

DOUGHERTY

APARTMENTS

RESIDENTIAL AGED CARE FACILITY
AND RETIREMENT VILLAGE



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PRE-ENTRY INFORMATION PACKAGE FOR PROSPECTIVE RESIDENTIAL CARE RESIDENTS

Residential Care Service: 0280

WELCOME TO DOUGHERTY APARTMENTS

Dear Prospective Resident, Relatives, Carers and Friends

Our Purpose

Your Home, your community

Our Values of Dougherty Apartments

- We respect each person's independence & choice, allowing them to maintain their self, dignity and worth
- We embrace diversity & inclusion and the importance of staying connected to the local community
- We strive for openness, transparency & integrity in all our dealings

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 will be a happy and rewarding experience for yourself, family, friends and us.

Our Home is fully accredited and quality focused, where our staff are committed and caring, we work with you on food choices, your room is safe and secure and we strive to keep our standards high. We are 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 forms, which complements our improvement systems, or just by telling us. All of our managers are happy to meet with you a time suitable to both parties to talk through any matters.

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 assists you in feeling more comfortable with your decision.

The Management Team at Dougherty is committed to providing a safe, happy and caring and secure environment to residents who live and staff who work within the organisation. We 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 and care needs 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) (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 70 beds in our Residential Care and the 'Palmer Wing', a 14 bed memory support unit situated 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 Clinical Care Manager (CCM) is a Registered Nurse, who has a team of skilled, dedicated and experienced care staff including a Clinical Care Coordinator who provides support, oversight and guidance to the clinical team. We have experienced health & lifestyle staff involved in coordinating the activities and social aspects for our residential care. We have registered nurses 24 hours / 7 days per week. Medical Practitioners, pharmacists, podiatrists, physiotherapists and other specialists visit on a regular or as needs basis.

A group of local General Practitioners (GP's) with an active interest in aged care, conduct regular medical clinics on-site at Dougherty 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 located on level 1.

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 and there is currently a waiting list for both Residential Aged Care and self care units.

PHYSICAL FACILITIES

Our Residential Care boasts single ensuite accommodation units, a modern newly refurbished dining room and residents lounge room. Offices are situated on level 1 of the Residential Care. A therapy room is situated on level 1 and a GP or allied health clinic room is located on level 2. A newly upgraded hairdressing salon is located on Level 3 of the building for the benefit of all residents. On Level 1 outside the resident's dining room, there is a large roof garden available to all our residents, their family and friends. This area is paved and has gardens, tables, chairs and umbrellas for your use and enjoyment. A modern laundry with commercial washers and dryers is located in the basement and caters for all residents laundering needs.

PROFILE OF OUR RESIDENTS

Our residents come from a variety of different ethnic and cultural 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.

Residents meetings are held monthly (excepting for December and January) and are attended by the Management team. At these meetings, residents are free to express their comments about any aspect of the care being received and also Management keeps residents up-to-date with the latest information and issues. We highly value the feedback from our residents in these meetings and openly encourage participation and interaction.

Charter of Resident Rights

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.

ACCOMODATION PRICES AND INFORMATION

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. If you do not have the means to pay, and are on a Government pension, part of your pension pays your fees.

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 range from \$550,000 - \$850,000

The Equivalent Daily Accommodation Payment (DAP) is \$89.5 - \$138.79 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
- Pension as supported resident

Costs and payments can be negotiated. We would recommend you make an appointment to discuss your options with our Finance Manager, but advise that you seek your own independent financial advice.

WAITING LIST

We have a waiting list for residents wishing to enter our Residential Care. Please complete all forms provided within this package and return the completed forms to the General Manager Dougherty Apartments, 1 Victor Street, Chatswood 2067, as soon as it is convenient. Or drop in and we are more than happy to give you the required forms to complete.

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 & 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 & 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 our resident's at all times.

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/Netflix 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 organised, such as accompanied outings to the shops, and one on one time if that suits the individual.

There is a small lounge located on level 2 which has tea and coffee making facilities. This can also be used by families and visitors if you wish to have lunch or somewhere to sit and relax.

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

COMMENTS, COMPLAINTS, SUGGESTIONS

As the management at Dougherty endeavours at all times to improve the quality of the care and services 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. Dougherty fosters a positive view to complaints and open disclosure as these are opportunities to review and enhance our services. We respect the rights of complainants and their privacy and confidentiality, and ensure that residents who complain are not subject to victimisation or intimidation but free to express their dissatisfaction or opinions.

ABOUT THE RESIDENTIAL UNITS

Each Residential Care unit contains the following:

- ✓ A bedsit area.
- ✓ A bedside locker.
- ✓ Bathroom ensuite.
- ✓ A built-in wardrobe.
- ✓ Fire retardant curtains.
- ✓ A security buzzer for visitors.

- ✓ The bathroom has a vital call wall unit to summon staff in emergencies
- ✓ All residents are given a call pendant to wear or keep on their person
- ✓ Linen and towels.
- ✓ A laundry bag.

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: this requires you to maintain and clean it
2. Television Set.
3. Small cabinet/wall unit, chest of drawers or bookshelf.
4. Recliner chair or comfortable chair.
5. Photos, pictures etc (can be mounted by our maintenance staff).
6. Your own personal pillow and doona or bedspread.

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 and considered.

WHAT YOU WILL NEED TO BRING ON ENTRY

All prospective residents will need to have a current Aged Care Client Record (ACCR) 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 your GP to arrange through My Aged Care, or alternatively, if you have made contact with My Aged Care yourself, they can arrange an assessment. The contact number is: 1800 200 422

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).
- ✓ All current prescribed medications and prescriptions.
- ✓ A medical history report from your current GP.
- ✓ Clothes and other aids that you use e.g glasses, walking frames, dentures, hearing aids, etc. Your clothes will need to be labelled, so they do not get lost, and we can arrange to do this onsite.
- ✓ 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 or if you have a current supply of incontinence aids, please bring them until they are all used and we will then continue with our stock so as not to be wasteful.
- Seven (7) easy to launder day outfits (dresses, skirts, track pants, shorts, jersey tops, etc).
- Jumpers or cardigans. Please consider the laundry is industrial so we recommend items that can be put through washers and dryers. Wool shrinks!
- 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.
- We would ask that quantities be doubled above for those people with incontinence problems. Although we take due care, we take no responsibility for lost items and hence we recommend that all items are clearly labelled.

ELECTRICAL APPLIANCES

All electrical appliances will be checked and tagged annually by us. If any items fail tagging test, these will be removed immediately. 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 your swipe card ready (for entry and exit to and from the building) and keys to 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. We require you make arrangements for the moving in of furniture during the week, so there are more staff and maintenance personnel on site.

If you have questions or concerns, please do not hesitate to call us on (02) 9419 300. We do hope you consider us as your potential new abode, in what is a most significant experience of change in your life.