

# SummitCare Casula

## Plan of Management

for:

18 Randwick Close, Casula (v2)

25<sup>th</sup> February, 2020

FOR:

**Besol Pty Ltd  
(SummitCare)**

Principal

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**Centurion Project Management Pty Ltd**

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## Plan of Management

# PART 1 – OVERVIEW

### INTRODUCTION

This Plan of Management (PoM) has been prepared by Centurion Project Management, on behalf of the SummitCare, to accompany a Development Application (DA), made under Part 4, s.78A of the NSW Environmental Planning and Assessment Act 1979, (the Act), for a seniors living and residential aged care facility located at 18 Randwick Close, Casula.

The development involves the construction of three new residential buildings creating accommodation for one hundred and forty two aged care residents in single rooms with private ensuites, as well as ninety three apartments for seniors and eligible affordable housing residents in a mix of one, two and three bedroom apartments, a variety of common recreational areas, services and facilities, including. A common basement housing building services, 140 car spaces, general storage, waste & an in-house kitchen and laundry is located beneath all three new buildings.

The document will be revised once details such as the contact information of key personnel and contractors is known or are changed over time. Such details will be known prior to the occupation of the residential aged care facility and the PoM will be revised accordingly.

The purpose of the document is to outline the operations of the residential aged care facility and seniors living apartments in a general sense and does not pertain to matters such as the specific clinical and medical care of residents; the Commonwealth accreditation of the residential aged care facility; or, the qualifications and training of staff.

### SUMMITCARE

The Operator of the proposed residential aged care facility and independent living units is SummitCare. SummitCare is a family-owned business that has supported the community for generations. Since inception in 1966 as a solitary nursing home in Sydney, caring for the individual needs of older people with warmth and professionalism has been their primary focus.

SummitCare is an organisation that has been providing quality residential aged care within the Sydney metropolitan area for more than 50 years. The organization has a reputation for providing the highest standards of care in a warm and caring environment and currently operates ten (10) centres across greater Sydney:

- SummitCare Baulkham Hills
- SummitCare Canley Vale;
- SummitCare Liverpool;
- SummitCare Miller;
- SummitCare Randwick;
- SummitCare Penrith;
- SummitCare Smithfield;
- SummitCare Waverley;
- SummitCare St Marys; and
- SummitCare Wallsend.

All of SummitCare's centres have been recognised for excellence by the Aged Care Standards Agency and awarded the maximum term of three years accreditation.

Further information regarding the SummitCare organisation can be obtained at [www.summitcare.com.au](http://www.summitcare.com.au)

### SUMMITCARE - MISSION STATEMENT AND VALUES

#### **Mission**

*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.*

*We understand that ageing is a phase of every life, and believe later life can be a dynamic, wonderful and meaningful time. To make it as enjoyable as possible for our customers and their families and loved ones, we offer a range of services from in-home care, respite care, adult day centres and residential care through to dementia and palliative care programs.*



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*SummitCare's success and growth means we can proudly offer a portfolio of ten nursing homes throughout Sydney and Newcastle in NSW. Additionally, SummitCare HomeCare provides support for people in their own home, offering a full range of services to enable them to live comfortably, with independence.*

### **Our Values**

*We have built a reputation for providing the highest standards of care in a warm and professional environment. SummitCare's team is experienced and dedicated and recognises the worth of everyone it supports.*

*Staff education and learning approaches, our processes and our focus on strategic planning ensure we retain our position as an industry leader. Our staff retention levels are high, with many team members staying with us for 10 years or more.*

*SummitCare's team members are supported in their professional lives by our organisational values:*

*W – be welcoming at all times*

*O – be obliging and willing to learn*

*R – be respectful*

*T – demonstrate teamwork*

*H – be honest with yourself, residents and colleagues*

### **Wellbeing**

*SummitCare's purpose is to enable wellbeing, all day every day, for people requiring aged care.*

*We focus on a person's total wellbeing from their optimal health, personal preferences and relationships they have while in our care, through to their physical environment and daily routine and activities.*

*Our wellbeing framework means wellbeing is central to all our programs, ensuring our customers have more care choices, and that their emotional, social and physical wellbeing is paramount.*

### **SUMMITCARE CASULA AGED CARE & SENIORS LIVING COMMUNITY**

The development involves the use vacant land as a combined seniors living and residential care facility at the existing vacant lot located at 18 Randwick Close Casula; the development of a new Residential Care Facility to include accommodation for 142 residents in single rooms with ensuites.

