

PART 1
YOUR CUSTOMISED CARE
REPORT – NUTS AND
BOLTS

- Introduction to the Report
- How to read the Report
- Your top ten matches
- Summaries of homes



Welcome, Kirsten

You're on your way to finding the perfect residential aged care facilities, and we're with you every step of the way.

PART 1: YOUR CUSTOMISED CARE REPORT

Introduction

What's included in the Report

- A summary of the top ten homes that meet your needs
- Details of quality and services at each home.

A customised Report

Your Report has been customised to help you find the best possible care solution for your needs. If you'd like another Report, or want to change the information you provided, feel free to run the Report again.

Where the results come from

Results generated for your report come from Australia's most robust database of residential aged care facilities. A powerful algorithm uses your answers to quickly assess every option in the country.

To pick your 10 best matches we

- Assessed 207,000 rooms
- With 9,300 different options of prices and services
- In more than 2,700 homes
- Using up to 72 personal preferences
- And with zero influence from the aged care sector or anyone else.

Completely unbiased information

Care360 is 100% independent from the aged care sector. We don't earn money from homes or providers. That means the information in your report is completely impartial.

About quality of care

At Care360 our mission is to improve the quality of aged care in Australia by bringing transparency to the sector. While some homes have failed to deliver adequate services, the vast majority of aged care homes and their staff offer exceptional care. We collate facts about all aged care homes and point you to those homes which treat our elders with dignity and respect.

How to Read Your Results Table (part 1.)

| Home and Operator | Rank (from 9,300 options) | Suburb | Cost/ Night | Quality of Medical Care | Quality of Lifestyle | Quality of Operator | Availability |
|--|------------------------------|------------------------|----------------|-------------------------------|-------------------------|------------------------|--------------|
| Example Home 1 (Operator Name) | #1 | 11km CHAPEL HILL | \$74 | A | A | A | Yes |
| Example Home 2 (Operator Name) | #10 | 4km CARINA | \$87 | B | C | D | Likely |

Rating the Homes

Care360 uses government data to calculate simple-to-understand ratings for every Home. The ratings go from A-E. "A" is exceptional (the top 10% only); "C" is normal (around 40% of Homes get a "C"), and "D" and "E" together are around 30% of Homes. The scores are relative to each other. A "D", for example, means a Home is poorer than average.

We present the data summary Report in both summary and detailed form. The summary Report for each Home combines data into three areas, rating the Home for medical care, lifestyle and operation.

The detailed Reports on each Home contain the scores that make up the summary data. For example, here you can see the 'quality of food' score that forms part of the 'quality of lifestyle' score. We show you this detailed data to give you the best basis on which to choose a Home. For example, a Home might get a good score for medical care but a bad score for food: choosing the right mix depends on your personal preferences.

Home & Operator

Most aged care Homes offer more than one room option, with different sizes, amenities, quality and private/shared combinations.

For each Home in your results, we show the closest match to your priorities.

Rank

The rank shows where this Home was ranked out of all the 9,300+ Options that we assessed relative to your preferences.

Distance from ideal suburb

Distance from your ideal suburb to the Home. You might find some Homes are slightly outside the range you told us to look in. If this is the case, it means that that Home was such a good match in other regards (eg quality measures, price) that it still scored very well overall despite getting a weak score for location.

What the orange shaded row means

As shown in the example below, if you asked for a particular home to be entered into the mix, it will be included in the top ten regardless of its score. It will be indicated by being in an orange shaded row.

If the home you chose rates well, it will appear near the top of the list. If it gets a low score it will appear at #10.

How to Read Your Results Table (part 2.)

What the orange shaded row means

As shown in the example below, if you asked for a particular home to be entered into the mix, it will be included in the top ten regardless of its score. It will be indicated by being in an orange shaded row.

If the home you chose rates well, it will appear near the top of the list. If it gets a low score it will appear at #10.

Explaining the accommodation costs

RAD stands for Refundable Accommodation Deposit. It is a lump sum bond payment payable when you enter the home. This payment is refunded when you leave less any amounts you have agreed to be deducted.

DAP stands for Daily Accommodation Payment. It contributes to the cost of the accommodation and is charged fortnightly or monthly. This payment is non-refundable.

Extra Services Fees may be charged for services such as higher quality meals and accommodation.

| Home and Operator | Rank (from 9,300 options) | Distance from Ideal (& Suburb) | Cost/ Night | Quality of Medical Care | Quality of Lifestyle | Quality of Operator | Availability |
|--|---------------------------|--------------------------------|-------------|-------------------------|----------------------|---------------------|--------------|
| Example Home 1 (Operator Name) | #1 | 11km CHAPEL HILL | \$74 | A | A | A | Yes |
| Example Home 2 (Operator Name) | #10 | 4km CARINA | \$87 | B | C | D | Likely |

Cost/ Night (as % of Budget)

Aged care pricing is complicated. You pay a Basic Care Fee and a Means Tested Fee for the care itself, which is a set figure regardless of which Home you choose.

