

Vision, Mission and Value Statements

Vision

Be a leading provider in the Aged care Industry by providing high quality care & services to the older Australian.

Mission

Provide optimum quality aged care to meet the residents' individual care needs and expectations in a clean, safe, secure and homelike environment.

Our Values are:

- ❖ Being accountable for the quality & efficiency of our care & services.
- ❖ Being caring in the way we look after the best interest of our residents and staff.
- ❖ Being ethical in handling the responsibilities with which we are entrusted.
- ❖ Being dedicated to training and developing our staff
- ❖ Providing excellent care to our residents.
- ❖ Respecting each other's diverse cultural background.
- ❖ Respecting the privacy and dignity of each person.

Our Services

OAKDEN GREEN provides professional nursing care 24 hours a day, 7 days a week. Our services include physiotherapy, massage for pain management, podiatry, palliative care, aromatherapy, exercise classes, leisure and lifestyle activities, hairdressing, church services, cultural groups, catering, laundry, housekeeping and maintenance. External professional services are provided through consultation and on an individual needs basis.

Types of care

Permanent Residential Care

Permanent High/Low Level Residential Care is for older people who need a high/low level of assistance and 24-hours nursing care. Previously known as 'nursing home care', this is for people who require almost complete assistance with most daily living activities, such as showering, dressing, mobilising etc. It includes accommodation, meals, laundry, room cleaning and personal care. Nursing staff within our facility manage the nursing and medical needs of such residents.

Respite Residential Care

Respite care is temporary care for an elderly person at a residential aged care facility, designed to give carers or family members a break. Respite care allows for up to 63 days residence per financial year. The client can use the respite care periodically throughout the year.



Oakden Green

To enable the Staff to assist you further with your enquiries, please do not hesitate to contact any of our professional staff members on the following contact details:

Location and Contact details:

Quality Care Homes Pty Ltd
Oakden Green
75-79 Hilltop Drive, Oakden SA 5086
☎ 08 8261 3688 ☎ 08 8261 5177
🌐 www.qualitycarehomes.com.au

Administration Office hours:

Monday – Friday 9.00 - 5.00pm weekdays

Management Staff contact details via email:

Executive Director of Nursing: ogedon@qualitycarehomes.com.au
Site Manager: ogmanager@qualitycarehomes.com.au
Finance Officer: ogfinance@qualitycarehomes.com.au
Administration: ogadmin@qualitycarehomes.com.au
Lifestyle Coordinator: oglifestyle@qualitycarehomes.com.au
Maintenance Officer: ogmaintenance@qualitycarehomes.com.au
Catering / Hospitality: oghosp@qualitycarehomes.com.au
Quality Officer: ogea@qualitycarehomes.com.au



Welcome to
OAKDEN GREEN
(a leading provider in the Aged Care Industry)



Quality Care Homes Pty Ltd are the owners of
OAKDEN GREEN
and Management would like to share some
important information to you about
the history of its establishment

- ✦ On 21st April 1989, *Norwood Nursing Home* (35 bed Commonwealth funded) facility was unveiled by the Hon. Peter Staples (Minister of Housing & Aged Care 1989). *Norwood Nursing Home* was owned & operated by Hungarian Caritas Assoc. of SA Inc., to provide the Aged Care Services to older South Australian's from Hungarian & Serbian Backgrounds. Although the Nursing Home was specifically acquired to provide Aged care services to older people from Hungarian and Serbian backgrounds, they also admitted people of other Ethnic backgrounds according to the availability of vacancies.
- ✦ *Norwood Nursing Home* was relocated to Oakden in June 2003 and extended their 35 beds to 40 beds - all rooms are single with shared ensuites.
- ✦ In 2012, the re-naming of *Norwood Nursing Home* become *Pennwood Green Aged Care*.
- ✦ In 2015, Quality Care Homes Pty Ltd took over the ownership & operation of *Pennwood Green Aged Care* and re-named the facility to "**OAKDEN GREEN**".

What costs are involved?

Residents in aged care facilities pay a daily care fee and can also be asked to make other additional types of payments which are based on their assets and income:

Daily Care Fees: The daily care fees contribute towards the daily living costs such as nursing and personal care, meals, linen and laundry, which is set by the Department of Social Services.

Means Tested Care Fees: This is an additional contribution towards the cost of care that some people may be required to pay. Centrelink will work out if you are required to pay this fee based on both the income and assets, and will advise you and us of the amount.

Accommodation payment: This is for the accommodation in the home. Some people will have their accommodation costs met in full or part by the Australian Government, while others will need to pay the accommodation price agreed with us. Centrelink will advise you which applies to you based on an assessment of your income and assets. Residents will need to choose how to pay for their cost of accommodation - either via a fully Refundable Accommodation Deposit (RAD) or Daily Accommodation Payment (DAP) or combination thereof. The RAD is based on the published price of the specific room the resident chooses. Our Room Prices have been publicly advertised via www.myagedcare.gov.au.