The delivery of proposed residential aged care will be based on a high care model, where each care recipient is able to enter the service at the level appropriate to their care needs and remain with the service as their care needs increase. Care staff will contribute to a congenial home like environment where elders are honored and respected. A minimum of forty percent of the bed places will be allocated to concessional, supported, assisted or low-means residents.

The seniors living community will be complemented by 93 apartment type dwellings of varying size (1,2 & 3 bed) with large living spaces, external balconies or terraces and access to the community services and facilities within the wider SummitCare Casula site. A minimum of 10% of the apartments will be designated as affordable housing, managed under management agreement with a registered community housing provider. Residents of these apartments will be incorporated into the SummitCare Casula community like any other resident.

One hundred and forty (140) car parking spaces, including 2 accessible spaces, are proposed within a basement level accessible via a dual direction driveway in proximity to the eastern boundary at Kurrajong Road. Provision is also made for a loading bay which will also be available for the waste collection vehicle; an ambulance bay; and designated space for the community bus.

SummitCare promote independence within the limits of the residents' condition by encouraging residents to exercise their choice and capacities by participating in a range of activities. To do so the proposal includes a variety of shared facilities and communal spaces, including internal lounges, a gym, a theatre, activity rooms, dining areas and outdoor passive recreation areas, as well as organised group outings.

The following is a list of the range of activities and services which will be available within the residential aged care facility and independent living unit development, noting that the actual service providers may change over time.

### **Shops**



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- Reception shop – the shop will stock items which would reasonably be required by the residents. Stock may include day-today items such as toiletries (other than those provided by SummitCare); confectionary and snacks; writing materials and postage stamps; and, books, magazines and newspapers, (other than those provided by SummitCare). Items could be ordered based on any on-going demand;
- Hair and Beauty Salon – the salon will stock basic beauty products such as make-up, skin cleansers and moisturisers, shampoos and conditioners;
- 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.

Other shopping options will be available via proximity to Casula Mall.

### ***Bank and Financial Services Providers***

- Banking Products – PayWave; Mobile EFTPOS and standalone EFTPOS;
- Banking Services – Banking services may be provided to the site either by visitations by mobile bankers or through digital services;
- Aged Care Advice; Aged Care Options; Aged Care Support; Financial Advice; Property Management; Pension Advise;
- Digital Transaction Solutions.

Other banking options will be available via proximity to Casula Mall.

### ***Other retail and commercial services***

The following retail and commercial services are to be provided on-site:

- Postal services;
- Telephone and internet;
- Laundry;
- Legal services;
- Chemist – some non-prescription items usually available at chemists may be on offer in the reception shopping, such as non-medicinal items like mouth wash or lozenges, for example. 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;
- Online shopping – residents will have access to the internet and may utilise online shopping services and have items delivered to the site;

Other shopping options will be available via proximity to Casula Mall and the local neighbourhood shops, proposed to be allied services tenancies, located on ground floor at building B.

### ***Community services and recreational facilities***

- A 12-seater community bus for resident outings;
- Worship meetings and activities
- Library;
- Theatre;
- Gymnasium;
- Arts and Crafts Tutorials;
- Yoga;
- Gardening;
- High quality landscaped areas for passive relaxation and walking;

Liaison with government agencies such as Centrelink or Council are usually handled by family members where 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.

### ***The practice of a general medical practitioner***

In addition to the practice of a general medical practitioner, provided via visits by a doctor and/or other specialists, the following health services are to be provided on-site:



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

### **Staff**

Staffing levels will be similar to that adopted in our other facilities with overall day-to-day responsibility being assigned to the Care Manager. The home will have 24/7 registered nurse coverage. Experienced staff will be transferred to the new facility to ensure that the system and processes are congruent with SummitCare's current organisational philosophy and quality of care principles. The peak nursing staff shift will commence between 7am -9am where the number of staff will be 42.

Together with administrative staff and other support workers the maximum number of staff on-site at any one time will be in the order of 48. The main morning shift will end and the afternoon/evening nursing shift will end/begin in the early afternoon.

### **DOCUMENT STAKEHOLDERS**

#### **SummitCare Head Office**

5 Bass Drive  
Baulkham Hills NSW 2153  
Tel: (02) 8741 0218  
Fax: (02) 9747 1637  
Email: [info@summitcare.com.au](mailto:info@summitcare.com.au)

#### **SummitCare Casula**

18 Randwick Close  
Casula NSW 2170  
Tel: TBC  
Fax: TBC  
Email: TBC  
Facility Don and Care Manager TBC



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# PART 2 - BUILDING CONTACTS

### IMPORTANT NUMBERS

#### Emergency

All "medical" emergencies call 000.  
For Police and Fire related emergencies call 000.

