommodation	Notes and Advert Page	Guide Web ID No.
BREAK O'DAY - Local Government Area		**SUBURB**		**PHONE (03)**													agedcareguide.com.au
Medea Park Residential Care	17 Circassian St	St Helens	7216	6376 1355	35	1				20	1						15453
DORSET - Local Government Area		**SUBURB**		**PHONE (03)**													agedcareguide.com.au
NESM Hospital James Scott Wing	Cameron St	Scottsdale	7260	6352 5519	29	2	29										15489
North East Aminya Hostel	19 Cameron St	Scottsdale	7260	6352 3444					✓	31	2						15495
FLINDERS - Local Government Area		**SUBURB**		**PHONE (03)**													agedcareguide.com.au
Flinders Island Multi Purpose Service	4 James St	Whitemark	7255	6359 2122	5					4							15488
GEORGE TOWN - Local Government Area		**SUBURB**		**PHONE (03)**													agedcareguide.com.au
Southern Cross Care Ainslie House	196-224 Low Head Rd	Low Head	7253	6382 1477	48					21	1			34	ILU	14	15432
Uniting Aged Care Denison Court	59 Goulburn St	George Town	7253	6341 1400										9	ILU	16-17	18092
LAUNCESTON - Local Government Area		**SUBURB**		**PHONE (03)**													agedcareguide.com.au
Ashlar Court	6 Flowers Ct	Newstead	7250	6343 1555										9	ILU	18	18089
Docking Court	Docking Ct	Newstead	7250	6343 1555										16	ILU	18	18087
Flowers Court	Rundle St	Newstead	7250	6343 1555										23	ILU	18	18088
Garden Village	177 Penquite Rd	Norwood	7250	6343 1555										77	ILU	18	18086
Masonic Peace Haven	185 Penquite Rd	Norwood	7250	6343 1555	48	1	48		✓	37	2					18	15464
Presbyterian Homes Norwood	8 Blenheim St	Norwood	7250	6344 8337	74	1	18			6						23	15492
Sandhill	25 Waveney St	Sth Launceston	7249	6344 5566	66	2			✓	66				68	ILU	30	15481
Southern Cross Care Glenara Lakes Village	390 Hobart Rd	Youngtown	7249	6343 6777	53	1	16		✓	35	1			91	ILU	14	15446
Southern Cross Care Mount Esk	38 Station Rd	St Leonards	7250	6339 1205	40				✓	58	2					14	15503
The Manor Complex	2 Guy St	Kings Meadows	7249	6345 2101	30			12	✓	56	1			78	ILU	25	15454
Uniting Aged Care Aldersgate	12-22 Hobart Rd	Kings Meadows	7249	6341 1400	27	1			✓	40						16-17	15515
Uniting Aged Care Aldersgate Village	3 Tallentire Rd	Newnham	7248	6323 8200	20		20		✓	46				20	ILU	16-17	15441
Uniting Aged Care Wesley Court Units	11 Normanstone Rd	Sth Launceston	7249	6341 1400										33	ILU	16-17	15443
MEANDER VALLEY - Local Government Area		**SUBURB**		**PHONE (03)**													agedcareguide.com.au
Fred French Home	9 Amy Rd	Launceston	7250	6344 3027	62	5			✓	20	2					18	15514
Glendel Homes	228 Quamby Brook Rd	Deloraine	7304	6362 2494						14							15451
Grenoch Home	7 East Barrack St	Deloraine	7304	6362 8300	48	1	8									29	15504
Kanangra Hostel	30A West Goderich St	Deloraine	7304	6362 8300					✓	48	2					29	15490
Southern Cross Care Ainslie Village	5 Waveney St	Launceston	7250	6343 0240										73	ILU,SL	14	18073
Southern Cross Care Ainslie Westbury Units	87 Meander Valley Rd	Westbury	7303	6343 0240										6	ILU	14	19154
St Mark's Court	10 West Church St	Deloraine	7304	6362 8300										29	RA	29	15500
Tyler Village	320 Westbury Rd	Prospect Vale	7250	6343 2757	55		12		✓	19	1						15437
NORTHERN MIDLANDS - Local Government Area		**SUBURB**		**PHONE (03)**													agedcareguide.com.au
Campbell Town Multi Purpose Service	70 High St	Campbell Town	7210	6381 3300	15				✓	5							18096
Toosey Aged & Community Care	10 Archer St	Longford	7301	6391 1202	40	1				10				10	ILU	16-17	17561
Uniting Aged Care Glenrowan Village	64-68 Drummond St	Perth	7300	6341 1400										24	ILU	16-17	15447
WEST TAMAR - Local Government Area		**SUBURB**		**PHONE (03)**													agedcareguide.com.au
Beaconsfield Multi Purpose Service	13 Bolton St	Beaconsfield	7270	6383 1104	18	1											15450
Cadorna House	91A Cormiston Rd	Riverside	7250	6327 1631					✓	23							15476
Presbyterian Homes Legana	1-9 Freshwater Point Rd	Legana	7277	6330 2055	55	3	17		✓	4	1					23	15467
Tamar Park	705 West Tamar Hwy	Legana	7277	6330 1395	40	1										30	15483
Tamar Valley Court	144 Main Rd	Exeter	7275	6343 1555										19	ILU	18	18090

