



# Discover HammondCare Care home guide

As an independent Christian charity,  
HammondCare champions life.



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## Who is HammondCare?

HammondCare is an independent Christian charity that champions life for every person in our care. This means that no matter what someone's circumstances or challenges are, we will do whatever we can to improve their quality of life every day.

We've been serving families in Australia since 1932 by providing leading health and aged care services in residential care homes, in the community, in people's homes, and in hospitals. HammondCare led the way in 1995 by opening Australia's very first dementia specific care home, The Meadows at Hammondville.

Today we're recognised as a world class provider of dementia and frail aged care in Australia, with 18 specialised residential care homes, a national home care service, hospital services, and community dementia support services.

### Caring for people across Australia\*



**16,557**  
PEOPLE CARED FOR

\*2017-2018



**3,852**  
DEDICATED STAFF



**69**  
SERVICE LOCATIONS



# Why trust HammondCare to care for your family member or friend?

There are a number of residential care providers to choose from, many of which offer very similar services. We hope that these **four important questions** assist you in choosing the right residential care provider for you, and demonstrate how HammondCare is different to other providers.



## 1 How do I know that you have the best interests of my family or friend at heart?

HammondCare is an independent Christian charity. This means our focus is solely on providing expert and compassionate care – not about making money.

We are a non-profit organisation and we are not tied to a specific church denomination. In fact, our publicly stated Mission is to improve quality of life for people in need. That's what gets us out of bed each day.

## 2 What makes a residential care home capable to care for someone living with dementia?

That's a tough one! So many places say they are experts in dementia care but unfortunately many are not.

These are some important questions you should ask any provider:

### **How long have you been providing specialist dementia care and for how many people?**

HammondCare have been specialists in caring for people living with dementia for more than 25 years with an international reputation. Today we care for more than 2,000 residents living with dementia.

### **How do I know my family member or friend will be respected and feel comfortable with the other people living at the residential care home?**

Living with dementia doesn't mean that someone's life stops. They deserve the same respect we all do.

At HammondCare we passionately strive to uphold this. This means our staff take the time to understand each person's background, their likes, their dislikes, and their needs.

## 3 How do I know that my family member or friend is really going to feel at home in residential care?

We believe few things are more important than a sense of belonging and feeling at home. This is simply not going to happen in a large, institution style environment.

Some of the features that help people feel at home include:

- Just like at home, there are no fixed times for activities and residents can either relax or help with daily tasks if they'd like to.
- Our staff don't wear uniforms – would you see a uniform in your home?
- Friends and family are welcome to visit at any time as there are no set visiting hours
- We encourage family and friends to assist residents in decorating their rooms with familiar photos, furniture and memorabilia to make their room homely and comfortable. Residents' memories are precious.

## 4 How do I know that my family member is going to be properly cared for by staff and be safe?

### **Attitude is everything**

Our highly-trained staff deliver expert care that is built on respect and trust. They are chosen because they are compassionate and truly committed to making a difference in people's lives.

We see family and friends as our partners in care, and always encourage feedback, whether it is positive or negative.

### **Our staffing levels ensure resident safety and quality care**

HammondCare's available staff per resident varies depending upon care needs. We aim to minimise contractors visiting each care home so that staff are familiar to residents and their families. This ensures that our standard of care is consistent and high.

### **Dementia expertise requires training**

All of our staff receive certified dementia care training delivered by experts from Hammond College and The Dementia Centre.



# Specialised care for those who are frail aged and people living with dementia



Our highly-trained staff deliver expert care that is built on respect and trust. They are chosen because they are compassionate and truly committed to making a difference in the lives of people living with dementia.

## **Our care is truly personalised to meet residents' individual and unique needs**

HammondCare takes a relationship-based approach in all aspects of our care. We take the time to understand what you want, and never adopt a 'one size fits all' approach.

We aim to learn about a person's history, passions, values and hobbies to help residents maintain a fulfilling life that is rich and rewarding.

## **All of our carers are trained in providing specialised dementia care**

HammondCare is internationally recognised as offering market-leading practical advice and assistance to those living with dementia, with more than 25 years' proven experience in dementia care.

Our highly skilled carers enable residents to enjoy space and freedom, and maintain their safety by managing and minimising the risks, rather than eliminating them.

## **We want residents to feel at home**

We encourage family and friends to assist residents in decorating their rooms with familiar photos, furniture and memorabilia to make their room homely and comfortable.

