



Juniper's Model of Care

Journey with us





“The affection and care for the old, the incurable and the helpless are the true gold mines of a culture.”

Abraham J Heschel

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Executive summary

The Board, management and all staff of Juniper are committed to an approach that enables and empowers an individual's physical, emotional, spiritual and intellectual wellbeing through a person-centred approach that supports and sustains care recipients, families and staff.

Juniper's Model of Care is designed to meet the individual needs of every care recipient through an integrated approach to care which involves supporting our people, regardless of illness or disability, with quality of life. Through holistic person-centred care we provide care and lifestyle services in ways that do not create dependence but permit individuals to determine the course of their own lives via choice and decision making, including taking any risks.

All Residential Care Facilities (RCF) and Home Care programs are governed by the Aged Care Act. Juniper also has its own internal governance and accountability framework that ensures care and support services meet high quality evidenced based practice.

Who we are

Juniper is a Christian values driven community benefit organisation that excels in social enterprise for the benefit of the whole community.

Our Vision

A good life for all our people

Our Mission

To enhance the independence, spiritual fulfilment and enjoyment of life of older people through care, accommodation and support services.

Our Core Values

Welcome is being warm, friendly, gracious, empathetic to all and open to new ideas.

Respect is valuing people for their uniqueness and being just and honest in our dealings

Compassion is caring for others and responding to need using the highest standards to provide comfort and enable healing

Hope is encouraging people to celebrate life, both now and into the future.

Our guiding principles

- » We respect each person's physical, spiritual, emotional, and social needs. We empower each person to exercise choice and control over their lives
- » We strive to enhance personal freedom and independent functioning
- » We provide services based on holistic need assessments
- » We encourage people to develop their spirituality
- » We encourage people to engage with community to counter social isolation
- » We respect each person's right to die with dignity and in peace.

Our philosophy of care

- » We acknowledge each person is an individual, whose physical, spiritual, emotional and social needs must be respected regardless of disability or need
- » We believe ageing people and those close to them should as far as possible have real options in deciding the environment in which to spend their later years
- » We believe residential services should be available only where other support systems are not appropriate to meet the needs of ageing people
- » We seek not to isolate ageing people, but encourage social and spiritual support from neighbouring communities and congregations
- » We encourage development of services that enhance personal freedom and independent functioning
- » We respect the right for frail or chronically ill ageing people to receive comprehensive rehabilitation and restoration as far as is practicable and ultimately to die with dignity and peace
- » We promote access to services based on assessed needs.

Juniper's approach to care

Juniper's Philosophy of Care underpins our person-centred Model of Care.

Integral to the philosophy and model of care is the recognition of the relationship between the care recipient and Juniper staff.

Juniper facilitates this through:

- » Identification of the person-centred approach in Juniper's Mission Statement, Core Values and Strategic Plan
- » Development of an orientation program, education packages and policies that link the person centred approach to care practices, with emphasis on positive interactions and support strategies
- » Development of family/advocate and volunteer education
- » Development of care plans that emphasise wellbeing and enablement
- » Evaluation of the effectiveness of care delivery through care profiling
- » Establishment of industry benchmarks in collaboration with peer organisations and professional bodies
- » Monitoring best practice and modifying policies and procedures to meet developments in best practice
- » Encouragement of staff to follow best practice through provision of education and training resources.

Juniper Journey - Model of Care Overview

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Signposts of Person-Centred Care

Juniper believes person-centred care is the cornerstone of quality aged care. Being person-centred means that staff enable and empower the individual's physical, emotional and intellectual wellbeing.

They understand each care recipient's experience, anticipate their needs and support them to retain as much independence and dignity as possible.

If a care recipient's personal needs are met in a caring and supportive manner, a genuine sense of wellbeing will follow. The seven Signposts of person-centred care are supported by the Alzheimer's Australia Dementia Research Network.

1 Welcoming and Inviting

- » Juniper welcomes visitors at all times
- » Juniper proudly displays its vision and core values
- » Juniper will support you in caring for your loved one
- » Juniper welcomes feedback and uses this information to continually evaluate and develop services.

2 Spiritual

- » Juniper encourages the inclusion of spiritual and cultural practices into the daily life of all care recipients
- » Juniper supports and helps care recipients with daily life whilst maintaining their dignity
- » Juniper consults care recipients on their preferences.

3 Engagement and Activity

- » Juniper offers a range of activities that relates to each care recipient's interests
- » Juniper celebrates special events like birthdays, anniversaries and days of special significance
- » Juniper provides opportunities for care recipients to enjoy activities independently
- » Juniper acknowledges and takes account of cultural and spiritual preferences.

