

DOUGHERTY APARTMENTS

RESIDENTIAL AGED CARE FACILITY
AND RETIREMENT VILLAGE



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INFORMATION PACKAGE FOR RESIDENTIAL AGED CARE RESIDENTS

Residential Aged Care Service: 0280

WELCOME TO DOUGHERTY APARTMENTS

Dear Prospective Resident, Relatives, Carers and Friends

Our Purpose

Your Home, your community

Our Values

- We respect each person's independence & choice, allowing them to maintain their self, dignity and worth
- We embrace diversity & inclusion and the importance of staying connected to the local community
- We strive for openness, transparency & integrity in all our dealings

On behalf of the Board of Directors, the Chief Executive Officer, Management team and Staff of Dougherty Apartments, we welcome you personally with our sincere wish that your involvement with us will be a happy and rewarding experience for yourself, family, and friends.

Dougherty Apartments is a fully accredited facility. We are focused and committed in delivering quality care and continuous improvement. We work with you in partnership in assessments and planning for your care. The home is safe and secure and has CCTV in the main areas and your room can be locked at any time. A room key and call nurse pendant can be given to you on request. We appreciate and welcome feedback, comments, compliments, and suggestions as part of our Feedback System. We have feedback forms on the Ground Reception and in the 1st Floor Reception areas and there is a suggestion box to drop your completed form in. Alternatively, residents can use the monthly residents' meetings, or meet with the Manager to voice their concern or feedback. Our managers are happy to meet with you to discuss these concerns or talk it through at a time that is suitable for both parties.

Dougherty Apartments staff appreciate and understand the need to transition to Aged Care and that it is a massive decision and a difficult one at that. Our staff will do their outmost best to assist in this transition to help settle the resident in the home.

At Dougherty Apartments, we promote and encourage our residents' independence, including their links with the community. Our lifestyle activities and programs are robust. We encourage all residents to participate in these activities. Those wishing not to participate, can organize a one-on-one visit to the room for individualised activities.

Our team, work in partnership with Allied Health teams, the local hospital, and Specialist Medical teams to care for the residents' needs.

Residents and their families are encouraged to participate in the decision-making process, assessments and their care planning. Dougherty Apartments staff are guided by the legislative Charter of Aged Care Rights (see later in the document) which underpins the individual's freedom of rights and choices to be exercised. These rights and choices are recognised and respected by staff to the point where these rights and choices do not impinge on the rights and choices of other care home residents. Privacy and dignity of the individual is respected and practised.

For further enquiries you may have, which are not covered in this package, please do not hesitate to contact us via Phone (02) 9419 3000 or email: admin@doughertyapartments.org
Dougherty also has a website from which you can obtain further information:
www.doughertyapartments.org.

LEGISLATIVE FRAMEWORK

The Commonwealth Government, through the Department of Health and Ageing, oversees the quality and administration of the aged care industry. It lays down standards which all aged care facilities must meet. The *Aged Care Act and Principles 1997* is the legislative framework which governs aged care and that framework sets out the responsibilities of all aged care providers and the rights of all residents. The *Quality of Care Principles 1997* details provider responsibilities and the *User Rights Principles 1997* details resident's rights.

OVERVIEW

Dougherty Apartments commenced operation as an aged care facility in 1989 and is a joint venture of Willoughby City Council, and Housing NSW. It is located on the fringe of the CBD of Chatswood, across the road from the beautiful Chatswood Oval and surrounding parkland, close to the Chatswood bus / rail interchange and Westfield and Chatswood Chase shopping centres.

Dougherty Apartments is a 9 Level High Rise building which consists of residential aged care, social housing and independent living units (ILU's), also known as self-care accommodation. Within this complex, our Residential Care is located on Levels 1 and 2, while the Ground Floor and Levels 3 through to 8 comprise of ILU's and Social Housing integrated living. We are a 70 bed Residential Care Facility with a 14-bed Memory Support Unit (MSU) which is situated on Level 1. Our Residential Care rooms are single rooms with ensuite and air conditioning, with the majority having a balcony.

The Residential Manager (RM) and Care Manager (CM) are Registered Nurses, who provide support guidance and clinical knowledge and skills to their team. The staff are dedicated, caring and experienced and are here to care for your needs. In addition, our lifestyle team are experienced and are responsible for coordinating programs and daily activities. We have a registered nurse 24 hours / 7 days per week. Medical Practitioners, pharmacists, podiatrists, physiotherapists and other specialists visit on a regular or on a need's basis. We have a GP who has a clinic day on Thursday and other GPs visit during the week. You have a choice to choose your GP.