The choice between Homes comes down to the "accommodation" costs, referred to as RAD, DAP and Extra Services Fee as explained on the left. You can choose to pay more RAD upfront and less DAP each day thereafter. We have converted your upfront budget and your weekly budget into a daily budget to allow a simple comparison between each Home.

This column shows what this Home would cost if you paid each day, and how that compares to your budget. If the figure in brackets is 100%, the Home costs exactly the same as your budget. If the figure in brackets is less than 100%, eg 90%, then the Home is below your budget; and if more than 100%, eg 110%, then the Home is above your budget.

Quality Scores

These scores take into account factors relating to

Quality of Care: how medical care matches your needs

Quality of Lifestyle: the match of preferred services such as activities, quality of the room and the food, language/religious or cultural needs

Quality of Operator: whether the Operator of the Home has a good track record in terms of compliance with government regulations.

Availability

Availability tends to change regularly, so this is as at a recent date. "Yes" means as at that date, the Home had availability. "Likely" means that the Home hasn't provided us with recent availability information, but as a large Home, is likely to have availability now or very soon. "No" means that the Home has told us recently that they have no availability.

Your Results

| Home and Operator | Rank (from 9,300 options) | Distance from Ideal (& Suburb) | Cost/ Night | Quality of Medical Care | Quality of Lifestyle | Quality of Operator | Availability |
|---|------------------------------------|--------------------------------------|----------------|-------------------------------|-------------------------|------------------------|--------------|
| Holland Park Aged Care (CPSM Pty Ltd) | #1 | HOLLAND PARK WEST | \$50 | C | C | C | Yes |
| Woodlands Park (Mellreach Pty Ltd) | #2 | NEWMARKET | \$28 | C | D | D | Yes |
| Ozcare Palm Lodge (Ozcare) | #3 | NEW FARM | \$44 | B | B | C | Yes |
| St Luke's Green, Woolloongabba (Greengate Care Pty Ltd) | #4 | WOOLLOONGABBA | \$101 | C | B | C | Yes |
| Aveo Newstead Aged Care Community (Aveo Retirement Homes Limited) | #5 | NEWSTEAD | \$133 | C | D | C | Yes |
| Nazareth Residential Aged Care (The Nazareth Lutheran Church of South Brisbane) | #6 | WOOLLOONGABBA | \$34 | B | A | B | Yes |
| Catholic Healthcare Villa Maria Centre - Fortitude Valley (Catholic Healthcare Limited) | #7 | FORTITUDE VALLEY | \$72 | C | C | C | Yes |

Financial Options

Max Deposit: \$450,000
 Max Daily: \$50
 Min Daily: nil

Facility Summaries

Holland Park Aged Care - Premium

Provider: CPSM Pty Ltd 21 Birdwood Road, HOLLAND PARK WEST, QLD 4121
 Size: 72 rooms (07) 34214000
<http://www.cpsmcare.com.au/holland-park-aged-care.html>

| Care Quality and Compliance | Quality of Lifestyle measures |
|---|---|
| <p>Medical care: C Range and quality of medical care provided, including allied health</p> <p>Compliance score: B This score is based on the Operator and the home's track record in terms of compliance with government safety and other licence requirements</p> <p>Staff quality rating: C How residents and families score the staff on their competence and care</p> <p>Safety rating: D How residents and families score their sense of safety in this home</p> | <p>Food quality: D Residents' and families' rating of the quality of the food at this home</p> <p>Mental wellness: C How this home rates on activities such as meditation/therapy, arts/crafts, workshops and on whether residents feel supported</p> <p>Body wellness: B How this home rates on physical activities</p> <p>Diversity score: D How well does this home match your preferences, if any, for cultural, religious, veteran, indigenous, LGBTI or language preferences</p> <p>Family friendly: D How this home rates on features such as cafe, private dining room, welcoming of kids and WiFi connectivity</p> |

Medical Specialisation

This table shows the medical and other services offered by this home, and what services are not available.

Holland Park Aged Care - Premium (Continued)

| Services | | |
|--|---|--|
| Services you want which this home has | Services you wanted that are unavailable at this facility | Additional services available at this facility |
| On-site GP 24/7 oncall GP or nurse Pain management Continence management Dentist Podiatrist Physiotherapist Chiropractor Optometrist Speech therapy Remedial massage Chapel Hairdresser/beautician WiFi Foxtel Library Garden Café/Kiosk on-site Restaurant/Private dining room BBQ area Bar/Social room Bowling green Walking groups Village bus | Dietitian Wellness centre Diversional therapies Prayer room Multi-denominational religious services Computer area Pool Gym Games nights | On-site GP 24/7 oncall GP or nurse Pain management Continence management Dentist Podiatrist Physiotherapist Chiropractor Optometrist Speech therapy Remedial massage Chapel Hairdresser/beautician WiFi Foxtel Library Garden Café/Kiosk on-site Restaurant/Private dining room BBQ area Bar/Social room Bowling green Walking groups Village bus |

