



TO DELIVER SAFE & QUALITY CARE, WHERE EVERY PERSON IS CHERISHED & THEIR INDIVIDUAL NEEDS & CHOICES ARE SUPPORTED THROUGHOUT THEIR AGEING JOURNEY.

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.

At Longridge, we cherish each individual living in our home. We know the importance of taking a holistic and person-centred approach to empowering each resident to live their life to the fullest. This means ensuring your physical, emotional, mental, spiritual and social wellbeing; while respecting your dignity by giving you choices and control over how you wish us to support you every day.

Longridge is a private ‘not-for-profit’ community organisation owned by the Naracoorte and Districts Community. Formed more than 50 years ago, today it is a large and dynamic organisation accommodating 52 residents within the hostel and 45 Independent Living Units. At least 100 people who are aged call Longridge home.

Longridge is governed by a non-remunerated Board with the day to day running managed by our CEO, a team of managers and a large team of over 75 staff.

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 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. The care provided is inclusive of the array of Allied Health services including Speech Therapy, Dietician support, Physiotherapy, Podiatrist, visiting GPs, and a Diabetic Educator.

Longridge is proud of the comprehensive Wellbeing Program that hostel residents enjoy – ensuring that the residents’ lives are active and fun, even as their health or abilities decline. Recently the residents decided to commence a Choir; to hear the voices singing is a joy for other people to listen to and enjoy.

LONGRIDGE IS A REGISTERED CHARITY ORGANISATION WHERE ALL PROFITS AND TAX-DEDUCTIBLE DONATIONS IMPROVE FACILITIES AND SERVICES FOR OUR RESIDENTS.



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 informed and offered assistance & guidance to find another suitable home to live in.

Longridge is an 'Ageing in Place' Commonwealth funded facility accommodating 52 residents – supporting residents through the full continuum from low to high care and to their passing. Highly effective palliative care services are provided by skilled Registered Nurses and as directed by the person's GP. Whilst Longridge accommodates residents with varying levels of 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 and wellbeing 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.

TO DELIVER SAFE & QUALITY CARE, WHERE EVERY PERSON IS CHERISHED & THEIR INDIVIDUAL NEEDS & CHOICES ARE SUPPORTED THROUGHOUT THEIR AGEING JOURNEY.



RESIDENTIAL (HOSTEL) CARE RESPITE ACCOMMODATION

Respite Policy

It is the policy of the organisation (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 is an 'ageing in place' Commonwealth funded facility accommodating 5 respite 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 of 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 CNM 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.

At the end of the respite period if you wish to remain living at Longridge, it will depend on the availability of a room, whereby you will be moved into a "Permanent Room".

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.