Pastoral Care services are available to residents through Uniting Care North Chaplaincy Services. This service is also available on a need's basis for residents in times of emergency and anguish to offer spiritual and emotional support. Religious services are provided by various denominations on a regular basis as well.

Dougherty has a solid reputation in the industry and there is currently a waiting list for both Residential Aged Care and Self-Care Units.

PHYSICAL FACILITIES

Our accommodation of 70 rooms have their own ensuite except for two rooms that share a bathroom in the Memory Support Unit. There is a refurbished dining room and residents lounge room. Administration Offices are situated on both the Ground level of the complex for all general enquiries, and a reception desk on level 1 for all aged care residents / relatives enquiries. A therapy room is situated on level 1 and a GP and allied health clinic is located on level 2. A hairdressing salon is located on level 3 of the building which is open to all residents residing in Dougherty Apartments. There is a large outdoor garden area on level 1 and a smaller one on level 2. These areas are paved and have gardens, tables, chairs and umbrellas for your use and enjoyment. The small lounge located on level 2 has tea and coffee making facilities. This space is for families and visitors to utilize for a cup of tea, have lunch or to socialize in. Similarly, our Memory Support Unit also has a small garden area. We have an internal laundry which caters for all our residents' laundering needs. WIFI is available and this can be arranged with the Administration team.

PROFILES - RESIDENTS AND STAFF

Our residents and staff come from a variety of different ethnic and cultural background. The majority of residents are from a Chinese background which is followed by Australians and others. Our staff are multilingual. They can speak Mandarin, Cantonese, Nepali, Tagalog, Hindi, African, Japanese and Korean.

FREEDOM OF CHOICE, PRIVACY, DIGNITY AND CONFIDENTIALITY.

Our residents are encouraged to be independent. They are able to make their own decisions and have a say in what happens in their daily lives. As they share their home with several others, residents will sometimes need to consider other people when making decisions. Each resident's right to exercise freedom of choice will be recognised and respected, as long this does not infringe on the rights of others. Residents need to be also aware of the risks they may take and risk taking will be discussed with staff on admission. Every resident and/or their representative can participate in making decisions, including the resident's right to refuse treatment.

The individual's right to privacy, dignity and confidentiality is highly respected and practised. All documents not required are shredded and current documents are locked away in the offices.

Charter of Aged Care Rights (as mentioned in Overview earlier).

I have the right to:

1. Safe and high-quality care and services;
2. Be treated with dignity and respect;
3. Have my identity, culture and diversity valued and supported;
4. Live without abuse and neglect;
5. Be informed about my care and services in a way I understand;
6. Access all information about myself, including information about my rights, care and services;
7. Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;

8. Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. My independence;
10. Be listened to and understood;
11. Have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. Complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. Personal privacy and to have my personal information protected;
14. Exercise my rights without it adversely affecting the way I am treated.

RESIDENTS PRIVACY, DIGNITY & CONFIDENTIALITY

Each resident's privacy and dignity is respected and practised by all staff. The management of Dougherty Apartments is committed to ensuring that the dignity and privacy of our residents will be respected. Staffs awareness and respect of our residents are reinforced through training. Confidentiality is highly preserved.

CULTURAL CUSTOMS, SEXUAL ORIENTATION & RELIGIOUS PREFERENCES

Dougherty Apartments is committed to recognising and respecting the cultural diversity of all our residents. Our aim is to provide the best possible care, taking into consideration the individual interests, customs, beliefs, spirituality, cultural and ethnic background of our residents. These are respected and fostered by the staff at Dougherty Apartments.

Residents are able to practise their religious beliefs, spirituality, dietary needs, personal and cultural, custom norms with the complete support of our staff.

All CALD (Cultural and Linguistic Diverse) members are encouraged to participate in the planning of the events and activities conducted at Dougherty Apartments.

The preferred language of our residents is respected, and arrangements will be made for interpreters/translators as required.

We also welcome members of the LGBTIQ+ community. Our staff respect diversity and have had training in the area of sexualities. Your privacy, dignity and confidentiality is respected and preserved.

