



Sutherland Hospital
& Community Health Services

Moving into Residential Aged Care

Information for Patients and Carers



Health
South Eastern Sydney
Local Health District

This booklet outlines the steps involved in moving from hospital to a residential aged care facility (RACF). You have been given this booklet to help you to understand this process.

Your social worker is available to talk with you and your family/carer about your needs and options available.

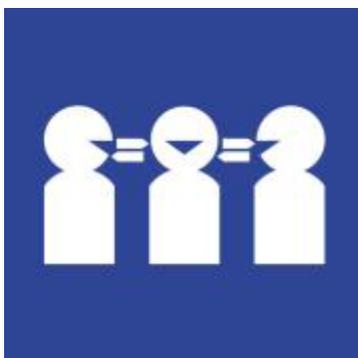
If you do not have any family or carers to help you, the ward Social Worker can help you find a suitable facility.

Your Social Worker is:

Contact details:

Aged Care Identification Number:

Referral Codes:



**Do you need an interpreter?
Ask a staff member to organise one for you**

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Moving into a Residential Aged Care Facility

Assessing Your Needs

- You are referred to ACAT (Aged Care Assessment Team). ACAT will conduct an assessment in hospital to determine eligibility to access aged care services, including residential respite and permanent care.
- The report from the assessment is stored on an online portal accessible to aged care service providers and facilities. An Aged Care Identification Number and Referral Code is generated and required to view your assessment. These will be provided to you by the Residential Aged Care Social Worker or Ward Social Worker.
- Facilities may ask you for your Aged Care ID and Referral codes when you are discussing your interest with them.

Choosing a Residential Aged Care Facility

- The Residential Aged Care Social Worker will provide your family/carer with a list of available facilities. Your family/carer will be asked to contact and visit available facilities.
- **Once you and your family/carer have been provided with the Referral Codes, the expectation is that you will locate and transfer to an appropriate aged care facility within 2 days of being ready to leave hospital.**
- Vacancies may not be readily available in your preferred facility. You may need to consider accepting another facility and then transferring to your preferred facility at a later date.
- Please note that if you are still in hospital and no longer require acute care, you may be financially re-classified as a 'nursing home type patient'. This means you may be charged a daily fee set by the NSW

Ministry of Health. You will receive a letter advising you of this change if it occurs.

Moving from Hospital to a Residential Aged Care Facility

- Once you have accepted a vacancy, it is usual for patients to transfer from hospital to the residential aged care facility within a short period. Hospital staff will discuss with you the specific discharge arrangements. The hospital will provide medication and discharge letters to your chosen facility. This will aid in the planning for your care after you transfer from hospital.
- If your regular GP does not visit your chosen facility, the Facility Manager will assist you to arrange a new GP.
- You are encouraged, with the support of your family/carer, to make your new environment more comfortable by bringing along some personal belongings from home e.g. photos and mementos.

Respite with a view to Permanent Care

- Respite is known as to 'short term care' to give carers a break in their caring role. Residential respite refers to a short stay in an aged care home and may happen on a planned or emergency basis.
- You can also use residential respite as a way of finding out about the quality of care before deciding if the facility is a good place for permanent care. This is known as respite with a view to permanent care. This also gives the facility an opportunity to determine if they are able to meet your care needs.
- With a valid ACAT approval for respite care, you may be eligible to access residential respite care for up to 63 days each financial year. This can be extended in lots of 21 days if an ACAT assessment finds this necessary. The availability and conditions of respite varies from facility to facility. It is best to discuss the amount of respite that can be offered with your chosen facility.
- All respite residents will be required to pay a basic daily care fee. If you choose to enter respite at a facility approved for extra services, you may be required to pay any extra service costs to access these facilities.

Considerations when selecting a Residential Aged Care Facility

Before viewing a Residential Aged Care Facility, it might be useful consider what is important for yourself or your loved one.

