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

WESTERN AUSTRALIA 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 Western Australia.

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 95–96.

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

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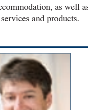

From the Director

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

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 myself 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

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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 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.

* Mobile calls at applicable rates

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.

HACC can provide a range of basic services to support someone who has difficulty with everyday tasks and needs support to continue to live independently in their community.

HACC services are also available for those who are caring for a frail older person or a person with a disability.

HACC services are designed to reach people with the greatest level of need. Each client's eligibility

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Australian Government

Do you need help to stay at home?

Commonwealth **Respite** and **Carelink** Centres

Would you like information on:

- a wide range of community services?
- help for carers to take a break (respite)?

For information about community care programs and services in your local region call Freecall* **1800 052 222.**

For help with emergency respite outside business hours call Freecall* **1800 059 059.**

Or visit your local Commonwealth Respite and Carelink Centre shopfront

Or visit the **websitewww.commcarelink.health.gov.au**

* Calls from mobile phones are charged at applicable rates

Carelink Jan 2009

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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 66 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 61 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

The ACAT helps the elderly, and their carers, determine what kind of care will best meet their needs, when they are no longer able to manage. 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.

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 will 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.

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.

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, to 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.

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
- maintenance of buildings and grounds
- the provision of staff continuously on call to provide emergency assistance
- assistance with personal care, such as bathing, toileting, eating and dressings
- assistance with mobility and communication

...continued on page 29

* Mobile calls at applicable rates

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RESIDENTIAL FACILITIES METROPOLITAN LGAs

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

Facility	Address	Suburb	Postcode	Phone (08)	High Care (Nursing Home): Total High Care Beds	High Care: Booked Respite Beds	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 Beds	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
ARMADALE - Local Government Area		SUBURB		PHONE (08)												agedcareguide.com.au	
Amana Living Hillandale Village	4 Andreas Rd	Roleystone	6111	9424 6383										36	ILU,RA	20, 39	16952
Amana Living Thomas Scott Centre	63 Ypres Rd	Camillo	6111	9390 9288						40	1			20	ILU	20, 39	17179
