

Candlelight Magazine

A publication of Christadelphian Aged Care

The changing face of aged care

Former league star shares new passion

Improving mental health in aged care

December 2018

The quality of aged care services continues to receive attention from the community and the government, which we welcome as it helps us recognise where we're doing well, as well as areas we can further improve. As an organisation we are in a good position, and have strengthened our clinical oversight further by placing more clinical managers on the floor to provide person-centred care, and to ensure we can continue to respond to the increasing acuity of residents coming into our Homes. Our continuous learning and education focus, together with God's blessing, will ensure we are able to continue delivering high quality care to support older Australians and the community well in 2019.

Phil Cubbin
Chairman



The Candlelight Magazine is published by Christadelphian Aged Care, a not-for-profit provider of aged care and retirement services in NSW and QLD.

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Dogs, rabbits, horses, chickens and other animals are regular visitors to our Homes!



Page 12: League star Steve Mortimer is bringing shuffleboard to aged care.

Editor: Jenny Galbraith **Photos:** Jenny Galbraith, David Henry, Ross Cutuli & CAC staff
Cover photo: Northcourt Clinical Manager Rangeeta Narayan with resident Jean.

CEO MESSAGE

As 2018 draws to a close it is useful to reflect on the activities of the past year.

After around 10 years with Christadelphian Aged Care, our Chief Operations Officer Matthew Lamey decided to return to the public hospital sector. Matthew had been with us during a period of sustained growth, and made a significant contribution our organisation. We wish him well for the future.

This year we modified our clinical management structure and appointed Gaynor Squillaciotti to the new role of Chief Clinical Officer. Gaynor is supported by Corey Salmon in the newly created role of General Manager, Quality and Compliance. We have also boosted our clinical management by increasing the numbers of Care Managers at each of our Homes.

Gaynor has introduced a raft of new and innovative clinical structures, policies, procedures and training, which together with an ongoing update of our computerised care systems, places us in a strong position to manage the increasing acuity and clinical requirements of our residents into the future.



The Royal Commission into Aged Care Quality and Safety will commence hearings in January 2019. We as an organisation welcome the formation of the Royal Commission, which will examine a variety of care quality issues, and just as importantly, look at the ongoing sustainability of the sector going forward into the future.

I would like to take the opportunity to thank our staff. Any organisation is only as strong as its staff, and our dedicated people tirelessly attend to the social, physical and emotional needs of our residents. Our volunteers who contribute their time to supporting our residents in a wide variety of ways also contribute greatly to the daily lives of our residents, and I would like to also thank all

those who generously donate their time.

I would like to acknowledge the immense contribution of our recently retired Chairman Graham Cavanagh-Downs, who after more than 30 years on the CAC Board has stepped down. Graham commenced with CAC when we operated a 40 bed aged care home, 56 bed hostel and 18 Independent Living Units. His involvement and guidance has been instrumental in CAC being the organisation it is today. We wish him well in his retirement.

Finally, I would like wish all of our residents, their families, our staff and volunteers all the best for the holiday season and the year come.

Ross Peden
CEO



Christadelphian Aged Care has welcomed a new Chief Clinical Officer into the organisation to ensure we meet the changing needs of our residents.

Gaynor Squillaciotti is a highly skilled manager with experience across an array of health sectors, and has primary accountability for delivering outstanding clinical care through the effective direction and support of our senior clinical teams.

She has already facilitated a new clinical restructure, that has placed eight additional clinical managers across the organisation to enhance care delivery to our residents.

"The age of residents coming into aged care has increased, but equally so we're living longer and acquiring more illnesses along the way. The more illnesses people have, the more knowledge and skill-sets the nurses and carers have to have in order to meet their needs safely," she said.

THE CHANGING FACE OF AGED CARE

A new senior clinical management team will place Christadelphian Aged Care in a strong position to face the changing needs of aged care in Australia.

This means upskilling our existing staff, and recruiting the right expertise to ensure our sustainability into the future, Gaynor said.

"Every decision we make as a clinical team and as an organisation must benefit the residents. We want families to truly trust what we're doing, and have reassurance that their loved one could not be in a better place."

Working alongside Gaynor is Corey Salmon, who has been appointed General Manager, Quality and Compliance.

This role is increasingly important as changes to accreditation standards come into effect next year.

