

**KOPWA's Services Statement** - Amended 22-8-18



KOPWA is a boutique stand-alone Aged Care Facility operating on the upper North Shore.

KOPWA's facility known as Archbold House offers "Aging in Place" which ensures that all residents are provided with the appropriate level of care according to their needs. For most residents this removes the need to relocate to another facility as their nursing care increases.

KOPWA is committed to assisting its residents to enjoy a healthy, happy, safe & fulfilling experience at Archbold House.

At Archbold House a commitment to the continuous education & training of our staff exists to promote a culture of quality Service & Aged Care.

Archbold House has a Registered Nurse on duty 24 hours a day, 7 days a week to support high quality care. Registered Nurses oversee safe administration of medication & enable nursing duties to be carried out appropriately.

Archbold House has access to Doctors and in addition to this each resident has an allocated General Practitioner who may be the GP that they had prior to admission. This assists with continuity of care. A doctor is on site most days.

KOPWA ensures that all mandatory training requirements including Infection Control, Basic Life Support, Occupational Health & Safety & Fire Safety are met by all staff.

At present some 85% of all residents entering Archbold House are assessed as "High Care" under the Commonwealth Aged Care Act & Aged Care Funding Instrument (ACFI) as administered by the Commonwealth Department of Social Services.

As such, those high care residents require significant assistance with their daily health care & individual needs such as personal hygiene & body sustenance (eating & drinking).

Furthermore, given the limited mobility & frailty of those high care residents, they are not able to access external services independently, such as medical, dental & personal care, shops, bank service providers & other retail & commercial services.

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In order to provide a residential aged care environment that meets the needs & expectations of residents, their families & other stakeholders KOPWA provides a range of fully integrated "in home" services within Archbold House which includes but is not limited to the following:

- General Practitioner visits including the provision of dedicated consulting room(s) within the design of the new Archbold House. It can be anticipated that a General Practitioner will be on site most week days.
- Dental Care visits
- Optometry
- Podiatry Care Visits
- Physiotherapy Services (including a room with appropriate equipment for rehabilitation exercises.
- Spiritual Services
- Hair dressing salon (with hairdresser visiting weekly)
- Food Services (all meals & snacks) prepared fresh on site by in-house Chef & team.
- Laundry Service – all personal items laundered on site
- Delivery of Pharmaceuticals, Newspapers & Magazines daily
- Excursions with Aged Care Staff to local Banks, Shopping Centres & Mystery Bus Excursions in the Facility owned Bus, 1 return trip per day (M-F) on an "as requested" basis.
- Provision of Internet access
- Entertainment Services which will include but not be limited to, singers, musicians, trivia nights, artists etc
- Provision of a café/kiosk which will be available to all Residents & their Families, Aged Care Staff & other stakeholders.
- Dedicated multi-purpose room for residents to view the latest movies via the Homes' Foxtel Channels & to access activities coordinated by a dedicated Activities officer, such as Bingo, Chess, Cards, Painting & Craft.
- Visiting hours are 10.00am – 8.00pm daily.
- The new facility will be very secure & is being built to be dementia friendly. Residents & family will enter/exit the building via the reception area or from the basement. All external doors are locked from 8pm each evening.

In addition to the above services, KOPWA will provide recreational activities within the home that will be tailored to the specific interests of the residents. Please see Appendix A as an example of the type of recreational activities that Archbold House currently provides to its residents.

Please refer to Appendix B for the frequency of the "In-home" Services & "Recreational" activities.

### **Appendix B**

The frequency of the "In-Home" Services and "Recreational" Activities has been outlined within the table below. Also provided within the table is a description of the design provisions that have been built into the new Aged Care Facility to facilitate the services. Please note, the below frequency of the services may increase or decrease as required dependent on the resident's needs & interests.

<b>Item</b>	<b>Description of Service</b>	<b>Frequency</b>	<b>Provision within the Design</b>	<b>Existing Service Provider</b>
1	G.P. Visits	On demand service Currently Doctors visit individual Residents as required. Dr's are on site most days.	Specific consultant room has been provided within the design to facilitate the service	Family/Personal Resident General Practitioners Dr's are on site most days
2	Dental Care & X-Ray Visits	Quarterly Service & On-demand	Mobile Service with consultant room provided within the design to facilitate the service	Mobile Dental Clinic as well as mobile x-ray service
3	Optometry Visits	Quarterly Service	Consultant room has been provided within the design to facilitate the service	Mobile Optometry Visits
4	Podiatry Care Visits	Monthly	Consultant room has been provided within the design to facilitate the service	Monthly Visits
5	Physiotherapy Visits	4 days per week	Consultant room has been provided within the design to facilitate the service	In-house Physio 4 days per week
6	Spiritual Services	1 x month	The dedicated multi-purpose room can be converted into a spiritual services room as required	Uniting Church as well as differing Denominations
7	Hairdressing	1 x week	Dedicated hair salon has been provided within the design to facilitate the service	Hairdresser opens every Wednesday
8	Food Services	24/7 service	Dedicated kitchen & multiple serveries are provided within the design to facilitate the service. Residents receive 3 meals per day plus morning & afternoon tea & supper	In-house Chef & Team

