

Naracoorte Home for the Aged Inc



Longridge Aged Care

900 Attiwill Street
Naracoorte SA 5271
Phone: 08 8762 1340

Email: longridge@longridge.org.au
Website: www.longridge.org.au

Resident's Guide



Naracoorte Home for the Aged Inc

Trading As

Longridge Aged Care

C O N T E N T S

Introduction	3
Charter of Resident’s Rights and Responsibilities.....	4
Each Resident Has the Right	5
Each Resident Has the Responsibility.....	6
Our Mission	7
Our Vision	7
Independent Living Units Map.....	8
Rental: Admission Policy:.....	9
Right to Occupy: “Resident Funded Units.” Admission Policy:	10
Residents Admissions: Permanent	11
Hostel Accommodation: Respite.....	11
My Aged Care	13
Complaint Resolution.....	14

INTRODUCTION

Naracoorte Home for the Aged Inc. (usually referred to as “Longridge”) was established in 1969 by the Naracoorte community to provide accommodation and services for any retired aged or disabled person, irrespective of financial circumstance, race, colour or creed.

Longridge is a private ‘not – for – profit’ community organisation owned by the Naracoorte and Districts community. Formed more than 40 years ago, today it is a large and dynamic organisation accommodating 50 residents within the hostel and 53 Independent Living Units. At least 100 aged or disabled people call Longridge home.

Longridge is governed by a volunteer Board with the day to day running managed by Executive Officer / Director of Care & Business Service Manager along with a large team of over 70 staff.

The Longridge philosophy is aligned in the ideals of the Resident’s Charter of Rights & Responsibilities: respecting the individual rights to choice & decision making, the balance of ‘Duty of Care’ and recognising the collective value & wisdom of the aged in our care. Longridge was established with a charter to provide **affordable** aged care accommodation – and continues to consider this community need to this day.

Longridge shares a close and active working relationship with the local health and community service providers to ensure residents access the appropriate level of accommodation should they need to leave their home. Facilities and services are designed to promote independence whilst providing the support and assistance we need as we age.

The Independent Living Units are configured as more than 30 rental units and approximately 16 ‘Right to Occupy’ units. These Independent Living Unit residents live independently with the support services accessed from local support services (Boandik, Community Health or Resthaven.)

The Accredited Hostel is a commonwealth funded ‘Ageing In Place’ facility that allows residents to enter care at low or high levels and the majority remaining at Longridge until their passing. Active care is provided 24 hours a day. Residents can access all care and the majority of allied health and medical services on-site. Longridge is proud of the comprehensive Lifestyle Program that hostel residents enjoy – ensuring the residents lives are active and fun, even as their health or abilities decline.

CHARTER OF RESIDENT'S RIGHTS AND RESPONSIBILITIES.

Preamble:

Every person has the right to freedom and respect and the right to be treated fairly by others. A person's rights do not diminish when he or she moves into a Hostel, regardless of his or her physical or mental frailty or ability to exercise or fully appreciate his or her rights.

A positive, supportive and caring attitude by family, friends, hostel proprietors and staff, carers and the community will help people who live in hostels to continue as integral, respected and valued members of society.

Australian society has a strong commitment to social justice principles. Those principles recognise the aspirations of all Australians to a dignified and secure way of life with equal access to health care, housing and education, and equal rights in civil, legal and consumer matters. They form the basis of a society which is free of prejudice and is caring, just and humane.

This Charter affirms those social justice principles.

The personal, civil, legal and consumer rights of each resident are not diminished in any way when he or she moves into a hostel.

The Charter also recognises that residents of hostels have the responsibility to ensure that the exercising of their individual rights does not affect others' individual rights, including those providing care.

The Charter recognises that residents have specific rights and responsibilities which balance the needs of the individual against the needs of the hostel community as a whole.

