

Naracoorte Home for the Aged Inc



Longridge Aged Care

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Residents Guide



Naracoorte Home for the Aged Inc

Trading As

Longridge Aged Care

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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 45 Independent Living Units. At least 100 aged or disabled people call Longridge home.

Longridge is governed by a non- remunerated Board with the day to day running managed by Executive Officer / Director of Care & Business Manager along with a large team of over 75 staff.

The Longridge philosophy is aligned in the ideals of the Charter of Aged Rights & Principles 2019: 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 a majority of rental units with some Right To Occupy Unit arrangements. In 2019 the Board of Governance & management made the decision to no longer enter into a Right To Occupy arrangement with any new tenants but all future agreements will be of a rental nature. These Independent Living Unit residents live independently with the support services accessed from local support services (Boandik, Community Health or Resthaven.)

Recognising the changing needs and expectations of aged care, Longridge has undertaken development of units 901 – 904 Attiwill St. These single bedroom units in such close proximity to the hostel facility have afforded us the opportunity to provide ‘supported living’ opportunities. Some people are not quite ‘ready’ for residential care but independence is not the right fit either. We will trial the interest in ‘supported living / rental unit living’ in these units with access to the hostel for all meals & activities. Of course this level of support will be available for a daily ‘supported living’ fee – quite apart from our standard rental arrangements. This model is an effort to ensure that when residents do enter residential (permanent hostel) care, their needs will meet that 24/7 care model.

The Accredited Hostel is a Commonwealth funded ‘Ageing In Place’ facility, allowing 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 that the residents’ lives are active and fun, even as their health or abilities decline.

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



Charter of Aged Care Rights Principals 2019

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

OUR MISSION & VISION

*To deliver
safe & quality care,
where every person
is cherished
& their individual
needs & choices
are supported
throughout
their ageing journey.*

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 are to be aged or disabled and at least semi-retired.

As part of the Longridge Aged Care organisation, a range of accommodation options are available. Longridge is committed to the principles of the 2017 Retirement Villages Act 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.

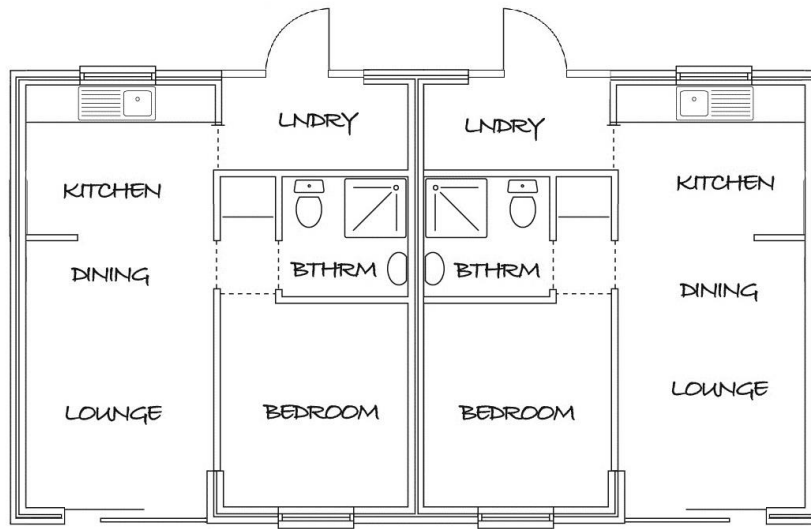
Rental units are available in a range of styles and configurations and corresponding rental rates . All have been recently refurbished and provide self-contained accommodation comprising a single or double bedroom with built- in wardrobes, air-conditioning, floor coverings and basic window furnishings, 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. Unless an **emergency**, after hours call outs for repairs will be invoiced to the tenant for cost of the call out.'