Residents' memories are precious possessions, and our specialised care will help residents remember their lives so that self-esteem and identity is maintained.

## **We encourage residents to continue to do things that they enjoy doing**

To help residents maintain a sense of purpose and fulfilment each day, our staff encourage them to engage in a variety of activities that are familiar to them, from leisure and domestic activities to social and group activities.

We aim to create a positive environment that focuses on what each person can do, not on what they can no longer do. We also encourage family and friends to participate in these activities and initiate new ones.

If you would like to introduce new activities that are of interest to your family member or friend, our staff will offer support and assistance as required. Our approach to care is consistent with our philosophy of care.

**The case study on page 8 demonstrates how we put our philosophy of care into practice across all of our care homes each day.**



# George's story: From distress and anxiety to comfort and wellbeing

We are truly passionate about giving our residents and their families the support they need to feel confident, independent and happy. When George first came to HammondCare, he and his family had been experiencing a truly distressing time in their lives.

As a result of progressed Alzheimer's disease, George's family knew that they needed to take him to a residential care facility. During his stay at his first residential care facility, George became distressed, and unfortunately staff were unable to reduce his anxiety. His sons were then told that the facility could no longer care for him.

It was at this point that the family turned to HammondCare for help.

From the beginning, the staff at HammondCare Wahroonga treated George as a valued individual, which is central to HammondCare's philosophy of care.

"We sat down with our staff and discussed George's background, previous lifestyle, his current needs, and the social factors that concerned him. We wanted staff to see him first and foremost as the unique individual he is, so we could tailor his care around that." Says Skye Marshall, Manager at HammondCare Wahroonga.

This focus on understanding George and his background permeated his care in very practical ways. One of the most interesting developments as a result of this is that George assists with simple jobs in the kitchen and helps prepare food.

This is familiar terrain for George, who made his living in the food industry for close to thirty years. It is also an example of how HammondCare endeavours to recognise and value the unique background of each of its residents.

HammondCare carers also accommodate George's need to stay active. George is continually engaged during the day, whether through conversation, walks in the garden, or a spot of traditional Greek dancing.

As a result, George has steadily improved his level of wellbeing during his time at HammondCare Wahroonga. Although he still becomes anxious at times, the challenges that arose in his last care home have not resurfaced.

What's more, George no longer needs to take the psychotropic medication he was previously prescribed, as his demeanour has become more relaxed and calm.

Most importantly, spending time with George is no longer a stressful ordeal for his family since moving to HammondCare Wahroonga.



“ This is the best we’ve  
ever seen him.”

GEORGE'S SON, JOHN





# Experiences and services

At HammondCare we believe that good food, good company and a warm atmosphere are what makes a house a home.

## Meals and dining experiences

Our fresh, home-style meals and relaxed social dining areas bring pleasure to our residents each day. Our positive food culture provides residents with the opportunity to come together to not only eat, but engage in conversation and meal preparation.

We are passionate about the food we serve our residents and ensure each meal is delicious, high quality and offers plenty of variety.

Our Executive Chef and Food Ambassador, Peter Morgan-Jones, works with dietitians across the residential services to offer a range of healthy and nutritious menu options.

We ensure that our menus are tailored to meet the individual needs of each resident, including religious and cultural requirements.

## Lifestyle and wellness services

### Specialised clinical care

Our highly skilled staff engage with residents on a daily basis to manage the symptoms often experienced by those who are frail aged or living with dementia.

Our goal is to do whatever we can to improve residents' wellbeing and comfort through our specialised clinical care and services.

### Pastoral and spiritual care

As a Christian organisation, we welcome and respect people of all faiths and of none. We regard each person as having inherent value, and as being entitled to respect and dignity.

The Pastoral Care Team offers support to residents in their physical and spiritual journey and encourages residents to see their life as meaningful.

### Carer Support Group

The Carer Support Group aims to provide support and education for anyone caring for someone living with dementia or an aged related illness. This group meets regularly and is coordinated by the Pastoral Care Coordinator.

### Volunteers

HammondCare is proud to now have over 1,000 volunteers of all ages and backgrounds. Drawing on their unique skills and passions, our volunteers are personally matched with residents by our Volunteering Team.

Some of the areas our volunteers contribute to include:

- Providing company and friendship
- Art and music engagement
- Gardening and pet therapy
- Pastoral and spiritual care
- Fundraising and administration



# Helpful on-site services

HammondCare offers a wide range of services and amenities to make life more comfortable, convenient and enjoyable for residents and their families. Services generally include the following:

## Laundry

We have a fully equipped laundry room for residents to use, with washing machine, dryer and ironing facilities.