The Agreement for Hostel Residents has specific reference to their Rights and Responsibilities

EACH RESIDENT HAS THE RIGHT:

- * To quality care which is appropriate to his or her needs.
- * To full information about his or her own state of health and about available treatments.
- * To be treated with dignity and respect, and to live without exploitation, abuse or neglect.
- * To live without discrimination or victimisation.
 - The resident is not obliged to feel grateful to those providing his or her care and accommodation.
- * To personal privacy.
- * To live in a safe, secure and homelike environment, and to move freely both within and outside the hostel without undue restriction.
- * To be treated and accepted as an individual. Each resident's individual preferences are to be taken into account and treated with respect.
- * To continue his or her cultural and religious practices and to retain the language of his or her choice, without discrimination.
- * To select and maintain social and personal relationships with any other person without fear, criticism or restriction.
- * To freedom of speech.
- * To maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions or choices. Some actions may involve an element of risk which the resident has a right to accept, and which should then not be used to prevent or restrict those actions.
- * To maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, his or her financial affairs and his or her possessions.
- * To be involved in the activities, associations and friendships of his or her choice, both within and outside the complex.
- * To have access to services and activities which are available generally in the community.
- * To be consulted on, and to choose to have input into, decisions about the living arrangements of the complex.
- * To have access to information about his or her rights, care, accommodation, and any other information which relates to him or her personally.
- * To complain and to take action to resolve disputes.
- * To have access to advocates and others avenues of redress.
 - Reprisal in any form shall not be made against any resident who takes action to enforce his or her rights.

EACH RESIDENT HAS THE RESPONSIBILITY:

- * To respect the rights and needs of other people within the complex and to respect the needs of the Longridge community as a whole.
- * To respect the rights of staff and the proprietor to work in an environment this is free from harassment.
- * For his or her own health and well being, as far as he or she is capable.
- * To inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health.



Longridge is a local community organisation where all profits and tax deductible donations improve facilities and services for our residents.

OUR MISSION

To deliver best practice aged care services supporting individual residents' rights, dignity and care needs.

OUR VISION *Is, to continue to be*

A recognised leader in aged care

INDEPENDENT LIVING UNITS MAP



LONGRIDGE AGED CARE
Naracoorte, South Australia

Plan not to scale

INDEPENDENT LIVING UNITS

Rental: Admission Policy:

It is the policy of the organisation that all residents applying for independent living unit accommodation (be it rental or 'Right to Occupy') are to be aged or disabled and at least semi-retired and require supportive accommodation facilities.

As part of the Longridge Aged Care organisation a range of accommodation options are available. All of these units come under the 2017 Retirement Village Association regulations and as such enjoy those financial protections and considerations whilst living an independent life.

Of course, all Longridge facilities are geared to support residents through their ageing and service support can be accessed for personal care assistance through the local service providers: Resthaven, Boandik & Community Health.

Longridge supplies some additional home support services such as window cleaning, spring cleaning and laundry at an additional cost.

Longridge enjoys an excellent reputation for home cooked meals served at lunch daily within the residential (hostel) facility for a small fee. (Bookings essential by 10.00am.)

The residential facility offers residents lifestyle / social activities Monday – Friday and independent living residents are invited to *some* of these free activities weekly.

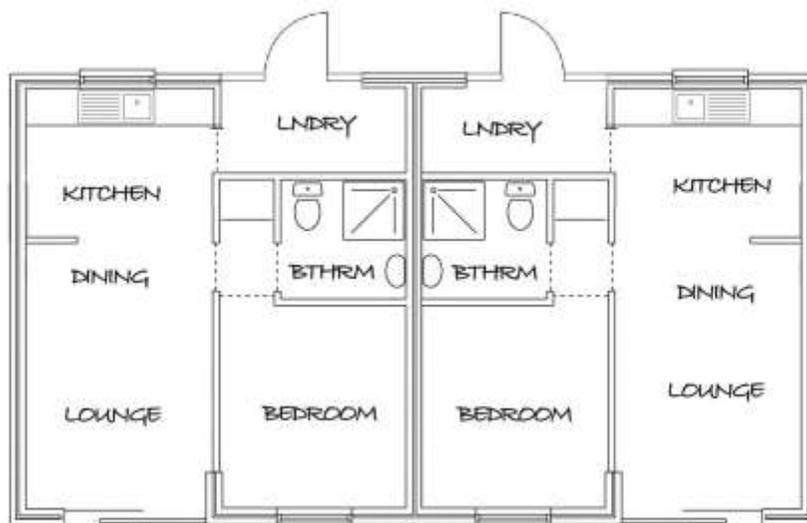
There are more than 30 flats for rent of various styles. All have been recently refurbished and provide self-contained accommodation comprising a single or double bedroom with built-in wardrobes, air-conditioning, floor coverings and basic window furnishings, a lounge, kitchenette, shower / toilet & laundry.