"The changes to the standards mean we carry on doing what we've always done, which is care with compassion and kindness, but we also have to meet increasing clinical needs. So because our clinical needs are changing, the standards have increased in that area," Gaynor said.

The upcoming Royal Commission into Aged Care Quality and Safety was an opportunity to highlight what we were achieving as an organisation, she said.

"It's about looking at what we have done, looking at what we have achieved, and looking what we can do. So it's a positive opportunity for

us to really stand out as an organisation and say we're already ahead."

Technology is also changing within the industry, and the organisation is embracing new innovations to make life easier and safer for residents and staff.

Our care systems are undergoing a major upgrade to make our care assessment processes for residents more informed and robust.

CAC is also looking at initiatives such as electronic pharmacy, to make the distribution of medications more efficient.

The spiritual needs of our residents and families will also continue to be a priority through pastoral care.

"Sometimes when families are scared and vulnerable, it's not a nurse that they need to hold their hand. It's someone who can really understand the spiritual journey and the emotional needs that they're experiencing at that time," Gaynor said.

"It's not just the mission statement on the wall, residents and families can actually feel what we want to achieve, and are comforted in the knowledge that their loved one is safe because they are being looked after by a community where residents always come first."



ABOVE: Corey Salmon is the new General Manager, Quality and Compliance.

LEFT: Chief Clinical Officer Gaynor Squillaciotti.



A NEW STANDARD IN COMFORT

The Terrace at Courtlands Aged Care in North Parramatta offers modern and stylish living designed for residents to age in place.

Residents are settling in well to their new accommodation in The Terrace after the first stage of renovations was completed in October.

Level 2 of The Terrace now features modern and elegantly decorated rooms with private ensuites, that are designed to allow residents to remain in place as their care needs change.

The spacious accommodation includes king size single adjustable beds with five different individually controlled settings for personalised comfort.

The rooms also feature reverse cycle airconditioning, mirrored built-in wardrobes and shelving for personal items.

An elegant and comfortable armchair sits near the sliding doors with access to beautiful views to the landscaped Village gardens.

There is also a large wall-mounted flatscreen television, bedside tables and an overbed table for convenience. Resident safety has been placed at the forefront of the newly designed rooms, which includes

discrete overhead hoists and extra wide beds to reduce the risk of falls and provide more comfort to residents.

The common areas have also been refurbished, and now feature a beautifully decorated lounge area with large windows that let in plenty of natural light and look over the gardens outside.

There is also a fireplace which will be perfect for those cosy winter days, a large kitchenette and dining area for morning and afternoon tea.

Stage 2 of the renovation project has already begun on Level 4 of the Terrace, and this is expected to take six to nine months to complete.

Plans are also being finalised for renovations to the Grange and Grove at Courtlands, with work expected to start mid next year.

Retirement Living

Over the last two years 24 Independent Living Units at Courtlands Village have been renovated, with more currently undergoing refurbishment.

The common areas have also been refurbished, and now feature a beautifully decorated lounge area with large windows that let in plenty of natural light and overlook the gardens.

There have also been two retirement apartments renovated at Westcourt Village in Westmead, and 15 at Maranatha Village in Kallangur.

Ashburn House

Plans for a major renovation of Ashburn House in Gladesville are still being developed. Proposed plans include the creation of new rooms, increasing the size of the dining areas and lounges, and a redesign of the entranceway. Work is proposed to begin next year.

Chamberlain Gardens

Two new cafe areas for residents and staff have been built at Chamberlain Gardens in Wyoming this year, including one downstairs near the fountain, and one upstairs along the balcony. They include kitchenettes, sitting

areas and two new coffee machines.

Casa Mia

Replacement of the flooring in Casa Mia in Padstow will continue into the new year.

Maranatha

Approval for the demolition of three houses next to Maranatha Village in Kallangur is being finalised. The properties will be leveled to allow more parking for staff and visitors.

Southaven

The driveway down to Riverside will soon be upgraded at Southaven in Padstow to make it easier for visitors to navigate down the hill. A new staff area will also be built including a deck, and there will be renovations to the Treetops dining and activity room.





STEPPING UP TO THE CHALLENGE

The aged care industry is changing rapidly, and Christadelphian Aged Care is stepping up to meet the increased expectations of the current and new generations of residents.

The pace of change in the aged care industry in Australia is increasing rapidly, and this is set to continue into the foreseeable future.