Financial Options

Max Deposit: \$250,000

Max Daily: \$28

Min Daily: nil

Woodlands Park - SRPE H/L

Provider: Mellreach Pty
Ltd

34 FREE Street, NEWMARKET, QLD 4051

Size: 58 rooms

(07) 33526488

<https://www.woodlandsagedcare.com.au/>

| Care Quality and Compliance | Quality of Lifestyle measures |
|--|--|
| <p>Medical care: C Range and quality of medical care provided, including allied health</p> | <p>Food quality: D Residents' and families' rating of the quality of the food at this home</p> |
| <p>Compliance score: C This score is based on the Operator and the home's track record in terms of compliance with government safety and other licence requirements</p> | <p>Mental wellness: C How this home rates on activities such as meditation/therapy, arts/crafts, workshops and on whether residents feel supported</p> |
| <p>Staff quality rating: C How residents and families score the staff on their competence and care</p> | <p>Body wellness: D How this home rates on physical activities</p> |
| <p>Safety rating: D How residents and families score their sense of safety in this home</p> | <p>Diversity score: C How well does this home match your preferences, if any, for cultural, religious, veteran, indigenous, LGBTI or language preferences</p> |
| | <p>Family friendly: C How this home rates on features such as cafe, private dining room, welcoming of kids and WiFi connectivity</p> |

Medical Specialisation

This table shows the medical and other services offered by this home, and what services are not available.

Woodlands Park - SRPE H/L (Continued)

| Services | | |
|--|--|--|
| Services you want which this home has | Services you wanted that are unavailable at this facility | Additional services available at this facility |
| 24/7 oncall GP or nurse Garden Bar/Social room Gardening/Vegetable garden | On-site GP Pain management Continence management Dentist Podiatrist Physiotherapist Chiropractor Optometrist Speech therapy Dietitian Wellness centre Remedial massage Diversional therapies Chapel Prayer room Multi-denominational religious services Hairdresser/beautician Computer area WiFi Foxtel Library Café/Kiosk on-site Restaurant/Private dining room BBQ area | 24/7 oncall GP or nurse Garden Bar/Social room Gardening/Vegetable garden |

Financial Options

Max Deposit: \$390,000

Max Daily: \$44

Min Daily: nil

Ozcare Palm Lodge - Single room with private ensuite

Provider: Ozcare

424 Bowen Terrace, NEW FARM, QLD 4005

Size: 122 rooms

1800 692273

<https://www.ozcare.org.au/aged-care/aged-care-facilities/facilities/palm-lodge-new-farm/>

| Care Quality and Compliance | Quality of Lifestyle measures |
|--|--|
| <p>Medical care: A Range and quality of medical care provided, including allied health</p> | <p>Food quality: C Residents' and families' rating of the quality of the food at this home</p> |
| <p>Compliance score: C This score is based on the Operator and the home's track record in terms of compliance with government safety and other licence requirements</p> | <p>Mental wellness: C How this home rates on activities such as meditation/therapy, arts/crafts, workshops and on whether residents feel supported</p> |
| <p>Staff quality rating: B How residents and families score the staff on their competence and care</p> | <p>Body wellness: B How this home rates on physical activities</p> |
| <p>Safety rating: C How residents and families score their sense of safety in this home</p> | <p>Diversity score: B How well does this home match your preferences, if any, for cultural, religious, veteran, indigenous, LGBTI or language preferences</p> |
| | <p>Family friendly: B How this home rates on features such as cafe, private dining room, welcoming of kids and WiFi connectivity</p> |

Medical Specialisation

This table shows the medical and other services offered by this home, and what services are not available.

Ozcare Palm Lodge - Single room with private ensuite (Continued)

| Services | | |
|--|---|--|
| Services you want which this home has | Services you wanted that are unavailable at this facility | Additional services available at this facility |
| On-site GP 24/7 oncall GP or nurse Pain management Continence management Dentist Podiatrist Physiotherapist Chiropractor Optometrist Speech therapy Remedial massage Chapel Hairdresser/beautician WiFi Foxtel Library Garden Café/Kiosk on-site Restaurant/Private dining room BBQ area Bar/Social room Bowling green Walking groups Village bus | Dietitian Wellness centre Diversional therapies Prayer room Multi-denominational religious services Computer area Pool Gym Games nights | On-site GP 24/7 oncall GP or nurse Pain management Continence management Dentist Podiatrist Physiotherapist Chiropractor Optometrist Speech therapy Remedial massage Chapel Hairdresser/beautician WiFi Foxtel Library Garden Café/Kiosk on-site Restaurant/Private dining room BBQ area Bar/Social room Bowling green Walking groups Village bus |