- Do you feel comfortable when you first enter the facility?
- Is the facility fresh, clean and in good repair?
- What social activities are provided?
- What are the meal arrangements – times, menus, visitors, special diets?
- Are residents well cared for? Are they well groomed? Are they dressed appropriately for time of day?
- What training do the care staff have, e.g. are there registered nurses, enrolled nurses, assistants in nursing?
- How many staff provide care overnight?
- What arrangements are there to ensure privacy for residents?
- What furnishings and personal items can you bring and what is supplied?
- How can family and friends be involved in your care?
- Can the facility meet the resident's medical and special needs, including language and culture, religious observances, pets, access to medical visits?

You can find a list of facilities in the St George and Sutherland Shire areas from page 12. For a more comprehensive overview of each facility and links to their website, or facilities from out of area, you can visit:

<http://www.myagedcare.gov.au/considering-aged-care-home/finding-aged-care-home>

The Costs of Moving into Residential Aged Care

All residents are required to pay a basic daily care fee. Additional fees may be charged based on your individual income and assets.

The Australian government regulates aged care fees and charges. If you are entering permanent care, you will need to complete an Income and Assets form as soon as possible, as this will determine your maximum fees for care. This can be provided by the ward Social Worker or found online:

<http://www.humanservices.gov.au/agedcare>

Information about the cost of entering residential aged care can be found on myagedcare.gov.au and Centrelink 132 300

Adjusting to a new beginning

Moving into residential aged care can signify a major change in lifestyle. It is important to give yourself time to adjust to this new change.

This may have an impact on you and/or your partner/family. You may have come into hospital expecting to return home but find that it is no longer possible. Or you may have been caring for your partner or relative but now their care needs have increased. If you are finding the transition to residential aged care is difficult for any reason, you can talk to your care manager at the facility.

If you have any compliments or concerns about the residential aged care facility where you are staying, you can share these directly with the manager of that facility. However, if you have concerns that cannot be resolved directly with the facility you can contact the Aged Care Complaints Scheme on 1800 550 552.

Who to notify after you move

Once you move you will need to let the following organisations know your change of your details:

- Centrelink
- Department of Veterans' Affairs
- Bank and other financial institutions
- Community service programs
- Electoral Office
- Australian Taxation Office
- Solicitor/Public Trustee/Accountant/Executor of Will
- Medicare
- Private Health Fund

Helpful Contacts

Aged Care Complaints Scheme

If you're concerned about the care or services you receive from a Residential Aged Care Facility you can make a complaint. This is a Commonwealth Government service

1800 550 552 | www.agedcarecomplaints.gov.au

Centrelink

Provides information on retirement (including age pension), disability, illness or injury, carers and financial services.

132 300 | www.humanservices.gov.au/customer/dhs/centrelink

Carers NSW

Provides information on entitlements, resources and respite services.

