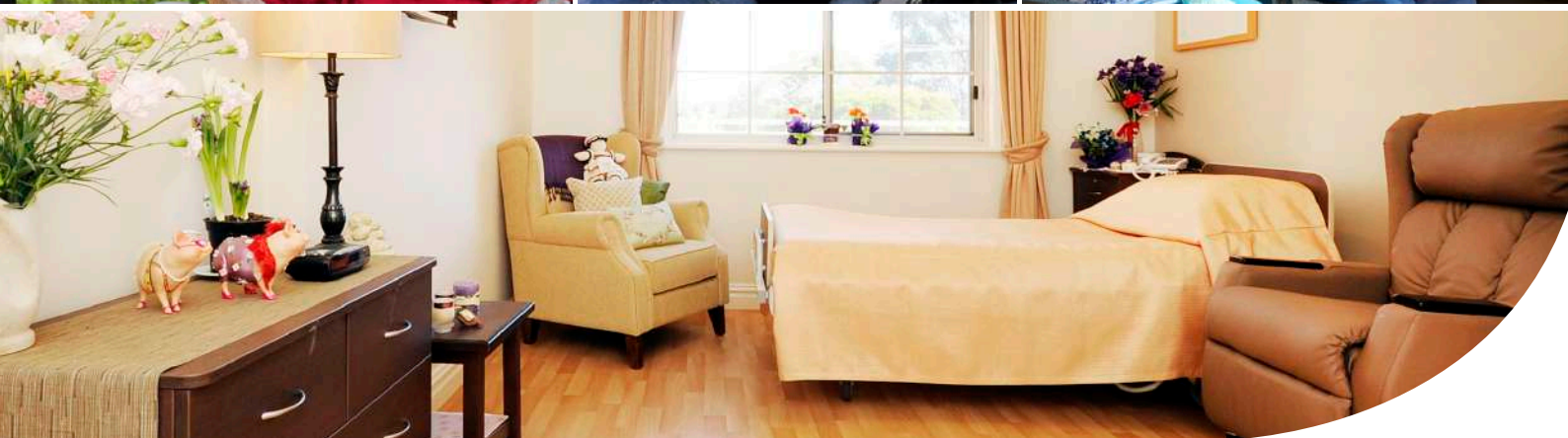




SummitCare Wallsend

Where care, lifestyle and community come together.



Welcome to SummitCare



At SummitCare you will always expect a welcoming smile and a warm environment where you always feel instantly at home. Our qualified and passionate team have been hand picked and deliver outstanding care and support all day, every day.

We are committed to providing quality care, support and a lifestyle that ensures all our residents age well with dignity.

SummitCare focuses on the wellbeing of each individual. When you choose SummitCare for yourself or a loved one, you are choosing a group that will provide you with understanding and take the time to ensure you get the exact care and support you need now and into the future.

We regularly receive positive feedback, thanks and professional recognition - our aim is to deliver wellbeing to each and every person we support.

Each SummitCare home is a vibrant,

welcoming and inclusive community that maintains strong connections to the wider community.

Choose to live in one of our homes and you will receive the highest level of professional care focusing on your total wellbeing.

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The SummitCare way



Our Strategic Goals

To support wellbeing, SummitCare focuses on meeting personal preferences, promoting optimal health, providing meaningful activities, providing a supportive environment and supporting personal relationships.

Our Vision

By striving for excellence in all that we do, SummitCare is professional, respectful and supportive in caring for our aged community as if they were our family.

Our Purpose

To enable wellbeing all day every day for people requiring aged care.

Our Credo

We are people providing care and services to people.

Why choose SummitCare?

All SummitCare Homes

We strive to improve the wellbeing of all our residents and their loved ones through our focus on creating nurturing, warm and welcoming communities in which each individual has a sense of worth.

We are experienced and passionate

We are a family-owned group with more than 50 years' experience and strong values including trust, respect, loyalty, integrity and friendship.