As the baby boomer generation start to turn to aged care services, they will require service offerings catering to their increased expectations and that of their families.

In light of the changing face of aged care, it was evident Christadelphian Aged Care needed to engage the services of a specialist hospitality organisation, and in July we partnered with an external company to provide our laundry and catering services across the organisation.

With any change comes difficulties, and we acknowledge there have been issues during the transition period.

We as an organisation are working very hard to resolve all these issues and ensure the best

possible service to the residents, and to embed the new staff into our workplace culture.

Our Homes are currently engaging with residents and families so they can give their feedback on our menus and express their preferences, with regular Chef's Consult meetings, along with surveys on the menu choices.

We have also employed a Catering Support Officer who will work together with the catering staff across all our Homes to ensure the highest standard of service for our residents.

Our aim is to not only meet but exceed the expectations of our current and future residents and provide the outstanding hospitality services they need and deserve as they continue their journeys with us.



Reena Rani and Perlita Zuber worked in the kitchen and laundry at Casa Mia in Padstow, and have now retrained as AINs.

It is not only the organisation as whole stepping up to a challenge, but also our individual staff.

Perlita Zuber and Reena Rani previously worked in the kitchen and laundry serving the residents of Casa Mia Aged Care in Padstow.

After the changes to our catering and laundry services in July, they took the bold step to retrain as Assistants in Nursing, with the strong support of Facility Manager Sharon Fletcher, because of their dedication to Casa Mia and its residents and staff.

"We love this place, and all the other nurses were telling us we should do nursing," Perlita said.

"Sharon pushed us a lot and encouraged us. Even in my previous workplace they were

trying to convince me to become an AIN and I kept saying no. She is the only one who convinced me. All the credit goes to her."

The pair were hesitant at first because of the responsibility that comes with the role, but they began working towards achieving their Certificate III in Aged Care and have never looked back.

"I think nursing is like stepping up. It's not just about showering or toileting, it's about knowing the resident and learning every day," Perlita said.

"We are glad we chose to do this, and are very happy," said Reena, and Perlita agreed.

"For me, I know I made the right choice. I never thought I'd do something like this, but look at me now, I'm doing it," she said.

NEW STAFF

WHO'S WHO



**GAYNOR
SQUILLACIOTI**

Chief Clinical Officer

Gaynor is an experienced manager in an array of health sectors with a proven record of successful clinical and compliance outcomes.



COREY SALMON

**General Manager,
Quality & Compliance**

Corey joined the organisation in July, and has extensive experience with aged care operations, senior governance, and both care and commercial compliance.



**JOANN
RAFTOPOULOS**

Courtlands Facility Manager

Joann has extensive managerial experience in health care and maintaining high standards of clinical governance.



**SINEAD
HAYES**

Mental Health Registered Nurse

Sinead is a trained Mental Health Registered Nurse, and works across the organisation to improve the psychosocial well-being of residents.



**PATSY
MOVDAWALLA**

Resident Billing Team Leader

Patsy joined the organisation in July, and leads the Corporate Services Billings Team handling resident fees and charges.



**REBECCA
MAJUREY**

Billings Officer

Rebecca was appointed Billings Officer in November, and brings many years of experience working in the aged care industry.



FOCUS ON MENTAL HEALTH

A dedicated Mental Health Registered Nurse will work to meet the emotional needs of all residents, and provide psychosocial interventions for residents with dementia and mental illness.

Christadelphian Aged Care is helping to improve standards of emotional support and mental health care across the organisation.

Sinead Hayes is a trained Mental Health Registered Nurse, and has joined the organisation to develop psychosocial interventions and responsive behaviour management for all residents requiring emotional support, with a priority towards vulnerable groups such as those with dementia.

"People with dementia often have altered perceptions, hallucinations or delusions, and I educate staff and provide strategies to ensure residents' dignity and well-being is maintained," she said.

"It is looking at what triggers certain behaviours and working to understand what will meet the person's needs safely and effectively. It's about being proactive not reactive."

Understanding the specific needs of each

resident was vital in helping improve their emotional state, and to be able to advocate on behalf of residents with diminished capacity and decision-making, she said.

"It will reduce anxiety and agitation in the long run. Getting to know your resident is imperative. Understanding their background and leisure pursuits helps immensely to de-escalate responsive behaviours.

