

DOUGHERTY

APARTMENTS

RESIDENTIAL AGED CARE FACILITY
AND RETIREMENT VILLAGE



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PRE-ENTRY INFORMATION PACKAGE FOR PROSPECTIVE RESIDENTIAL CARE RESIDENTS

Welcome to Dougherty Apartments

Dear Prospective Resident, Relatives, Carers and Friends

On behalf of the Board of Directors, Management and Staff of Dougherty Apartments, we welcome you personally with the sincere wish that your involvement with us, be it for short term respite or for longer term permanent accommodation, will be a happy and rewarding experience for both yourself and us.

You can rest assured knowing that you will be coming to an aged care facility which is fully accredited and quality focused, where the staff are committed and caring, the food is good, your room is safe and secure and our standards are high. Dougherty is continually looking for ways to improve our care and services to our residents and you can contribute to this by providing your feedback, comments etc at our regular monthly residents meetings or through our comments, complaints and suggestions for improvement system or just by telling us. All of our managers have an 'open door' policy.

Moving from your home to Dougherty or indeed, to any aged care facility, is one of the most important decisions of your life and we hope the information in this package will assist you in feeling more comfortable with your decision.

The Management at Dougherty is committed to providing a safe, happy and caring and secure environment to residents who live and staff who work within the organization. Dougherty's philosophy is to promote, encourage and maintain our residents' independence, including their links with the community, for as long as practicable. This is achieved by a team approach to all resident care and aspects of resident's lifestyle / activities and good communication between all staff, doctors, allied health professionals, residents, relatives and friends.

Residents and their families are encouraged to participate in the decision making of all elements of their life within Dougherty Apartments. Every resident's right to exercise choice and control over their lifestyle will be recognised and respected, provided this does not infringe on the rights of other people. We strive to make all of our residents and visitors feel very welcome.

For further enquiries you may have, which are not covered by this pre-entry package, please do not hesitate to phone us on (02) 9419.3000. Alternatively, Dougherty's fax numbers are (02) 9419.7164 (office) or (02) 9411.2160 (Residential Care). Our email address is info@doughertyapartments.org. Dougherty also has a website from which you can obtain further information: www.doughertyapartments.org.

LEGISLATIVE FRAMEWORK

The Commonwealth Government, through the Department of Health and Ageing, oversees the quality and administration of the aged care industry. It lays down standards which all aged care facilities must meet. The *Aged Care Act and Principles 1997* is the legislative framework which governs aged care and that framework sets out the responsibilities of all aged care providers and the rights of all residents. The *Quality of Care Principles 1997* details provider responsibilities and the *User Rights Principles 1997* details resident's rights.

OVERVIEW

Dougherty Apartments commenced operation as an aged care facility in 1989 and is a joint venture of Willoughby City Council, Uniting Aged Care and Housing NSW. It is located on the fringe of the CBD of Chatswood, across the road from beautiful Chatswood Oval and surrounding parkland, and close to the Chatswood bus / rail interchange, Westfield and Chatswood Chase shopping centres, social clubs and cinemas.

Dougherty is a high rise aged care facility of nine (9) levels of accommodation. Our Residential Care is located on Levels 1 and 2 of the building, while the Ground Floor and Levels 3 through to 8 comprise self care units. There are currently 68 beds in our Residential Care and the 'Palmer Wing', a 14 bed low level care dementia specific secure unit on Level 1.

Each of our Residential Care units is self contained, fully carpeted and with its own bathroom ensuite, bedsitting area, security system, and most have balconies. Each unit is secure with a visual display and audio panel connected to ground floor entry and also fire compliant with one hour fire rated doors and smoke detectors.

The Residential Care is managed by a Registered Nurse, who has a team of skilled, dedicated and experienced care staff (including a Clinical Care Coordinator) who provide quality care services. The Residential Care also has experienced Therapy and Activities staff involved in coordinating the activities and lifestyle aspects of our residential care. Staff are present 24 hours / 7 days per week. Medical Practitioners, pharmacists, podiatrists, physiotherapists and other specialists visit on a regular basis.

A group of local General Practitioners (GP's) with an active interest in aged care, Drs Lyn Williams and Greg Jacobs (Willoughby Medical Practice) conduct a fortnightly medical clinic on-site at Dougherty on Tuesday afternoons and in addition, Dr David Pick GP, conducts a clinic each Wednesday afternoon and these clinics are available for all Dougherty residents, both Residential Care and Self-

Care. Appointments for these clinics can be made at the Residential Care office or main office.

Pastoral Care services are available to residents through Uniting Care North Chaplaincy Services, if required. This service is available on a needs basis for residents in times of emergency and anguish for spiritual and emotional support. Religious services are provided by various denominations on a regular basis.

