



Serene Residential Care Services

Serene Residential Care Services is a 43 bed Aged Care Facility. It is set back from Henley Beach Road in the Lockleys area, opposite to the peaceful Mellor Reserve.

Serene is a character built home with a gracious quality and a rich history. The building, location setting along with the staff, and volunteers creates an undeniable warm relaxed home like atmosphere.

The facility has enjoyed a superior reputation as a leading provider of Aged Care Services in the Western suburbs of South Australia. A government accreditation officer recently described Serene Residential Care Services as "a real hidden little gem".

The Facility boasts a highly dedicated professional Team who are committed to the delivery of Quality Aged Care Services. This was demonstrated in 2013 when Serene Residential Care Services won the **Leading Aged Services Australia (LASA) SA Inc.** Aged Care Excellence Award.

Residents of Serene often sit on the veranda to enjoy the direct view of Mellor Park which includes a very modern safe and secure children's playground and a great BBQ area.

The Residents also visit the park with members of family, friends or with staff and immerse themselves with all that the wonderful park has to offer. Annually, there is a Christmas Carol evening held at the park, which is a highlight for the Residents, who eagerly await the wonderful spectacle of lights that are decoratively hung amongst the trees.



At Serene, We are committed to providing the best Quality Aged Care Services.

Bluedawn Healthcare was founded in 2010, owned by three Directors and commenced Aged Care Services in February 2012.

Currently, **Bluedawn Healthcare** operates Serene Residential Care Services which is a Commonwealth Funded Aged Care Facility at Lockleys - South Australia.

Vision, Mission and Value Statements

Vision

Be a leader in the aged care industry in providing quality care & services to the older people.

Mission

Bluedawn Pty Ltd is committed to providing optimum quality aged care, which consistently meets the residents' individual care needs and expectations in a clean, safe, secure and homelike environment.

Our Values are:

- ◆ Respect each other's diverse cultural background, privacy and dignity of each person
- ◆ Accountable for the quality & efficiency of our services
- ◆ Caring in the way we look after the best interest of our residents and staff
- ◆ Ethical in handling the responsibilities with which we are entrusted
- ◆ Promoting residents' independence
- ◆ Dedicated to training and developing our staff and to providing excellent care to our residents.
- ◆ Treat our residents and colleagues fairly and without judgment.
- ◆ Remain committed to the residents, their families, the organisation and our colleagues.
- ◆ Being flexible and responding to our residents individual changing needs.
- ◆ Maintain high levels of professionalism when dealing with residents, their families and our colleagues.



At Serene, We care about you.

What costs are involved?

Residents in aged care facilities pay a daily care fee and can also be asked to make other additional types of payments which are based on their assets and income:

Daily Care Fees: The daily care fees contribute towards the daily living costs such as nursing and personal care, meals, linen and laundry. This fee is set by the Department of Social Services.

Means Tested Care Fees: This is an additional contribution towards the cost of care that some people may be required to pay. Centrelink will work out if you are required to pay this fee based on both the income and assets, and will advise you and us of the amount.

Accommodation payment: This is for the accommodation in the home. Some people will have their accommodation costs met in full or part by the Australian Government, while others will need to pay the accommodation price agreed with us. Centrelink will advise you which applies to you based on an assessment of your income and assets. Residents will need to choose how to pay for their cost of accommodation - either via a fully Refundable Accommodation Deposit (RAD) or Daily Accommodation Payment (DAP) or combination thereof. The RAD is based on the published price of the specific room the resident chooses. Our Room Prices have been publicly advertised via www.myagedcare.gov.au.

The DAP is calculated from the RAD amount at a government prescribed maximum permissible interest rate (MPIR). You can choose to pay a combination of RAD and DAP to suit your financial circumstances. Residents with limited financial means may have part or all of their accommodation costs met by the Government. Residents will have 28 days after entering aged care to select how they wish to pay their accommodation payments.

Daily Income Tested Fee: An additional government fee based on the resident's income. Centrelink and/or the Department of Veterans Affairs bases this fee on an income assessment and the amount you may be asked to pay will depend on the amount of private income you have above a certain level.