"Using this to liaise with leisure and lifestyle staff can help to reduce incidences of anxiety, which is commonly a first stage of escalating behaviour," Sinead said.

She also works with residents with mental health issues such as depression and schizophrenia, and has found aged care a very rewarding environment

"I can actively see that something may or may not be helping. We don't use as many pharmaceutical interventions here, it's about person-centred interventions, and residents can often communicate back to you whether they feel like it's working or not, and that's been lovely," Sinead said.

SHUFFLEBOARD LEAGUE OF LEGENDS

Former rugby league star Steve Mortimer is best known for his time playing for the Canterbury-Bankstown Bulldogs, but these days is most likely to be found at aged care or retirement villages running shuffleboard competitions to bring joy and a competitive spirit to residents.

Steve Mortimer and his son Andrew run Australian Shuffleboard, which assists local communities to connect and socialise through their love of the inclusive game.



When Steve Mortimer enters aged care and retirement villages, he is frequently recognised as the former rugby league halfback who played for the Canterbury-Bulldogs from 1976-1988.

However, it's not footy he's playing these days, it's the increasingly popular game of shuffleboard. Steve first played shuffleboard in a pub in the late '80s, and was immediately struck by how fun and inclusive the game was for all ages.

"An 8-year-old child can play against a 97-year-old lady and both be competitive and get a win," he said.

"I love the life of 'team sport' because each player is different and in a team they all have to do their best."

He started up Australian Shuffleboard, which rents out and sells shuffleboards and runs competitions and events to connect communities of players together. Steve has helped residents at



Photo by Ross Cutuli



Southhaven Aged Care in Padstow Heights connect with nearby aged care homes for shuffleboard competitions that promote physical activity and social enjoyment.

His son Andrew also helps with the business, and said the inclusiveness of the game made it perfect for aged care and retirement villages.

"It's an activity that allows staff to play alongside residents, as opposed to



just assisting residents with physical activity. It's also a game that requires little ability to play but gets the competitive juices flowing. The game requires more brain power than muscle power, so stretches the mind while providing some incidental exercise. We have had anecdotal evidence of the game inspiring residents in aged care find a new lease of life," he said.

The game also allows people in wheelchairs to be able to participate.



"The game allows quite frail people to compete on a level playing field with the fittest athlete in the world. Our ideal scenario is when grandchildren visiting their grandparents in either an aged care facility or a retirement village compete in a game of shuffleboard," Andrew said.

Christadelphian Aged Care has shuffleboards at many of our Homes, and families are encouraged to challenge their loved one to a game.

YOUR RETIREMENT QUESTIONS ANSWERED

Moving to a retirement village may seem daunting, so here are some common questions and answers to help make the decision easier.



01 What are retirement villages?

A retirement village is a community for retired older adults to enjoy independent living in a friendly and supportive environment, with a range of facilities and services close by. Retirement Villages consist of houses or apartments, and often other facilities such as a community hubs, gyms, hair salons, gardens, theatres and more. Residents experience a strong sense of community and can participate in a variety of social activities and outings.

02 Why do people move to a retirement village?

People choose to move to a retirement village for a variety of reasons. These may include::

- a low-maintenance lifestyle - maintenance teams take care of the upkeep of your home so you have time to spend doing the things you enjoy.
- security - a greater feeling of safety and security compared with living in the wider community, which leads to a stronger sense of well-being.
- Emergency call systems, with 24-hour help available at the press of a button.
- Higher levels of care available onsite at some Villages, such as aged care, in case you or your spouse's care needs change.
- No need to pay rates, council fees or stamp duty at not-for-profit villages.
- Social activities including bus trips, happy hour, barbecues, dinners, billiards, movie nights to name a few.
- Facilities such as hair salons, cafes and kiosks, theatre rooms, libraries and barbecue facilities are often available close by.



03 What type of accommodation is available?

A range of accommodation is available at Christadelphian Homes' retirement villages, including one, two and three bedroom apartments and units, with ground floor, upper level, attached and detached options.



04 How much does it cost?

The price of moving into a Village is much more attractive than the housing market rate, which can give you greater choice in where you live, so you can be closer to family and friends.

At Christadelphian Homes, residents pay an ingoing contribution, which is refunded when they leave the village minus a portion that is kept and used for the upkeep and renovation of common areas. This portion is 5% a year, capped at six years in NSW (a maximum of 30%) and seven in QLD (a maximum of 35%).