1800 242 636 | www.carersnsw.org.au

Department of Veterans Affairs

Metropolitan 133 254

Rural NSW 1800 555 254 | www.dva.gov.au

My Aged Care

1800 200 422 | www.myagedcare.gov.au

NSW Trustee & Guardian

1300 364 103 | www.tag.nsw.gov.au

NSW Civil and Administrative Tribunal

1800 463 928 | www.ncat.nsw.gov.au

Senior Rights Service

Provides information and advocacy regarding accommodation issues

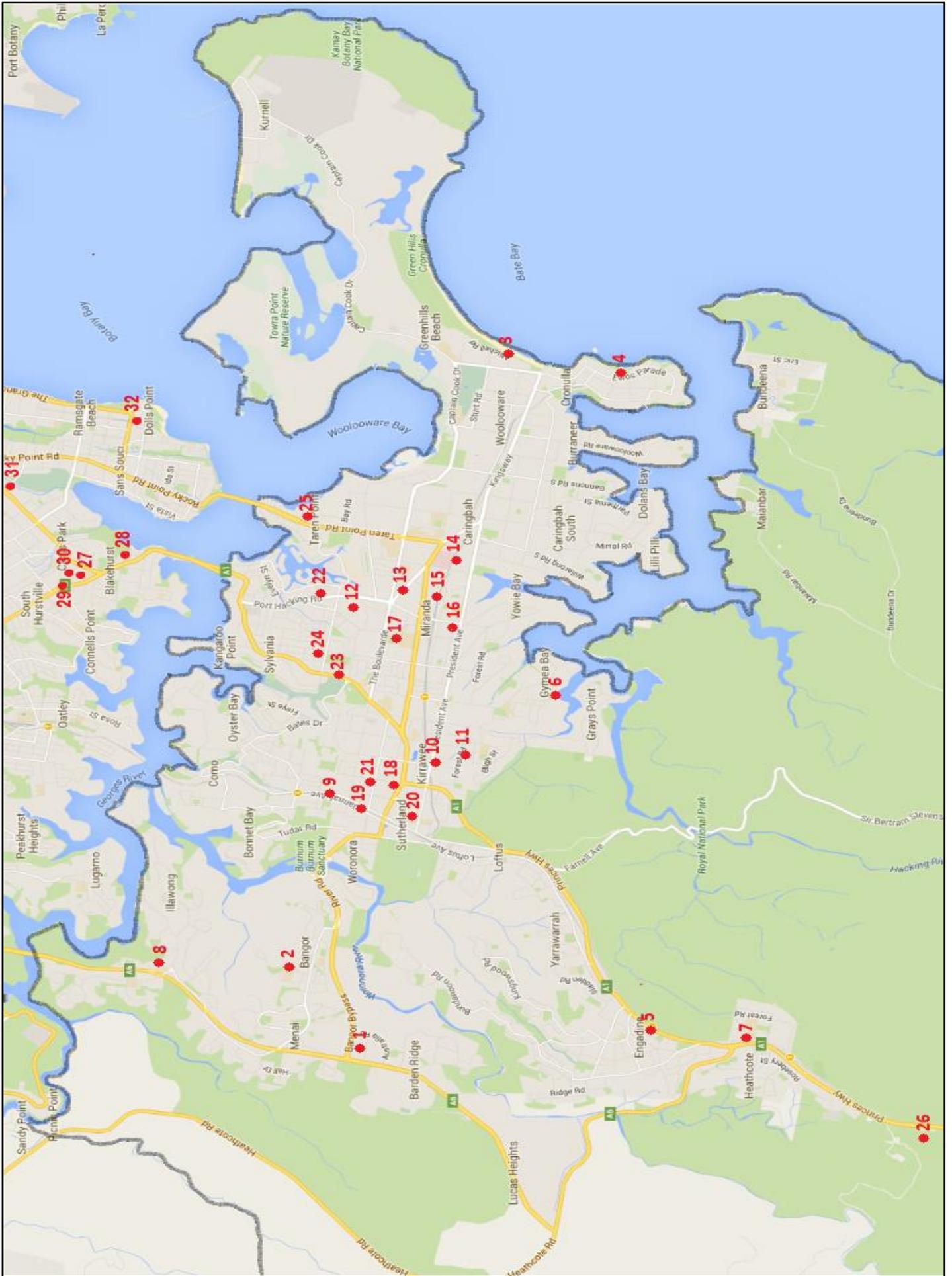
1800 424 079 | www.seniorsrightsservice.org.au

