



ANHF

澳華療養院基金

Culturally Appropriate Aged Care Since 1980

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1 March 2017

Sydney North Planning Panel
C/- Planning Panels Secretariat
320 Pitt Street
SYDNEY NSW 2000

By email: kim.holt@planning.nsw.gov.au

Dear Sirs,

**Re: 23-25 Bushlands Avenue Gordon
Ku-ring-gai Council DA0418/15**

The Australian Nursing Home Foundation is a not for profit organisation established since 1980 to provide aged care services to the culturally and linguistically diverse (CALD) community. ANHF's services include the provision of social housing, homecare services and permanent and respite residential aged care.

The residential aged care facility (RACF) which is being proposed at 23-25 Bushlands Avenue Gordon will be a high care facility for aged people with CALD background who require continuous care. The RACF will provide accommodation, 24 hours nursing, personal care, meals and cleaning services and other services which the resident requires.

The residents at RACFs are elderly and frail, and/or suffering with dementia and often with complex needs. For a detailed analysis of entry requirements into a RACF and profile of RACF residents, please see the attached report from Fleur Hannen, Managing Director of Critical Success Solutions.

Residents of RACFs have different needs and requirements to other independent seniors who still live at home and manage on their own. RACFs residents would very rarely go out independently or be able to access public transport.

Of the 161 residents in the 3 RACFs which ANHF currently operate, none of those residents leave or are able to leave the RACF independently as they are either:

- Very aged/frail (the average age of residents entering the ANHF RACFs is 85 years);
- Lacking mobility;
- Suffer from cognitive impairment;
- Have limited English proficiency due to limited English education or have reverted to their first language as they age;
- Lacking confidence.

Thus, similar to the current RACFs operated by ANHF, access to the services which the residents require will be available on site and within the facility or co-ordinated with family members and our skilled staff with the use of a dedicated private facility bus which will take the resident from the front door to the service. We are not aware of any services which any of our existing residents require which have not been provided for or accommodated for.

The private bus will also provide shuttle services each morning and afternoon on a regular basis to transport staff and visitors to and from Gordon Station and the Gordon RACF.

With over 36 years of experience in providing aged care services to the CALD community, ANHF is in the position to understand the needs of the residents from a different cultural background and understand the services that its residents require and we would say that what is being proposed is a much safer and better outcome for the residents.

As the current population ages, we can also expect to see a growing CALD ageing population that will require a culturally responsible aged care facility. This much needed facility was supported by the Commonwealth Department of Social Services which in its 2015 Aged Care Approval Rounds granted 84 bed licences to ANHF to operate a RACF for the CALD community from the Gordon site.

The social impact and public benefit of a facility as the one being proposed, which is a well designed facility and sympathetic to the streetscape, must be recognised. It will help to achieve the objectives of State Environmental Planning Policy (Housing for Seniors and People with a Disability) 2004 by increasing the number of seniors residential high care housing and also allow the aged residents to continue to reside in their neighbourhood, close to their relatives and friends where their relationships can be maintained.

Yours faithfully,



Ellen Louie
Chairman



Submission for the Planning Assessment Panel Meeting – Development Application for the Australian Nursing Home Foundation at Gordon

Prepared by **Fleur Hannen, Managing Director of Critical Success Solutions**

Hannen Consulting Pty Ltd T/A Critical Success Solutions, ABN 36 088 469 407, ACN 088 469 407

Moving into a Residential Aged Care Facility

The ACAT assessment process ultimately prevents active independent seniors from being admitted into a Residential Aged Care Facility.

Residential aged care provides care within a supported accommodation setting for those whose care needs can no longer be met within their own homes. When a potential resident (resident) is considering moving into a Residential Aged Care Facility (RACF) they first need a free assessment by an Aged Care Assessment Team (ACAT). The member of the ACAT will talk to the potential resident about their current situation and work out if they are eligible to receive government-subsidised aged care services as offered at a RACF. The resident would then need ACAT approval if they want to move into a RACF.

At the ACAT assessment, the team member (usually a trained nurse, social worker or other health care professional) will talk to the resident about how they are managing in their day-to-day life. The ACAT member will also discuss the resident's medical history with the resident's family doctor. The ACAT member will discuss with the resident's general state of health and specific health conditions to determine how much and what type of help the resident needs. They will discuss whether the support would enable the resident to remain in his/her own home or may be better supported in a residential aged care facility. ACAT will make approval to home care and residential care according to the health conditions. For those with complex care needs, they will be approved to be eligible for high level home care and residential care.