Financial Options

Max Deposit: \$910,000
 Max Daily: \$101
 Min Daily: nil

St Luke's Green, Woolloongabba - Premium Suite

Provider: Greengate Care Pty Ltd 43-46 Taylor Street, WOOLLOONGABBA, QLD 4102
 Size: 65 rooms (07) 31299075
<http://www.stlukesgreen.com.au>

| Care Quality and Compliance | Quality of Lifestyle measures |
|---|---|
| <p>Medical care: C Range and quality of medical care provided, including allied health</p> <p>Compliance score: B This score is based on the Operator and the home's track record in terms of compliance with government safety and other licence requirements</p> <p>Staff quality rating: C How residents and families score the staff on their competence and care</p> <p>Safety rating: C How residents and families score their sense of safety in this home</p> | <p>Food quality: B Residents' and families' rating of the quality of the food at this home</p> <p>Mental wellness: C How this home rates on activities such as meditation/therapy, arts/crafts, workshops and on whether residents feel supported</p> <p>Body wellness: C How this home rates on physical activities</p> <p>Diversity score: B How well does this home match your preferences, if any, for cultural, religious, veteran, indigenous, LGBTI or language preferences</p> <p>Family friendly: B How this home rates on features such as cafe, private dining room, welcoming of kids and WiFi connectivity</p> |

Medical Specialisation

This table shows the medical and other services offered by this home, and what services are not available.

St Luke's Green, Woolloongabba - Premium Suite (Continued)

| Services | | |
|---|--|---|
| Services you want which this home has | Services you wanted that are unavailable at this facility | Additional services available at this facility |
| Dentist Podiatrist Physiotherapist Optometrist Speech therapy Remedial massage Hairdresser/beautician WiFi Foxtel Garden Café/Kiosk on-site BBQ area Bar/Social room Local shopping centre Gardening/Vegetable garden | On-site GP 24/7 oncall GP or nurse Pain management Continance management Chiropractor Dietitian Wellness centre Diversional therapies Chapel Prayer room Multi-denominational religious services Computer area Library Restaurant/Private dining room Pool Gym Bowling green Walking groups Village bus Arts and crafts Games nights Men's shed | Dentist Podiatrist Physiotherapist Optometrist Speech therapy Remedial massage Hairdresser/beautician WiFi Foxtel Garden Café/Kiosk on-site BBQ area Bar/Social room Local shopping centre Gardening/Vegetable garden |

Financial Options

Max Deposit: \$1,200,000

Max Daily: \$133

Min Daily: nil

Aveo Newstead Aged Care Community - Oxley - Couples suite

Provider: Aveo Retirement Homes Limited

50 Longland Street, NEWSTEAD, QLD 4006

Size: 99 rooms

07 3556 4448

<https://www.aveo.com.au/communities/newstead/>

| Care Quality and Compliance | Quality of Lifestyle measures |
|--|--|
| <p>Medical care: D Range and quality of medical care provided, including allied health</p> | <p>Food quality: C Residents' and families' rating of the quality of the food at this home</p> |
| <p>Compliance score: C This score is based on the Operator and the home's track record in terms of compliance with government safety and other licence requirements</p> | <p>Mental wellness: D How this home rates on activities such as meditation/therapy, arts/crafts, workshops and on whether residents feel supported</p> |
| <p>Staff quality rating: C How residents and families score the staff on their competence and care</p> | <p>Body wellness: E How this home rates on physical activities</p> |
| <p>Safety rating: C How residents and families score their sense of safety in this home</p> | <p>Diversity score: C How well does this home match your preferences, if any, for cultural, religious, veteran, indigenous, LGBTI or language preferences</p> |
| | <p>Family friendly: C How this home rates on features such as cafe, private dining room, welcoming of kids and WiFi connectivity</p> |

Medical Specialisation

This table shows the medical and other services offered by this home, and what services are not available.

Aveo Newstead Aged Care Community - Oxley - Couples suite (Continued)

| Services | | |
|---|--|---|
| Services you want which this home has | Services you wanted that are unavailable at this facility | Additional services available at this facility |
| Physiotherapist Restaurant/Private dining room | On-site GP 24/7 oncall GP or nurse Pain management Continenence management Dentist Podiatrist Chiropractor Optometrist Speech therapy Dietitian Wellness centre Remedial massage Diversional therapies Chapel Prayer room Multi-denominational religious services Hairdresser/beautician Computer area WiFi Foxtel Library Garden Café/Kiosk on-site BBQ area | Physiotherapist Restaurant/Private dining room |

Financial Options

Max Deposit: \$300,000

Max Daily: \$34

Min Daily: nil

Nazareth Residential Aged Care - Standard Private Rooms - 16

Provider: The Nazareth
Lutheran Church of

South Brisbane

Size: 32 rooms

[0](#)