Our people are our greatest asset

We have a clear focus on staff development, performance and culture. Members of the SummitCare team are highly skilled individuals who are passionate about promoting every aspect of our residents' wellbeing, while also supporting their loved ones.

We celebrate excellence

Our knowledge helps us to drive and deliver excellent care; from our specialist behaviour support strategies and nutritional and tasty meals, to carefully planned social and recreational activities that address cultural diversity.

We exceed expectations

Our resident and family engagement surveys reveal a satisfaction rate of more than 90 per cent. This feedback process ensures we always provide quality, consistency and outstanding value.

For all these great reasons and more, let us provide our experienced and friendly support to you or your loved ones.



Your wellbeing at SummitCare

Wellbeing is at the heart of everything we do at SummitCare. We support our residents and their loved ones on their journey to being the best they can be in mind, body and spirit. This support and care is delivered with warmth, celebrating the worth of every individual.



OPTIMAL HEALTH

Ensuring customers and team members are enjoying their best physical, social and spiritual health.



PERSONAL PREFERENCES

Fostering personal growth by meeting individual needs with support and respect.



MEANINGFUL ACTIVITIES

Offering relevant and creative daily activities that produce a feeling of optimism.



ENVIRONMENT

Delivering safe, attractive and comfortable environments that nurture the individual.



PERSONAL RELATIONSHIPS

Enhancing personal interactions with respect, honesty and trust.

How we deliver wellbeing

We ensure you get the support you require, while maintaining important family and community connections that promote values including dignity, honesty, trust and respect.

residents and families to ensure the support required is delivered to expectations, and is continually monitored to provide peace of mind and exceptional care.

SummitCare collaborate closely with residents and their families to ensure individual choice.

This approach encourages our residents to maintain independence and be active participants.

At every stage, the SummitCare wellbeing approach is designed to help our residents live the life they desire.

As care needs change, we work with

Experience SummitCare Wallsend



At SummitCare Wallsend you will find a beautiful and welcoming environment, staffed by a professional and highly experienced team that is passionate about creating an inclusive community for our residents and delivering quality support services.

From the light-filled reception area through to the spacious hallways, cosy lounges and superior accommodation, every element has been created with the utmost consideration for elegance, comfort and, ultimately, resident wellbeing.

Resident rooms are available in single or twin configurations on two levels, and professional care including behavioural support services are available for our 142 residents.

Four neighbourhoods comprise the centre:

Parkview, Mountview, Lavender and our

luxurious extra services unit, Magnolia.

Residents and their loved ones can enjoy relaxing at gatherings and barbecues in the external courtyard - the Rose Garden - with its attractive pergola, giant chess board and stunning landscaping.

Inside, there are plenty of quiet nooks for reading or personal chats, while separate dining rooms are available in each unit giving extra privacy if required.

SummitCare Wallsend is located within easy walking distance of bus stops, and plenty of parking is available.

Life with SummitCare

Wallsend residents quickly become part of a warm and welcoming community, and are encouraged to enjoy a wide range of recreational activities to suit their needs and interests.

Activities such as bus outings, bingo, group activities, craft, humour therapy, special events days, concerts from the local school groups, pet therapy and more.