Dougherty has a solid reputation in the industry for providing a high standard of accommodation and care and there is currently a waiting list for our Residential Aged Care places.

PHYSICAL FACILITIES

Our Residential Care boasts single ensuite accommodation units, a modern newly refurbished dining room and residents lounge room. Care staff and Director of Care Services offices are situated on level 1 of the Residential Care. A therapy room, gymnasium and general activities areas are located on both Levels 1 and 2. Dougherty is also adjacent to the Dougherty Community Centre, which provides social, cultural and recreational activities for all member of the Community. A newly upgraded hairdressing salon is located on Level 3 of the building for the benefit of all residents. On Level 1 outside the residents dining room, there is a large roof garden available to all our residents and their family and friends. This area is paved and has gardens, tables, chairs and umbrellas for your use and enjoyment. An internet room on Level 2 allows residents to access the internet and email facilities. A modern laundry with commercial washers and dryers is located on Level 2 and caters for all residents laundering needs.

PROFILE OF OUR RESIDENTS

The age range of our residents is from about 50 years to 100 + years. Currently, Dougherty's residents come from a variety of different ethnic backgrounds.

The majority of our residents are active members of the local community and our philosophy is to encourage residents to maintain their independence, including their links with the community, for as long as practicable. This is made easier by our close proximity to transport and the adjacent Dougherty Community Centre, which provides a multitude of social, cultural, recreational, civic and spiritual programs and activities for all members of the community. Dougherty's residents are very welcome to attend any of these at their own leisure.

Residential Care residents meetings are usually held monthly and are attended by Management. At these meetings, residents are free to express their comments about any aspect of the care being received at Dougherty and Management keeps residents up-to-date with latest information and issues.

DOUGHERTY APARTMENTS VISION, MISSION AND VALUE STATEMENTS

- VISION:** To provide high quality aged care services.
- MISSION:** Quality care and support for the aged in our community in a safe and supportive environment.
- VALUES:** Dougherty is committed to seven core values which are:
1. Mutual respect of and between all our stakeholders which supports the daily decision making and service provision.
 2. Provision of compassionate understanding and quality care for the aged in our community in a safe and secure environment.
 3. To be an employer of choice through education and staff development and fostering of ethical practices and a strong team culture.
 4. We will strive for continuous improvement.
 5. Through our transparency we will achieve the highest level of openness and integrity in all our dealings.
 6. Conduct a strategically and financially viable organization.
 7. Respect each person's independence and choice and so maintain a sense of self dignity and worth.

(Adopted by the Dougherty Board of Directors on 26/10/2011)

THE CHARTER OF RESIDENT'S RIGHTS AND RESPONSIBILITIES

Every person has the right to freedom and respect and to be treated fairly by others. A person's rights do not diminish when that person moves into an aged care facility such as Dougherty Apartments, 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, aged care proprietors and staff, carers and the community will help people who live in aged care facilities to continue as integral, respected and valued members of society.

The Charter of Residents Rights and Responsibilities recognises 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 an aged care facility. The Charter also recognises that residents of aged care facilities 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 aged care community as a whole.

Dougherty Apartments is very mindful of and respects the philosophy behind the Charter of Residents Rights and Responsibilities viz:

Each Resident of a residential care service has the RIGHT:

- to full and effective use of his or her personal, civil, legal and consumer rights.
- 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, and without being 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 aged care facility without undue restriction.
- to be treated and accepted as an individual, and to have his or her individual preferences 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 recognition of personal responsibility for his or her own actions and choices, even though some actions may involve an element of risk which the resident has the right to accept and must not then be used to prevent or restrict those actions.
- to maintain control over, and to continue making decisions about, the personal aspects of her or her daily life, his or her financial affairs and possessions.
- to be involved in the activities, associations and friendships of his or her choice, both within and outside the aged care facility.
- 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 residential care service.
- 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 other avenues of redress.
- To be free from reprisal, or a well founded fear of reprisal, in any form for taking action to enforce his or her rights.

Each Resident of an Aged Care Facility has the RESPONSIBILITY:

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

ACCOMMODATION PRICES AND INFORMATION FROM JULY 1, 2014

From 1 July 2014, there are changes to how you are to be charged as a new residents for accommodation. These changes will only affect new residents who enter our facilities after this date.

The current differences between high care and low care will be removed; instead the same system will apply for all new residents. New residents will have a choice as to how they pay the agreed accommodation price; either as a lump sum refundable deposit (similar to an accommodation bond), a periodic payment or a combination of both.

Refundable Accommodation Deposit (RAD) and Daily Accommodation Payment (DAP)

How will residents choose to pay for their accommodation?