There are also monthly fees that cover services such as maintenance and landscaping, rubbish removal, cleaning of common areas etc.

05 What if my needs change or I want to leave?

When you wish to leave the Village, your ingoing contribution will be returned to you once you have cleared the unit and handed the keys back, minus the portion mentioned above.

If your care needs change and you require residential aged care services, and wish to enter a Christadelphian Aged Care Home, you will be referred to one of our Resident Services Officers, who will help guide you through the process. Entry is subject to both availability and an admission assessment undertaken by a local Aged Care Assessment Team (ACAT). Allocation at all aged care homes is done on a "needs" basis, and placement is not guaranteed.



06 What makes our villages different?

Christadelphian Homes is a not-for-profit provider of retirement living services, and any surplus profits are reinvested back into caring for our residents and facilities.

Our Retirement Villages are run in accordance with our Vales and Mission, and we aim to provide a friendly and supportive Christian environment for our residents.

Our caring and compassionate staff are always there to help our residents enjoy a purposeful retirement, including our Well-Being Coordinators, lifestyle staff, management and administration.

Christadelphian Homes operates retirement villages in Westmead and North Parramatta in NSW, and in Kallangur in QLD. Please give us an obligation-free call on 1800 246 637 or visit our website at www.chomes.com.au for more information.

Animals in Aged Care





OUR VILLAGES





Courtlands Village

North Parramatta

Courtlands Village is set among magnificent landscaped grounds and carefully manicured gardens, and combines independence with membership to an active community.

Residents can embrace a lifestyle that is as active or relaxed as they like. The Village is located close to shops and medical facilities, and only 4km from the heart of Parramatta.

Along with renovated self-care apartments, the Village also offers higher levels of care, including an aged care home, which allows a smooth transition for residents as their care needs change.

♥ Independent Living Units

Address:

15 Gloucester Ave
North Parramatta NSW 2151

Contact:

Accommodation enquiries:
1800 246 637

General enquiries:

(02) 9683 8000

Email:

admin@chomes.com.au

Features:

- ✓ Newly renovated 1, 2 and 3 bedroom units
- ✓ Fully-airconditioned
- ✓ 24-hour emergency call system
- ✓ Secure parking available
- ✓ Village Centre and lounges
- ✓ Hair salon, theatre and activity rooms
- ✓ Full-size billiards table, bar and gym
- ✓ Library, computer kiosks and chapel
- ✓ Active lifestyle program and bus trips
- ✓ Beautifully maintained gardens



Maranatha Village

Kallangur

Spend time at Maranatha and it won't take long before you begin to appreciate the strong bonds of friendship and support between the residents who have made the Village their home.

The not-for-profit community is located in the northern Brisbane suburb of Kallangur and features beautiful brand new two bedroom ground-floor units with secure garages surrounded by landscaped gardens for those looking to retire in comfort among friends.

The large recreation room features a library, snooker table, comfortable couches, an entertainment unit, kitchenette and plenty of space for activities and functions.

Features:

- ✓ Brand new ground-floor units
- ✓ Two bedroom units with study
- ✓ Fully-airconditioned
- ✓ 24-hour emergency call system
- ✓ Secure garages
- ✓ Large recreation room and barbecue facilities
- ✓ Aged care home co-located within Village
- ✓ Social activities and bus trips
- ✓ Beautiful lagoon with boardwalk
- ✓ Giant chess board and croquet lawn

♥ Independent Living Units

Address:

1582 Anzac Ave
Kallangur QLD 4503

Contact:

Accommodation enquiries:
1800 246 637

General enquiries:

(07) 3482 5333

Email:

admin@chomes.com.au



Westcourt Village

Westmead

Westcourt Village is a small retirement community in Westmead that offers modern self-care accommodation and full access to Courtlands Village services nearby.

The Village is located near Westmead Private Hospital and close to public transport, and provides independence to residents in a safe and secure environment.

The villas are surrounded by beautifully maintained gardens, along with barbecue facilities and entertainment areas. Westcourt residents have access to the full lifestyle program at Courtlands Village, including social activities such as weekly shopping trips, luncheons and other day trips out of the Village.