23 Hawthorne Street, WOOLLOONGABBA, QLD 4102

(07) 33915534

| Care Quality and Compliance | Quality of Lifestyle measures |
|--|--|
| <p>Medical care: A Range and quality of medical care provided, including allied health</p> | <p>Food quality: B Residents' and families' rating of the quality of the food at this home</p> |
| <p>Compliance score: C This score is based on the Operator and the home's track record in terms of compliance with government safety and other licence requirements</p> | <p>Mental wellness: C How this home rates on activities such as meditation/therapy, arts/crafts, workshops and on whether residents feel supported</p> |
| <p>Staff quality rating: B How residents and families score the staff on their competence and care</p> | <p>Body wellness: B How this home rates on physical activities</p> |
| <p>Safety rating: B How residents and families score their sense of safety in this home</p> | <p>Diversity score: C How well does this home match your preferences, if any, for cultural, religious, veteran, indigenous, LGBTI or language preferences</p> |
| | <p>Family friendly: C How this home rates on features such as cafe, private dining room, welcoming of kids and WiFi connectivity</p> |

Medical Specialisation

This table shows the medical and other services offered by this home, and what services are not available.

Nazareth Residential Aged Care - Standard Private Rooms - 16 (Continued)

| Services | | |
|--|---|--|
| Services you want which this home has | Services you wanted that are unavailable at this facility | Additional services available at this facility |
| On-site GP 24/7 oncall GP or nurse Pain management Continance management Dentist Podiatrist Physiotherapist Chiropractor Optometrist Speech therapy Remedial massage Chapel Hairdresser/beautician WiFi Foxtel Library Garden Café/Kiosk on-site Restaurant/Private dining room BBQ area Bar/Social room Bowling green Walking groups Village bus | Dietitian Wellness centre Diversional therapies Prayer room Multi-denominational religious services Computer area Pool Gym Games nights | On-site GP 24/7 oncall GP or nurse Pain management Continance management Dentist Podiatrist Physiotherapist Chiropractor Optometrist Speech therapy Remedial massage Chapel Hairdresser/beautician WiFi Foxtel Library Garden Café/Kiosk on-site Restaurant/Private dining room BBQ area Bar/Social room Bowling green Walking groups Village bus |

Financial Options

Max Deposit: \$650,000

Max Daily: \$72

Min Daily: nil

Catholic Healthcare Villa Maria Centre - Fortitude Valley - Premium Room Plus - Private Room with Private Ensuite and Sitting Area

Provider: Catholic Healthcare Limited

171 St Pauls Terrace, FORTITUDE VALLEY, QLD 4006

Size: 53 rooms

1800 551834

<http://www.catholichealthcare.com.au>

| Care Quality and Compliance | Quality of Lifestyle measures |
|---|--|
| <p>Medical care: C Range and quality of medical care provided, including allied health</p> <p>Compliance score: C This score is based on the Operator and the home's track record in terms of compliance with government safety and other licence requirements</p> <p>Staff quality rating: C How residents and families score the staff on their competence and care</p> <p>Safety rating: C How residents and families score their sense of safety in this home</p> | <p>Food quality: B Residents' and families' rating of the quality of the food at this home</p> <p>Mental wellness: C How this home rates on activities such as meditation/therapy, arts/crafts, workshops and on whether residents feel supported</p> <p>Body wellness: C How this home rates on physical activities</p> <p>Diversity score: C How well does this home match your preferences, if any, for cultural, religious, veteran, indigenous, LGBTI or language preferences</p> <p>Family friendly: C How this home rates on features such as cafe, private dining room, welcoming of kids and WiFi connectivity</p> |

Medical Specialisation

This table shows the medical and other services offered by this home, and what services are not available.

Catholic Healthcare Villa Maria Centre - Fortitude Valley - Premium Room Plus - Private Room with Private Ensuite and Sitting Area (Continued)

| Services | | |
|---|--|---|
| Services you want which this home has | Services you wanted that are unavailable at this facility | Additional services available at this facility |
| 24/7 oncall GP or nurse Dentist Podiatrist Physiotherapist Chapel Hairdresser/beautician Library Garden BBQ area Bar/Social room Local shopping centre Gardening/Vegetable garden Arts and crafts | On-site GP Pain management Continance management Chiropractor Optometrist Speech therapy Dietitian Wellness centre Remedial massage Diversional therapies Prayer room Multi-denominational religious services Computer area WiFi Foxtel Café/Kiosk on-site Restaurant/Private dining room Pool Gym Bowling green Walking groups Village bus Games nights Men's shed | 24/7 oncall GP or nurse Dentist Podiatrist Physiotherapist Chapel Hairdresser/beautician Library Garden BBQ area Bar/Social room Local shopping centre Gardening/Vegetable garden Arts and crafts |

PART 2
MOVING WITH DIGNITY AND
RESPECT: TIPS FROM
FAMILIES AND
PROFESSIONALS

- **Introduction – Kathleen's story**
- Talking about moving
- Planning for moving day
- Moving day
- Settling in
- What you should expect from carers

Moving with dignity and respect.

Introduction

Moving into aged care involves one part taking action, like picking the right home; and 9 parts dealing with emotions, like having to tell your mother that the family can't look after her anymore and she has to move into a home. The emotional stress is made worse by the stress of preparing and selling her home or finding another way to pay for the care.

