

The Mercy Health Model of Residential Aged Care

Mercy Health Residential Aged Care

Mercy Health is a Catholic organisation grounded in a 2,000 year tradition of caring for others. Founded by the Sisters of Mercy, Mercy Health employs more than 6,000 people who provide aged care, acute and subacute hospital care, mental health programs, specialist women's and babies' health services, early parenting services, home and community care and health worker training and development. Mercy Health employs people from many cultures and backgrounds who, irrespective of their beliefs, share a common bond to care for those in need.

We are a leading national provider of aged care services, with 20 residential aged care homes across Victoria, New South Wales, Queensland and Western Australia. We provide compassionate care to more than 1600 people every day. Our people respect and value each person as an individual and deliver care tailored to their specific needs and preferences.

Our Mission To follow Jesus Christ in His mission of mercy through the delivery of health, aged care and community services.

Our Vision To build an enduring capacity and passion to service those with special needs.

Our Values Compassion, Hospitality, Respect, Innovation, Stewardship and Teamwork. These guide us in all that we do.



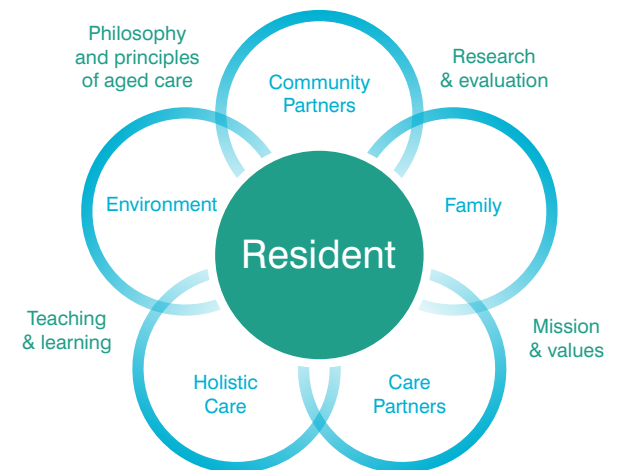
Our Model of Residential Aged Care

Our model of residential aged care is built around our Christian beliefs that human life is sacred and must be respected, and that relationships are critical to our sense of wellbeing. These beliefs inform our model's key themes.

We empower people to continue to actively participate in life, maintaining their independence and social connections to friends, family and community.

We aim to create a home which enriches the lives of the elderly by working to overcome boredom, inactivity, isolation and depression. We outline strategies to promote health and wellbeing, noting that while medical and nursing components are important to enabling care, they are not its focus.

We aspire to ensure each resident has the best day possible, each and every day. Our commitment to person-centred care and continuous improvement are the keys to achieving that aim.



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Mercy Health
Care first



*"It comforts me exceedingly
to hear you are happy."*

Sister Catherine McAuley

Model of Residential Aged Care

Our philosophy of aged care

Our model of residential aged care is underpinned by our five key expectations.

We

- value each person, and their life story
- encourage independence and support people to live their lives to their fullest potential
- partner with residents, families and loved ones to nurture individual health, emotional, social and spiritual wellbeing
- welcome people into a home environment where they feel safe, comfortable and valued
- enable each person to discover and fulfil opportunities to continue to live an enriched and meaningful life.

By respecting each person we aim to ensure they have the best day possible, each and every day.



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