The DAP is calculated from the RAD amount at a government prescribed maximum permissible interest rate (MPIR). You can choose to pay a combination of RAD and DAP to suit your financial circumstances. Residents with limited financial means may have part or all of their accommodation costs met by the Government. Residents will have 28 days after entering aged care to select how they wish to pay their accommodation payments.

Daily Income Tested Fee: An additional government fee based on the resident's income. Centrelink and/or the Department of Veterans Affairs bases this fee on an income assessment and the amount you may be asked to pay will depend on the amount of private income you have above a certain level.

Payment options: We offer a range of options for payment such as direct debit, direct transfer into our bank account, cheque or cash. Payment by Direct Debit means that the amount on the statement will be automatically be withdrawn from the bank account or credit card on the 12th of each month. For example, for an amount due on an invoice dated 1.08.2015, the direct debit will be processed on 12.08.2015. If the 12th of the month falls on the weekend it will be taken out on the next business day.

Eligibility

To be eligible for high level residential care the person must be over 65 years of age and have been approved for Residential Care by the Aged Care Assessment team.

What is the Aged Care Assessment Team (ACAT)?

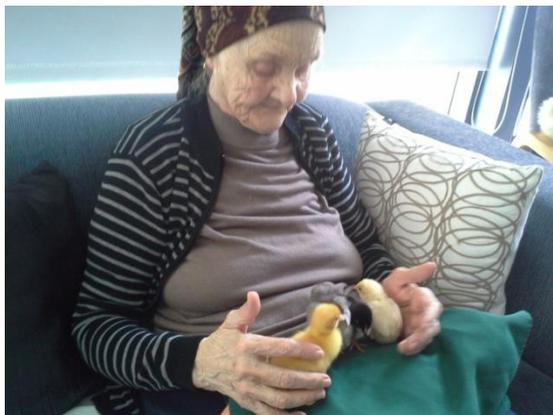
The Aged Care Assessment Team is a team of health professionals, such as Doctors, Nurses and Social workers who provide information, advice and assistance to older people in the community. It is the role of the ACAT team to assess people who are thinking of moving into a Residential Aged Care Facility from their home, or from hospital to determine what level of care they require. The team will provide you with a copy of your assessment, which will need to be produced prior to moving into **OAKDEN GREEN** Residential Care Services.

Please refer to the Aged Care Assessment Team Website to identify the closest ACAT Centre to you, so you can call and make a booking for an assessment.

Why is a Centrelink Asset Assessment required?

To enable the government to ascertain a suitable fee structure for each resident based on their assets and income - a Centrelink Asset Assessment was created. It is not compulsory for everyone entering aged care to undergo an assets assessment. If you choose not to undertake an assessment you may be asked to pay maximum charge. Assessments are necessary if you want to establish your eligibility for a Government subsidy.

You can request an asset assessment form by contacting the Centrelink Office or visiting the Department of Social Services Website or alternatively, visit our website www.qualitycarehomes.com.au



Admission

Please bring the Resident Information Handbook and other relevant items on admission:

- ❖ Pensioner Entitlement or Veterans' Affairs card,
- ❖ Pharmaceutical Benefits Card,
- ❖ Medicare Card,
- ❖ Ambulance Card,
- ❖ Private Health Insurance (If applicable)
- ❖ Access Cab booklet,
- ❖ Any current prescriptions,
- ❖ Medications
- ❖ Medical appointment cards or details (If applicable)
- ❖ Doctor's letter with relevant information, name and "phone number of a doctor who will care for you at **OAKDEN GREEN**, completed medication chart plus other specialist contacts such as dentist and optometrist details;
- ❖ Names and addresses of at least two people to contact in an emergency;
- ❖ Copies of any Advance Care Directives, name, address and contact telephone number of those holding enduring Power of Attorney, Enduring Power of Guardianship; Medical Power of Attorney.
- ❖ Details of any funeral arrangements and contact details of Funeral Director.
- ❖ All clothes named - we can purchase the labels for you
- ❖ Completed list of electrical appliances brought with you (e.g. electric shaver or television).
- ❖ Photographs
- ❖ Favourite chair, bed spread, etc.,

Does Oakden Green have a doctor?

OAKDEN GREEN does not employ a Doctor but has preferred Medical Providers. Prior to admission, each resident is requested to nominate the Doctor of their choice to provide medical care once they are a resident. Quite often, this will be the Doctor they have been seeing prior to admission.

Medical Information

We require medical information as part of our Admission Procedure and we ask that you provide a current "Medical History". Your Doctor can help you with this. All information held by us is kept strictly confidential under the guidelines of our Privacy Policy and the Aged Care Act.