Fortnightly rental fees include all building maintenance (exteriors and interiors), lawn mowing / communal garden maintenance, council rates, water rates, sewerage rates, building insurance. TV antenna and water softeners.

Rent assistance may be available through Centrelink or Veteran's Affairs.

Personal furnishing, electricity & phone connection costs are the responsibility of the tenant.

Example of 'Rental' Flat: Floorplan



INDEPENDENT LIVING UNITS

Right to Occupy: “Resident Funded Units.” Admission Policy:

It is the policy of the organisation that all residents applying for independent living unit accommodation (be it rental or ‘Right to Occupy’) are to be aged or disabled and at least semi-retired and require supportive accommodation facilities.

As part of the Longridge Aged Care organisation a range of accommodation options are available. All of these units come under the 2017 Retirement Village Association regulations and as such enjoy those financial protections and considerations whilst living an independent life.

Of course, all Longridge facilities are geared to support residents through their ageing and service support can be accessed for personal care assistance through the local service providers: Resthaven, Boandik & Community Health.

Longridge supplies some additional home support services such as window cleaning, spring cleaning and laundry at an additional cost.

Longridge enjoys an excellent reputation for home cooked meals served at lunch daily within the residential (hostel) facility for a small fee. (Bookings essential by 10.00am.)

The residential facility offers residents lifestyle / social activities Monday – Friday and independent living residents are invited to *some* of these free activities weekly.

There are approximately 16 ‘right to occupy’ units. Residents ‘purchase’ the right to occupy’ these units thus enjoying a superior size and quality of fittings.

All have been recently refurbished and provide self-contained accommodation comprising a single or double bedroom with built- in wardrobes, air-conditioning, floor coverings and basic window furnishings, a lounge, kitchenette, shower / toilet & laundry.

Individual prices are available on application and are based on the size, age and facilities. All RTO units are agreed to pay a retention fee of 25% of the ‘purchase’ price over 3 years (annual rate of 10%, 10% & 5%) or prorate for the period of occupation.

Longridge is particularly attractive with all ‘right to occupy’ units not paying any stamp duty and NO remarketing fees apply – so repayment of the outstanding ‘purchase’ price is paid on the date of vacating the unit!

All RTOs pay a fortnightly maintenance fee which includes all building maintenance (exteriors and interiors), lawn mowing / communal garden maintenance, council rates, water rates, sewerage rates, building insurance. TV antenna and water softeners.

Rent assistance may apply to this fee via Centrelink or Veteran’s Affairs.

Personal furnishing, Electricity & phone connection costs are the responsibility of the tenant.



Example of a Right to Occupy Floorplan

RESIDENTIAL (HOSTEL) CARE ACCOMMODATION.

Residents Admissions: Permanent

It is the policy of the organization (in accordance with the Principles of The Aged Care Act 1997) that residents will be allocated permanent placement (& 'Security of Tenure') at Longridge if their needs & care can be safely accommodated within the 'Ageing In Place' residential care environment.

If a resident's needs are assessed as outside the scope of facilities & care available the resident & their family &/or advocate will be negotiated with and assistance & guidance offered to find alternate suitable care placement.

Longridge is an 'ageing in place' commonwealth funded facility accommodating 50 residents – supporting residents through the full continuum from low to high care and to their passing with palliative care services. All residents must have a current ACAT / My Aged care approval to access care.