#### Building Services

For building, mechanical, or utility emergencies call TBC on TBC  
Building Service Requests - To administration. Refer to 2.03 below.

### FACILITY MANAGEMENT CONTACTS

Key executive, care and building management contacts are provided below:

Name	Position	Phone	Number
TBC	Director of Nursing		TBC
TBC	Care Manager		TBC
TBC	Building Property Manager		TBC
TBC	Administration		TBC

### SERVICE AGREEMENTS

Service agreements with a range of external providers and service suppliers are established at corporate level and are reviewed regularly. External suppliers of goods and services are required to provide evidence of their insurance, workplace health and safety obligations, license or business registration details and criminal history certificate as required.

Contractors sign a register when working at the facility. All work performed is monitored for quality and effectiveness of service through inspection, audits and feedback. The following agreements for external service and maintenance providers are in place:

- Waste and recyclable collection: Transpacific trading as Cleanaway
- Air-conditioning maintenance: Mantech Industries Pty Ltd
- Kitchen and laundry ventilation/exhaust maintenance: Lotus Filters
- Landscaping and vegetation management: Wesley Property Maintenance
- Grease trap servicing: Transpacific trading as Cleanaway
- House-keeping/cleaning services: Guardian Health Support Services
- Essential services/Annual Fire Safety Certification: Extreme Fire Services



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# PART 3 - PARKING, DELIVERIES, WASTE COLLECTION AND TRANSPORTATION

### PARKING

All parking (staff, visitors and residents), deliveries, emergency vehicle drop-offs and pick-ups and waste collection is to occur at basement level. Twenty-eight (140) car spaces are provided at basement level, two (2) of which are designed for disabled access. Additional spaces are also provided for the community bus; a loading bay; and an ambulance bay. The 45 car parking spaces designated for the residential aged care facility are not designated for any particular users.

It is anticipated that they will be used entirely by staff and visitors as residents are unlikely to have cars. Given the shuttle bus will be running between Casula station and the facility on a regular basis, most of the care workers and visitors will use public transport in the day time.

- The two (2) spaces designed for disabled access are to be identified as such and will be located in close proximity to the lift to allow for safe and convenient access.
- The ambulance bay is located with convenient access to the lift and holding room
- The community bus space is located with convenient access to the lift.

The basement area is secured by a roller door at the entry which is open during daytime. When secured staff will gain access by a card entry system. Visitors and contractors will gain access by intercom afterhours.

### RESIDENT PICK UP / DROP OFF

Due to the necessity for residents to be accompanied and assisted in being dropped off or picked up, relatives or friends picking up or dropping off residents will park their vehicle in the basement and go to the accommodation area to collect them and escort them back to the car and likewise when dropping a resident off after an outing.

### COMMUNITY BUS

A 12-seater community bus will be available to residents of the residential aged care facility and independent living units. The bus will run between Casula Train Station and the 18 Randwick Close as a free shuttle service. It will also be utilised for group excursions in accordance with the community noticeboard. The shuttle bus will start operating on demand from 0745 up to 2000, The shuttle bus is available for staff, visitors to residents and visiting service providers.

### *Residents*

Group outings will be scheduled, and details of outings will be available on the community notice board. Residents who are capable of participation in any such activities will be encouraged to do so by their care assistants.

SummitCare owns a number a community buses used at other facilities. When a group outing is scheduled at the Casula facility, in order to maintain the shuttle service between the facility and the train station, another bus from the SummitCare fleet of buses will be utilised.

A bus will also be available to residents for individual trips where a service or facility is unavailable within the facility and they will be accompanied by staff accordingly.

### LOADING DOCK – DELIVERIES, WASTE STORAGE AND COLLECTION

A loading dock is provided at basement level in proximity to the waste storage area and kitchen. The loading dock is to be used for general deliveries and waste collection.

All waste and recycling bins associated with the premises are to be stored within the designated internal waste storage area at the basement level. At all times, the storage of waste, collection of waste, and loading and unloading of waste collection vehicles in connection with the use of the premises shall be conducted wholly within the basement.

Waste collection may only occur between the hours of 8am-6pm Monday to Friday.  
General deliveries may only occur between the hours of 8am-6pm Monday to Friday.





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# PART 4 - SAFETY AND SECURITY

### GENERAL BUILDING ACCESS AND SECURITY

SummitCare has a duty of care to residents to ensure their safety and to give peace of mind to their relatives and friends. The aged care facility is therefore a secured facility restricting access and egress to and from the home.