There are plenty of professionals to help you with the doing part, but very few with the feeling part. Guilt, confusion, overwhelm ...these are intense, yet normal reactions.

The following pages are taken from various personal experiences including those of our customers. Kathleen's story is based on a true story. It can help you and your loved one understand and come through this experience.

Kathleen's story

Kathleen is an 85-year old widow, living alone in the home that she and her husband bought in 1974 when their kids were still in primary school. Now Kathleen's two daughters are in their late 50s, because of her dementia and arthritis, they share the responsibilities for caring for her at home.

Kathleen and her daughters have known for some time that she will eventually have to move, but have put it off until there is simply no choice, and it is no longer safe for at-home care providers and her daughters to drop in on her occasionally. Kathleen needs full time care.

That's the factual part of the story. But the real story is entirely about emotions.

Kathleen's dementia means she feels confused, anxious, scared and occasionally angry as she does not see herself as being old enough to need permanent care. In her more conscious moments, she fears leaving her home of more than 40 years, her garden, her kitchen, and the centre of her memories with her late husband, and she fears being suddenly thrust into a care home with a hundred or so strangers, into the horror stories that she has heard about such homes.

For her daughters, the emotional journey is largely about guilt, sadness and some relief. The guilt comes as they feel somehow that they should keep her at home longer, despite what medical professionals say. Of course they can't, but that doesn't stop them thinking that maybe they are making this decision to shirk their care responsibilities. They are sad because they know this move will be their mother's last and they cannot ignore how little time they have left with her.

PART 2

MOVING WITH DIGNITY AND RESPECT: TIPS FROM FAMILIES AND PROFESSIONALS

- Introduction – Kathleen’s story
- **Talking about moving**
- Planning for moving day
- Moving day
- Settling in
- What you should expect from carers

Talking about moving

Tips from families and professionals.

- Try to make the decision a shared one. It will be easier if the parent or loved one owns the decision.
- Don’t bring it up without notice. People need time to get used to the idea and emotionally prepare themselves to accept it.
- It will likely take a few conversations to let this sink in and become more their decision, and for them to accept it. Don’t leave it to the last moment, or you will cause them unnecessary stress as well as more guilt and angst for yourself. It isn’t always possible, but if you start early enough, you can talk about the home as being “just in case something happens”. This also means you can start looking at some homes. This helps reduce the fear of moving somewhere unknown.
- If possible, a conversation with a medical professional, particularly a long-term family doctor, can reduce the anger and feelings of personal rejection, burden and abandonment. And it gives you the chance to say “So what do you think about what he said?” rather than have to open the conversation.
- If you are one of several children, decide who is best to have the conversation e.g. fathers tend to listen to daughters or mothers to their sons; and some people are more sensitive than others. Don’t gang up – safety in numbers is for your benefit only.
- Be clear in your own mind what it is that you are talking about. Is it definitely time for an aged care home, or do you want to discuss more care at home? Is it definitely an immediate move, or is there some flexibility regarding time?
- Rather than talk about the home, talk about the challenges for them personally and those around them rather than making it about them only. Allow them to decide that the home is the right choice, if it is. For example, ask them how they feel about their health. Those with dementia may not see a problem.
- Be prepared for an angry reaction and think about how you will respond.
- Pre-empt their feeling of being abandoned or old and useless. Our society doesn’t value the elderly, but you can choose to remind your loved one of their value to your family.
- Prepare for the support you will need. Make sure you have a friend, partner or someone else that can support you, preferably one that has gone through this already.
- Understand the possibility that your loved one may simply refuse to discuss the issue. Be clear about what you will do next if that is the case. Who else can you bring into the conversation to break the deadlock? What options are there to ensure that their safety is not put into jeopardy by the lack of a decision to move.
- Always remember, that despite a natural resistance, most people that go into care are relieved once there. Eating, cleaning and looking after themselves typically becomes too painful and slow. The fear of the unknown subsides, they get over the loss of independence, and realise that they are still themselves, particularly if you can make them feel like little has changed other than the roof over their heads.

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MOVING WITH DIGNITY AND
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PROFESSIONALS

- Introduction – Kathleen’s story
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- **Planning for moving day**
- Moving day
- Settling in
- What you should expect from carers

Planning for moving day

Tips from families and professionals.

Choosing the right time

- The next decision is the actual time to choose to move, or at least to put your loved one on a waiting list. In many cases, a fall or ill-health makes this decision for you, and you must move them from hospital to the home. But in the case of dementia, typically, you need to pick the time yourself.
- The right time needs to be signaled by warnings rather than crises. Caregivers, usually including members of the family, will know what this means. If you wait for crises such as a fall when they are alone or mental failure which endangers their own lives (e.g. forgetting medication or wandering off) then you could put everyone under unnecessary pressure to move quickly. This will impact your family’s emotional and financial resources more than necessary.
- The right time can also be defined by the family caregiver no longer being able to cope. Caregivers have their own lives, including partners, dependent children, jobs and bills to pay. At some stage they will reach a tipping point in which they either suffer unduly or they put their loved one at risk by dropping the ball on the care needed. More often than not the need for care is progressive and gradual and the tipping point can sneak up on caregivers.