4 Interactions between Care Recipients, Families and friends and staff

- » Juniper staff treat all care recipients, and their friends and family, with respect and dignity
- » Juniper believes routines should be flexible to meet individual needs
- » Juniper staff are always available to talk with care recipient's families or significant others
- » Juniper staff are easily identifiable by their name badges.

5 Knowing the person as an individual and respecting their personal space.

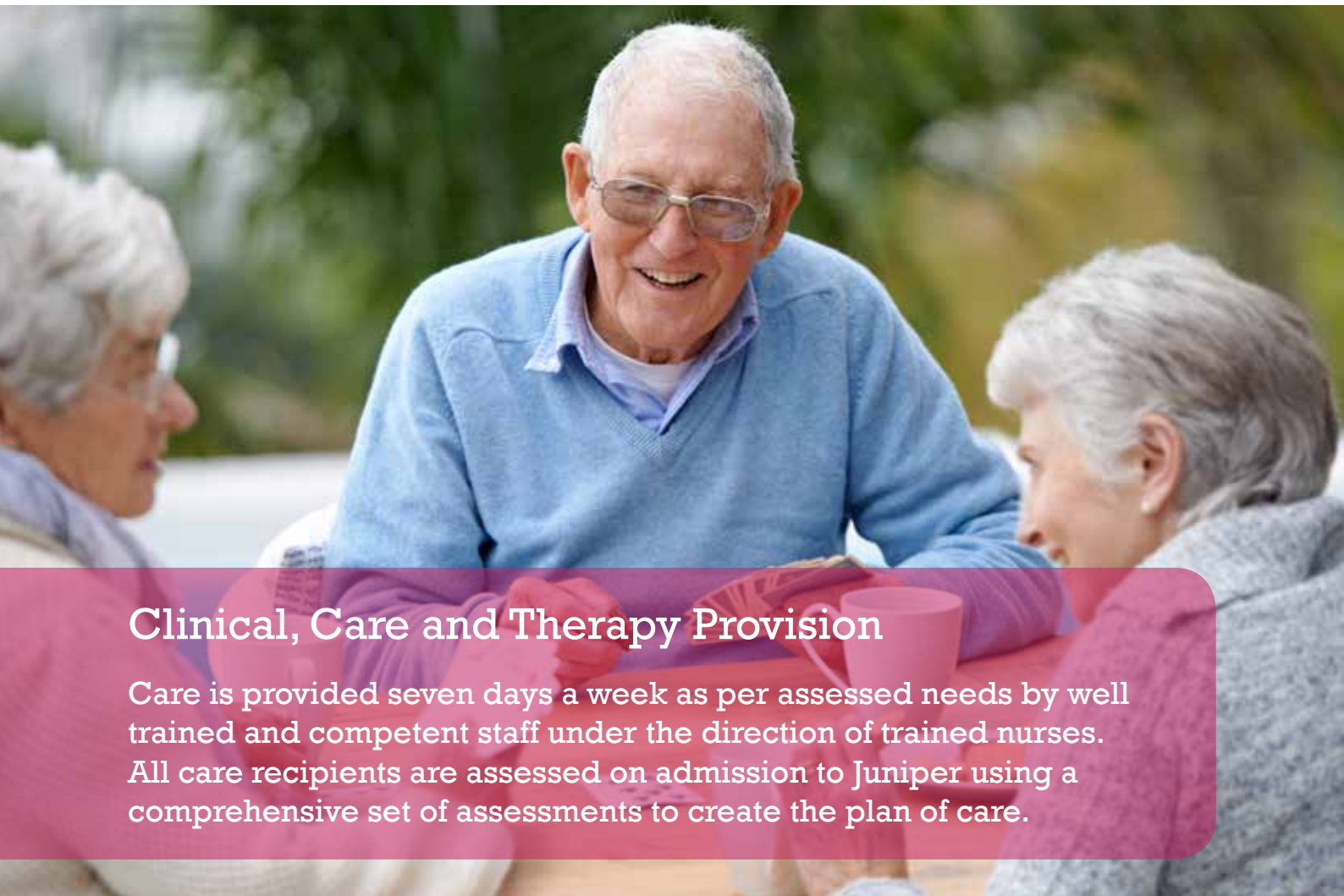
- » Juniper staff knock and wait to be invited before entering a care recipient's room or home
- » Juniper staff encourage each care recipient to personalise their room in the care facility
- » Juniper staff understand each care recipient's abilities and support them to be independent
- » Juniper staff know each care recipient's personal background, preferred routines and interests.