Armadale Nursing Home	21 Angelo St	Armadale	6112	9399 3132	77	1	20									Note 1; IBC	16701
Fairhaven Hostel	15 Pinetree Cl	Armadale	6112	9399 7173	10		4		✓	16	1						16990
J E Murray Home	16 Deerness Way	Armadale	6112	9497 3200	40		10		✓	37							16905
Kelmscott River Gardens Aged Care Facility	89 Clifton St	Kelmscott	6111	9495 1000	5				✓	40							17065
Sarah Hardey House	222 Cammillo Rd	Kelmscott	6111	9390 1311	32		16			32		16				18, 28, 44	17076
BASSENDEAN - Local Government Area		SUBURB		PHONE (08)												agedcareguide.com.au	
Aegis Bassendean Aged Care	24 and 27 Hamilton St	Bassendean	6054	9279 4258	44		17	19	✓	36						10-11	16709
BAYSWATER - Local Government Area		SUBURB		PHONE (08)												agedcareguide.com.au	
Aegis Ascot Care Awaiting Placement	29 Neville St	Bayswater	6053	6279 1500	30											10-11	16700
Amana Living St George's Home	2 Essex St	Bayswater	6053	9370 1199	80	1	34									20, 39	17053
Carramar Village	23A Redgum Way	Morley	6062	9377 1877						40	1			52	ILU	18, 28, 44	17019
City of Bayswater Hostel	21 Embleton Ave	Bayswater	6053	6465 0111					✓	51		19				18, 28, 44	18420
Craigcare Maylands	Third Ave East	Maylands	6051	9271 9577	92											Note 2; 42-43	16708
Ella Williams House	77 Camboon Rd	Noranda	6062	9276 7222	30		8		✓	15		7				18, 28, 44	16842
Embleton Care Facility	46 Broun Ave	Embleton	6062	9471 0600	33				✓	49						Note 3; 40	16810
Mertome Village & Care Awaiting Placement	30 Winifred Rd	Bayswater	6053	9272 2022	70									130	ILU,RA	18, 28, 44	16713
Noranda Cottage Homes	11 Walmsley Dr	Noranda	6062	9272 2022										12	ILU	18, 28, 44	18047
Osboine Contemporary Aged Care	39 Newton St	Bayswater	6053	9272 9227	76		15										18043
Ritcher Lodge	480-482 Guildford Rd	Bayswater	6053	9272 8733					✓	45							17058
Salisbury Retreat	135 Salisbury St	Bedford	6052	9272 2022										8	ILU	18, 28, 44	18046
Taylor-Dallimore Village	10 Burnett St	Embleton	6062	9453 3308										15	ILU,RA	36-37	17171
BELMONT - Local Government Area		SUBURB		PHONE (08)												agedcareguide.com.au	
Aegis Lakeside Lodge	33 Stanton St	Reddiffe	6104	9262 9100					✓	27						10-11	16726
Aegis Parkview Aged Care	6 Drummond St	Reddiffe	6104	9262 9100	79		18	43								10-11	18448
Aegis Redcliffe Care Awaiting Placement	68 Lyall St	Reddiffe	6104	9277 1099	61		20									10-11	16647
Belmont Aged Care Facility	5 Kemp Pl	Rivervale	6103	9277 2735	52	1										22-23	16695
Brightwater Redcliffe	23 Johnson Rd	Reddiffe	6104	1800 005 009						50	1	50				50	17162
Faulkner Park	39 Elizabeth St	Cloverdale	6105	9277 3344										72	ILU	8	16973
Marist Lodge	12 Lapage St	Belmont	6104	9277 9599					✓	40						33	17010
CAMBRIDGE - Local Government Area		SUBURB		PHONE (08)												agedcareguide.com.au	
Catherine McAuley Aged Care Services	18 Barrett St	Wembley	6014	9442 3408	53					60		16					17021
Kimberley Residential Aged Care	78 Kimberley St	West Leederville	6007	9381 1428	93		93									Dutch	16660
Koh-I-Noor Nursing Home	34 Pangbourne St	Wembley	6014	9387 5854	41												16650
Lakeview Lodge	5 Britannia Rd	Leederville	6007	9444 6655					✓	34	1						17005
Leederville Gardens Retirement Estate	37 Brittania Rd	Leederville	6007	9242 5602										66	ILU	8	16964
St John of God Villa	9 McCourt St	West Leederville	6007	9388 5222					✓	60	1	10					16679
Villa Pelletier Hostel	48 Ruislip St	West Leederville	6007	9381 8000					✓	40						36-37	16668
CANNING - Local Government Area		SUBURB		PHONE (08)												agedcareguide.com.au	
Adventist Village Rossmoyne	31 Webb St	Rossmoyne	6148	9354 4133	33				✓	47							16653