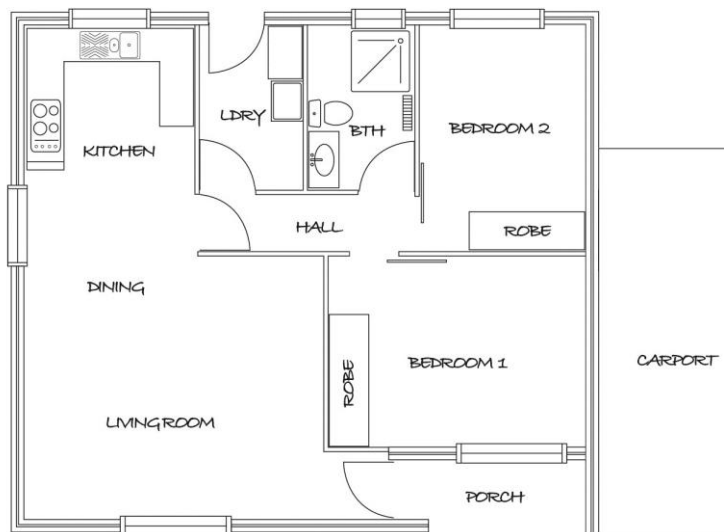
Rent assistance may be available through Centrelink or Veteran's Affairs.

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

Example of 'Rental' one bedroom unit: Floorplan



Example of a two bedroom unit: Floorplan



SUPPORTED LIVING UNITS 901 – 904

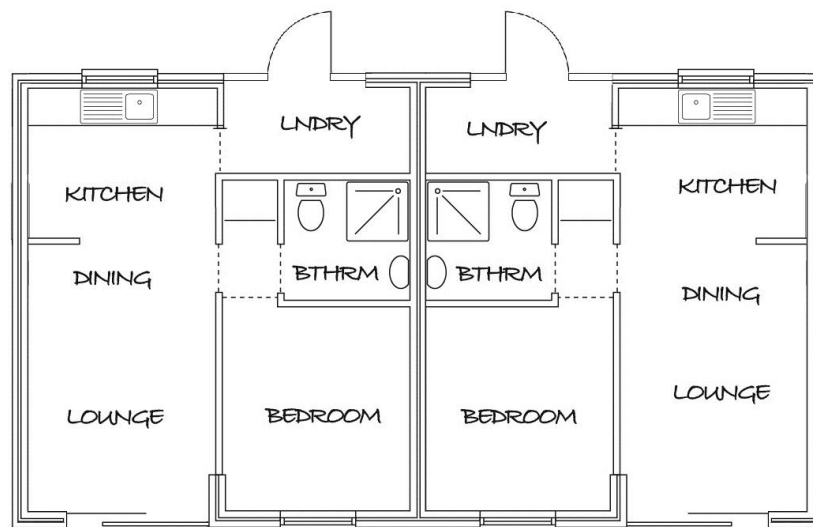
Admission Policy

It is the policy of the organisation that all residents applying for supported living accommodation (Units 901 – 904) must have been assessed & approved by ACAT to have defined needs that could be accommodated by a low level home care package.

Some people are not quite ‘ready’ for residential care but independence is not the right fit either. Issues such as memory loss can limit our capacity to maintain our safety & independence. This accommodation option offers access to the hostel for all meals & activities. Cleaning & washing is included in the daily ‘supported living’ fee.

Residents will access their personal care support such as shopping, showering etc as per the usual ‘fee for service arrangements’ with their current home care providers. These beds will not be under the Dept Health & Ageing Commonwealth funding model – and will ensure when residents do enter residential (permanent hostel) care, their needs will meet that 24/7 care model.

Example of ‘Rental’ one bedroom unit: 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. Whilst Longridge accommodates residents with varying levels cognitive impairment and associated behaviours Longridge is not a 'dementia specific' service so is unable to maintain the care needs of residents with high levels of intrusive or aggressive behaviours or absconding risks.

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.

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Longridge is an 'ageing in place' Commonwealth funded facility accommodating 5respite licences. Respite care is able to support residents through the full continuum from low to high care and to their passing with palliative care services.

Whilst Longridge accommodates residents with varying levels cognitive impairment and associated behaviours Longridge is not a 'dementia specific' service so is unable to maintain the care needs of residents with high levels of intrusive or aggressive behaviours or absconding risks.

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.

