



# Questions people ask St. Vincent's Care Services

## How will you give me confidence I'm choosing the right home?

Your confidence in us will come from our approach to care. St. Vincent's tailored care model puts your needs first so that you can live with pride, dignity and independence.

**The outcomes you want, we help to satisfy.**

### What do you mean by outcomes?

Outcomes can be simple: Feeling the sun on your face first thing in the morning.

Or more complex: Mum has early-stage dementia. She is worried about the change and doesn't do well in large groups, but still wants to make friends in a one on one situation.

Care and life preferences will change over time and so outcomes, and the paths to them, are different for everyone.

We always make sure that the care we provide is tailored to you.

**You are unique and have your own preferences - you should be treated that way.**

Find out more today

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1800 560 632 🔦



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# My loved one is so distraught. How will you support them?

We have a **support team** to help make the move into aged care a better experience for everyone, and help decrease the stress that is often associated with this time in a family's life.

The team can be made up of:

- ✓ Facility Manager
- ✓ Clinical Manager
- ✓ Dedicated Lifestyle Coordinators (Diversional Therapists)
- ✓ Pastoral Care Team
- ✓ Volunteers
- ✓ Resident Welcome Team
- ✓ Carers

Our residents see a fulfilled life as having pride, dignity and independence.

From day one, this dedicated team will support your loved one to achieve it.

## Will Mum or Dad be stuck in a corner?

**Never!**

Through our lifestyle and activities calendar, every resident at St. Vincent's gets a chance to get out, keep their minds and bodies active and get the time they need to relax and recharge.

They will never feel trapped in their home or room. Even during the COVID-19 pandemic we have found ways to keep our residents engaged and connected.



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# Will they be safe?

**Yes!**

As one of the only aged care providers who are a part of a hospital network, the **St. Vincent's Health Australia network**, we have access to:

- ✓ Palliative care specialists
- ✓ Expert medical and clinical advice for complex care situations
- ✓ Advanced outbreak management procedures and fast-tracked testing services
- ✓ Registered nurses on site 24/7
- ✓ Tele-health calls with our St. Vincent's hospitals to manage complex care delivery on site

## 3 ways our unique clinical advantage helps families:



Helps minimise the risk of infection outbreaks within homes



Improves the ongoing care of your loved ones



Gives peace of mind that your loved ones are safe

## What about spiritual and emotional care?

St. Vincent's Care Services has over 180 years experience in providing compassionate and supportive care.

Because of our vision, no matter your background, faith, or physical capability, you will feel welcome, valued and safe at St. Vincent's.

For residents and families in need of emotional and spiritual support, our pastoral care team offers on-site care.

While we are a Catholic organisation, our pastoral team provides support on the basis that everyone should feel safe, no matter their religious or cultural background.

Find out more today

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