Planning for moving day

- Planning for moving day is critical. It will be a very stressful day so don’t leave all the decisions to the day itself. Everything will be so much less stressful if you plan and prepare beforehand.
- Think about what you can and should take into the home. Photo frames, special memorabilia, favourite items of clothing are the obvious items. Or it could be a favourite armchair, certain books, a TV or DVDs . Consider what gives your loved one comfort and reflects their routine at home. You can always bring other things later or remove things, but try to get favourite items from home into the new environment for when they arrive on the first day.
- For those with dementia, the new environment is particularly difficult as their ability to learn and adapt to it is diminished. Any visual cues from home to help in their bedroom and bathroom will be valuable. Remember that with dementia, people’s long-term memories are stronger than short-term. If they have been living in the same home for a long time, they are likely to take to visual cues strongly.
- Get an idea of how they are likely to react on the day and think through what you will do to make it easier for them and yourself. Think about someone else that you might want there, whether it is a friend of yours, of theirs or one of your siblings, grandchildren etc.

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Moving day

Tips from families and professionals.

- The exact day will depend upon availability in your chosen home. So once on the waiting list, one day you’ll get the call saying there’s a room available and you’ll be told what day and time to come.
- Then comes the toughest day – moving day. For some, this can be relatively easy, but not for many. We could sugarcoat it, but almost every family says this is the toughest day.
- Get help from the home itself. Remember they do this every day. Walk through a plan of how the day will go, who will do what, and what time you will leave. It will never be the right time, but stick to the plan.
- Some homes organise day visits before the moving day to ease into the move. Check if they do and consider it, but only you know your parent well enough to decide if it will be beneficial or risky.
- Be ready for resistance, particularly in the case of dementia. Remind them that it isn’t a prison, so if it isn’t right, they can come home after a month or two and try again. Some people go back and forward between the aged care home and their old home, if they have a spouse still at home. Clearly how you go about this is a personal decision, but the key is that to have a plan and have thought about what you are prepared to do and not do.
- Put yourself in your loved one’s place. Walk into the home yourself and get a sense of how foreign the environment is. Different lighting, long hallways, new smells, rows of wheelchairs, loud televisions, strangers walking the halls. Unlike its residents, you have the choice to leave any time, but imagine walking into that environment knowing you have little choice about leaving, and act accordingly.
- When you arrive with your loved one, there will be interviews to get information about medical needs, routines, personal habits etc. Your loved one will be taken to the dining hall or the lounge area to be introduced gently into the home. You should be given a tour and if they don’t offer, ask, and take your loved one on the tour, dementia or not.
- See if you can stay for the first meal at least, or at least a coffee. Stay as long as you can, or leave and come back.
- Even if you have provided written notes on care needs, repeat them to the nurse(s) on duty that day – don’t assume that have had the time to read all of your notes. Let them know how your loved one is accustomed to care being given or even simple things like how they like their bed or their tea.

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Settling in

Tips from families and professionals.

- Typically the settling in period is 3-6 months. This might seem like a long time, but with diminished ability to learn and the resultant stress comes a diminished ability to cope with change.
- New customs, new routine, new people – these are the sorts of significant changes we experience starting school, leaving home, moving to a new town, getting married or having kids, but in all of these cases we have the ability to adapt and are constantly changing. Most of those entering care lack the ability to change and in many cases have not had to change environments for 20-30 years.
- Expect to see significant changes in behaviour. This will be noticeable to you because people can no longer hide their condition using the cues of their familiar home, and because they are stressed, anxious and confused.
- Sadly, there could also be significant changes in behaviour or health because the care simply isn’t very good. Overmedication, undermedication, poor diet, social neglect – these will all lead to changed mental or physical health.
- On a more positive note, after this settling in period, you might see health and behaviour return to normal or even become better than before the move, because they are now getting care that they just couldn’t get at home.
- Other possible reactions are depression or withdrawal. With depression, it is a response to the stress of the new environment. Don’t try to cheer people up or tell them to snap out of it. Instead, talk to them about how they, and you, are feeling.
- Withdrawal on the other hand can be a social reaction to new people and a foreign environment. It isn’t depression, but rather a social reaction like withdrawing to the corner of a noisy party. The solution in this case is to find a way to break them out of this rut, e.g. by finding a new friend or activity.
- Sometimes these reactions are a response to some particular person or thing in the new home. Remember that you can always work with the staff to try to find a solution. It helps the staff as much as it helps you and your loved one to get them out of their slump.
- In any of these cases, many homes will have access to psychologists or other therapists that can help. Similarly the solution could be medication, as with any other anxious or depressed person. Medication doesn’t have to be permanent of course, and could just help through the settling in period.
- When it comes to how your loved one is settling in, don’t rely upon your own views or the views of the staff in isolation. You and the staff will see different responses and angles. You might hear more complaints than they will. Perhaps they don’t want you to worry, or they are covering up their challenges or even trying to make you feel guilty. Compare notes with the staff.