Features:

- ✓ Ground floor and first floor units
- ✓ Spacious two bedroom villas
- ✓ Fully-airconditioned
- ✓ 24-hour emergency call system
- ✓ Onsite parking
- ✓ Entertainment areas and barbecue facilities
- ✓ Access to Courtlands Village services nearby
- ✓ Social activities and bus trips
- ✓ Beautifully maintained gardens
- ✓ Close to medical services and public transport

♥ Independent Living Units

Address:

21 Darcy Rd
Westmead NSW 2145

Contact:

Accommodation enquiries:
1800 246 637

General enquiries:

(02) 9683 8000

Email:

admin@chomes.com.au

OUR HOMES





Ashburn House

Gladesville

Ashburn House is a beautiful, modern and comfortable aged care home that offers a range of accommodation options and outstanding 24-hour nursing care. The Home is located in the northern Sydney suburb of Gladesville, close to Looking Glass Bay and Banjo Patterson Park.

The private and companion rooms are stylishly furnished and feature ensuites, spacious wardrobes, telephones, flatscreen TVs, air conditioning and quality linen. We also offer Extra Service places for those seeking a premium aged care experience.

The Home is surrounded by landscaped gardens and entertainment areas, including a cafe with outdoor dining.

Features:

- ✓ Private and companion rooms with ensuites
- ✓ Fresh meals prepared onsite
- ✓ Active lifestyle program with bus trips
- ✓ Outstanding nursing care
- ✓ 24-hour emergency call system
- ✓ Respite, dementia and pastoral care
- ✓ Onsite cafe with outdoor dining
- ✓ Hair salon, library and activity rooms
- ✓ Extra Service places available
- ✓ Beautifully maintained gardens

♥ 24-hour nursing care

Address:

20-34 Ashburn Place
Gladesville NSW 2111

Contact:

Accommodation enquiries:
1800 246 637

General enquiries:

(02) 8876 9200

Email:

admin@chomes.com.au



Casa Mia

Padstow

Casa Mia Aged Care is located close to the banks of Salt Pan Creek in a quiet neighbourhood in Padstow. The Home offers residents an exceptional level of care that comes from dedicated and caring staff and a commitment to enriching the lives of all residents.

There are private and companion rooms available that feature personal televisions, wardrobes and quality linen and flooring. Delicious meals are prepared onsite, and there is an active lifestyle program with regular bus trips.

Casa Mia opens out to an expansive lawn and garden with a covered entertainment area and barbecue facilities that can be enjoyed with family and friends.

Features:

- ✓ Outstanding 24-hour nursing care
- ✓ Private and companion rooms
- ✓ Personal flatscreen TVs
- ✓ Fresh meals prepared onsite
- ✓ Active lifestyle program with bus trips
- ✓ Visiting hairdresser
- ✓ Entertainment areas and barbecue facilities
- ✓ Gardens and quiet outdoor areas
- ✓ Respite, dementia and pastoral care
- ✓ Government-supported places available

♥ 24-hour nursing care

Address:

28 Alma Rd
Padstow NSW 2211

Contact:

Accommodation enquiries:
1800 246 637

General enquiries:

(02) 8707 6010

Email:

admin@chomes.com.au



Chamberlain Gardens

Wyoming

Chamberlain Gardens offers outstanding 24-hour nursing care in a family environment in Wyoming on the NSW Central Coast. The Home backs on to Niagara Park Reserve and has beautiful views of the Australian bush.

Private and companion rooms feature ensuites, flatscreen TVs, spacious wardrobes and furnishings. Residents enjoy active social lives with a busy lifestyle program including Pet Therapy, cooking classes, games and regular bus trips. Chamberlain Gardens also offers emotional support for residents with a Pastoral Carer onsite.

There are landscaped gardens and courtyards, including entertainment areas and barbecue facilities.

Features:

- ✓ Private and companion rooms with ensuites
- ✓ Active lifestyle program with bus trips
- ✓ Balconies and patios with bush views
- ✓ Respite, dementia and pastoral care
- ✓ Fresh meals prepared onsite
- ✓ Hair salon, library and activity rooms
- ✓ Individualised nursing care
- ✓ Modern lounges and quiet areas
- ✓ 24-hour emergency call system
- ✓ Gardens and courtyard areas

♥ 24-hour nursing care

Address:

53-67 Chamberlain Rd
Wyoming NSW 2250

Contact:

Accommodation enquiries:
1800 246 637

General enquiries:

(02) 4329 8000

Email:

admin@chomes.com.au



Courtlands North Parramatta

Courtlands Aged Care in North Parramatta is located within the larger retirement village, and is surrounded by beautiful gardens and landscaping.