ACAT then write to the resident with a copy of Aged Care Client Record (ACCR) to let them know of the outcome of the assessment and will specify the services that are approved to be received by the resident as well as reasons why. The ACCR is accessible through a Government website *My Aged Care* and is required for admission booking by service providers such as Australian Nursing Home Foundation (ANHF) to confirm that potential residents are eligible to receive government-subsidised aged care services.

Mobility Experiences of ANHF with their Residents

The author conducted a survey with each of the three facilities currently operated by ANHF with a specific focus on mobility. These facilities range from 45 to 70 beds with an age range of residents upon entry of 75-93 years of age. The **overwhelming majority of residents would not be able to walk 400 metres**, board a bus and go to the shops, in fact many (52%, 70% and 52% of residents at the three facilities) suffer with dementia.

No resident has an Opal Card which is required for public transport travel and **100% of residents never travel on a public bus**. All residents have been assessed by nurse clinicians and all residents were determined that they were not capable of travelling on a public bus. Of the **161 residents only 11 or 6% can walk with the aid of a walker and with supervision for 400 metres**.

All facilities have a facility mini bus that is used for group activities or for other transportation requirements. The mini bus capacity at each of the facilities is 10, 7 and 10. The average time to on-board the residents to the bus is 30 minutes as most require assistance or are in wheelchairs.

Nurse clinicians also assessed the residents' capacity to undertake independent activities such as shopping and banking etc. and **100% were assessed as being incapable.**

Therefore accessibility to public transport and/or to local community facilities will not be a major concern given the proposed development may only be occupied by residents which require high level care and incapable to travel independently

Life in a Residential Aged Care Facility – Services Provided

As potential residents grow older they may find that they need more help with day-to-day tasks or require treatment for complex health care needs. Once they are assessed (via an ACAT assessment) as being eligible to receive care support in an RACF, they may receive a range of care at a RACF including:

- personal care such as dressing, grooming, going to the toilet
- 24-hour specialised nursing care such as wound care, catheter care, etc.

RACFs are owned and operated by people who are approved by the Australian Government to care for aged residents with complex health needs. The aged care system in Australia aims to make sure that all older people can receive support and quality care when they need it.

Many residents who admitted to Aged Care facilities at present are requiring a higher level of nursing care. In the past 12 months 100 % of permanent admissions to the ANHF facilities were deemed high care, with 75 % high care needs in activities in daily living and 90% in complex care needs. High level care means care provided either by registered nurses, or under the supervision of registered nurses, on a 24 hour/day basis to people who need almost complete assistance with most activities of daily living. Nursing care is combined with accommodation, support services (cleaning, laundry and meals), activities of daily living (help with dressing, eating, toileting, bathing and moving around), and allied health services (such as physiotherapy, occupational therapy, recreation therapy and podiatry).

The **proposed development** will include and have the following services and facilities available to residents:

Shops

- **Community shop** – the shop will stock items that would reasonably be required by the residents. Stock may include day-to-day items such as toiletries (other than those provided by ANHF); confectionary and snacks; writing materials and postage stamps; and books, magazines and newspapers (other than those provided by ANHF). Items could be ordered based on any on-going demand.
- **Hair and Beauty Salon** – the salon will be visited regularly by Hairdresser and stock with basic beauty products such as make-up, skin cleansers and moisturisers, shampoos and conditioners and manicure set.
- **Café** – Whilst residents will be fully catered for in terms of meals, the café will also stock items such as biscuits and snacks for purchase.

In the context of this development, other types of shops such as grocers; hardware stores; whitegoods; and electrical appliances; etc. are either not required as the service is provided on site, or these services are not usually or reasonably required by residents.

Should an instance arise where a resident wishes to receive a service or purchase goods that are not

available within the development, then arrangements may be made to either have a service provider visit the RACF to provide the service; staff will make a purchase on behalf of the resident; or staff will accompany the resident on the private community bus to the shop or service provider. The private community bus will be available to residents as required and facilitates greater convenience than the existing public transport available near the RACF. Our experience is less than 5% of residents require staff to accompany them to use other services outside of the home and there is no request for staff to accompany residents for banking and shopping.

