

# Moving into Public Sector Residential Aged Care in Victoria Facility Details

BEECHWORTH HEALTH SERVICE

52 Sydney Road  
Beechworth Victoria 3747

Phone: 0357 280 200  
Website: [beechworthhealthservice.com.au](http://beechworthhealthservice.com.au)



## About our facility

### **WELCOME**

We are delighted that you are considering Beechworth Health Service (BHS) Residential Aged Care for either yourself or a family member as a place to live. We have been providing health care for more than 150 years to the people of Beechworth and our surrounding communities. Our residential care services are complemented by acute and primary health services.

Our Residential aged care facility comprises The Acacias – a 30 bed for people who require high level nursing care and Stringybark Lodge - a 30 bed low care unit for people who are more independent and require less nursing care.

In The Acacias all of the rooms are single rooms with en-suite bathrooms. Two of these rooms however share a bathroom.

In Stringybark Lodge most of our rooms are also single rooms with a private bathroom. Six rooms are adjoined to share a bathroom, which are suitable for couples who may be considering entering aged care together.

Both the Acacias and Stringybark Lodge have plenty of shared spaces for activities and meals. Indoors, residents can spend time in the lounges, sitting and dining room, or enjoy the privacy of their own room. For some fresh air and sunshine, residents can choose between courtyards, and gardens

Our qualified team of nurses and multidisciplinary team members cater for all levels of care requirements (low to high care needs) and we pride ourselves on working with consumers and their family members to meet their individual needs and wishes.

We take a person-centred approach which means that your planned care and services are developed with you and your family to meet your individual needs. If, after reading this booklet, and the accompanying information you have any questions or if you would like to arrange a tour of our facility then please contact us for an appointment – call 03 5728 0200.

Our homelike facilities are modern, comfortable and safe. Rooms have large windows to allow our residents to enjoy the beautiful gardens surrounding each unit which are tended to by a full time gardener.

## **Your Care**

Beechworth Health Service is fully accredited to provide all levels of residential aged care (low to high care needs), as well as end-of-life (palliative) care. Qualified nursing staff engage with consumer's individual requirements so we can tailor care accordingly.

You can expect safe, effective and quality care at BHS. We provide qualified nursing and personal care staff twenty-four hours a day, seven days per week to assess and provide the care you need to maintain your independence and comfort. Your care team will work closely with you, your family and other health professionals to optimise your health and well-being. BHS staff have access to ongoing training and undertake mandatory training annually to ensure that we maintain the highest standards.

## **Other services**

A hairdresser visits BHS every Tuesday and is available to all residents by appointment. Allied health services include dietetics, physiotherapy, occupational therapy, podiatry and optometry and dentistry.



## **Medical care**

Medical practitioners from the Beechworth Surgery attend on a regular basis or you can elect to see a doctor of your choice. Should you become unwell and need to see a doctor outside this day, we can arrange for a doctor to see you. You have access to a visiting Gerontologist if required upon referral by your general practitioner.

Residents are responsible for their own medical costs including ambulance transport. While most costs are covered by Medicare, residents are encouraged to consider joining Ambulance Victoria to cover any additional costs not covered by Medicare or private health insurance.

## **Pharmacy**

We use the local Beechworth Pharmacy who deliver individual consumer medication packs on a weekly basis and also reconcile prescribed medication with medication charts fortnightly.

Residents are responsible for the cost of their medications.

## **Admission Requirements**

To access residential aged care you are required to complete an eligibility assessment with the Aged Care Assessment Service (ACAS). This will specify the type of care approved and assist us to understand how we can best support your care needs.

Further information can be obtained from My Aged care on 1800 200 422 or visit [myagedcare.gov.au](http://myagedcare.gov.au)



## **Respite Care**

Respite care (or short term care), is available for people with high or low care needs who have been approved for respite care by the Aged Care Assessment Team who provide your Aged Care Client Record (ACCR)/ Support Plan.

This approval will be found on your ACCR/ Support Plan.

Respite is sometimes available at short notice, however, we advise you to book in advance wherever possible.

## **Feedback**

We value and welcome feedback so that we know what we are doing well and what opportunities there are for improvement. There are a number of ways for residents, their family and friends to provide feedback including:

- Attending resident and friends meetings
- Talking to a care team members
- Filling out at Care Opinion Feedback form
- Online via the Care Opinion website: [www.careopinion.org.au](http://www.careopinion.org.au)

## **Want to Know More?**

Please feel free to contact us for further information and to arrange a tour. We would love to show you around our facility

To find out about the cost of entering aged care you can visit the BHS website [www.beechworthhealthservice.com.au](http://www.beechworthhealthservice.com.au)

Alternatively, you can make an appointment to talk to the Admissions, Fees & Trust Officer by calling 03 5728 0254.

# Innovations

## **Community Street Development**

BHS has received a \$600,000 grant from the Andrews Labor Government to develop an innovative 'Community Street' that will improve the residential aged care experience and increase the connection between residential aged care and the community. BHS is currently at the planning stage in consultation with the community.

## **Walking Track**

BHS is currently planning for a new outdoor garden walkway for residents and their family and friends. This will link up the two BHS aged care facilities and enhance the experience for aged care residents. The walkway will enhance the Community Street project.