Courtlands offers private and companion rooms with many bedrooms overlooking the extensive gardens and Lake Parramatta Reserve.

There is also specialised secure care for those with dementia and other cognitive difficulties.

For those seeking a premium aged care experience we also offer Extra Services packages, which feature superior furnishings, menu choices and other extras.

♥ 24-hour nursing care

Address:

15 Gloucester Ave
North Parramatta NSW 2151

Contact:

Accommodation enquiries:
1800 246 637

General enquiries:

(02) 9683 8000

Email:

admin@chomes.com.au

Features:

- ✓ Outstanding 24-hour nursing care
- ✓ Private and companion rooms
- ✓ Fresh meals prepared onsite
- ✓ Respite, dementia and pastoral care
- ✓ Active lifestyle program with bus trips
- ✓ Extra Service places available
- ✓ Hair salon, library and theatre
- ✓ Recreation and activity rooms
- ✓ Entertainment areas and barbecue facilities
- ✓ Beautifully landscaped gardens



Maranatha Kallangur

Maranatha Aged Care is surrounded by beautifully landscaped gardens in the northern Brisbane suburb of Kallangur in Queensland.

The integrated site offers 24-hour nursing care, including lifestyle and therapy services. Maranatha offers a range of living environments including private and companion rooms with ensuites. Many of the rooms have views of the beautiful gardens, and open out onto small courtyards.

A large lagoon forms part of extensive landscaping and is lined by a wooden boardwalk that leads to a pergola and giant chess board. There is also a croquet lawn and plenty outdoor areas.

Features:

- ✓ Private and companion rooms with ensuites
- ✓ Fresh meals prepared onsite
- ✓ Active lifestyle program with bus trips
- ✓ Outstanding nursing care
- ✓ 24-hour emergency call system
- ✓ Respite, dementia and pastoral care
- ✓ Onsite cafe with indoor and outdoor dining
- ✓ Hair salon and activity rooms
- ✓ Croquet lawn and giant chess board
- ✓ Stunning lagoon area with boardwalk

♥ 24-hour nursing care

Address:

1582 Anzac Ave
Kallangur QLD 4503

Contact:

Accommodation enquiries:
1800 246 637

General enquiries:

(07) 3482 5333

Email:

admin@chomes.com.au



Northcourt

North Parramatta

Northcourt Aged Care is located in North Parramatta and provides 24-hour care services for 35 residents. The staff of Northcourt provide an excellent standard of care in a small, home-like and friendly environment.

Residents at Northcourt enjoy an active lifestyle program, including Pet Therapy, regular bus outings, games and special events. Pastoral Carers are also on hand to provide emotional support.

There are private and companion rooms available with views out to the beautiful gardens, a comfortable lounge and dining area, and outdoor deck with barbecue facilities.

Features:

- ✓ Outstanding 24-hour nursing care
- ✓ Newly renovated private and companion rooms
- ✓ Fresh meals prepared daily
- ✓ Respite and pastoral care programs
- ✓ Active lifestyle program with bus trips
- ✓ Registered Nurse on duty 24-hours
- ✓ Outdoor deck with barbecue facilities
- ✓ Comfortable lounge and dining area
- ✓ Beautifully landscaped gardens
- ✓ Visiting hairdresser

♥ 24-hour nursing care

Address:

7 Saunders St
North Parramatta NSW 2151

Contact:

Accommodation enquiries:
1800 246 637

General enquiries:

(02) 9683 8000

Email:

admin@chomes.com.au



Southhaven Padstow Heights

Southhaven Aged Care emerges from the bushland of Salt Pan Reserve, on the banks of Salt Pan Creek in Padstow Heights.

There are private and companion rooms available, along with a secure area for those living with dementia and other cognitive difficulties.

Our new cafe provides a perfect place for residents and families to gather and spend some quality time together, and overlooks the river and bushland.

Residents enjoy a busy social calendar including Pet Therapy, games and regular bus trips.