Residential Aged Care Facilities –Sutherland Shire

DS = Dementia Specific / ES = Extra Services

| SUBURB | NURSING HOME/ ADDRESS | PHONE |
|---------------------|---|---------------------------|
| BANGOR | BCS Warena Care (DS) 15 Bangaroo Street | 9541 0366 |
| BARDEN RIDGE | Advantaged Care at Barden Lodge (ES) 11 Barden Road | 9532 2888 |
| CRONULLA | Pathways Seaside 2 Giralang Road | 9523 3430 |
| | Stella Maris 6 Coast Avenue | 9527 3555 |
| | Pathways Pines (ES) 35 Sturt Street Cronulla | 8522 1000 |
| ENGADINE | Moran Engadine (DS & ES) 99 Caldarra Avenue | 9548 7777 |
| GYMEA | GyMEA Bay Aged Care 128 Coonong Road | 0433 760 367 9524 4954 |
| HEATHCOTE | St Vincent's Care Services (formerly JPV) (DS) 15 The Avenue | 8508 3300 |
| ILLAWONG | Heritage Care (DS) 351 Fowler Road | 9543 7333 |
| JANNALI | Mildred Symons House (DS & ES) 15 Lenna Place | 8543 7200 |
| KIRRAWEE | The Palms Aged Care 454 President Avenue | 9521 2963 |
| | Percy Miles Villa 227-235 Forest Rd | 9545 1773 |
| | IRT Thomas Holt (DS) 1-25 Acacia Road North | 9545 4799 |

| | | |
|--------------------|---|---------------------------|
| MIRANDA | HammondCare (DS) 19 Kiama St | 8513 2000 |
| | Miranda Aged Care Facility (DS & ES) 268 Port Hacking Road | 9525 3210 |
| | IBIS Care Miranda 2c Karimbla Road | 9540 4799 |
| | Juliana Village 58 Miranda Road | 9541 3400 |
| | Alkira Gardens 2 Animbo Street | 8578 1688 |
| | St Basil's Hellenic Village (DS & ES) 29H Wandella Road | 8543 2000 |
| SUTHERLAND | Bupa Sutherland (DS & ES) 42 Auburn St | 8536 1600 |
| | Lark Ellen Aged Care 133 Jannali Avenue | 0433 760 367 9521 2339 |
| | Nagle Apartments (DS) 144-150 Flora Street | 1800 632 314 |
| SYLVANIA | Frank Vickery Village 101 Port Hacking Rd | 9522 2997 |
| | Carino Care 406 Princes Highway | 9522 8581 |
| | Moran Sylvania (DS & ES) 29 Sylvania Rd | 9532 6222 |
| TAREN POINT | ARV Goodhew Gardens 2-28 Alexander Ave | 9710 7333 |
| WATERFALL | Garrawarra (DS) Princes Highway | 9548 4700 |



