

Frequently Asked Questions

There are many things to think about when you are considering a move into Residential Care. Below are some answers to some commonly asked questions. However, if you have other questions please do not hesitate to contact us on 07 4242 2000.

1. What is residential aged care?

Residential aged care is for elder persons who are no longer able to live at home due to health or other related reasons.

What type of care is available at Kewarra Aged Care?

From 1 July 2014 the Commonwealth Government removed the distinction between what was formally known as high and low care. All residents entering care or changing facilities after 1 July 2014 will be assessed on the basis of whether or not care is required, as too opposed to assessments for either low or high care. Residents who are already in care as of that date and remain in their current home are subject to the same fee structure upon which they entered care. Unless a resident leaves a residential care home & then returns to it after 28 days.

There are now two broad types of care – permanent or short term - respite care. Kewarra Aged Care offers both types of care. Persons with Dementia are able to be cared for in our secure dementia wing.

2. What do I need to do to live at Kewarra Aged Care?

Kewarra Aged Care is a Commonwealth Government approved residential aged care home. Whilst the Commonwealth subsidises care, residents are required to contribute to the cost of living and care if they can afford to do so.

Once you have made the decision that it may be time to consider residential aged care, there are a few things that need to be completed before you can enter our home.

Assessing your eligibility

What is an Asset Assessment?

Centrelink and for those who are veterans the Department of Veteran's Affairs (DVA), undertake assets testing for people entering permanent residential aged care, on behalf of the Department of Health. The purpose of an assets assessment is to determine whether you are eligible for assistance with your accommodation payment. The Australian Government currently subsidises the accommodation costs of residents either partially or fully, if their assets are below the upper assets threshold.

To assist with the admission process a Centrelink assets assessment is required as part of your application. Please contact your local Centrelink office for details.

If you or your representative do not wish to disclose details of your income or assets, you will be charged the maximum accommodation payment and will pay the maximum income tested resident contribution determined by the Department of Health.

ACAT Assessment

To find out if you are eligible for Australian Government support for residential aged care, you will need to be assessed by the Aged Care Assessment Team (ACAT).

Your doctor, health centre or local hospital can provide you with a referral to the nearest ACAT office. Information can also be obtained from the My Aged Care website about how to gain access to the ACAT nearest to where you live.

How will I be assessed?

ACAT can approve eligibility for entry into residential care, either for permanent or respite care. A member of an ACAT will visit you in your home or whilst you are in hospital and ask you some questions about your lifestyle and your health needs to determine the best care option for you. Following the assessment by the ACAT member you will receive written information that will advise you whether you are eligible to receive residential aged care. If you are assessed as eligible, then you are able to proceed with making an application for admission to our home.

How do I obtain an Application Form for Kewarra Aged Care?

For an application package, appointment for a personal inspection of our wonderful facilities or for further information, please contact us on 07 4242 2000 or email us at info@kewarraagedcare.com.au. We are also happy to show you through the home.

How much will it cost?

Effective of 1 July 2014 the Commonwealth Government introduced changes to the funding arrangements for residential aged care. We have information sheets available with detailed examples of likely fees and charges based on the differing level of assets and income that individuals may have. The amount you can be asked to pay depends on your income and assets.

3. What makes Kewarra Aged Care different from other homes?

At Kewarra Aged Care we care for the residents who live in a home that is theirs, not ours. Our staff provide care to those who need a little help with day-to-day living the same way we provide for and nurture our own families.

We work hard to ensure our residents feel part of a welcoming and inclusive community. This means allowing residents to live and thrive in way that is meaningful to them, where they feel secure and respected where they can have private and relaxing moments as well as an opportunity to socialise and build connections with other residents. We aim for residents to live a full and enjoyable life in a way that is important to them. Our aim is to deliver a high standard of Person Centred Care in partnership with residents their family and staff.

4. Does Kewarra Aged Care offer accommodation suitable for couples?

Kewarra Aged Care has a number of couple's suites and we strive to provide services to meet the needs of couples. All enquiries from couples where either both or one of the partners requires aged care services are welcomed.