Features:

- ✓ Private and companion rooms available
- ✓ Flatscreen TVs in every room
- ✓ Cafe overlooking river and bushland
- ✓ Fresh meals prepared daily
- ✓ Respite, dementia and pastoral care programs
- ✓ Active lifestyle program with bus trips
- ✓ Hair salon
- ✓ Comfortable lounges and dining areas
- ✓ Theatrette and recreation room
- ✓ Visiting allied health services

♥ 24-hour nursing care

Address:

11 Queensbury Rd
Padstow Heights NSW 2211

Contact:

Accommodation enquiries:
1800 246 637

General enquiries:

(02) 9782 6010

Email:

admin@chomes.com.au



What are the costs?

The cost of entering aged care in Australia depends on the circumstances of each person. Those with little or no assets only pay the Basic Daily Fee, which is 85% of the pension. Others with assets are required to contribute more to their care:

Care fees + accommodation fees + optional extras

Care fees

Basic daily fee

This is 85% of the pension, currently:

\$50.66*



Means tested care fee

This is an additional daily care fee based on a resident's assets and income.

The Means Tested Care Fee is indexed and capped annually (\$27,232.33), and over the lifetime of a resident (\$65,357.65)*.

**Correct to March 19, 2019*

Accommodation fees

This will differ depending on the type of room you choose. Prices are advertised on our website. You can pay in three different ways:

1

Lump sum

OR

2

Daily payment

OR

3

Any combination of both

Refundable Accommodation Deposit (RAD)

This is a lump sum, and the balance is refunded when the resident leaves our care, minus any agreed deductions.

Daily Accommodation Payment (DAP)

Instead of paying a lump sum you can pay a daily fee based on the RAD, charged at the Maximum Permissible Interest Rate.

Maximum Permissible Interest Rate (MPIR)

Interest rates are determined by the Australian Government and updated quarterly. Currently set at 5.77% (Oct 1- December 31, 2018)

Optional extras

Depending on the Home the resident may have to pay extra for services such as telephone, internet, hair appointments and allied health services such as dental, podiatry etc.

By visiting My Aged Care: www.myagedcare.gov.au/fee-estimator/residential-care you will be able to complete and print your Residential Care Fee Estimator. Your estimate will give you the basic daily fee, the means-tested care fee and the accommodation payment.

Call 1800 246 637 to apply or for more information

1 Contact us on 1800 246 637 or visit our website to book in a tour at one of our Homes, and receive an enquiry pack.

2 All aged care residents require an Aged Care Client Record (ACCR), which can be arranged through Aged Care Assessment Teams (ACATs). For more information on your local ACAT visit www.myagedcare.gov.au. A Request for a Combined Assets and Income Assessment also needs to be lodged with Centrelink.

3 Complete a CAC application form, available on our website or enquiry packs.

4 Submit these documents, and if applicable, a copy of enduring power of attorney and/or guardianship documents, to the Resident Services Officer who will discuss your needs and current availability of accommodation.



Respite and Special Care Units

Respite care is a form of support for carers. It gives people a break from their caring role, and allows older people to experience aged care services.

A short stay in our Homes can be arranged on a planned or emergency basis. To receive residential respite care an ACAT approval is required.

Christadelphian Aged Care now offers up to two weeks free respite care at Homes in NSW (conditions apply).

Special care units are designed to give residents the best quality of life supporting those with various forms of dementia in a safe and secure environment.



Flowers in the garden at Ashburn House, Gladesville

Ashburn House

20-34 Ashburn Place,
Gladesville NSW 2111
Ph: (02) 8876 9200

Chamberlain Gardens

53-67 Chamberlain Rd,
Wyoming NSW 2250
Ph: (02) 4329 8000

Southhaven

11 Queensbury Rd,
Padstow Heights NSW 2211
Ph: (02) 9782 6010

Casa Mia

28 Alma Rd,
Padstow NSW 2211
Ph: (02) 8707 6010

Maranatha Village

1582 Anzac Ave,
Kallangur QLD 4503
Ph: (07) 3482 5333

Westcourt

21 Darcy Rd,
Westmead NSW 2145
Ph: (02) 9683 8000

Northcourt

7 Saunders St,
North Parramatta NSW 2151
Ph: (02) 9683 8000

Courtlands Village

15 Gloucester Ave,
North Parramatta NSW 2151
Ph: (02) 9683 8000

Christadelphian Aged Care

Corporate Services

1 Arab Rd, Padstow NSW 2211
Phone: (02) 9782 6080
Accommodation enquiries: 1800 246 637
E: admin@chomes.com.au



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