

1 June 2023

Submission for Pathways Residences at 266 Longueville Road, Lane Cove

Re: Application PPSSNH-353-DA117/2017, S4.55(2)

Thank you for the opportunity to submit my study of the application of Longueville The Village to construct 92 seniors living apartments, basement car parking, new public park and facilities/landscaping at 266 Longueville Road, Lane Cove as this will provide increased availability of seniors housing for elderly residents of the North Shore of Sydney.

Introduction

I am the Managing Director and Nurse Advisor of the aged care consultancy, Critical Success Solutions (CSS). I provide various clinical and governance services, auditing and quality assurance advice which includes advice on the design and operations of seniors housing and residential aged care homes for a wide variety of approved aged care providers.

I am providing advice to the Leadership Team of Pathways on their development at 266 Longueville Road, Lane Cove, to ensure the design meets the needs and amenity for future elderly residents and is adaptable to the changing preferences of aging Australians.

Preference for Living Independently Research

Since the development application for 266 Longueville Road, Lane Cove was submitted eight years ago there have been noticeable shifts in the preferences for living arrangements as Australians age. The Royal Commission into Aged Care Quality and Safety (Royal Commission) commissioned in 2018, with a final report delivered in 2021 and then the COVID pandemic with deaths being highlighted in aged care facilities has cemented the shift in Australians of all ages wanting to be assisted to live independently (where possible) in their own home during their retirement years rather than ever having to go to an aged care facility.

The Royal Commissioners, Honourable Tony Pagone QC and Ms Lynelle Briggs AO, stated that research confirms Australia's aged care system needs major reform in order to align with community expectations.¹ 'Australians want the Government and community to assist older people to live well in their own homes for as long as possible. The Royal Commission has been investigating how to achieve that. The research asked Australians for their views on older age and aged care through a national survey of over 10,000 adults by Roy Morgan (undertaken October 2019 to January 2020), and a large qualitative study by Ipsos involving 35 focus groups and 30 in-depth interviews (conducted July to September 2019). The research found almost everyone values older people and wants them to be properly looked after when they need support or care.

¹ Royal Commission into Aged Care Quality and Safety, *Australia talks about older aged and aged care*, July 2020.
<<https://agedcare.royalcommission.gov.au/news-and-media/australia-talks-about-older-age-and-aged-care>>

The large majority of older people who are living independently enjoy happy, healthy and active lives. They make lifestyle choices to keep themselves independent and healthy as long as possible, including spending time exercising. However, a number of older people need support to continue living independently, such as help with shopping, cooking, cleaning, and attending medical appointments. People tend to prefer to receive this support from their family and friends, however in the current aged care system most of this support is from paid help. Helping to support older relatives is more common among people from non-English speaking backgrounds.

Paid help from aged care service providers tends to be preferred by people when they need higher-level assistance (personal care), such as help dressing, eating, going to the bathroom and nursing care. Most people think this type of assistance would be inappropriate and burdensome for family to give.

People of all ages have a strong preference to remain living in their own home should they ever need support or care. Many want to downsize or move closer to family. Only 25% of older people would prefer to live in a facility should they need care.

Around 84% of adults have visited a residential aged care facility. Overall, the community has a very negative opinion about life in these facilities. They think the residents are often lonely, do not have control over their lives and are not happy, but have access to medical care and are safe in comfortable, well-maintained accommodation. The community is divided about whether residents receive the help they need with daily activities, whether they are respected, and whether there are enough activities for residents.'

The Royal Commission into Aged Care Quality and Safety in its Final Report (Volume Three, p.13) noted that *'When a person needs to move into residential aged care, it is essential that the new residence should feel like their home. The ambience, the sounds and the smells can make the place feel warm, welcoming and joyous. Residential aged care should be an appealing place to visit but the sad reality is that there is not always space in a person's room even to spend time comfortably with visitors.'* This is why such a solution as assisted living is being explored by many senior Australians.

Aged Care in the Home

Longueville The Village has adapted to these changing preferences to offer 92 assisted living units, rather than a mix of beds in a facility (70 aged care beds) and 82 independent dwellings. The units will be classified as per aged care industry terminology as 'Aged Care in the Home units which are a hybrid between completely living alone in the community with no support, to having a range of home care services that fluctuate depending on the services the senior Australian requires.

It is the intention of Longueville The Village to provide a high level of care in the apartments at the Longueville project. Aged Care in the Home is service that supports residents to have choice. Residents maybe living completely independently or receiving aged care in the home. Seniors will have their own space with plenty of room to entertain, undertake their own preferred activities, but have access to onsite support services (see details below).