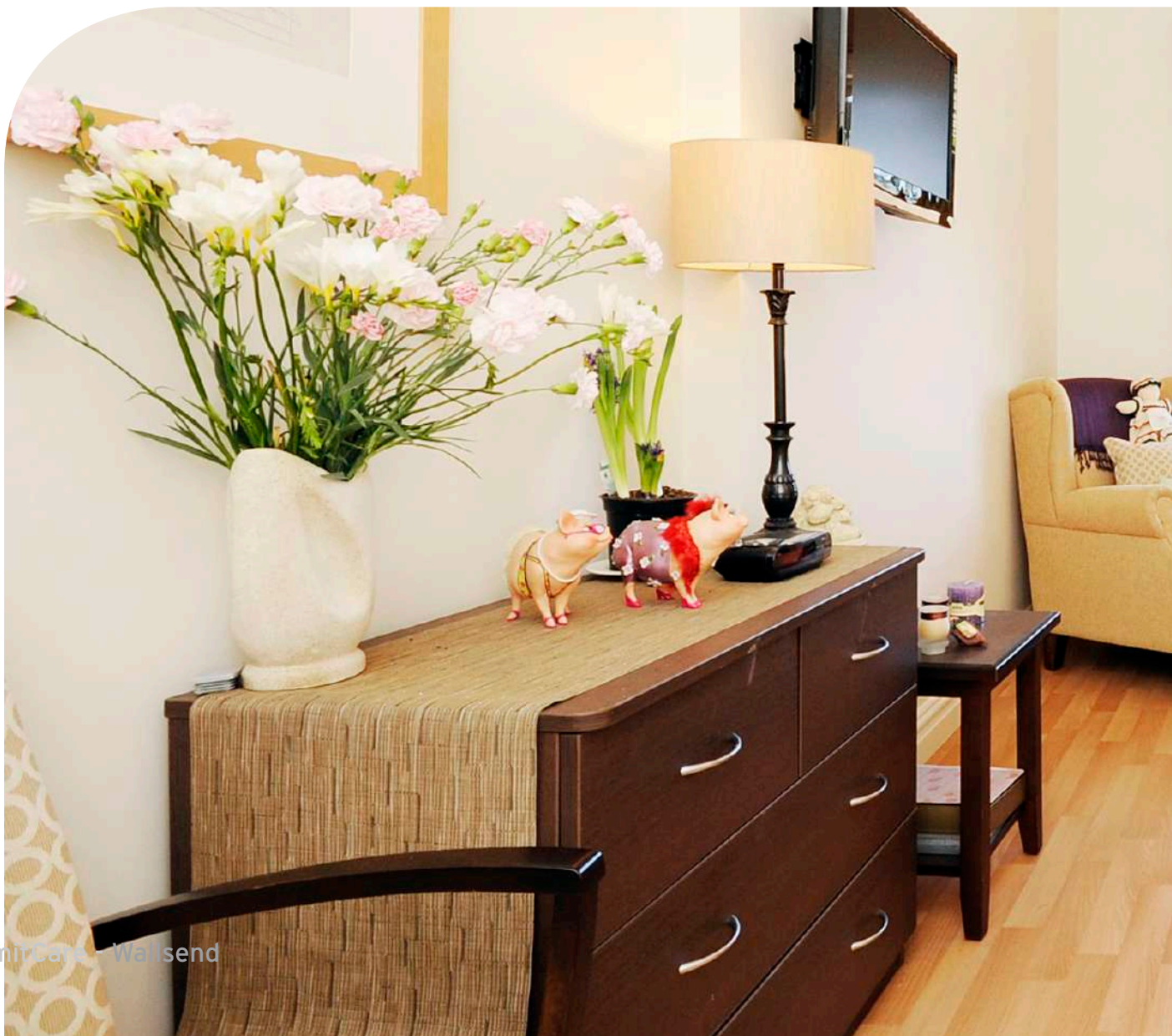
There are Allied Health services that are also available, which include services such as physiotherapy, podiatry and speech pathology.

All meals are nutritious, designed by our dietitian and prepared freshly on site.

Personal preferences will be catered for (wherever possible).

There is an internal laundry located on site and a hairdresser, barber salon and nail artists which are available each week.

The rooms are available in single or twin configurations with views over the beautiful gardens or the scenic Mount Sugarloaf which spans across the lower Hunter region.

