

# RESIDENTIAL CARE

*by Lutheran Aged Care*



***Live your life well...with us***

Specialised | Personalised | Independence





# Why choose Lutheran Aged Care?

- We are committed to your independence
- 24 hour Registered Nursing care
- Engaging and stimulating lifestyle programs
- Nutritious and delicious food
- Beautiful garden environments

Lutheran Aged Care has **over 60 years** experience delivering residential aged care services in Albury, NSW.

We are proudly **local**, with a **passion** for delivering quality services to suit a **diverse** range of clinical and support needs.

From general aged care, dementia and **complex care** needs, Lutheran Aged Care is committed to providing excellent care, 24 hours a day.

Whatever your needs, our priority is to support you to **live your life** well, with us.





## Our Values

The values of Lutheran Aged Care provide the board, management, staff and volunteers with a touchstone against which individual, team and organisational behaviours can be aligned and measured.

### ***Christian Love and Acceptance***

Christian love and acceptance of all underpins all that we do and say.

### ***Excellence***

Excellence driven in all that we do.

### ***Diversity and Inclusivity***

Diversity of people and services and inclusivity of all people.

### ***Respect and Dignity***

Respect and dignity for all with whom we have contact.

### ***Professionalism***

Professionalism in our dealings with people.

### ***Honesty and Transparency***

Honesty and transparency in all that we do and say.





## Our Team

Our team are **experienced**, qualified and **dedicated** to supporting your independence. Your service will be delivered by tertiary trained staff and depending upon your needs, specialisation in **dementia** and **palliative** care is available.

Our **registered nursing** and **allied health** staff provide high quality **clinical** care in consultation with medical professionals.



# Our Facilities & Services

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## YALLAROO

### ***Accommodation***

Yallaroo provides high level care to 60 residents, incorporating special needs care and general care. Perimeter security is in place to protect the safety of residents who may have difficulties in finding their way and/or wandering. The facility is surrounded with well maintained beautiful gardens.

*Free WiFi is available to all residents.*

### ***Services***

- Residential aged care
- Secure dementia care
- Palliative care
- Respite care
- Health decline
- Volunteers
- Pet therapy
- Comprehensive lifestyle and recreation programs
- Music Program





# DELLACOURT

## ***Accommodation***

Dellacourt cares for 122 residents and is divided into 'houses' that have their own entry, opening out onto a central courtyard.

All rooms are spacious, tastefully decorated with ample scope to add a personal touch. A large function hall is well utilised by residents through interesting and entertaining lifestyle programs. Residents can also take advantage of the gym and spa for movement and strengthening workouts.

Maintaining independence and increasing the standard of living of our residents is something our professional staff strive for. Our patient caregivers are available to assist with dressing, hygiene, mobility and exercise help, as well as with eating and drinking.

*Free WiFi is available to residents.*

## ***Services***

- Dementia care
- Health decline
- Palliative care
- Post operative care
- Respite care
- General aged care
- Volunteers
- Pet therapy
- Comprehensive lifestyle and recreation programs



# Our Facilities & Services

## EMILY GARDENS

### ***Accommodation***

Emily Gardens is a 30-bed facility providing general and special needs aged care in 'country' surroundings.

Emily Gardens is strongly supported by The Rock community, and its birth was the result of a cooperative venture between the local community and Lutheran Aged Care.

This facility features spacious rooms, attractive décor and a large function area 'The Emily Centre' which is utilised by our residents and The Rock community.

*Free WiFi is available to residents.*

### ***Services***

- Health decline
- Palliative care
- General aged care
- Dementia care
- Volunteers
- Pet therapy
- Comprehensive lifestyle and recreation programs





# Solutions For Your Complex Clinical Care

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Lutheran Aged Care provides qualified clinical staff on a 24/7 basis in all facilities which includes Registered Nurses as after hours 'supernumerary' care supervisors. Care for complex clinical issues may include:

- Multi-Disciplinary Care Planning
- Complex Wound Treatments
- Clinical Assessments
- Administration and regular review of complex medications and application of treatments
- Palliation if required
- Liaison with medical / health professionals
- Allied health and other support services.