Aged Care Residents will not be permitted to leave the home unaccompanied. Residents will be accompanied on any outings by either staff or by designated friends and/or relatives. External trips by residents being accompanied by relatives and/or friends must first be authorized and logged.

To enhance the security capability of the building and grounds generally, a range of practices and devices will be adopted including: CCTV; electronic key pads; fencing; and, administrative procedures.

The building and grounds will be primarily accessed/egressed at two points: the front main entry and the basement via a lift. Whilst not designated as formal access points further access and egress points exist along the external spaces between the building and the side boundaries and internal courtyards. These are secured and would only be used in the case of emergency.

All visitors to the aged care facility will be required to log in and log out at reception.

#### **Front Entrance Lobby**

The front entrances to all buildings will be secured at all times. Staff & ILU residents will gain access via electronic key pad or swipe card access. Visitors will gain access by intercom/video device. The main reception desk will have good surveillance of the main entry point. A CCTV device will be fitted at the front entry.

#### **Basement/Lifts**

The basement roller door entry will be open during the day and secured at night. Staff, using the basement, will gain access by an electronic key pad outside day hours. Visitors outside day hours will gain access by an intercom/video device. A CCTV device will be fitted externally at the roller door and within the basement in proximity of the lifts and the loading area.

Carpark vehicle access during the day will be managed via the use of boom gates linked to access cards & intercom to reception.

The building A lift lobby entrance at the basement is installed with a security lock pad operated by passwords, the same as the entrance of the facility. All dementia residents will wear wanderer watch/ sensor / pin on their clothes which are linked to the nurse call system. The nurse call will be triggered when the resident with this device leaves the facility security area. The nurse call annunciator will indicate the location of the resident where the alarm is triggered.

#### **Stairwells**

Doors leading to and from fire stairs will be fitted with electronic key pads which will be automatically disabled during an emergency.

#### **Roof**

Roof accessed plant areas will be available only to authorized contractors and supervisory staff, if necessary.

#### **Outdoor Areas**

Outdoor spaces used by the aged care residents are either located at the rear of the grounds, within private courtyards or secure internal gardens as well as between the buildings.

To restrict egress by the aged care residents to the front portion of the site, the private courtyards, secure areas between the buildings and the areas between the sides of the buildings and side boundaries will be secured by fencing and gates fitted with electronic keypads which will be disabled during emergencies. These gates are not intended to be used as primary points of access or egress.



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Rooftop garden areas utilised by aged care residents will be managed by staff supervision of the uppermost rooftop garden, and access control measures to the rooftop gardens accessed from the ILU wings in Buildings A & B.

### **BADGES**

Staff will be required to wear their SummitCare ID badge at all times.

Service providers and contractors, being required to sign in at reception at each visit, will be provided visitor badges.

### **CONTRACTORS / VISITORS**

Contractors and visitors will log in and out at reception and will be given a visitor's ID badge which must be worn at all times while on site. New contractors will also be subject to an orientation and induction process.

## PART 5 – EMERGENCIES

### **FIRE ALARMS**

Smoke detection alarms and fire-sprinkler systems will be inspected annually as part of the issue of an Annual Fire Safety Certificate, a document which will be available at the main administration area for related contractors.

### **GENERAL FIRE ALARM RESPONSE AND EVACUATION PLAN**

Emergency Plans are required for Residential Aged Care Facilities under the Aged Care Act 1997 and Care Principles 2014. SummitCare have a responsibility to have in place emergency risk management plans and be prepared for emergencies.

The Australian Aged Care Quality Agency's Accreditation Standard 4, expected outcome 4.6: Fire, security and other emergencies requires that approved Aged Care providers are to have emergency plans and protocols in place to protect the health, safety and wellbeing of residents, staff and visitors.

[TBC] [An Emergency Response Plan (ERP) will be prepared prior to the occupation of the building in accordance with the legislation and Government guidelines and will include details such as staff responsibilities and training; marshalling areas; fire wardens; and, evacuation maps. The ERP will be referenced in the final PoM.]



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# PART 6 - OPERATIONS AND MAINTENANCE

### FOOD / DINING SERVICES

The food preparation area shall be constructed and maintained to accord with the requirements of the Food Act 2003, Food Standards Code; Food Premises and Equipment and Australian Standard 4674-2004; Design, Construction and Fit-out of Food Premises.

The kitchen area will be restricted to staff only.

All meals will be provided to residents who will be served in communal dining areas or in their rooms. Menus will be reviewed by nutritionists for appropriateness and will be created to address the cultural and ethnic preference of the residents.