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Settling in continued

Tips from families and professionals.

- It goes without saying that in care homes, visits are the highlight of residents' lives. Organise a schedule with your family members so that you can fill more time with visits than if you all showed up at once. Get everyone ready for the challenges at the end of a visit to someone with dementia: the resident could wonder why they aren't going with you.
- The moving day and the settling in period will be worse for anyone that has not had time to prepare themselves. That brings us back to the points about planning, planning and more planning as described in the prior pages.

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What you should expect from carers

The staff at almost every home are busy – very busy. They can’t plan to spend a long time with any one patient as the next call button or crisis is just around the corner.

But that doesn’t excuse poor care. Your loved one deserves to be well looked after and to live with dignity in their final years.

There is no escaping the (expected) difference in quality between an expensive home and a lower cost one, but all homes must meet certain minimum standards of care. The Australian Government’s information website on what those standards are is useful albeit long-winded:
<https://www.agedcarequality.gov.au/consumers/standards/new-standards-resources>

In short, the standards set an expectation that at the home residents should expect the following:

The staff are friendly and respectful, and they respond to your particular needs. You are well cared for, by people who know their jobs. You’ve got people to talk to about things that matter to you. The organisation providing the care is well-run.

This is a standard, not a set of rules, so it is vague. If you feel this does not describe the home you have chosen, you should approach the home with your concerns.

Clearly the homes highlighted in horror stories on programs like Four Corners fail to meet these standards in every sense, and you would obviously act in the face of this treatment. But hidden failings in care are harder to address and may only become obvious after the damage is done. These don’t just relate to medical care failings, but also to nutritional care and a culture that provides dignity to residents, not treats them as a task needing to be ticked off a list.

To provide a checklist of what areas of care are critical to be covered, consider the following as comprehensive albeit high level. These are all essential for all humans, but for the elderly neglect of any one of these will accelerate illness and shorten their lives:

- Good nutrition (including water)
- Exercise as appropriate, but no less
- Social interaction
- Mental/cognitive stimulation

This final tip is not for everyone and you should not feel bad if you cannot or do not want to do it. But there is value in it, so we’ve included it. Every home is organized differently. The greater the extent to which you can understand the roles and responsibilities of each person who interacts with your loved one on a daily basis, the greater your ability to help them get the best care they can. If you know who does what, if you see some small improvement that could improve their dignity and quality of life, you can easily make it happen. Just note that aged care homes are foreign, complex environments for anyone from outside the health sector, so this is not a small task.

Useful Information

Now that we've provided you with a detailed insight into your care options, there are some other subjects you may need to think about. Here is a brief introduction to those subjects, links to useful resources and an introduction to the Care360 Expert Community.

Things to Think About

Financial Considerations

One of the biggest stresses, after care availability, is understanding how to most effectively finance care. It can be challenging to create a strategy and budget which incorporates all key considerations. For example:

- Ensuring the available assets and income are sufficient when you are uncertain how long care will be required or how those needs will change over time.
- If you want to leave some of your wealth to family, friends or specific causes, you must budget for this and consider both the tax and legal implications.
- Understanding tax & pension implications so you can make the best decisions on financing care.
- 70% of Australians need to sell their home to fund aged care. Making sure you have good advice on maximising the value of the sale, what to do with the funds once you sell to manage tax, pension and cash flow considerations is vital.

Legal Services

You may not realise that to make arrangements on behalf of someone else that you will need to be made Power of Attorney. It is vital to engage a lawyer early in your search process to arrange this so you are ready to act when the ideal solution becomes available.

Useful information

Knowledge Centre

Expert Community

We are dedicated to providing reliable results you can trust. To help us deliver on this promise, we are busy building a community of dedicated experts who can help successfully navigate your aged care journey. This includes experts in the following areas:

- Accounting
- Estate Planning
- Education for non accredited aged care financial advisers
- Financial Advice
- In-home Care Solutions
- Legal Advice
- Medical
- Real Estate Sales

Expert Community

You will also find interesting articles, videos and other information about a wide range of aged care subjects in our [Knowledge Centre](#).

Useful Links

www.myagedcare.gov.au

Conclusion

Aged Care Planning is complex. Our goal is to simplify the process, increase understanding and reduce stress.

You are now one important step closer to finding the best aged care solution for your needs.

Because of the complexity surrounding the assessment, search and funding aspects of aged care, our service has been purpose-built for use with aged care specialists. They have the required expertise to help families select and structure appropriate care solutions. We recommend that everyone seeking aged care receives advice from an expert adviser. That is the best way to ensure the arrangements you select, are best suited to your circumstances.

Thank you for choosing Care360.

Remember, you can go back into the online questionnaire to change your answers and generate an update to this Report. If you would like to learn more, or you need help, please contact us:

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