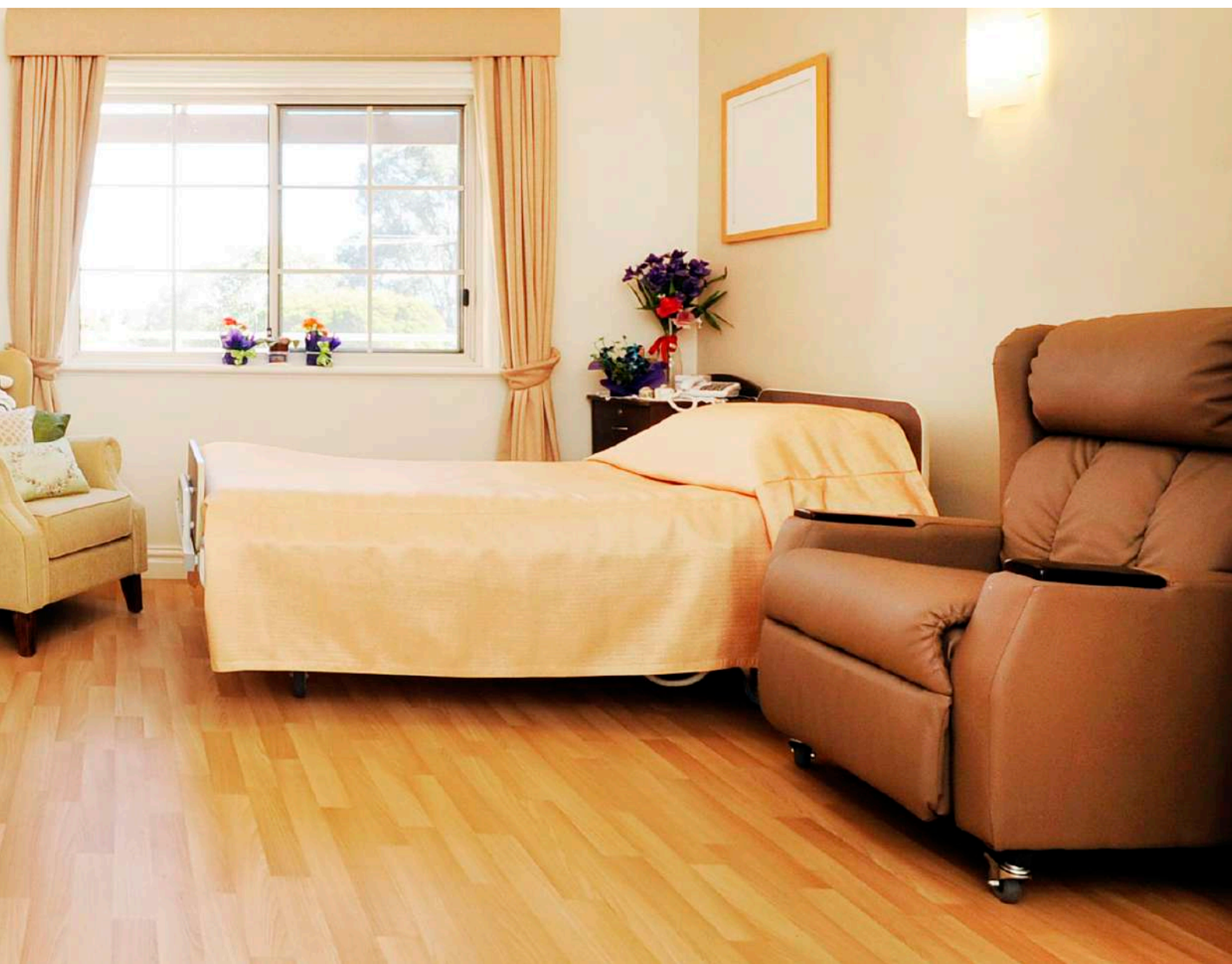


Services made for you

We offer **additional services**, ranging from meal and drink options and a selection of newspapers and magazines, as well as access to allied health professionals.

If there is something specific you require, please ask and we will endeavour to accommodate your request.