6 Environment

- » Juniper ensures outdoor areas and gardens are safe, accessible and promote enjoyment
- » Juniper staff endeavour to know more about a care recipient's past so they can have a sense of continuity of life. Spiritual and religious beliefs are respected
- » Juniper assists care recipients to feel enabled to foster a more significant and meaningful involvement in day to day living
- » Juniper's facilities provide private, quiet areas throughout where care recipients can sit or entertain visitors
- » Juniper facilities provide secure environments that do not inhibit care recipients
- » Juniper provides environments that are accessible for all levels of mobility and assistive equipment.

7 Emotional Support

- » Juniper encourages and supports care recipients' families, children and significant others to visit and spend meaningful time with their loved one
- » Juniper welcomes visitors to stay if a care recipient is ill or wishes them to be close by
- » Juniper assists care recipients to go on outings
- » Juniper welcomes volunteers to further support care recipients.



Clinical, Care and Therapy Provision

Care is provided seven days a week as per assessed needs by well trained and competent staff under the direction of trained nurses. All care recipients are assessed on admission to Juniper using a comprehensive set of assessments to create the plan of care.

Once completed the assessments are evaluated by a registered nurse and care recipients and family are consulted to create the care recipient's care plan. This may be done by offering the care recipient and family the opportunity to attend a care conference.

The care plan is evaluated every six months and every 12 months the care recipient is fully re-assessed.

Care recipients will be fully or partly re-assessed if there is a change in the care recipient's health status to ensure their needs continue to be met.

Staff compile information provided by the care recipient and significant others to create a social history assessment, emotional support requirements and lifestyle and leisure choices.

This information is used to create a therapy program that maintains or improves a care recipient's independence and meets their physical spiritual and emotional needs.

Juniper provides social and therapeutic activities to stimulate and enhance the wellbeing and enablement of each care recipient. This can be by one-to-one or in group activities.

Juniper refers care recipients to other health professionals and specialists when required, such as occupational therapists, Physiotherapists, wound care specialists, continence advisors, speech pathologists, dieticians, podiatrists, audiologists and dentists.

Juniper monitors all care delivery by auditing practices and regular monitoring of clinical and quality of life indicators. This information feeds into Juniper's quality improvement systems to improve care and services to care recipients. The senior clinical team continually monitors standards of care delivery across the organisation.

Palliative and Spiritual end of Life

Juniper concurs with the World Health definition of palliative care that states:

Palliative care is an approach that improves the quality of life of patients and their families facing the problems associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychological and spiritual.

Juniper's approach to palliative care is person-centred palliative care that:

- » Provides relief from pain and other distressing symptoms
- » Affirms life and regards dying as a normal process
- » Intends neither to hasten nor postpone death
- » Integrates the psychological and spiritual aspects of care
- » Offers a support system to help care recipients live as actively as possible until death
- » Offers a support system to help the family and significant others cope during the care recipients' illness and in their own bereavement
- » Uses a team approach to address the needs of care recipients and their families including cultural and spiritual support.

Juniper's aim is to make the last few days and months of a care recipient's life as comfortable and fulfilling as possible whilst supporting the family and significant others.

We do this by promoting the care recipient's quality of life by alleviating physiological, psychological, social and spiritual distress.

The multidisciplinary team at Juniper strive to fulfil this aim by utilising their different skills.

Families are consulted to tailor palliative care to the care recipient's specific choices, such as the use of aromatherapy and music for example.

Care recipients, their families and significant others are assisted to meet any spiritual or religious beliefs and requirements according to their individual needs.

Juniper's Pastoral and Spiritual Care Team provide support to care recipients their families and significant others.

Management training and staff structures

Juniper staff work with a collaborative and collegiate approach with open communication channels between the Chief Executive, Executive Managers and employees.

Juniper's training department is comprehensive and supports all areas of the organisation with both internal and external training programs. There are learning centres north and south of the river including a simulation training centre at the Juniper Rowethorpe site.

Juniper also has partnerships with external training institutes including Curtin University. This has created Juniper's 'Centre for Excellence in Teaching and Research in Aged Care', which allows students from the health science faculty to work with our residents in a care simulation environment providing mutual benefits for both residents and students.

Model of Care Summary

- » Care recipients receive holistic care and services
- » Care recipients receive person-centred care
- » Care recipients are treated with dignity and respect
- » Care recipients' choices and decisions are honoured
- » Care recipients' cultural and spiritual preferences are respected and supported
- » Care recipients' clinical needs are assessed by qualified staff and regularly reviewed and evaluated
- » Care recipients are able to have the general practitioner of their choice
- » Care recipients' rooms in the care facility are personalised and maintained with care
- » Care recipients' private homes are respected.

Services

Residential care

Juniper residential care facilities provide high quality person-centred care and services to people when they are no longer able to stay in their own home. The residential facilities are based throughout the metropolitan and rural and remote areas of the state.

Home Care

Juniper Home Care provides a range of nursing, personal care and domestic assistance to help people maintain independence in their own home.