Payment options: We offer a range of options for payment such as direct debit, direct transfer into our bank account, cheque or cash. Payment by Direct Debit means that the amount on the statement will be automatically withdrawn from the bank account or credit card on 12th of each month. For example, for an amount due on an invoice dated 1.08.2014, the direct debit will be processed on 12.08.2014. If the 12th of the month falls on the weekend it will be taken out on the next business day.

Serene Residential Care Services

Our Services

Serene Residential Care Services provides professional nursing care 24 hours a day, 7 days a week. Our services include physiotherapy, massage for pain management, podiatry, palliative care, aromatherapy, exercise classes, leisure and lifestyle activities, hairdressing, church services, cultural groups, catering, laundry, housekeeping and maintenance. External professional services are provided through consultation and on an individual needs basis.

Types of care

Permanent Residential Care

Permanent High Level Residential Care is for older people who need a high level of assistance and 24-hour nursing care. Previously known as 'nursing home care', this is for people who require almost complete assistance with most daily living activities, such as showering, dressing, mobilising etc. It includes accommodation, meals, laundry, room cleaning and personal care. Nursing staff within our facility manage the nursing and medical needs of such residents.

Respite Residential Care

Respite care is temporary care for an elderly person at a residential aged care facility, designed to give carers or family members a break. Respite care allows for up to 63 days residence per financial year. The client can use the respite care periodically throughout the year. Services or or the Department of Veterans Affairs which is indexed to inflation every 6 months.



Eligibility

To be eligible for high level residential care the person must be over 65 years of age and have been approved for high level care by the Aged Care Assessment team.

What is the Aged Care Assessment Team (ACAT)?

The Aged Care Assessment Team is a team of health professionals, such as doctors, nurses and social workers who provide information, advice and assistance to older people in the community. It is the role of the ACAT team to assess people who are thinking of moving into a Residential Aged Care Facility from their home, or from hospital to determine what level of care they require. The team will provide you with a copy of your assessment, which will need to be produced prior to moving into Serene Residential Care Services.

Please refer to the Aged Care Assessment Team Website to identify the closest ACAT Centre to you, so you can call and make a booking for an assessment:

Why is a Centrelink Asset Assessment required?

To enable the government to ascertain a suitable fee structure for each resident based on their assets and income, a Centrelink Asset Assessment was created. It is not compulsory for everyone entering aged care to undergo an assets assessment, if you choose not to undertake an assessment you may be asked to pay maximum charge. Assessments are necessary if you want to establish your eligibility for a Government subsidy.

You can request an asset assessment form by contacting the Centrelink Office or visiting the Department of Social Services Website or visit our website www.bluedawnhealthcare.com.au



Admission

Please bring the resident information handbook and other relevant items on admission: Pensioner Entitlement or Veterans' Affairs card, Pharmaceutical Benefits Card, Medicare Card, Ambulance Card, private health cover details or pensioner health benefits card, Access Cab booklet, any current prescriptions, medications and medical appointment cards or details;

- ❖ Doctor's letter with relevant information, name and "phone number of a doctor who will care for you at Serene, completed medication chart plus other specialist contacts such as dentist and optometrist details;
- ❖ Names and addresses of at least two people to contact in an emergency;
- ❖ Copies of any Advance Directives, name, address and contact telephone number of those holding enduring Power of Attorney, Enduring Power of Guardianship; Medical Power of Attorney.
- ❖ Details of any funeral arrangements and contact details of Funeral Director.
- ❖ All clothes named - we can purchase the labels for you
- ❖ Completed list of electrical appliances brought with you (e.g. electric shaver, radio, or television).
- ❖ Photographs.
- ❖ Favourite chair, bed spread, etc.,

Does Serene Residential Care Services have a doctor?

Serene Residential Care Services does not employ a Doctor but has preferred Medical Providers. Prior to admission, each resident is requested to nominate the Doctor of their choice to provide medical care once they are a resident. Quite often, this will be the Doctor they have been seeing prior to admission.

Medical Information

We require medical information as part of our Admission Procedure and we ask that you provide a current "Medical History". Your Doctor can help you with this. All information held by us is kept strictly confidential under the guidelines of our Privacy Policy and the Aged Care Act.

At Serene, We care about you.