Ap Serviced Apartments **CALD** Culturally & Linguistically Diverse **ILU** Independent Living Units **NESB** Non-English Speak Background **RA** Rental Accommodation **RL** Retirement Living **SL** Supported Living
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. **IBC** Inside Back Cover **IFC** Inside Front Cover **OBC** Outside Back Cover

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RETIREMENT ORGANISATIONS VILLAGES AND SERVICES

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

ORGANISATION	VILLAGE	SUBURB	ENQUIRIES (03)	Accommodation Type: ILUs or Villas	Accommodation Type: Rental Units	Accommodation Type: Supported Living	Features: 24 hour On-Site Supervision	Features: Aged Care On-Site	Features: Communal Facilities	Features: Small Pets Welcome	Costs: Maintenance Fee	Costs: Resident Funded	Notes and Advert Page	Guide Web ID
														agedcareguide.com.au
Aged Care Deloraine	St Mark's Court	Deloraine	6362 8300		✓				✓	✓			29	15500
Aged Care Services Australia Group	Cosgrove Cottages (Sandhill)	South Launceston	6344 5566	✓			✓	✓		✓	✓	✓	30	15481
Baldwin Care Group	Vaucluse Gardens Retirement Village	South Hobart	6224 3533	✓			✓	✓	✓			✓	*Note 1*; 2, 21	15440
Freemasons Homes of Southern Tasmania Inc	Ballawinne Road Centre	Lindisfarne	6282 5200	✓			✓	✓				✓	IBC, 31	15520
	Bowditch Hostel	Lindisfarne	6243 8600	✓				✓				✓	IBC, 31	15424
	Kingston Masonic Centre	Kingston	6282 5200	✓								✓	IBC, 31	15502
Masonic Homes of Northern Tasmania	Ashlar Court	Newstead	6343 1555	✓			✓	✓	✓			✓	18	18089
	Docking Court	Newstead	6343 1555	✓			✓	✓	✓			✓	18	18087
	Flowers Court	Newstead	6343 1555	✓			✓	✓	✓			✓	18	18088
	Garden Village	Norwood	6343 1555	✓			✓	✓	✓			✓	18	18086
	Tamar Valley Court	Exeter	6343 1555	✓					✓			✓	18	18090
OneCare Limited	The Manor Complex	Kings Meadows	6345 2101	✓				✓	✓	✓	✓	✓	25	15454
	Umina Park	Burnie	6433 5166	✓				✓				✓	25	15435
Southern Cross Care (TAS) Inc	Southern Cross Care Lawrenny Ct & Hamilton Pl	West Hobart	6214 9714	✓			✓		✓		✓	✓	14	15445
	Southern Cross Care Ainslie House	Low Head	6343 0240	✓				✓	✓		✓	✓	14	15432
	Southern Cross Care Ainslie Village & Chalet	Launceston	6343 0240	✓	✓	✓			✓		✓	✓	14	18073
	Southern Cross Care Ainslie Westbury Units	Westbury	6343 0240	✓							✓	✓	14	19154
	Southern Cross Care Glenara Lakes Village	Youngtown	6344 7911	✓			✓	✓	✓		✓	✓	14	15446
	Southern Cross Care Guilford Young Grove	Sandy Bay	6214 9714	✓			✓	✓	✓		✓	✓	14	15511
	Southern Cross Care St Canice Lifestyle Village	Sandy Bay	6216 7160	✓			✓	✓	✓		✓	✓	*Note 2*; 14	18778
	Southern Cross Care Sandown Village	Sandy Bay	6214 9714	✓			✓	✓	✓		✓	✓	14	15477
	Southern Cross Care Taroona Villas	Taroona	6214 9714	✓							✓	✓	14	15433
	Southern Cross Care Yaraandoo	Somerset	6343 0240	✓				✓			✓	✓	14	15436
Tandara Lodge Community Care	Tandara Lodge Community Care	Sheffield	6491 1277	✓				✓				✓	12	15482
Uniting Aged Care Tasmania	Toosey Aged & Community Care Denton Close	Longford	6391 1202	✓				✓	✓			✓	16-17	17561
	Uniting Aged Care Aldersgate Village	Newnham	6323 8200	✓					✓			✓	16-17	15441
	Uniting Aged Care Denison Court	George Town	6341 1400	✓								✓	16-17	18092
	Uniting Aged Care Glenrowan Village	Perth	6341 1400	✓								✓	16-17	15447
	Uniting Aged Care Wesley Court Units	South Launceston	6341 1400	✓				✓	✓			✓	16-17	15443
	Uniting Aged Care Kingston Units	Kingston	6208 3214	✓								✓	16-17	15505
	Uniting Aged Care Lillian Martin	Mornington	6208 3214	✓				✓	✓			✓	16-17	15478
	Uniting Aged Care Montrose Units	Montrose	6208 3104	✓					✓			✓	16-17	15431
	Uniting Aged Care New Town Units	New Town	6208 3211	✓								✓	16-17	15428
	Uniting Aged Care Ningana	Sorell	6269 1000	✓				✓	✓			✓	16-17	15458
	Uniting Aged Care Queenborough Rise	Sandy Bay	6283 4000	✓				✓				✓	16-17	17818
	Uniting Aged Care Strathglen	Berriedale	6249 8766	✓			✓	✓				✓	16-17	15484

Note:
1. Additional units available approx end 2009
2. First stage completed approx July 2009; second stage completed late 2009

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

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