New residents will have the choice to pay for their accommodation either as a refundable deposit (a lump sum, also known as a refundable accommodation deposit or 'RAD'), an equivalent daily payment (a periodic payment, also known as a 'daily accommodation payment' or 'DAP') or a combination of both.

New residents will be asked to agree to the accommodation price prior to or on admission and will have up to 28 days from entering care to choose whether to pay the agreed accommodation price by a refundable deposit or daily payment or some combination of both. The daily payment is paid unless and until a refundable deposit is paid. Daily payments must not be required more than one month in advance.

Daily payments can be paid by the resident or drawn down from a refundable deposit the Resident has paid to the provider, if the resident has elected to pay a combination of a Refundable deposit and a daily payment.

Residents can choose to draw down daily payments from their refundable deposit. You may also agree to have other amounts drawn down from the deposit.

Maximum Refundable Accommodation Deposit (RAD) for a room at Dougherty Apartments \$550,000.

The Equivalent Daily Accommodation Payment (DAP) is \$100 per day.

As per Government Legislation incoming Residents have a choice of payment methods:

- Full RAD payment
- Part RAD part DAP
- Part RAD and drawdown out of RAD for remaining DAP owing

Costs and payments can be negotiated.

WAITING LIST

Dougherty's services are in high demand and as such we have a waiting list for residents wishing to enter our Residential Care. Please complete all forms provided with this package and return the completed forms to the Director of Care Services, Dougherty Apartments, 1 Victor Street, Chatswood 2067, as soon as possible.

The forms to be completed are as attached:

FREEDOM OF CHOICE

Our residents are encouraged to have control over their own lives. As much as possible, they must be able to make their own decisions and have a say in what happens in their daily lives. As they share their home with a number of others, residents will sometimes need to consider other people in their decisions.

Every resident's right to exercise freedom of choice will be recognised and respected, whenever this does not infringe on the rights of others.

Every resident and/or their representative are able to participate in making decisions, including the resident's right to refuse treatment.

CULTURAL CUSTOMS and RELIGIOUS PREFERENCES

Dougherty Apartments is committed to recognising and respecting the cultural diversity of all our residents. Our aim is to provide the best possible care, taking into consideration the individual interests, customs, beliefs and cultural and ethnic backgrounds of our residents. These are respected and fostered by the staff at Dougherty Apartments.

All ethnic or cultural groups are encouraged to participate in the planning of the events and activities conducted at Dougherty Apartments.

The preferred language of our residents is respected and arrangements will be made for interpreters/translators as required.

Residents are able to practise their religious beliefs, dietary customs, personal and cultural customs with the complete support of our staff.

RESIDENTS PRIVACY, DIGNITY and CONFIDENTIALITY

Each resident's privacy is respected by all staff. The management of Dougherty Apartments is committed to ensuring that the dignity and privacy of our residents will be respected. All staff are aware of and respectful to the following residents rights under the Charter of Residents Rights and Responsibilities: (i) to be treated with dignity and respect, and to live without exploitation, abuse or neglect (ii) to personal privacy (iii) to full information about his or her own state of health and about available treatments.

Confidentiality of resident's records is highly respected by our staff.

ACTIVITIES PROGRAM

Dougherty Apartments has a comprehensive activities and lifestyle program for its residents. Residents enjoy such diverse activities as exercise classes, cinema outings, balance classes, social bus trips, visits to local clubs, "Happy Hour", bingo, guest musicians, beauty therapy, sing-a-longs and piano sessions, trivia quiz sessions, crosswords and word games, craft sessions, participation in religious services, cooking classes, mobile library, hairdressing appointments, attending residents meetings or simply just watching TV/Foxtel in our resident lounge.

These programs are designed to enhance the psychological, spiritual, social and physical well being of our residents.

The Activities and Lifestyle Program is displayed in the residents' dining and lounge rooms, and all residents receive a copy of the regular newsletter detailing forthcoming events.

Residents are also encouraged to take part in the many and diverse activities run by various community groups in the adjacent Dougherty Community Centre.

For those residents who do not wish to participate in group activities, individual activities are organized, such as accompanied outings to the shops.

Dougherty also now provide supper at night before bedtime, coffee / tea making facilities throughout the day as well as daily newspapers. An internet room has also been set up on Level 2 for residents to access to the world wide web and email facilities.

Residents and their families are always invited to contribute their own ideas for new activities.

We hold a monthly Residential Care residents' meeting in the residents' dining room where residents can also have their say in various aspects of the management of the Residential Care – issues such as food, cleaning, maintenance, care services etc. We highly value the feedback from our residents in these meetings.