A skilled team of staff offer 24 hour care supporting all clinical, lifestyle and physiotherapy needs. A competent and willing team of ancillary staff ensure excellent meal services, quality cleaning and laundry services to complete the total support package.

All rooms are single and have private en-suite facilities. The rooms range in size but all have garden views. Prices vary and are available on application.

Longridge supplies the hospital bed & all resident rooms include built in robes, individual air-conditioning & regular linen changes of sheets, towels, etc.

Residents are required to supply their own TV, armchair, pictures on the wall, doona & cover, pillows, bedside table and occasional furnishings to suit their tastes. *(We encourage you to personalise the room to be their own!)*

All residents entering residential care are means tested – and room costs, fees and charges are finalised in accordance with Dept of Human Services or Dept Veteran's Affairs Asset Assessment. The Asset Assessment is a complex document and must be completed and submitted prior to entry.

Please make an appointment with Longridge to determine your personal circumstances and rest assured Longridge accommodates all budgets and circumstances without judgement or discrimination.

RESIDENTIAL (HOSTEL) CARE RESPITE ACCOMMODATION.

Respite Policy

It is the policy of the organization (in accordance with the Principles of The Aged Care Act 1997) that residents will be allocated 'Respite' care at Longridge if their needs & care can be safely accommodated within the 'Ageing In Place' environment.

If a resident's needs are assessed as outside the scope of facilities & care available the resident & their family &/or advocate will be negotiated with, and assistance & guidance offered to find alternate suitable care placement.

Longridge offers respite accommodation within the residential (hostel) complex for all levels of care – including palliative care. All respite residents must have a current ACAT / My Aged care approval to access care.

All care and services match those that are offered to permanent residents.

Residents are accommodated in a single room with ensuite facilities – although the rooms are smaller since they are simply a temporary accommodation arrangement.

Longridge supplies all furnishings, linen etc.

Daily fees are in accordance with Commonwealth fee settings and must be paid on discharge. Private Health Cover does not include respite in the Longridge setting.

A minimum of 2 weeks stay is required – longer periods can be negotiated as availability permits. Good planning and booking is encouraged by contacting the EO/DoC in business hours and making an appointment to discuss the process. A copy of the current ACAT must be supplied to Longridge at the time of booking the Respite stay.

A daily fee is charged at a rate of 85% of the single aged pension rate. The fees are calculated and required to be settled on the day of discharge.