## Solutions to keep you connected

All Lutheran Age Care facilities offer:

- Free WiFi
- Access to Skype
- Regular and engaging social activities
- Music programs



## Solutions to keep you mobile

Mobility is the key to independence and there are numerous solutions that can assist you to remain active and mobile. This includes referrals to physiotherapy, falls and balance groups and occupational therapy assessment for mobility aids such as walkers, wheelchairs and other equipment.



## Solutions to keep you safe

Maintaining your safety equals peace of mind. Lutheran Aged Care facilities offer alert systems and equipment such as:

- Shower chairs
- Walking / mobility aids
- Low / low beds
- and many more solutions to look after your safety.

All Lutheran Aged Care residential facilities are monitored by 24/7 security surveillance.

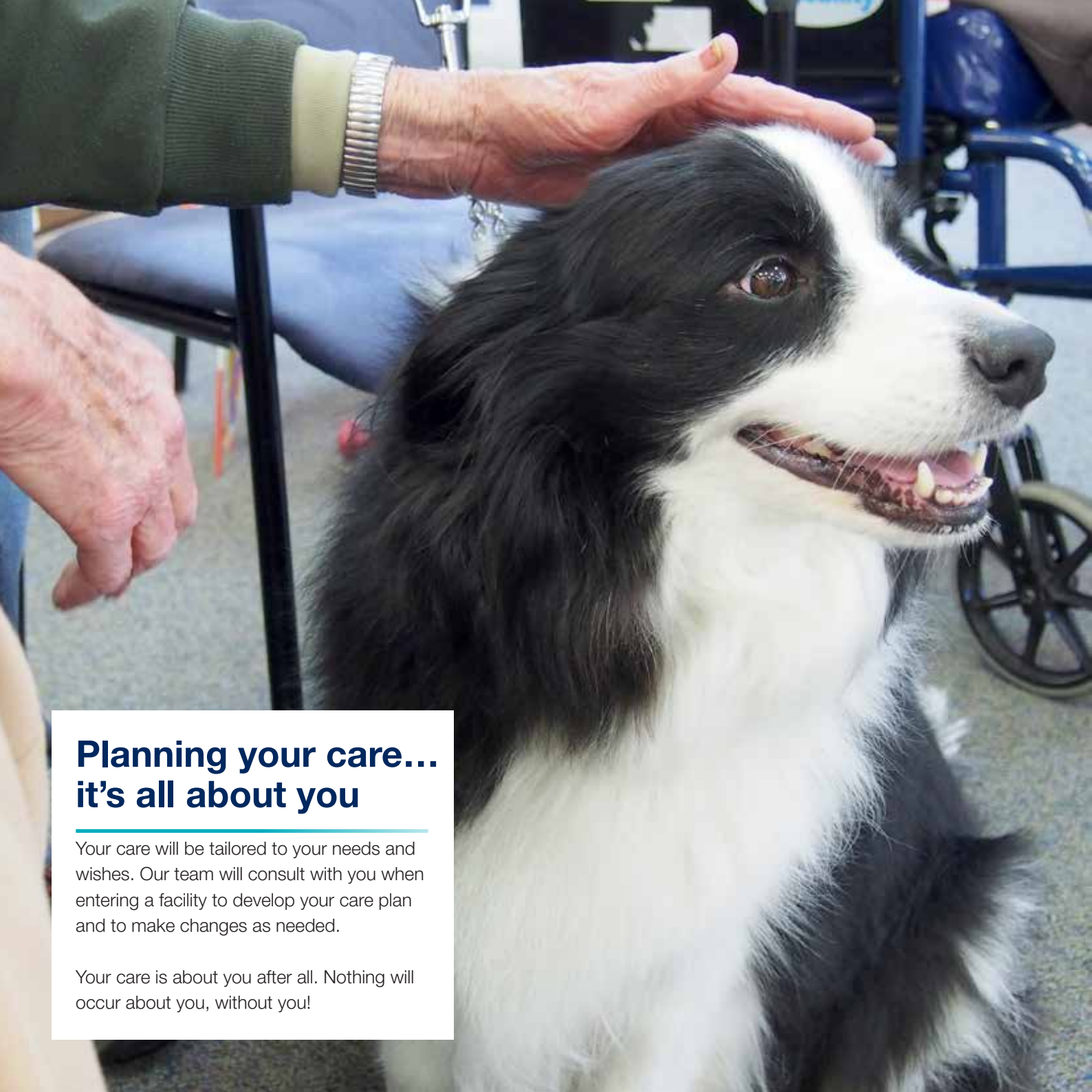




## **Solutions to keep you stimulated and motivated...if that's what you want!**

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- Active and varied lifestyle programs
- Regular outings and social events
- Pet therapy
- Mens' Shed activities
- Intergenerational activities
- Gardening (and even chooks!)
- Pastoral care
- Music programs



## Planning your care... it's all about you

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Your care will be tailored to your needs and wishes. Our team will consult with you when entering a facility to develop your care plan and to make changes as needed.

Your care is about you after all. Nothing will occur about you, without you!



# Future Planning

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The following options and services are all available for you to ensure peace of mind for your future care needs:

- Memory support programs
- Advanced Care Planning
- Palliative Care
- Advocacy
- Pastoral Care for you and your family



# Compliments & Complaint Support Statement

Lutheran Aged Care Albury welcomes feedback and complaints as part of our commitment to provide high quality services.

Tell us what we are doing well. We appreciate hearing from you.

If you have a concern, we also want to hear from you.

We understand the importance of resolving matters promptly within our organisation.

We aim to provide a welcoming environment for you to raise a concern or a complaint.

We value open and timely communication. It benefits our ongoing relationship with you.

We will work with you to address concerns and resolve issues. Seeking to resolve concerns or complaints is part of our responsibilities.