ACTIVITIES PROGRAM

Dougherty Apartments has a comprehensive activities and lifestyle program for its residents. Residents enjoy such diverse activities as exercise classes, cinema outings, balance classes, social bus trips, visits to local clubs, "Happy Hour", bingo, guest musicians, beauty therapy, sing-a-longs and piano sessions, trivia quiz sessions, crosswords and word games, craft sessions, participation in religious services, cooking classes, mobile library, hairdressing appointments, attending residents' meetings or simply just watching TV/Netflix in our resident lounge.

These programs are designed to enhance the psychological, spiritual, social and physical well-being of our residents. The Activities and Lifestyle Program is displayed in the residents' dining

and lounge rooms, and all residents receive a copy of the regular newsletter detailing forthcoming events. For those residents who do not wish to participate in group activities, individual activities are organized, and a one-on-one visit to the room to suit the individual.

Residents are also encouraged to take part in the many and diverse activities run by various community groups in the adjacent Dougherty Community Centre.

We hold a Resident's meeting monthly, and these meetings are attended by the Management Team. At these meetings, residents are free to express their comments about any aspects of care, activities, maintenance, accommodation, and environment. In this forum, management addresses the questions raised and updates residents of what is happening in the home.

Management also updates any changes in legislations and Public Health. Residents also are encouraged to highly value the feedback from our residents in these meetings and openly encourage participation and interaction.

COMMENTS, COMPLIMENTS, COMPLAINTS & SUGGESTIONS

The management at Dougherty endeavours at all times to improve our services. Residents are encouraged to submit comments, compliments, complaints or suggestions via resident meetings, feedback forms and meeting with the Manager. Forms are available at the First Floor Reception and Ground Floor Reception areas. Completed forms can be returned to the office or in the Suggestion Boxes on both floors.

Once the complaints are received, management will investigate and provide feedback within a 72hr period and if further investigation is warranted, ongoing updates will be provided. If the complaint is Reportable, this is reported in SIRS (Serious Injury Response Scheme) in the MyAgedCare website within 24 hrs and Police may also be involved. We will work with you to solve the complaint to a satisfactory outcome.

Your feedback is important to us. Dougherty Apartments fosters a positive view to complaints and open disclosure. We respect the rights of complainants and preserve their privacy and confidentiality in ensuring that the individual who complained is not subject to victimisation or intimidation.

ABOUT THE RESIDENTIAL ROOM

Each Residential Aged Care Room contains the following:

- ✓ A bed.
- ✓ A bedside locker.
- ✓ Fire retardant curtains.
- ✓ The bathroom has a vital call wall unit to summons staff in emergencies.
- ✓ All residents are given a call pendant to wear or keep on their person.
- ✓ Linen and towels.
- ✓ A laundry bag.

FURNISHINGS

You are encouraged to personalise your room. Suggested items you may like to bring:

1. Television Set.
2. Small cabinet/wall unit, chest of drawers or bookshelf.
3. Recliner chair or comfortable chair.
4. Photos, pictures etc (will be mounted by our maintenance staff only).
5. Your own personal pillow, doona or bedspread.

However, please consider that over-cluttering the room and bulky furniture is a risk for falls and injury to both a resident and / or staff caring for loved ones. All such items must be discussed with Management, in advance of arriving please.

WHAT YOU WILL NEED TO BRING ON ENTRY

All prospective residents will need to have a current Aged Care Client Record (ACCR) prior to entry to our Residential Care. If you do not have this, you or your family can organise for the Aged Care Assessment Team (ACAT) to assess you by applying online through My Aged Care site (myagedcare.gov.au/assessment) or contacting them by phone on 1800 200 422.

Please bring the following:-

- ✓ Medicare Card.
- ✓ Pension Card (either Centrelink or Department of Veterans Affairs (DVA)).
- ✓ ACCR (Aged Care Client Record) if applicable
- ✓ All current prescribed medications and prescriptions.
- ✓ A medical history report from your current GP.
- ✓ Clothes and other aids that you use (glasses, walking frames, dentures, hearing aids, all need to be labelled, so they do not get lost. We can arrange to do this onsite for you.
- ✓ All available medical history records.

SUGGESTED CLOTHING

- ✓ Suitable clothing, both day and nightwear. It is the responsibility of the resident and/or resident's representative to ensure that the resident has sufficient clothing.
- ✓ Some clothing items as a suggestion:
 - A week's supply of underwear or if you have a current supply of incontinence aid, please bring them until they are all used and we will then continue with our stock so as not to be wasteful.
 - Easy to launder day outfits (dresses, skirts, track pants, shorts, jersey tops).
 - Jumpers or cardigans. A note of warning, the laundry uses industrial machines, so we recommend no clothing that would shrink in the washers and dryers.
 - Sufficient night dresses or pyjamas.
 - A dressing gown.
 - Sufficient supply of socks or stockings.
 - Two (2) pairs of slippers.
 - Two (2) pairs of comfortable shoes.
 - A sun hat (optional), but is required for outings as a source of protection.