To learn more about these services contact the General Manager and if you have a specific request, don't hesitate to ask one of our team members and we will do what we can to accommodate your requirements.







Care, support & dignity

The care and support services you receive at SummitCare are provided by highly skilled and specialised staff, and Wallsend is no exception.

Whether you require the support of our team members in residential care, the respite care or our behavioural support programs, our team are always available to assist you.

Our team not only offers comprehensive health services, but welcoming smiles and a friendly ear to everyone.

Transitioning Into Care (TIC) and support - for residents and families

We understand the transition from independent living to residential care is a very significant, life-changing event for residents and for their families. It is often sudden and unplanned and it can be traumatic, emotional and confronting.

To support new residents and families, we provide a seven-week settling in program

that helps them to establish friendships, become acquainted with their new surroundings and adapt to communal living and changes to everyday routines.

In this initial period new residents' care and lifestyle needs are assessed and a care plan is developed that is goal and outcome-oriented. This is developed in conjunction with each family. We also recognise and acknowledge the many changes families and carers experience and our Transition Into Care program also offers a number of 'touch base calls' to families that are focused on ensuring there is clear communication with SummitCare. New families are also invited to attend an orientation meeting within the first month.

We have found family members can take time to adapt to visiting their loved ones in a communal setting and changes to routine. Our aim is to ensure family members will know who to contact in different situations, fully understand the residential aged care environment, processes and procedures



such as visiting, meal times and laundry, and feel in control and heard.

Behavioural support program

With more than 50 years' experience in caring for people living with varying forms of memory loss, SummitCare's dedicated team and support programs help residents to remain as active as possible and ensure they continue to enjoy a happy, fulfilled life.

Many people worry that moving into a care home will mean losing their independence or giving up the things they love doing. At SummitCare we learn about what really matters to you such as the activities you enjoy doing, what you like to eat, where you have lived, what jobs you have done and your favourite places. We immerse ourselves in your world so that we see you, the person, and find as many ways as possible for you to feel valued and happy.

We Explore

- Life histories
- Significant life events
- School days and work life
- Marriage
- Children and grandchildren
- Key people: knowing the important people that are, or have been, in your loved one's life gives us important cues for communication.

We use photos and possessions from life experiences that help to evoke happy memories. This information helps to inform and shape the relationships we develop with residents and families. By working together with the whole family we can develop care plans that support residents to live happily and make every day as good as it can be.

Resources:

Dementia Australia - Ph: 1800 100 500

To learn more about our care and support services please contact the General Manager on:

Wallsend - 02 4944 1500



Leisure and lifestyle

All leisure and lifestyle activities at SummitCare have been thoughtfully designed to promote resident wellbeing. Residents can enjoy leisure and lifestyle activities every day and regular entertainment from visiting performers who provide a range of experiences. Family members are always welcome to participate!



SummitCare offers an exercise program to assist our residents with mobility and their range of movement. To improve the wellbeing of residents with memory loss, wandering tendencies and dementia, we also provide specific programs that promote social and emotional wellbeing.

Supportive technology plays a key role in our model of care and we offer sensors, alarm call and fall-prevention systems as well as CCTV security that ensures a safe and connected community.

Examples of activities include:

- Bus outings
- Exercise programs
- Spiritual and cultural programs
- Pet therapy
- Arts and crafts
- Intergenerational programs
- Gardening and workshops
- Social events and more.



Whatever your *interests* or *lifestyle* needs,
SummitCare has a range of options to suit
you and your family.

Special programs and activities

SummitCare has an extensive range of options to suit you, no matter your interests or preferences.

We have thoughtfully developed, in consultation with residents and families, a comprehensive leisure and lifestyle program with something to delight everyone.

Below are some of the exclusive activities available at SummitCare Wallsend.