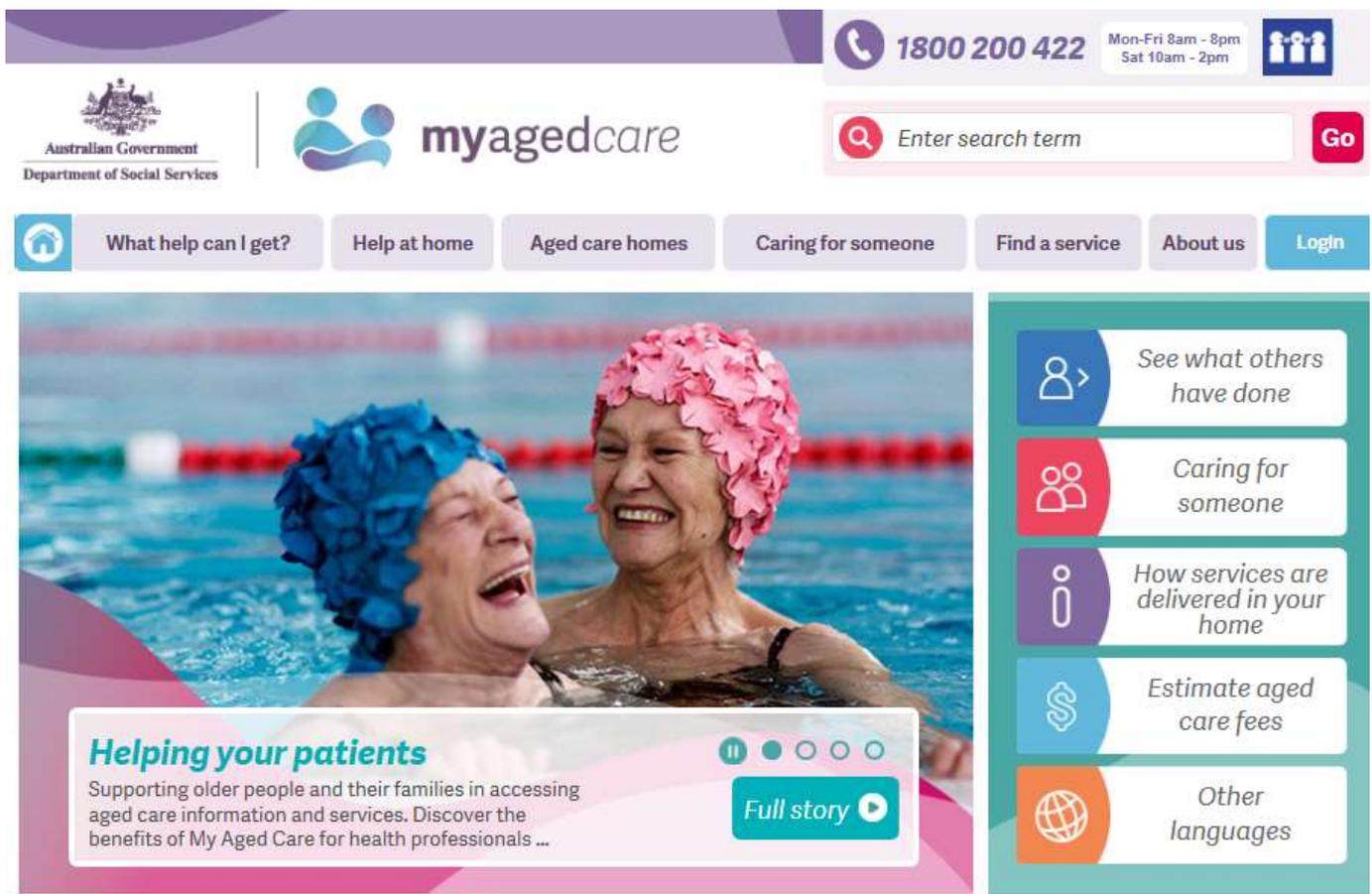
If the resident has a Dept of Veteran's Affairs (DVA) pension **family are required to contact DVA** to seek approval for Respite care – the allocation of paid Respite care by DVA is at the discretion of the Dept Veteran's Affairs to be paid for by the Dept. **THIS MUST BE APPROVED BY DVA PRIOR TO ENTRY.**

MY AGED CARE

If you or your family members are looking for some more information this site is easy to navigate & very informative:-



www.MyAgedCare.gov.au



COMPLAINT RESOLUTION

1. Complaints Resolution Procedure

All residents have the right to respect, privacy & dignity. If they believe their needs or concerns have not been adequately addressed they are encouraged to seek resolution via the Longridge Complaints Process.

Forms are displayed prominently in the Longridge foyer; however, should residents not wish to use the written format they are welcome to make an appointment with the EO/DoC to lodge their concerns in person. All issues will be addressed confidentially, and written feedback provided to the resident.

Should the resident not be satisfied with the result they are welcomed to access the external complaints resolution process as noted below.

2. Other Mechanisms Available to Address Complaints

The contact names, addresses and telephone numbers of independent complaints and advocacy services will be prominently displayed in the entry foyer.

- Aged Care Information Line:
Toll Free: 1800 200 422

- Aged Rights Advocacy Services Inc.
16 Hutt Street
ADELAIDE SA 5000
Phone: (08) 8232 5377
Freecall: 1800 700 600

- Aged Care Complaints Commissioner
GPO Box 9848
ADELAIDE SA 5001
Toll Free: 1800 550 552

- Website: agedcarecomplaints.gov.au

Please note that Independent Living Unit or Flat issues do not come under the “Commonwealth Funded Services” umbrella. If these ILU residents have problems we would encourage them to contact:

- Office for the Ageing
Retirement Village Unit
PO Box 196
Rundle Mall 5000 SA