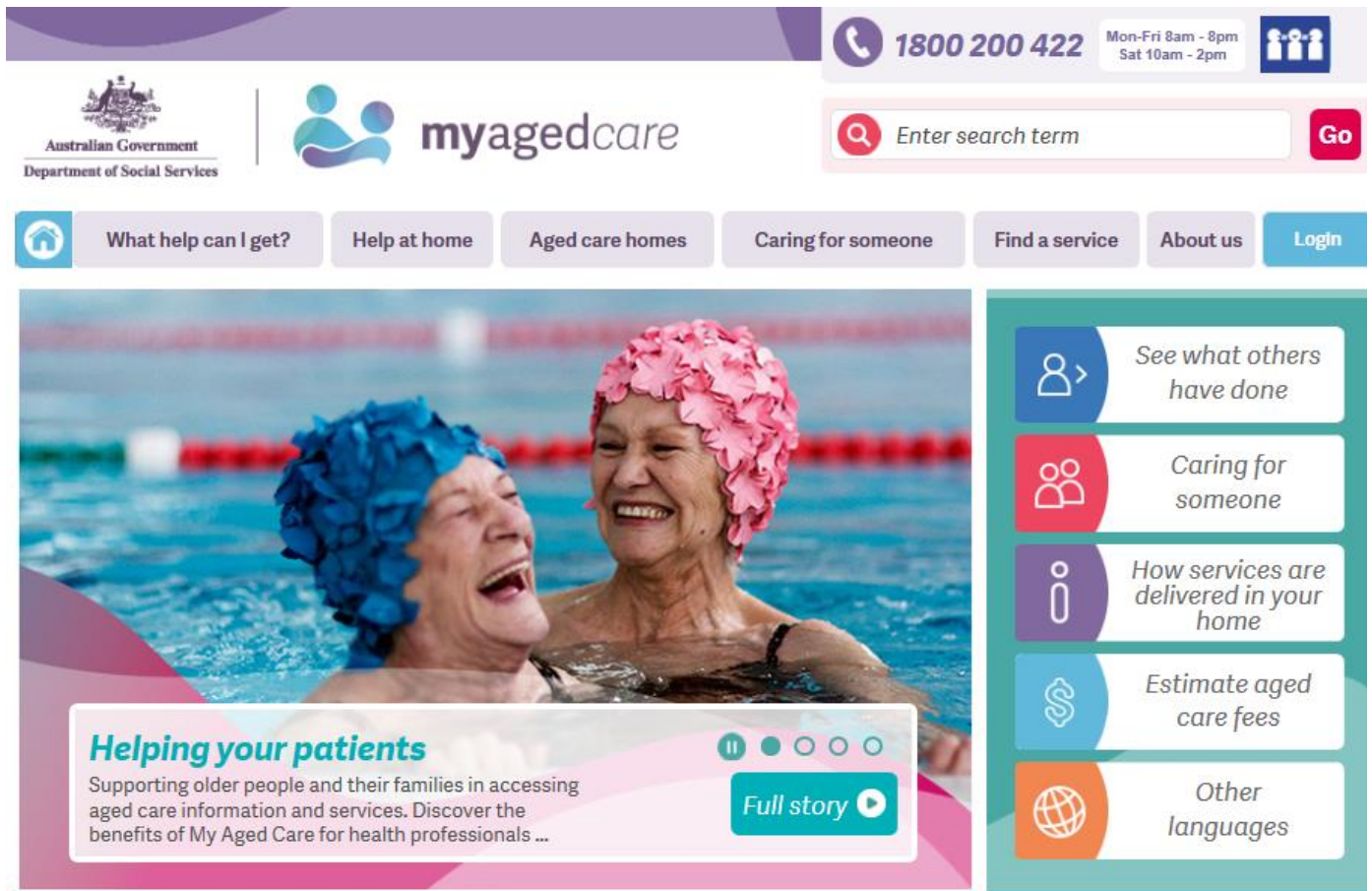
If the resident has a Dept of Veteran's Affairs (DVA) pension [family are required to contact DVA](#) to seek approval for Respite care – the allocation of paid Respite care by DVA is at the discretion of the Dept of Veteran's Affairs to be paid for by the Dept. **THIS MUST BE APPROVED BY DVA PRIOR TO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



The screenshot shows the MyAgedCare website interface. At the top right, there is a phone icon with the number 1800 200 422, and operating hours: Mon-Fri 8am - 8pm, Sat 10am - 2pm. Below this is the Australian Government Department of Social Services logo and the myagedcare logo. A search bar contains the text "Enter search term" and a "Go" button. A navigation menu includes: "What help can I get?", "Help at home", "Aged care homes", "Caring for someone", "Find a service", "About us", and "Login".

The main content area features a large image of two elderly women in a swimming pool, one wearing a blue swim cap and the other a pink one. Below the image is a video player with the title "Helping your patients" and the text: "Supporting older people and their families in accessing aged care information and services. Discover the benefits of My Aged Care for health professionals ...". A "Full story" button is visible next to the video player.

On the right side, there is a vertical list of service categories: "See what others have done", "Caring for someone", "How services are delivered in your home", "Estimate aged care fees", and "Other languages".

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 CEO 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