Choose from our daily program, packed with activities designed to improve your wellbeing, including:

Music and memory			Gardening club
Arts and crafts			Spiritual reflection room
Bingo, cards and games			Entertainment from visiting performers
Singalongs			Pet therapy
Exercise programs			Excursions

Family members and other visitors are always welcome to participate and if there is an activity you are interested in, we will endeavour to accommodate your request.

SummitCare collaborates closely with our residents and their families to ensure you receive choice in care and lifestyle, delivered with honesty, trust and respect. This proactive approach encourages our consumers to maintain independence and be active partners in the support that we provide.

*Some activities may attract an additional charge. Please contact the General Manager for more information.



SummitCare has a comprehensive activities program available for its residents, with something to delight everyone.



Finding a service

We want you to easily adapt to life at SummitCare.

To make the admission process as simple as possible for you, here is a quick guide to what happens when applying for aged care:

1. You will need an ACAT (Aged Care Assessment Team) assessment done for admission to residential aged care (or to receive a government funded home care package). This will help determine the care you require, and your eligibility. It can be arranged through contacting My Aged Care at **www.myagedcare.gov.au** who will refer you to your local assessment team.
2. From there you will be advised on your eligibility and you will be sent your assessment. My Aged Care has a 'find a service' online directory but they will also help you in your search to match a service to your requirements. We recommend you also do your own research to ensure you find an aged care home that best suits you.
3. You will have to consider the financial implications of moving into aged care and what you need to pay - at this point we suggest you speak with an independent financial specialist, who specialises in aged care, who can advise you.
4. You will need to apply to the aged care homes that you wish to live in, placing your name on their waiting lists.
5. Once a place is available, you will complete the necessary paperwork, and undergo orientation at your chosen centre so you can move in.

We look forward to you selecting SummitCare as your new home, and we are here to help with any questions you may have about the admission process.

Finance

Dealing with the financial aspects of moving into aged care, or choosing in-home care, can be confronting and complex, particularly at this very emotional point in life. You may be asked to pay towards your care, accommodation and daily living costs. How much you pay depends on your financial situation. There are strong protections in place to make sure that care is affordable for everyone. The Australian Government sets the maximum fees for care and daily living expenses, and there are also rules about how much you can be asked to pay or contribute to your accommodation.

You may be asked to pay one or more of the following:

A basic daily care fee. This covers the cost of your daily care needs (dispensing medication, showering, cleaning etc). For some people this is the only fee they are required to pay.

A means-tested care fee. This is an additional contribution towards the cost of care that some people may be required to pay. The Department of Human Services (Centrelink) or Department of Veterans' Affairs (DVA) will work out if you are required to pay this fee based on an assessment of your income and assets, and will advise you of the amount.

An accommodation payment. This is for your accommodation in your new home and for things such as meals, electricity and laundry. Some people will have their accommodation costs met in full or part by the Australian Government, while others will need to pay the accommodation price agreed with the aged care home. Centrelink will advise you which applies to you based on an assessment of your income and assets.

Fees for Extra Services and Additional Services. Additional fees may apply if you choose a higher standard of accommodation or additional services. These vary from home to home. Your aged care provider can provide you with details of these services and the fees that apply.

Our aim is to make your life as easy and simple as possible.

We have plenty of simple and easy-to-follow information available for you. We are always happy to explain about the costs associated with the care we provide. Information is also detailed on our website **www.summitcare.com.au**.

The Australian Government's My Aged Care Service is very helpful in outlining what aged care services are available, how to apply for aged care and the fees associated with aged care. The contact centre number is **1800 200 422** and the website is **www.myagedcare.gov.au**.

SummitCare can also put you in touch with several independent financial advisors who specialise in helping you make the best financial decisions around care requirements as you age.

Remember, SummitCare is always available to support you through this journey. Please contact us with any questions on 1300 68 55 48

You deserve the best care and support now and in the future. Choose SummitCare Wallsend, where care, lifestyle and community come together.

SUMMITCARE Wallsend

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