

An Introduction to HammondCare Cardiff

A guide to help you
choose the right
residential care home.

As an independent Christian charity,
HammondCare champions life.



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 by opening Australia's very first dementia specific care home, The Meadows, in 1995.

Today we're known as a world-class provider of dementia care in Australia, with 17 specialised residential care homes, a national home care service, hospital services, and community dementia support services.

Why trust HammondCare to care for your family?

There are a number of residential care providers to choose from, many of which offer very similar services. We hope that the **four important questions** below 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 20 years with an international reputation. Today we care for more than 1,600 residents living with dementia.

How are your care homes designed to help people living with dementia?

Our care homes are custom designed specifically for people living with dementia, to uphold their independence and make life more comfortable, easier and less stressful. Design features include:

- Small cottages with 8-15 residents so it's easier to get to know their home and feel at ease
- No matter what direction a resident walks in, they will always return to the central communal area
- Views and secure access outside so residents don't feel locked in and retain a feeling of independence
- Use of lighting, wood paneling, and noise reduction fittings to improve comfort and ease of orientation
- Activities and services such as music engagement and art therapy.

How many of your care staff have dementia training and how do I know I can trust them?

All of our staff are trained and evaluated for both their compassionate attitude and their qualifications to care for someone living with dementia.

The Hammond College and the Dementia Centre train new and existing staff in both the proven and latest approaches that improve quality of life for people 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.

We ensure each resident lives in a cottage that matches their needs, with the right level of care, the right type of carers, and with other residents who need the same level of care.

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.

- Each cottage has a main entrance with a front door and doorbell, just as a normal home does
- Every cottage has a fully functioning kitchen open 24/7 to residents, with care staff preparing high quality, fresh home-cooked meals and snacks
- Residents can be involved in preparing meals with staff if that's something they enjoy doing
- Each cottage features a welcoming communal area with sofas and a TV for residents to relax and socialise in
- 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 each cottage has no set visiting hours
- Just like at home, there are no fixed times for activities and residents can either relax or help with daily tasks if they want
- Our care homes are made up of small domestic cottages, each housing only 8-15 residents.

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 the lives of people living with dementia.

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

Dementia expertise requires training

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

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.

We utilise technology to improve our service and support staff. For example, our "Nurse-Call" technology alerts staff if a resident wakes during the night and needs support.

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

We think there's no better way to show how different a HammondCare home is, than hearing about the stories of individual residents and their families who have experienced our care.

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 had needed to take him to a residential care facility.

During his stay, George had become distressed and staff were not able to manage his behaviour. His sons were told that the home could no longer care for their father.

At this point, the family, distraught, turned to HammondCare for help. In November 2016, George became the very first resident of our newly opened dementia specific care home at Wahroonga.

From the beginning, the staff treated George as a valued individual. This is central to HammondCare's approach to care.

"The day of George's admission was our first day of opening," says Skye Marshall, Manager at HammondCare Wahroonga. "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."

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, was that George assists with simple jobs in the kitchen and helps prepare food.

This is familiar terrain for a man who has made his living in the food industry for close to thirty years. And it's an example of how HammondCare always tries to recognise and value the unique background of each of its residents.

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

As a result, George steadily improved his level of well-being 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.

Even better, doctors have been able to take George off the psychotropic medication he was previously prescribed. His demeanour has become more relaxed and calm.

This is believed in part to be due to the reassuring and familiar environment created by HammondCare's cottage model that aims to offer residents a greater sense of control and belonging.

Most importantly, spending time with George has ceased to be a stressful ordeal for his family since he has moved to HammondCare Wahroonga.

John, his son, says, "This is the best we've ever seen him."

George's experience before HammondCare	George's experience after one year at HammondCare Perkins Cottage
✗ Distressed, unhappy, and unengaged	✓ More at ease, generally positive, reduced moments of anxiety
✗ In a large institution with many people, some of whom had dementia, others who did not	✓ In a small cottage apartment with only 7 other residents with a similar level of dementia
✗ In a residential facility not designed for someone living with dementia	✓ In a newly designed cottage, purpose built to minimise stress and maximise comfort for someone living with dementia
✗ Inactive, unengaged with daily activities, disinterested	✓ Involved in daily activities, including regularly assisting with jobs in the cottage kitchen, participating in dancing, and chatting with staff
✗ Staff unable to manage behaviour, resulting in George having to leave the previous residential care facility	✓ Staff have built a relationship with George over time reducing issues and anxiety
✗ Visits distressing for the family with low level of engagement with George	✓ Visits are positive for the family and George, with signs of the familiar spark he had prior to having dementia

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

GEORGE'S SON, JOHN

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

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 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 age 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.

Cardiff's new purpose-built community for older people and people living with dementia

Brand new HammondCare Cardiff has been designed based on HammondCare's expertise in creating an environment to make life more comfortable for older people and people living with dementia.

HammondCare Cardiff offers nine separate cottages, each with 9-15 beds. The design principle of each cottage is to provide a familiar home-like environment for residents, not an institutional one. This home-like environment offers residents a greater sense of belonging and independence, and minimises anxiety and confusion.

Each cottage at HammondCare Cardiff has a fully functional kitchen, dining room, and sitting room available for residents to use any time of the day or night, and a secure landscaped back garden for outdoor enjoyment. Residents can also enjoy plenty of social and recreational opportunities with an on-site café, chapel, hair salon and landscaped outdoor garden areas for outdoor enjoyment.

Some of the key design principles of each cottage to enhance quality of life for residents living with dementia include:

A central kitchen that offers the sights, aromas, and sounds of cooking

The central kitchen provides excellent orientation of time and place, and encourages residents to participate in meal preparation and informal activities, just as they would at home.

Cottage design that enables independence, choice and self-esteem

The cottage design is small, quiet and easy to navigate, with no dead-ends or locked doors to ensure residents aren't confused, and feel more in control and at ease.

Design features that make it easier for residents to orientate themselves

It is important that residents have a good sense of people, place and time in the cottage. This promotes autonomy and wellbeing.

We assist this by integrating a number of design features including different timber panels for doors, distinctive artwork and furniture, picture frames of residents' collectables at their bedroom doors, and flexible lighting levels.

Reducing excessive stimulation – especially noise

People living with dementia have difficulty dealing with high levels of stimulation. Cardiff Village ensures that the familiar everyday noises of a home are comfortably audible, and that unfamiliar noises and faces are all “back of house” and not audible or visible.





To learn more about HammondCare Cardiff
or to apply for care, please contact our
Residential Care Admissions Coordinator

Phone: 1800 776 112

Email: cardiffresidential@hammond.com.au