### HOUSEKEEPING

A regular cleaning program will be put in place for cleaning according to care recipients' needs and weekly cleaning in accordance with a scheduled program. Colour coding will be adhered to regarding cleaning particular areas and the utensils used.

Training and information on cleaning such as chemicals and infection control practices will be provided to staff. Chemicals will be used in accordance with Safety Data Sheets (SDS). SDSs' are displayed where chemicals are located, in cleaner's areas, and a designated chemical room.

### POSTAL SERVICES

Corporate postal services will be located in the administrative area adjacent to the reception and foyer of building A.

Postal services for residents will be provided on an individual basis. Stamps and stationery will be available at the reception located in building A.

### LAUNDRY SERVICES

All laundry is done in house. Systems will be implemented for the collection, transport, delivery and distribution of laundry. Infection control practices will be adopted when collecting laundry including procedures for the management of contaminated linen.

- Residents will have their personal items labelled.
- A bulk store for laundry items is provided at basement level.
- Laundry ventilation systems will be maintained in accordance with the manufacturers specifications.

### WASTE AND RECYCLING

Operational Waste Management shall be carried out in accordance with the Waste Management Plan for the facility, prepared by Elephants Foot.

### BIODIVERSITY CONSERVATION AND LANDSCAPING

Any landscaping maintenance work will be conducted in accordance with the Consent and the Landscaping Plan, prepared by Arcadia Landscape Architecture.

### STAFF CONDUCT

Visiting families and friends will be encouraged to park their cars in the basement parking level or utilise public transport. The Shuttle Bus timetable will be posted on the notice board at the front entrance and paper copies of the timetable will be available at the front desk for collection.

Staff are advised NOT to park on street and to respect the neighbouring property owners by entering and leaving the site without undue noise or disturbance.

### *Smoking, Alcohol & Drugs*

SummitCare complies with The Smoke Free Environment Act 2000 introduced by the NSW Government on Wednesday 6 September 2000. Smoking inside the residential aged care facility or in its grounds is prohibited.



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Reporting for work under the influence of alcohol and/or drugs is strictly forbidden. No staff shall consume or be in possession of alcohol or drugs for personal use during work time. This is considered to be an act of misconduct for which the staff will be instantly dismissed.

### COMPLAINTS

Care recipients and/or their advocates are encouraged to maintain open communication with the staff of the facility. If the complaints are unable to be resolved internally, care recipients and/or their advocates may contact the Aged Care Complaints Commissioner 1800 550 552. All complaints will be dealt with promptly.

Elements of the complaints procedures include:

- Information about complaints being available in the Resident Hand Book provided on admission;
- Information displayed around the facility.
- Residents & Carers Forum held every month providing forum for discussion and to show how matters previously raised have been actioned.
- Feedback forms will be provided in the main foyer for use by care recipients/relatives/staff.
- Confidential complaints or suggestions actioned and managed by Director of Nursing.
- The provision of information regarding external advocacy bodies such as The Aged Rights Service (TARS) and Charter of Care recipients' Rights and responsibilities, details of which will be available in the Residents Handbook as well as being explained to care recipients and families on admission.

Any complaints received from neighbours or other external bodies with we be dealt with promptly and be thoroughly investigated and responses given to the individual as to what, if any, ameliorative action was required.

## PART 7 - REGULATORY COMPLIANCE

### DEVELOPMENT CONSENT

The residential aged care facility and independent living unit development will operate in accordance with the Development Consent for the facility, (DA # TBC), issued by the Sydney Western City Planning Panel on [TBC]

### REGULATIONS

The board and senior management provide oversight of all governance, regulatory compliance and legislative requirements.

Updates on any changes to regulations are provided through: Bulletins & Updates from Aged and Community Services Association NSW & ACT (ACSA); Australian Aged Care Quality Agency (AACQA)- Quality Standard; Bulletins & Updates from Department of Social Services - Information for Aged Care Providers Newsletter; attendance at specific user group and meetings and education sessions; attendance at conferences and industry specific programs and reference groups; and subscription to an external regulatory updating services including: ANSTAT – the NSW Aged Care Legislation Services.

These regulations are then communicated through SummitCare's policies, procedures, work instructions and work flow resources available for access by all staff members. Information on regulatory compliance is also provided to staff, care recipients and family through staff meetings, in the staff and Resident Handbook and through notices and memorandums.

Staff education incorporates information in relation to regulatory compliance. Regulatory compliance is monitored through the continuous improvement system, external contractor agreements, surveys and external industry specific reviews and audits.

### END OF DOCUMENT