All clothing is washed on site and will require labelling by us. These clothes are to be given to staff at Reception on Level 1 only. A small fee for labelling applies. Families are welcome to take clothes home to be laundered as well.

ELECTRICAL APPLIANCES

All electrical appliances brought in will be checked and tagged. If any items fail a tagging test, these will be removed immediately. Electric blankets and hot water bottles are not permitted to be used at Dougherty Apartments.

SMOKING

Dougherty Apartments is a NO SMOKING facility. In the interest of public health, the health of our residents and staff are paramount. Smoking is also a risk for a potential fire hazard.

Smoking is not permitted:

- (i) Within the building; and
- (ii) Within 10 metres of the building.

MOVING IN

Every effort will be made by the staff to make your moving in process as easy as possible. Please notify the office of the date and estimated time that you will be moving in.

The staff will have your room key and pendant (optional) readily available. We will advise you (or your movers) the best place to park and dedicate one lift to you so that the process can be completed as quickly as possible. We require that you make arrangements for the moving in of furniture during the week, Monday – Friday, between 8.00 a.m. and 4.00 p.m. so there are more staff and maintenance personnel on site to guide you.

If you have questions or concerns, please do not hesitate to call us on (02) 9419 3000.

WAITING LIST

We have a waiting list for residents wishing to enter our Residential Aged Care. Please complete all forms provided within this package and return the completed forms via mail to: **Residential Manager Dougherty Apartments, 1 Victor Street, Chatswood 2067**. Or you may deliver the package to us, in person, if you wish.

ACCOMODATION PRICES AND INFORMATION

New residents may come in for Respite first to see whether they like the facility and to give an opportunity to organise the move to Permanent, should a bed be available. We give the option of 30 days initially, but this can be extended up to a maximum of 63 days, only to be discussed with Management. On respite, the only charge is the Daily Care Fee.

If you decide to stay and become permanent, should a bed / room be available at the time, there are potentially additional fees.

These can also be explained in the Government site:

<https://www.myagedcare.gov.au/aged-care-home-costs-and-fees>

Accommodation charge:

Dougherty Apartments authorised and approved charges from MyAgedCare, are between \$600,000 to \$882,250, depending on the Room features.

This can be paid as either a lump sum (called a Refundable Accommodation Deposit - "RAD") or a daily fee (called a Daily Accommodation Payment - "DAP") or, it can also be a combination of the two.

If you do not have the means to pay, and are on a government pension, the Government can assist with this.

Means Tested Care Fee:

This fee is calculated through the income and assessments form that you are required to lodge with Centrelink and will be advised to Dougherty Apartments once the form is assessed and completed.

Dougherty Apartments staff are not permitted to assist you in the completion of this form.

Additional Service/ Extra Service fees:

Dougherty Apartments does not charge additional service fees or extra service fees.

The following table shows the prices attributable to the room types available at Dougherty Apartments:

Room Type	Room size (m2)	Balcony size (m2)	Maximum RAD	Equivalent Maximum DAP Based on a 8.42% MPIR	Combination Example 50% RAD	Combination Example 50% DAP
Standard no balcony	15	0	\$600,000	\$138.41	\$300,000	\$69.21
Standard with balcony	15	3.2 - 6.8	\$625,000	\$144.18	\$312,500	\$72.09
Standard – Plus	18.4-20	3.2 - 6.8	\$650,000	\$149.95	\$325,000	\$74.97
Premium	18.6-20	3 - 6.8	\$700,000	\$161.48	\$350,000	\$80.74
Premium – Plus	20	6.8	\$750,000	\$173.01	\$375,000	\$86.51
Superior	24-36	6 - 20	\$778,500	\$179.59	\$389,250	\$89.79
Superior – Plus	30	7	\$830,500	\$191.58	\$415,250	\$95.79
Deluxe	48	7	\$882,250	\$203.52	\$441,125	\$101.76

The DAP is calculated on the balance of RAD unpaid x the current Maximum Permissible Interest Rate ("MPIR").

This table above is based on a MPIR of 8.42%, current as at 1/1/2025. Please note, the actual MPIR rate may change as government dictates, known prior to admission.