Programs Include:

- » Consumer Directed Care (CDC) home care packages to provide nursing and personal care services to people who would otherwise have to move into residential care.
- » Day Therapy Services to provide rehabilitation and other therapies to assist people to maintain their independence.
- » Home and Community Care Services (HACC) to support people with relatively low needs with activities of daily living.

Juniper Housing

Juniper provides a wide choice of self-contained residential accommodation for people over 55 in metropolitan and country sites. The Independent Living Units come in a range of one, two and three bedroom layouts and a variety of styles such as villas, two storey units and high rise apartments. There is also a varied price range depending on size, specification and location. This also includes affordable rental accommodation.

Residents living in Independent Living Units enjoy companionship, community spirit and security whilst maintaining a flexible and independent lifestyle.

Juniper Health

Juniper's medical centre is based at Rowethorpe in Bentley and delivers primary care to the four residential care facilities based on site, the independent living unit residents and the greater community. The centre operates five days per week, has four general practitioners, a practice nurse, practice manager and is fully accredited. A pathology service and pharmacy complement the service.



Residential Care Facilities

Juniper Annesley

4-10 Hayman Road
Bentley, WA 6102

Juniper Bethavon

107 Duke Street
Northam, WA 6401

Juniper Bethshan

7 Piesse Street
Katanning, WA 6317

Carramar Village*

23a Redgum Way
Morley, WA 6062

Juniper Chrystal Halliday**

27 Prisk Street
Karrinyup, WA 6018

City of Bayswater Hostel*

21 Embleton Avenue
Embleton, WA 6062

Juniper Cygnet

4-10 Hayman Road
Bentley, WA 6102

Juniper Elimatta

45 Alexander Drive
Menora, WA 6050

Juniper Ella Williams

77 Camboon Road
Noranda, WA 6062

Juniper Guwardi Ngadu

Forrest Road
Fitzroy Crossing, WA 6765

Juniper Hillcrest

40 Onslow Street
Geraldton, WA 6530

Juniper Hilltop

4-10 Hayman Road
Bentley, WA 6102

Juniper John Bryant

95 Rawlinson Drive
Marangaroo, WA 6064

Juniper Marlgu Village

27 Coverley Street
Wyndham, WA 6740

Juniper Ngamang Bawoona

31-37 Sutherland Street
Derby, WA 6728

Juniper Numbla Nunga

31-37 Sutherland Street
Derby, WA 6728

Juniper Pilgrim

32 Preston Point Road
East Fremantle, WA 6158

Juniper Riverslea

100 Guildford Road
Mount Lawley, WA 6050

Juniper Sarah Hardey

222 Cammillo Road
Kelmescott, WA 6111

Juniper St Andrew's

20 Burwood Road
Balcatta, WA 6021

Juniper St David's

17-19 Lawley Crescent
Mount Lawley, WA 6050

Juniper The Residency

47-57 Burgoyne Street
Northam, WA 6401

Juniper Tranby

30 Winifred Road
Bayswater, WA 6053

Juniper Trinity

4-10 Hayman Road
Bentley, WA 6102

Retirement Communities

Juniper Boronia Court

31 Townsend Street
Albany, WA 6330

Carramar Village*

23a Redgum Way
Morley, WA 6062

Juniper Chrystal Halliday

27 Prisk Street
Karrinyup, WA 6018

Juniper Chrystal Gardens

84 Kitchener Street
Trigg, WA 6024

Juniper Elimatta

8 Bradford Street
Menora, WA 6050

Juniper Euroka

41-51 Flora Terrace
Waterman's Bay, WA 6020

Mertome Village*

30 Winifred Road
Bayswater, WA 6053

Noranda Village*

11 Walmsley Drive
Noranda, WA 6062

Juniper Northam Cottages

94 Throssell Street
Northam, WA 6401

Juniper Pilgrim

32 Preston Point Road
East Fremantle, WA 6158

Juniper Rosemount

21 Dianella Drive
Dianella, WA 6059

Juniper Rowethorpe

4-10 Hayman Road
Bentley, WA 6102

Salisbury Retreat*

135 Salisbury Street
Bedford, WA 6052

Juniper St David's

17-19 Lawley Crescent
Mt Lawley, WA 6050

Home Care

Metro north

HACC, Home Care, day therapy centre

Metro south

HACC, Home Care, day therapy centre

Metro east

HACC, Home Care

Wheatbelt

HACC, Home Care from Northam

South West

HACC services to Busselton and beyond

Kimberley

Juniper Wyndham Home Care
Juniper Kununurra Community Care

* Managed by Juniper, owned by the City of Bayswater

** Under redevelopment



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Supporting older Western Australians since 1949

www.juniper.org.au