It is my experience that residents of RACFs are unable to remain at home even with home care support and are incapable of many of the tasks associated with independent living. Often these residents are frail, suffer mobility issues, and experience cognitive issues that prevents them from unassisted travel, including the use of public transport; shopping; or attending to their personal needs such as visiting health professionals, banking, etc.

Banking Services – by Westpac Healthcare

- Banking Products – PayWay; Mobile EFTPOS, and standalone EFTPOS
- Banking services may be provided to the site either by visitations by mobile bankers or through digital services.
- Digital Transaction Solutions – a ‘digital wallet’ for residents and staff that will enable ANHF to deliver services to its residents and staff, allowing them to pay for these services via closed loop payment technology.

If a visit to a bank is required, then the resident may be accompanied to the bank in the private community bus if required.

Financial Advice Services – by Balance Aged Care Specialists

- Aged care advice and options
- Financial advice
- Property management
- Project management
- Pension advice and ongoing administration of a pension.

Retail and Commercial Services – usually and reasonably required by residents, are to be provided on-site:

- Newspapers and magazines
- Postal services
- Telephone and internet
- Laundry
- Legal services
- Chemist – some non-prescription items usually available at chemists may be on offer in the community shop, such as non-medicinal items like mouth wash or lozenges. Non-prescription medicinal items, such as Panadol, will be handled by nursing staff. Prescriptions will be given to a visiting pharmacist, or will be taken to a chemist outside of the site by staff who will return with the medicines or the chemist will deliver medicines on an on-going basis. It should be noted that many prescriptions will be repeats and may routinely be ordered and filled. Whilst the actual chemist is not located within the site, the service, as would reasonably be required by the residents, will be available.
- Online shopping – residents will have access to the internet and may utilise online shopping services and have items delivered to the site.
- Funeral services – Galaxy Funerals has committed to discuss and make any such arrangements with residents when the facility is in operation.
- Tailoring and alterations – Smart Fit has committed to visit residents to measure them for clothes or alter clothes when the facility is in operation.

Community services and recreational facilities

The following community services and recreational facilities that would be usually and reasonably required by residents will be provided on-site:

- A 21-seater community bus for resident outings, trips to service providers, etc.
- Worship meetings and activities – Christian Praise and Workshop service, Australian Love and Kindness Association (Buddhism), Evangelical Free Church of Australia
- Library
- Theatre
- Gymnasium
- Arts and crafts tutorials
- Entertainment – Chinese Leisure Learning Centre, Chinese Opera
- Tai Chi
- Yoga
- Gardening
- High quality landscaped areas for passive relaxation and walking.

Based on the experience of the ANHF management team, liaison with government agencies such as Centrelink or Council are usually handled by family members. It is usual practice for residents to appoint a power of attorney and enduring guardian to deal with various aspects of their care and needs.

If a community service or recreational facility is unavailable on-site and service providers are unable to attend the site, then arrangements may be made to accompany the resident on the private community bus to the community service provider or in the case of a recreational facility, as a group outing.

Medical Professionals

A general medical practitioner will be visiting the RACF regularly and will provide medical services as required. They will arrange specialist services as needed.

The following health service practitioners will also be providing services on-site (please refer to service provider list attached with this submission):

- Geriatricians
- Dieticians
- Occupational Therapist/Rehabilitation Counsellor
- Optometrists
- Pharmacist
- Podiatrist
- Registered Music Therapist
- Dentist.

Independent Experience with ANHF

As the author of this submission, and as the Managing Director of Critical Success Solutions, I have over 25 years of experience in the health and aged care sectors, during which time I have held various senior positions including CEO, General Manager Operations, and Managing Director. I have provided expertise in areas of clinical governance, quality management, and operational business systems. My qualifications include a Master of Business Administration (HR specialty), Bachelor of Health Science (Nursing), Diploma of Work Health Safety, and Diploma of Company Directors.

In my independent experience over the last 6 years' quality assuring, auditing and consulting with the ANHF, I can assure the planning panel that the residents in ANHF RACFs have all their needs met. The ANHF delivers aged care above the standards required by the Australian Aged Care Quality Agency. They also facilitate access to other services not provided on-site in an exemplary manner. They ensure that facility buses and

staff accompany residents where requested or arrange for family members to be available to assist the resident.

