



Naracoorte Home for the Aged Inc

trading as Longridge Aged Care

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Dear Family Members,

As you are no doubt aware there are many demands on aged care funding. Longridge must ensure we maximise every dollar we spend to provide the very best in resident outcomes and quality of care.

Longridge is accommodating large numbers of very high care/ complex residents. Registered nursing staff and carers' time must be allocated to meet those specific care and clinical needs in their home here at Longridge.

In recent months significant periods of staff time has been spent transporting residents to and from medical appointments. This has taken skilled staff off site, off the floor and diverted them away from their focus on care. The time allocated to meet all resident needs is being commandeered on transport duties and Longridge is having to backfill and/or pay overtime to ensure these specialised care needs are still met.

This extra cost burden is unsustainable.

We originally implemented a policy in April 2019 that if Longridge is required to transport a resident to a medical appointment, a \$25.00 fee per event would apply. Should the staff member be required to stay with the resident (due to their frail/compromised health state) an additional \$35/hour will be charged.

As COVID resulted in all outings and medical appointments ceasing, this policy was not necessary, therefore we will now reintroduce the policy as of June 2021.

When families transport residents to medical appointments, if the resident is unable to safely manage getting in and out of your car, we wish to remind families that Longridge has the wheelchair friendly mobility van. Families are welcome to come and be orientated for use of the van: this is then available for hire at a small fee.

Do not hesitate to contact us should you require clarification of this policy. We appreciate your assistance.

With regards,

Management team