9	Laundry Services	In house for personal items	Dedicated laundry has been provided within the design to facilitate the service	In-house for personal items
10	Deliveries of Pharmaceuticals, Newspapers & Magazines	5 days per week	Nurses Quarters have been provided within the design to facilitate the service for pharmaceuticals	Local Pharmacy & Newsagent businesses from Lindfield & Roseville
11	Excursion with Aged Care Staff to Banks & Shopping Centres & Mystery Bus Trips	1 return trip per day (M-F) on a "as requested" basis	An owned & operated bus will provide the service	Own bus in operation with dedicated drivers
12	Provision of Internet	24/7	Dedicated Computer Hub will be provided. Wifi will also be provided throughout the facility which will provide internet access 24/7	Free access via the Computer hub
13	Café/Kiosk	-	A dedicated kiosk/café has been provided within the design to facilitate the service of small consumer items.	
14	Recreational Activities	Depending on the individual residents interests. If a resident is a keen gardener, facility staff will assist them to the garden beds & oversee watering/planting	Dedicated activity rooms, sitting rooms, lounge areas etc have been provided within the design to facilitate the activities	In-house programme overseen by Leisure & Lifestyle Coordinator
15	Dedicated multi-purpose room with Mini Theatre	-	Dedicated theatre room has been provided within the design to facilitate the service & Foxtel will be provided to all TV rooms	
16	Garbage Collection	2 x per week	Garbage to be collected from the basement by a private provider	Local council. Garbage currently collected from street frontage.
17	Facility Deliveries Food – Dry Food/Meat Milk Bread Facility supplies	3 x per week 2 x per week 2 x per week On average weekly	By preferred suppliers  By preferred suppliers	By preferred suppliers  Same delivery patterns



### **Proposed Rostered Employees**

<b>Start</b>	<b>End</b>	<b>Role</b>
0700	1515	2 x PC 3
0700	1330	2 x Laundry Assistant
0700	1200	PC6
0700	1400	PC5
0700	1500	PC5
0700	1500	4 x PC1
0700	1515	2 x RN
0700	1400	PC4
0700	1400	Chef
0700	1400	Kitchen Hand
0800	1400	2 – Kitchen Cooks
0730	1530	Nurse Supervisor
0900	1700	Lifestyle & Recreation Officer
0900	1730	Receptionist
0900	1700	Assistant Finance Officer
0900	1700	Finance Manager
0900	1700	Facility Manager/RN
0900	1700	Care & Quality Manager/RN
0900	1700	CEO
0830	1630	Community Services & Support Officer
0900	1700	Community Services Coordinator
0900	1700	Property & Procurement Officer
1330	1800	Laundry Assistant
1500	2130	4 x PC1
1500	2300	2 x PC3

1500	2300	2 x RN
1500	2300	PC2
1600	2100	PC4
1600	2000	Kitchen Cook & 2 kitchen staff
2245	0715	RN
2245	0715	3 x PC1

The proposed maximum number of staff on site is 29 which occurs between 0900 & 1200.

**Current Rostered Employees**

<b>Start</b>	<b>End</b>	<b>Role</b>
0700	1515	PC 3
0700	1330	Laundry Assistant
0700	1200	PC6
0700	1400	PC5
0700	1500	PC5
0700	1500	PC1
0700	1515	RN
0700	1400	PC4
0700	1400	Chef
0700	1400	Kitchen Hand
0800	1400	2 – Kitchen Cooks
0730	1530	Nurse Supervisor
0900	1700	Lifestyle & Recreation Officer
0900	1730	Receptionist
0900	1700	Assistant Finance Officer
0900	1700	Finance Manager
0900	1700	Facility Manager/RN
0900	1700	Care & Quality Manager/RN
0900	1700	CEO
0830	1630	Community Services & Support Officer
0900	1700	Community Services Coordinator
0900	1700	Property & Procurement Officer
1500	2130	PC1
1500	2300	PC3
1500	2300	RN
1500	2300	PC2

1600	2100	PC4
1600	2000	Kitchen Cook & 2 kitchen staff
2245	0715	RN
2245	0715	PC1

The maximum number of staff on site is currently 23 which occurs between 0900 & 1200.