Note:
1. Secure demenita beds available approx June 2009
2. Italian, Vietnamese
3. Greek, Ukranian, Italian

Ap Serviced Apartments **ATSI** Aboriginal, Torres Straight Islander **CALD** Culturally & Linguistically Diverse **ILU** Independent Living Units **NESB** Non-English Speak Background **RA** Rental Accommodation **RL** Retirement Living **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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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 (08)	Accommodation Type: ILUs or Villas	Rental Units	Serviced Apartments	Supported Living	Features: 24 hour On-Site Supervision	Aged Care On-Site	Communal Facilities	Small Pets Welcome	Costs: Donor Funded	Licence to Occupy	Maintenance Fee	Resident Funded	Notes and Advert Page	Guide Web ID
Brightwater Care Group	Kingsway Court A Brightwater Community	Madeley	9302 3655	✓					✓	✓	✓			✓	✓	50	16719
Carinya of Bicton	Carinya Apartments	Bicton	9339 3760				✓	✓		✓					✓	19	16927
Catholic Homes Incorporated	Castledare Village	Wilson	9356 4100	✓					✓	✓					✓	33	16894
	Ocean Star Aged Care	Bunbury	9721 7577	✓					✓	✓					✓	33	16768
	Servite Village	Joondanna	9444 7605	✓					✓	✓					✓	33	16754
	Trinity Village	Duncraig	9356 4282	✓					✓	✓					✓	33	16684
Continuing Health Care Group	St Louis Estate Claremont	Claremont	9385 1420	✓				✓		✓	✓		✓	✓	✓	16-17	17111
Craigcare	Craigcare Albany	Albany	9841 5533	✓				✓	✓	✓				✓	✓	42-43	16885
	Craigcare Como	Como	9367 8122	✓				✓	✓	✓	✓			✓	✓	42-43	16888
	Craigview Grove Retirement Village	Bicton	9330 0100	✓				✓		✓				✓	✓	42-43	16890
	Craigville Gardens Retirement Village	Melville	9330 0100	✓					✓	✓				✓	✓	42-43	16903
Freemasons WA	Ashlar Glen & Dianella Village	Dianella	9375 5088	✓				✓		✓	✓			✓	✓	48-49	16714
	Bunbury Village	Bunbury	9409 2322		✓					✓						48-49	16933
	Corinthian Court	Kingsley	9409 2322	✓						✓	✓			✓	✓	48-49	16715
	Ellis Village	Coolbellup	9409 2322		✓					✓				✓		48-49	16969
	Esperance Village	Esperance	9409 2322		✓					✓						48-49	16971
	Kalgoorlie Village	Kalgoorlie	9409 2322		✓					✓						48-49	16949
	Karratha Village	Karratha	9409 2322		✓											48-49	16950
	Keith Simpson Village	Kingsley	9409 2322		✓					✓				✓		48-49	16951
	Lawley Park	Menora	9271 8333	✓				✓		✓	✓			✓	✓	48-49	16716
	Port Hedland Village	Port Hedland	9409 2322		✓											48-49	17138
	South West Village	Broadwater	9409 2322		✓					✓						48-49	17103
	Southern Village	Albany	9409 2322		✓					✓						48-49	17104
	Teasdale Village	Orelia	9409 2322		✓					✓				✓		48-49	17172
	Victoria Village	Geraldton	9409 2322		✓					✓						48-49	17183
MYVISTA Aged Care	MYVISTA Aged Care	Balcatta	9207 4666	✓					✓	✓	✓			✓	✓	40	16676
Regents Garden Group WA	Regents Garden Resort Lake Joondalup	Wanneroo	9400 2800	✓					✓	✓					✓	35	16750
Regis Group Pty Ltd	Regis Park Lodge	Nedlands	1300 998 100	✓				✓	✓	✓				✓	✓	45	16816
Retirees WA	Joseph Banks Aged Care Facility	Canning Vale	9254 0100	✓					✓						✓	27	17068
Silver Chain	Silver Vines	Margaret River	9758 9608	✓	✓				✓	✓	✓			✓	✓	4	18444
Southern Cross Care (WA) Inc	B F Prindiville Village	North Perth	9259 5761	✓	✓					✓				✓	✓	36-37	16940
	Donovan Village	Forrestfield	9453 3308	✓					✓	✓				✓	✓	36-37	16910
	Foley Village	Hilton	9467 1999	✓						✓					✓	36-37	16852
	Margaret Hubery Village	Rossmoyne	9259 5761	✓					✓	✓				✓	✓	36-37	17046
	RiverView Residence	Collie	9734 0222	✓						✓				✓	✓	36-37	17061
	Success Village	Success	9414 3115	✓					✓	✓				✓	✓	36-37	16699
	Taylor-Dallimore Village	Embleton	9453 3308	✓	✓					✓				✓	✓	36-37	17171
	Thomas Perrott Village	Shelley	9259 5761	✓					✓	✓				✓	✓	36-37	17178
St Ives Group	Faulkner Park	Cloverdale	9277 3344	✓				✓		✓	✓			✓	✓	8	16973
	Leederville Gardens Retirement Estate	Leederville	9242 5602	✓				✓							✓	8	16964
	St Ives Centro	Jolimont	9287 1111	✓				✓		✓				✓	✓	8	17109
	St Ives Mandurah	Greenfields	9586 2744	✓				✓		✓	✓				✓	8	16790
	St Ives Melville (Eldercare)	Myaree	9317 1744	✓				✓	✓	✓					✓	8	17107
	St Ives Murdoch	Murdoch	9312 7777	✓				✓	✓	✓	✓			✓	✓	8	16732
	St Ives Northshore	Kallaroo	9307 6066	✓				✓		✓	✓			✓	✓	8	17108
St Michael's Residential Care	St Michael's Residential Care	North Perth	9227 2900	✓				✓	✓						✓	OBC	16770

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