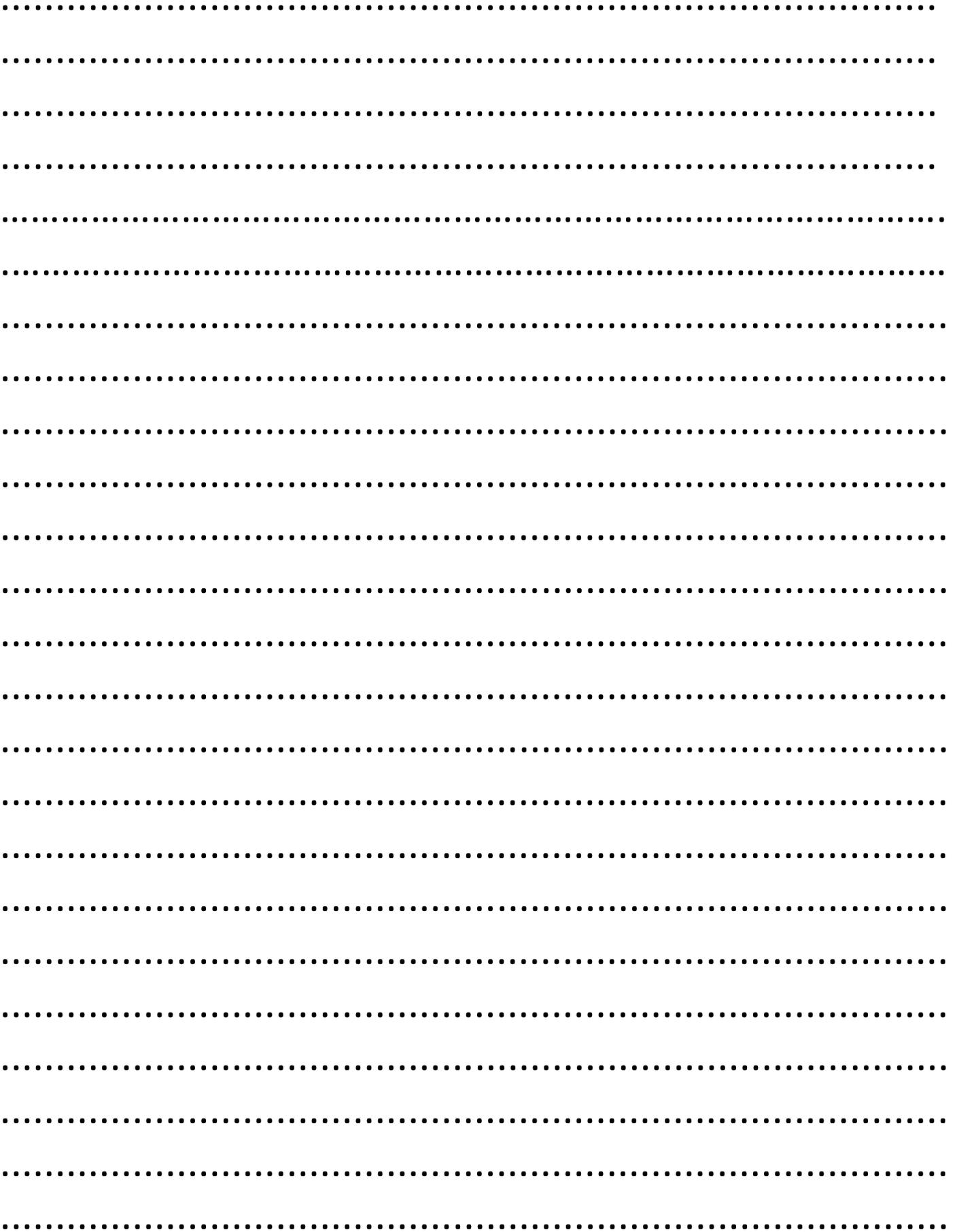
| KEY | |
|---|---|
| 1. Advantage Care, Barden Lodge | 14. IBIS Care, Miranda |
| 2. BCS Warena Care, Bangor | 15. Juliana Village, Miranda |
| 3. Pathways Seaside, Cronulla | 16. Alkira Gardens, Miranda |
| 4. Stella Maris, Cronulla | 17. St Basil's Hellenic Village, Miranda |
| 5. Moran, Engadine | 18. Bupa Sutherland |
| 6. Gymea Bay Aged Care, Gymea Bay | 19. Lark Ellen Aged Care, Sutherland |
| 7. St Vincent's, Heathcote | 20. Nagle Apartments, Sutherland |
| 8. Heritage Care, Illawong | 21. IRT Thomas Holt, Sutherland |
| 9. Mildred Symons, Jannali | 22. Frank Vickery Village, Sylvania |
| 10. The Palms, Kirrawee | 23. Carino Care, Sylvania |
| 11. Percy Miles Villa, Kirrawee | 24. Moran, Sylvania |
| 12. Hammondcare, Miranda | 25. Goodhew Gardens, TarenPoint |
| 13. Miranda Aged Care, Miranda | 26. Garrawarra, Waterfall |
| 27. Blakehurst Aged Care, Blakehurst | 30. St Bede's Home, South Hurstville |
| 28. The Bay, Blakehurst | 31. Majestic Health, Kogarah |
| 29. ARV Mary Andrews | 32. Sans Souci Gardens, Sans Souci |