ANHF also conducts regular surveys of their residents, family members of residents, and staff on the care provided to residents as well as the quality of services that they provide. Continuous improvement processes are in place to ensure the very best in care and services is provided to residents. Any concerns relating to access to personal services, transport, etc. would be addressed through these continuous improvement processes.

List of Signed Confirmation Form

Health Services

Name	Profession	Qualification	Address
Giselle Brand	Clinical Dietitian	M. Nutrition & Dietetics (USYD)	Aged Care Nutrition Services The University of Sydney, Basement, Wentworth Building, NSW
Emily Chin	Dietitian	BSC Grad Dip Food Technology Grad Dip Nutrition & Dietetics	Emily Chin Dietitian 30/12 Railway Parade, Burwood, NSW
Quincy Cheuk	Dentist	B. Dentistry (USYD)	QC Dental Shop 45, Chatswood Interchange, Chatswood, NSW
Dr. Luis Kuo	General Practitioner	MBBS	12 Tryon Rd, Lindfield, NSW
Dr. Daniel Chan	Geriatrician	MD, MBBS, FRACP, FHKCP, MHA, AFCHSE	Lvl 5, 401 Sussex St, Haymarket, NSW
Dr. Jensen Mak	Geriatrician, Specialist Physician	MBBS PhD FRACP FAFRM	Suite 5, 66-70 Archer St, Chatswood, NSW
Dr. Theam Hock Yeoh (AM)	Medical Practitioner	MBBS (Sydney 1966)	129 St Johns Ave, Gordon, NSW
Dr. Charles Cheng	Medical Practitioner	MBBS	Shop 24, 369 Victoria Ave, Chatswood, NSW
Lap Kwok	Occupational Therapist/Rehab Counsellor	PDip O.T., PGrad Dip App Psy., MRehab Counselling	14/16 Kandy Ave, Epping, NSW
Sally Atkins	Optometrist	B. Optometry Hons	Atkins Optometrist 12 St Johns Ave, Gordon, NSW
Barney Hon	Optometrist	B. Optometry (UNSW)	Paris Miki Optical Chatswood Chatswood Westfield Shopping Centre, NSW
John Lieu	Pharmacist	B. Pharm MPS (PHA0001046650)	North Strathfield Pharmacy Shop 2, 22 George St, North Strathfield, NSW
Mark Lin	Podiatrist	BHSc Pod, Dip Fitness Training	Suite 3, 132 Pacific Highway, Roseville NSW
Mousa Saeed	Podiatrist		Health Strong 436-438 Burwood Rd, Belmore, NSW
Hanna Tsoi	Registered Music Therapist		Concord Hospital 41 Russell St, Denistone East, NSW

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Trade Services

Trade Services	Name	Company Name/Address
Art and Craft Tutorial	Eva Leung	5/25 Dorset St, Epping
Entertainer (Chinese Opera)	Elina Choy	14 Billyeard Pl, Carlingford, NSW
Entertainer (Singer)	Josephine Jong	24 Archer Street, Concord, NSW
Entertainer (Singer)	Lily Tang	Chinese Leisure Learning Centre 12 Lakeside Road, Eastwood, NSW
Entertainer (Singer)	Peter Tse	PO Box 240 Gladesville, NSW, 2111
Food Importer and Distributor	Q.X. Lam	Ettason Pty Ltd 2A Birmingham Ave, Villawood, NSW
Food Service	Anita Chu	Kings Seafood Restaurant 140 Rowe St, Eastwood, NSW
Funeral Service	Selina Leung	Galaxy Funerals Unit 6, 35-39 Higginbotham Road, Gladesville, NSW
Hair Dresser	Sandy Chiu	Hair Imagination Shop3, 15A, Belmore St, Burwood, NSW
Medlab Pathology (House Call Service)		3-5 Rawson St, Auburn, NSW
Tai Chi	Van Liem Huynh	114 Sydenham Rd, Marrickville, NSW
Tailoring and Alternation	Annie Yiu	Smart Fit 63 Dumaresq St, Gordon, NSW

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Community Services

Services	Name	Organisation Name/Address
Christian Praise and worship service	Yvonne Lau	15/7 Pilgrim Ave, Strathfield, NSW
Entertainment (Recreation Activities)	Kai Lai	Australian Love & Kindness Association (buddhism) 18 Bangalla Road, Concord, NSW