COMMENTS, COMPLAINTS, SUGGESTIONS

As the management at Dougherty endeavours at all times to improve the quality of the care and service offered at Dougherty, residents are encouraged to submit comments, complaints or suggestions for improvement. Forms are available at the Residential Care office or at the main office on ground floor.

Your feedback is important to us. Management at Dougherty fosters a positive view of complaints as opportunities to review and enhance the delivery of its aged care service, promotes and respects the rights of complainants and their privacy and confidentiality, and ensures that residents who complain are not subject to victimisation or intimidation.

ABOUT THE RESIDENTIAL UNITS

Each Residential Care unit contains the following:

- ✓ a bedsit area.
- ✓ bathroom ensuite.
- ✓ a built-in wardrobe.
- ✓ fire-lining for curtains.
- ✓ a security buzzer for visitors.
- ✓ the bathroom has a vital call wall unit to summon staff in emergencies and there is a pendant for each resident to wear.
- ✓ linen and towels.
- ✓ a laundry bag.

Most Residential Care units have a balcony.

FURNISHINGS

You are encouraged to make the room as individual as you like. Suggested items you might like to bring might include:

1. Small bar fridge.

2. Television Set.
3. Small cabinet/wall unit, chest of drawers or bookshelf.
4. Recliner chair.
5. Photos, pictures etc (can be mounted by our maintenance staff).
6. Your own personal pillow and doona.

However, please bear in mind that over-cluttering the room will make moving around for yourself, visitors and staff more difficult and possibly dangerous, so the furniture and possessions brought from home must be reasonable.

WHAT YOU WILL NEED TO BRING ON ENTRY

All prospective residents (both permanent and respite) will need to have a current Aged Care Client Record (ACCR) or Aged Care Assessment Team report prior to entry to our Residential Care. If you do not have this, you or your family can organise for the Aged Care Assessment Team (ACAT) to assess you by contacting them c/- Department of Aged Care, Royal North Shore Hospital, St. Leonards (Telephone No: 9462-9333). The contact telephone number for the Respite Coordinator for the Lower North Shore is 9462-9333.

Please bring the following with you:-

- ✓ Your current Medicare Card.
- ✓ Your current Pension Card (either Centrelink or Department of Veterans Affairs (DVA)), if applicable.
- ✓ Your current ACCR (Aged Care Client Record) or Aged Care Assessment Team report.
- ✓ All current prescribed medications and prescriptions.
- ✓ Clothes and other aids that you use e.g glasses, walking frames, dentures, hearing aids, etc.
- ✓ All available medical history records.

SUGGESTED CLOTHING

- ✓ Suitable clothing, both day and nightwear. It is the responsibility of the resident and/or resident's representative to ensure that the resident has sufficient clothing.
- ✓ Would you please consider providing at least the following items:
 - A week's supply of underwear.

- Seven (7) easy to launder day outfits (dresses, skirts, track pants, shorts etc).
 - Jumpers or cardigans.
 - Enough night dresses or pyjamas for seven days.
 - A dressing gown.
 - A week's supply of socks or stockings.
 - Two (2) pairs of slippers.
 - Two (2) pairs of comfortable shoes.
- ✓ A sun hat.

- ✓ Please double the recommended quantities for those people with incontinence problems.

- ✓ Although we take due care, we take no responsibility for lost items and recommend that all items are clearly labelled.

ELECTRICAL APPLIANCES

If you are planning on bringing ANY electrical appliances into your new unit at Dougherty Apartments, this needs to be advised to the office BEFORE the appliance is brought into use here. The reason for this is that, under fire safety standards, all electrical appliances need to be checked and tagged. Electric blankets and hot water bottles are not permitted to be used at Dougherty Apartments.

SMOKING

In the interests of public health and because of the potential fire hazard to all residents, staff and visitors, the following no smoking policy is applicable at Dougherty Apartments.

- Smoking is not permitted:
 - (i) Within any residential unit. (ii) On balconies, private or public. (iii) Level 1 outdoor area. (iv) In any common area of the building, including corridors, resident lounge areas, storerooms etc. (v) On fire stairs. (vi) In lifts. (vii) In garbage rooms. (viii) In the basement area.
- Within 10 metres of the buildings. `

MOVING IN

Every effort will be made by the staff to make your moving in process as easy as possible. Please notify the office of the date and estimated time that you will be moving in.

The staff will have ready your grey card (for entry and exit to and from the building) and will be able to assist with the movement of your belongings into your room. We will advise you (or your movers) the best place to park, and dedicate one lift to you so that the process can be completed as quickly as possible.

If you have questions or concerns, please do not hesitate to call us on (02) 9419 3000
