

## WHY CHOOSE US?

**At Jindalee, we believe that when you are considering an aged care home, there are some essential questions that you need answered. These include:**

- 1 What is the home's Direct Care Staff Ratio?
- 2 What do current residents think of the food, service and support levels from staff?
- 3 Does technology in the home allow for efficient and innovative care delivery?
- 4 What does holistic care mean to the home?
- 5 What are the advantages of a family run home like Jindalee?
- 6 Is the home currently accredited?

In the following sections, you will find the answers to each of these important questions.

### DIRECT CARE STAFF RATIO

**Jindalee's Direct Care Staff Ratio is 3.9 hours per resident per day.  
The national average is 3.15 hours per resident per day.**

#### Why is it important to understand Direct Care Staff Ratios?

Simple. You want to know that the home has a high level of available staff ready to do a quality and comprehensive job for you or your loved one. Direct Care Staff Ratios are a great way to measure how one home compares to another.

We also strongly suggest that you ask homes whether they have a Registered Nurse onsite 24 hours every day. Registered nurses play a pivotal role in a several key areas related to care. These areas include medication management, advanced behavioural management, wound care and emergency responses.

Take confidence in knowing that Jindalee has Registered Nurses onsite every hour of every day!

#### Most Recent Resident Satisfaction Survey Conducted by the Aged Care Quality & Safety Commission

- 98% of residents always feel safe at Jindalee.
- 100% of residents like Jindalee's food most of the time or always.
- 100% of residents agree that staff treat them with respect most of the time or always.
- 100% of residents agree or strongly agree that staff know what they are doing.
- 95% of residents agree or strongly agree that Jindalee is well run.
- 100% of residents agree that staff meet their healthcare needs most of the time or always.

**Take comfort in knowing that meals are cooked fresh onsite every day under the guidance of Executive Head Chef, Francois Mossard. Our chefs and kitchen team take great pride in providing nutritious and tasty meals that residents look forward to every day.**



## TECHNOLOGY AT JINDALEE - THE FUTURE IS NOW

To 'lead the way' in technology is a term thrown around by many operators in the aged care industry. But in Jindalee's case, it's a fact. Why? Because the technology that Jindalee uses to support care and service delivery has been categorised as a Technology of National Significance. It's the real deal.

In 2019, Jindalee was awarded the role of host partner to a \$6.7m Commonwealth technology pilot program in residential aged care.

The technology (known as ACE) was designed by Canberra Technology Firm, Humanetix, and is driven by a leading-edge intelligence engine that links every individual item of care to each resident's overall care plan. Staff interact with the system by using smart phones, iPads, wall-mounted computers and intelligent workstations.

ACE ensures that staff are constantly updated about resident care needs and preferences. Care notes are stored electronically on the system and because Jindalee's staff have less paperwork to physically complete (the system does this for them), it means that they have more time to spend directly with residents.



## HOLISTIC CARE



Holistic healthcare is complete care that considers the physical, emotional, social, economic, and spiritual needs of the person. At Jindalee, we believe that holistic care can not be achieved through nursing care alone. So, what else needs to be considered?

### A key focus needs to also be placed on:

- A comprehensive lifestyles program that encourages residents to continue living a healthy and happy life.
- The availability of services for residents to utilise at their discretion.
- Common spaces that promote unity and a community feel amongst residents and relatives.
- A care management team that delivers on what they promise.



### Jindalee's Commitment to Holistic Care Shines Through

In early 2020, Jindalee spent \$2m upgrading several key common areas. Including:

- Resident activities lounge for functions, activities and special occasions. This area is a buzz with activity and is used as a space to bring residents and families together. Movie afternoon on the cinematic projector screen is a favourite for residents
- A brand-new beauty salon for residents to experience a professional hairdressing service.
- Café alfresco area for residents and relatives to enjoy a modern café dining experience.
- Visitor bathrooms were also redesigned and upgraded to ensure visitor comfort.



## FAMILY FIRST AT JINDALEE

Jindalee has been owned and operated by Johnson Village Services Pty Ltd (JVS) since 1996. Since takeover, Jindalee has grown into one of Canberra's largest residential aged care homes. The original 86 bed residence now has 169 high quality aged care beds.

**JVS is a family run business with one simple philosophy.**

***“Provide all the tools, equipment, facilities and education necessary for staff to deliver the highest level of aged care service and create a caring and compassionate environment that residents are proud to call home.”***

The JVS management team are always available to onsite staff and often assist residents and families with their enquiries personally.

The key advantage of the family run Jindalee is that decisions are made promptly. When Jindalee's onsite management team need an answer, there is no red tape to navigate, decisions are made in several minutes. Importantly, this means that staff can immediately get on with the job of providing high-level quality care and service to residents.



## ACCREDITATION AT JINDALEE

**CURRENT Accreditation: 2 years    NEXT Reaccreditation Due: May 2021**

### What is Aged Care Accreditation?

Accreditation is an internationally recognised evaluation process used in many countries to assess the quality of care and services provided in residential aged care.

Contemporary accreditation programs have both compliance and quality elements that work in a complementary way to promote quality and safety. Accreditation programs focus on continuous quality improvement strategies. They usually consist of a process that involves a review or assessment of

performance against predetermined standards by an external independent body and monitoring of ongoing performance against the standards by the accreditation body.

In Australia, residential aged care services are required to be accredited to receive Australian Government subsidies. Accreditation involves periodic full audits to assess compliance with the Quality Standards. These audits are conducted by the Aged Care Quality and Safety Commission.

**Contact Jindalee Aged Care Residence Admissions Officer - Lea Thurston**

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