## Pharmacy

We work with a team of trained pharmacists who are able to assist residents with all pharmaceutical requirements.

## Hairdressing

For regular styling and grooming needs, an on-site hairdresser is available to residents on a weekly basis.

## Physiotherapy

We can arrange physiotherapists to create tailor made programs to meet the individual needs of each resident.

## Optometry

We can arrange optometry services for residents who require regular eye and vision care.

## Podiatry

Podiatry services can be arranged for residents who require regular, routine foot care.

## Outside appointments

For all outside specialist or medical appointments, our dedicated staff can arrange door-to-door transportation for residents.

## Optional services

In addition to the day to day comforts already experienced living at HammondCare, optional services are available to residents to ensure a happy, healthy and comfortable lifestyle.

# Safety and security

We provide a safe environment enabling residents to thrive.

## Keys and door locks

External doors and gates within HammondCare are secure to provide a safe environment for our residents.

## Fire safety

HammondCare is fully compliant with fire safety and emergency planning regulations, and ensures a high level of safety for residents and staff.

## Telephone

To help residents stay in contact with friends and family, our dedicated staff can support families to arrange telephones to be installed.

## Smoking

Each cottage is a 'smoke free zone' for residents, visitors and staff. Smoking is only permitted in external designated areas. Please ask a staff member where these areas are.





# What are the steps to find residential care for my family member or friend?

The first thing to know is that the HammondCare team is here to support you at anytime, with any information and advice you need. Even if you decide not to choose us.

Here are the **five steps** to help guide you through finding a residential care home.

## STEP 1

### Get an assessment for eligibility from The Australian Government's 'My Aged Care'

My Aged Care is the main entry point to the aged care system in Australia for older people, their families, and carers. This is where you need to start to organise an assessment of your family member or friend's eligibility.

My Aged Care gives you access to information on finding and accessing aged care services, and enables your family member or friend's needs to be assessed to determine eligibility and access for aged care services.

You can access My Aged Care through either their website at [myagedcare.gov.au](http://myagedcare.gov.au) or contact centre on **1800 200 422**.

This has been set up by the Australian Government to help you navigate the aged care system.

If you are finding anything confusing – just call us and we can talk you through what to do.

## STEP 2

### Find a residential care home that's right for you

Once your family member or friend has been assessed for aged care eligibility, call us to book an appointment for you and your family member or friend to take a tour of our care home. We will take the time to understand what is important to you, and what your family member or friend's care needs are.

Before you visit any aged care homes, it's a good idea to make a list of questions about things that are important to you. This brochure can be a handy checklist for comparing residential care homes.

#### Some of the questions you might want to ask could include:

- Is the care home specifically designed for people living with dementia and if so, what are the specific features of this care home?
- How long has the care home been providing specialised dementia care and for how many people?
- Will my family member or friend be with people who require the same level of care or just where there is available space?
- What do you offer to ensure my family member or friend will really feel at home?
- How many residents are in each cottage?

## STEP 3

### Work out what you need to pay

At HammondCare, we provide the highest possible quality of care to all people with an assessed need, regardless of their financial circumstances.

This means that your financial situation will not affect finding a place at HammondCare.

When you come and visit us for a tour of our care home we can discuss the costs and options in further detail with you.

#### Below is a summary of fees you may be required to pay:

- 1. The basic daily care fee** is an amount set by the Government which equates to approximately 85% of the single aged pension. This is the fee that everyone in residential care is required to pay. It goes toward day-to-day living expenses such as meals, cleaning, heating/cooling, etc.
- 2. The means tested care fee** is a daily care contribution fee for residents whose income and assets exceed thresholds set by the Australian Government.
- 3. Accommodation costs** are the costs for each room within a service. To allow flexibility there are three payment alternatives to choose from:
  - 1. Refundable Accommodation Deposit (RAD):** This option is a lump sum accommodation payment. The balance of the RAD is refunded in full when a resident leaves the aged care home.
  - 2. Daily Accommodation Payment (DAP):** Instead of paying for your accommodation as a lump sum you can choose to pay a daily fee. The amount you pay is calculated using a Government set interest rate applied to the published RAD amount.
  - 3. Combination payment:** This involves part Refundable Accommodation Deposit (RAD) and part Daily Accommodation Payment (DAP). You choose the combination that suits you. The part that is the Refundable Accommodation Deposit is refunded when you leave the aged care home, less any accommodation costs that have been agreed to be deducted.