Residents also supported by Home Care Packages and Commonwealth Home Support Program

Residents living at Longueville The Village will be able to access Home Care Packages (HCP) and the Commonwealth Home Support Program (CHSP) through our relationship with Pathways for the required/desired services. The government actively advocates and supports residents to make choices about their care to stay as independent as possible. The CHSP provides entry-level support for older Australians who need help to stay independent and in their homes. The program provides services such as domestic assistance, personal care, home maintenance, home modifications, transport and social support. While the HCP are designed for older Australians who need more complex care needs to stay at home. The program provides four levels of support (level one being the lowest and level four being the highest level of care) based on the level of care required. Each level receives a different amount of funding to cover the cost of services. The funding is flexible and can be used to purchase a range of services such as personal care, nursing care, allied health services, transport and home modifications.

The aged care usage data also supports this usage trend. According to the Australian Government's Australian Institute of Health and Welfare² the people using aged care includes in NSW for target population aged 70+ (Gen Aged Care Data – last updated 26 April 2023 for 30 June 2022 data):

- 5.7% for permanent residential aged care
- 7.4% for HCP
- 22.2% for CHSP.

The Institute states that the 'majority of aged care is provided to people in their homes (or elsewhere in a community setting such as assisted living or retirement villages), reflecting people's preferences to remain living in their community for as long as possible.'³

Notably the Australian Government is implementing a recommendation and timeframe put forward by the Royal Commission to deliver a reformed and improved in-home aged care program by 1 July 2025. The new Support at Home Program will replace the CHSP, HCP Program and Short-term Restorative Care (STRC) Program. The Support at Home Program will reform the delivery of in-home aged care. This includes assessment, provider funding and regulation of the market to support senior Australians to remain independent and in their own homes longer.

² Australian Institute of Health and Welfare, *Gen aged care data – people using aged care*, 2023, < <https://www.gen-agedcaredata.gov.au/Topics/People-using-aged-care>>

³ Australian Institute of Health and Welfare, *Aged Care*, 2021, <<https://www.aihw.gov.au/reports/australias-welfare/aged-care>>

Aged Care Quality Standards and Expectations of Residents

Longueville The Village will still incorporate and align the development of the villa style assisted living units to the Aged Care Quality Standard 5 – Organisation’s service environment which is where the organisation is to provide a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment. They will include into the day-to-day operational management processes of the project that the environment is suited to the consumer’s needs, that it is clean, comfortable, welcoming and well maintained. It will also ensure the safety and security, design, accessibility and layout of the environment encourages a sense of belonging for residents.

Onsite Support Services

It is the intention of Longueville The Village to provide a high level of care in the apartments at the Longueville project.

CI45(6)(a)(i) of State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004 stipulates minimum onsite support service requirements. These minimum onsite support requirements under the SEPP, do not vary between Seniors Housing development types.

Longueville The Village will be providing a higher level of on-site support services (Aged Care in the Home) than the minimum stipulated under the SEPP via either Pathways Residences or a service provider of the residents choosing. Seniors will have access to onsite support services, including:

- 3 meals a day provided in our dining room or to a resident’s dwelling, personal care, home nursing visits, and assistance with housework as stipulated under CI45(6)(a)(i) of State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004
- Access to an emergency call system
- Access to General Practitioners
- Various home care program requirements set out by the Aged Care Quality and Safety Commission such as, transportation assistance, round-the-clock security, medication management, social activities and leisure, personal care assistance and access to allied health professionals such as physiotherapy, dietetics and occupational therapy.

Longueville The Village in association with Pathways Residences has also considered options for those residents who determine that living in a different environment with a different model of living for high medical care needs is desirable or necessary. The Pathways Leadership Team will discuss with residents and their representatives’ alternate accommodation solutions. We will provide priority access to Pathways Residences Longueville 50 metres away so we ensure that there is a solution close to their loved ones. Based on our experience this is likely to be less than 5% of the community at Longueville The Village.

Longueville The Village will conduct regular surveys of their residents, family members of residents, and their workforce in relation to the amenities, care and services provided to residents. Any issues with the service delivery, requirements and amenity of the units would be identified and addressed through the continuous improvement processes that are in place within Pathways.

Conclusion

Longueville The Village and Pathways will deliver services to support residents to lead as full and independent life as possible, and promote independence, quality of life and individual well-being through their development of these 92 assisted living units.

If you have any further queries, please contact Fleur Hannen, Managing Director CSS on email: fleur@cssconsulting.com.au or text to mobile on 0414588795.

Yours sincerely

Fleur Hannen
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