A copy of our **Compliments & Complaint Management Policy** is available for you to view upon request.

**We support your right to share compliments,  
feedback and concerns or even make a complaint!**

## **DELLACOURT**

42 Nicholson Place, Albury NSW 2640

**E** [info@lacialbury.com](mailto:info@lacialbury.com)

**T** 02 6060 4000

## **YALLAROO**

1 Stafford Road, Albury NSW 2640

**E** [info@lacialbury.com](mailto:info@lacialbury.com)

**T** 02 6060 4000

## **EMILY GARDENS**

9 Emily Street, The Rock NSW 2655

**E** [info@lacialbury.com](mailto:info@lacialbury.com)

**T** 02 6060 4000

**ALL ENQUIRIES:** 1300 118 081

**WEBSITE:** [www.lacialbury.com](http://www.lacialbury.com)

## **Aged Care Quality & Safety Commission**

*Australian Government*

GPO Box 9819 in your capital city

**T** 1800 951 822

**W** [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

## **Translating/Interpreting Service**

**T** 131 450







## Mandatory Reporting Obligations

As an accredited provider of aged care services, Lutheran Aged Care is serious about its obligation to report allegations, suspicions, witnessed and / or unwitnessed assault incidents to the Police and the Aged Care Quality & Safety Commission within 24 hours of a report.

# Charter of Aged Care Rights

The Charter of Aged Care Rights establishes agreed principles for consumers and providers.

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.*

## Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- *information about consumer rights in relation to the aged care service; and*
- *information about consumer rights under the Charter.*

## Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- *signature of provider's staff member;*
- *the date on which the provider gave the consumer a copy of the Charter; and*
- *the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;*
- *the consumer (or authorised person)'s signature (if they choose to sign); and*
- *the full name of the consumer (and authorised person, if applicable).*

*The provider will need to retain a copy of the signed Charter for their records.*







## Acknowledgments

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Our sincere thanks to the Lutheran Aged Care staff and residents, past and present, featured in this brochure.

## Contact Us

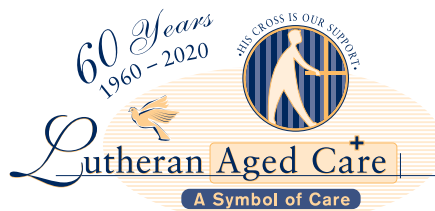
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Also find us on [myagedcare.gov.au](http://myagedcare.gov.au)







Lutheran Home Care Services is part of Lutheran Aged Care Albury

**ABN** 95 140 144 798

Published July 2017

Current at April 2020