## **Montessori Approach – a new model of care**

In 2015-2016 we implemented a new model of care, aimed at enhancing the quality of life for all residents. The model of care is based primarily on in the Montessori principles specifically targeting resident living with dementia. The Montessori approach is evidence based and focusses on the following principals:

- The activity should have a sense of purpose and capture the person's interest.
- Always invite the person to participate.
- Offer choice whenever possible.
- Talk less. Demonstrate more.
- Physical skills; focus on what the person can do.
- Match your speed with the person you are caring for. Slow down!
- Use visual hints, cues or templates.
- Give the person something to hold.
- Go from simple tasks to more complex ones.
- Break a task down into steps; make it easier to follow.
- To end, ask: 'Did you enjoy doing this?' and 'Would you like to do this again?'
- There is no right or wrong. Think engagement.

## Activities

At BHS we provide a great sense of community and belonging, in a relaxed and welcoming atmosphere. Our homely environments are friendly, safe and fun. The leisure and lifestyle team and volunteers will support you to live as independently as possible and to do the things you want to do. The team will plan activities with you that focus on your interests and hobbies.

We are keen to work with our consumers to understand their individual preferences and hobbies in order to continue activities long established prior to moving into The Acacias or to Stringybark Lodge. We recognise and appreciate such a move can be very unsettling for both our consumers and their families and look to make this transition as comfortable as possible.

A diverse activities program offers something for everyone. Some of the services offered include:

- Library Services
- Group social & recreational activities
- Exercises
- Newspapers and current affairs discussion
- Quizzes, bingo & games
- Music & performances
- Outings
- Visits from the local school children
- Scenic drives
- Church Services
- Gardening
- Cultural celebrations
- Memoir writing
- Happy hour



A relatives and friends meeting is held bi-monthly providing an opportunity to discuss the leisure and lifestyle program. A monthly newsletter provides an update on what has been happening over the month.

WIFI is available throughout the facility.

# Menus

Fresh meals, including morning and afternoon tea are planned in consultation with an Accredited Practising Dietician and speech pathologist.

We offer multiple options at every meal, with regular menu rotations and regularly consult with our residents on menu choices. Dietary requirements (e.g. diabetic-friendly or gluten-free alternatives) and cultural preferences are catered for.

At BHS our meals are cooked fresh each day in our kitchen using fresh produce, with bread baked fresh daily from the local bakery.

Menus are provided and residents select from a range of meal choices. These include themed meals which are held regularly and in the warmer months we have regular barbeques in our gardens.

Families are always welcome to join us for a meal however these are encouraged to be organised in advance and a small cost is charged.



## Pricing

The costs of residential aged care are made up of a number of parts. Depending on your situation you may be asked to pay one or more of following costs:

### **A Basic Daily Fee**

This is a fee that every person pays towards the cost of their services. Daily care fees change twice a year and are set by the Department of Health and Ageing.

### **A Means Tested Fee**

This fee is determined by the Department of Health and Ageing based on your income and assets assessment. The amount is determined by them after an income and asset assessment.

Although this fee is collected by the aged care home it is paid to the government as a contribution towards the care you receive

### **Refundable Accommodation Deposit**

This is the cost associated with the accommodation, including the room that you will occupy. For some people this cost is met in full, or in part by the government (based on an assessment of your income and assets).

This is a lump sum amount which is refundable after departure.

To find out about the fees you can visit the BHS website:

[www.beechworthhealthservice.com.au](http://www.beechworthhealthservice.com.au)

Alternatively, you can make an appointment to talk to the Admissions, Fees & Trust Officer by calling 03 5728 0254.

# Expression of interest

To submit an expression of interest in joining our facility, please complete the following form (2 pages).

PERSONAL DETAILS	
Title (please circle)	Mr Mrs Miss Ms Other (specify)...
Given Names	
Surname	
Date of Birth	
Religion	
Current Address	
Home Phone	
Mobile Phone	
Country of Birth	
Place of Birth	
Language	
Culture	
NEXT OF KIN	
Given name(s)	
Surname	
Relationship to you	
Address	
Home Phone	
Mobile Phone	

## GENERAL INFORMATION

Please provide reasons for needing residential care

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What is the priority of your admission?					
Is home care currently being received (circle)	YES	NO			
ACAT (circle)	YES	NO	Date of ACAT	/	/
Application (circle)	YES	NO	Date of Application	/	/
Pension type					
Pension number					
Medicare number					
Completed Centrelink 'Income Asset Assessment' Form	Date submitted	/	/		

## Contact details

### **Beechworth Health Service**

#### **Site address**

52 Sydney Road  
BEECHWORTH VIC 3747

#### **Postal address**

PO Box 20  
BEECHWORTH VIC 3747

#### **Reception phone**

03 57 280 200

#### **Office hours**

8.30am to 5.00pm Monday to Friday

#### **Contact person**

Admissions, Fees & Trust Officer  
Phone: 03 57 280 254

#### **Email address**

[info@beechworthhealth.org.au](mailto:info@beechworthhealth.org.au)

#### **Web site address**

[beechworthhealthservice.com.au](http://beechworthhealthservice.com.au)

#### **Facebook page**

[facebook.com/BeechworthHealthService/](https://facebook.com/BeechworthHealthService/)