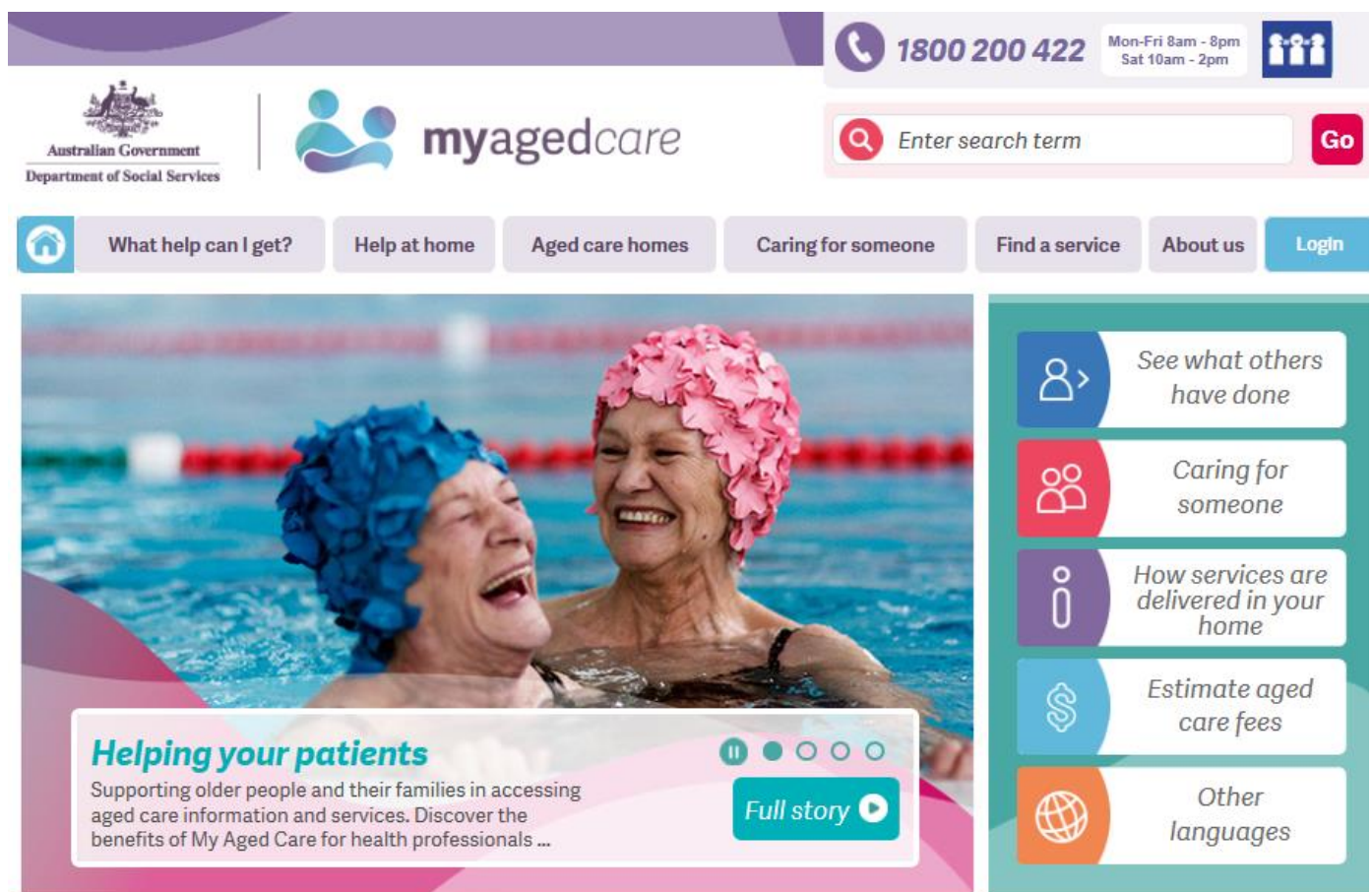
If the resident has a Dept of Veteran's Affairs (DVA) pension **family are required to contact DVA** to seek approval for Respite care – the allocation of paid Respite care by DVA is at the discretion of the Dept Veteran's Affairs to be paid for by the Dept. **THIS MUST BE APPROVED BY DVA PRIOR TO ENTRY.**

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 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