Residential Aged Care Facilities – St George Area

| SUBURB | FACILITY | PHONE |
|--------------------------|---|---------------|
| ARNCLIFFE | Alloa Aged Care Home 34 Bayview Street | Ph: 9567 6375 |
| | Macquarie Lodge Aged Care 171 Wollongong Road | Ph: 9556 6900 |
| BANKSIA | Rockdale Nursing Home 22 Woodford Road | Ph: 9567 5333 |
| BEXLEY | BUPA Bexley 741 Forest Road | Ph: 9587 6057 |
| | Fairmont Aged Care 20 Dunmore Street | Ph: 9567 2279 |
| | Homewood Care 64 Iliffe Street | Ph: 9502 1800 |
| | Huntington Gardens 1-11 Connemarra Street | Ph: 8080 3850 |
| | Bexley Care Centre 82-84 Connemarra Street | Ph: 9587 7610 |
| | St George Aged Care 3-5 Verdun Street | Ph: 8566 1400 |
| | Scalabrini Village 34 Harrow Road | Ph: 9597 1333 |
| | Estia Health Bexley 3-5 Eddystone Road | Ph: 8318 1100 |
| BLAKEHURST | Blakehurst Aged Care 16-22 Cheddar Street | Ph: 9546 2159 |
| | The Bay 394 Princes Highway | Ph: 9546 7522 |
| BRIGHTON-LE-SANDS | Jenny Lyn Aged Care 13 Henson Street | Ph: 9599 2219 |
| CARLTON | Botany Gardens 88-90 Botany Street | 9588 2557 |

| | | |
|-------------------------|---|-------------|
| HURSTVILLE | Regis Gannon Gardens 53-59 Gloucester Road | 9579 6711 |
| | Shangri-La 107 Carrington Ave | 9580 4333 |
| | Lucy Chieng Aged Care 8-14 Romani Ave | 8558 8088 |
| SOUTH HURSTVILLE | St Bedes Home 2 Russell Lane | 9547 1055 |
| | ARV Mary Andrews 861 King Georges Rd | 8558 4400 |
| KOGARAH | The Laurels 45 English Street | 9588 4312 |
| | Majestic Health 20 Garden Street | 9588 9000 |
| | Bethlehem House 30 Montgomery Street | 9588 5824 |
| | Endeavour 76 Rocky Point Road | 9587 7840 |
| | St Patricks Green 40 Chapel Street | 90979100 |
| | Estia Health Kogarah 74-76 Rocky Point Road | 1800 994673 |
| MORTDALE | Ferndale Gardens Aged Care 33 Jersey Ave | 9570 5555 |
| OATLEY | Carino Care 7-11 Mimosa Street | 9580 8946 |
| PEAKHURST | Peakhurst Lodge 18 Henry Lawson Drive | 9533 4089 |
| | Uniting Nunyara 8-12 Neilson Ave | 9533 0500 |
| | Uniting Banks Lodge 93 Baumans Road | 9534 6655 |

| | | |
|----------------------|---|-----------|
| | IRT Peakhurst 24 Turpentine Ave | 9408 8011 |
| | Uniting Roberts Lodge 168-178 Boundary Road | 9533 6176 |
| PENSHURST | Fairlea 11 Hawk Street | 9570 8912 |
| ROCKDALE | Menaville 121 Fredrick Street | 9567 3641 |
| | Uniting Bruce Sharp Lodge 110 Fredrick Street | 9597 2013 |
| SAN SOUCI | Thomas Holt Sans Souci 188 Chuter Avenue | 9529 2130 |
| BEVERLEY PARK | Rocky Point Residence 151-157 Rocky Point Rd | 7909 0778 |



The SW Department at The Sutherland Hospital acknowledges the SW Department at Prince of Wales Hospital for the information prepared in this document. The services listed are not endorsed or supported by the Social Work Departments or the South Eastern Sydney Local Hospital District. Whilst we endeavour to keep the information up-to-date, there may be errors or omissions in the information provided.

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