## STEP 4

### Complete an Application Pack

If you feel that HammondCare can offer you the residential care home you are looking for, we recommend that you complete our Application Pack to ensure your family member is on our waiting list. As soon as a place becomes available that meets your needs, we'll contact you or your nominated contact person.

A member of our staff will meet with yourself and your family member or friend for an individual assessment to be sure that we are able to offer the right environment for your specific care needs. This is important to ensure that we have a cottage home that your family member or friend will be comfortable and happy in, with the right care.

## STEP 5

### Moving into a new home

It can be daunting moving into a residential care home. There are new surroundings and new people living together. HammondCare takes the time to help make this transition as smooth, relaxed, and as stress free as possible for your family member or friend.

We encourage you and your family to personalise the bedroom, so it really feels like home. And families and friends are welcome to visit any time – we don't have fixed visiting hours.

HammondCare does not impose strict routines or a series of activities on residents – because that isn't what it's like living in your own home. Each resident can choose what they want to do each day.

There are activities from time to time for residents who want to participate, or quiet relaxing areas for those who don't. The kitchen is open 24/7 so if your family member or friend does not want to eat at the same times as everyone else, they can have something to eat when it suits them – just like at home.

The most important part is that our care staff get to know each resident so they can do whatever possible to enable them to feel relaxed, part of the home, and enjoy each day.



# Becoming a resident with HammondCare

If you would like to become a HammondCare resident just follow these simple steps:



## Step 1

**Complete and send the Application Guide** (as indicated on the Application Checklist) to [residential@hammond.com.au](mailto:residential@hammond.com.au) or directly to HammondCare



## Step 2

**Once we receive your application, we will get in touch with you regarding any suitable vacancies.**



## Contact us

If you have any queries regarding the application process please contact **HammondCare on 1800 776 112.**

We are always happy to help.

# Our mission

Our passion is improving quality of life for people in need

## Our Motivation

The work of HammondCare is motivated by the Christian principles and values expressed in the words and deeds of Jesus Christ. HammondCare believes in the value of all people as made in the image of God and as loved by God. We are therefore called to show the same love, with compassion and respect, for people in need.

## Our Mission In Action

We serve people with complex health or aged care needs, regardless of their circumstances.

## How we serve others

### Listening and relating

We listen to people and seek to understand their needs.

### Enabling choice

With creativity and wisdom, we enable people to choose and to engage in life through activities they enjoy, find satisfying and from which they derive dignity and self-respect.

### Tailoring care

We believe that providing excellent and responsive clinical care flows from knowing and understanding the person.

### Belonging

We believe that feeling safe is crucial for people's wellbeing. We recognise the value of feeling in control and 'at home'.

### Partnering with family and friends

We actively encourage family and friends to be our partners in care.

### Engaging with community

We encourage people to be involved in their community and we will connect with the communities in which we serve.

### Equity and access

We seek to serve the disadvantaged and those unable to care for themselves.

### Nurturing the whole person

Our Christian motivation means that we nurture the spiritual wellbeing of people, as well as meeting their physical and emotional needs.

## How we work together

### Serving with passion

We only want staff and volunteers who enjoy serving others and demonstrate this in their behaviour and attitude.

### Learning and developing

We build the knowledge and skills necessary to do our jobs well and develop satisfying careers. We all use what we learn.

### Being creative and innovative

We seek to research, develop and improve care and services. We encourage creativity and innovation.

### Communicating well

We communicate honestly, openly and in a timely manner.

### Respecting confidentiality

We protect the privacy and confidentiality of those we serve and with whom we work.

### Being wise with resources

We will manage resources effectively and sustainably.

### Managing risks for better care

We manage risks in an intelligent and measured way rather than seeking to eliminate them.

### Valuing teamwork and sharing responsibility

We respect and value each other, our different roles, and the diversity of team members. All staff members share responsibility for our services and work together to reach common goals.





 **Level 4, 207B Pacific Highway,  
St Leonards NSW 2065**

 **1800 776 112**

 **residential@hammond.com.au**

 **hammondcare.com.au**

## **Feedback**

We value feedback as it helps us to continually better our services to improve quality of life for people in need.

We welcome and encourage residents and family members to submit any compliments, complaints or suggestions they may have.