5. How do you help me settle in to the community once I move in?

When a new resident moves into Kewarra Aged Care, we become a partner in the continuing relationship with family, friends and the community in which the individual previously lived. Kewarra Aged Care provides a welcoming and inviting atmosphere for both resident and their family in a secure community.

6. I like my privacy, how private will my room be?

At Kewarra Aged Care we believe that every suite is the personal space of the resident and we respect your need and right to privacy. Our staff will follow the same etiquette you would expect in your own home. In the shared suites (2 persons / suite), a privacy curtains are able to be drawn to allow individual private spaces for each resident sharing the suite.

7. Can I make my room personal, with my own furniture and belongings from home?

At Kewarra Aged Care we believe Residents should be able to personalise their suites with belongings that will be familiar to ensure they feel comfortable and at home. We have provided basic furniture such as bed, bedside table and chair to each suite, and residents are welcome to add their own personal touches. Please phone us on 07 4242 2000 for further information.

8. Are pets allowed?

Unfortunately pets are not permitted.

If you have your own pets they are most welcome to visit you. When visiting please ensure that dogs are kept on a leash and cats and birds contained in appropriate cages. All pets entering the home must have up to date veterinary checks. Sick animals must not be brought onto the premises without the permission from the Home's Manager.

9. Can I get extras like my own phone, the Internet and pay TV?

Yes. Each suite has a telephone, Internet and Pay TV connection point. Residents are welcome to arrange direct connection of these services through Kewarra Aged Care. The cost of installation, rental, calls and or services is your responsibility.

If any of these services are required please contact the Home's Manager who can arrange for these services to be connected for residents.

10. Can I manage my own finances?

Residents are encouraged to be responsible for administering their own financial affairs. If you don't wish to manage your own finances, we strongly suggest creating an Enduring Power of Attorney in favour of a trusted person, or your accountant / solicitor or making arrangements with the Public Trustee.

Kewarra Aged Care does not hold funds (including cash) on behalf of residents and is not able to be responsible for administering any resident's funds.

11. Can I come and go from the home as I please?

Maintaining a community connection is vital to the wellbeing of everyone. That's why we actively encourage the involvement of family, friends and the boarder community to engage with us at Kewarra Aged Care.

Residents can spend up to 52 nights a year away from the aged care home without affecting any government financial assistance. This is called social leave and only counts if the resident spends the night away from the home. If a resident spends more than 52 nights away from the home, the government will cease to pay any subsidies for the extra time and therefore we may request the resident to pay more.

At Kewarra Aged Care we encourage and assist our residents to maintain their lifestyle and not limiting it. We encourage residents to stay connected with family / friends and outside interests.

12. Can I continue to see my own doctor?

You are able to continue to see your own doctor. Some doctors will visit Kewarra Aged Care but others may be located too far away and therefore not able to visit. If your doctor is unable to visit our home please speak with the Home's Manager who will advise you which doctors regularly visit and which other medical practices are in the local area, so that you can make the choice.

13. What services are available to access?

Kewarra Aged Care offers access to a highly qualified and experienced care team, who will tailor a Care Plan to suit your individual needs and then assist you to achieve and maintain optimum levels of physical, social and emotional health. We also ensure that you have access to a wide range of external healthcare specialists and support services, some additional costs may apply for these services. Services may include but are not limited to: -

- Doctors
- Podiatrist/s
- Physiotherapists
- Dieticians
- Massage Therapist
- Hairdresser

At Kewarra Aged Care we have also created a social hub in the heart of the home, with a variety of planned activities and entertainment to choose from.

Our lifestyle program is designed to stimulate the physical senses to achieve maximum independence in a safe environment while developing friendships and improving social interaction.

You can participate in a group exercise class, creative arts, music programs, concerts, bingo, gardening, movie events or simply enjoy a coffee with family and friends in our indoor café. Facilities available include: -

- Indoor Café
- Library
- Hairdressing salon (additional costs may apply)
- Activities and craft room
- Private dining room
- Lounge rooms with large screen TV's
- Courtyards and landscaped gardens.