

Summer 2017 Out of the Blue



BlueCross
community & residential services

Message from the Chief Executive



Alan Lilly,
Chief Executive

Welcome to the summer edition of Out of the Blue and Happy New Year to all of our readers. I do hope that you and your loved ones enjoyed the festive season and that you managed to find some extra time to spend with family and friends.

I had the pleasure of attending many of our BlueCross Christmas parties in the lead-up to Christmas and it was so good to be out and about. The parties provided me with an opportunity to mingle and talk to residents, their families, our staff and volunteers. I received lots of very positive feedback about the care and service that we provide at BlueCross and it made me feel proud to be part of such a great organisation.

As we now move into the new year, I am excited by what it will bring for our residents, our clients, their families and our community. BlueCross will continue its expansion program with new residential services planned to open at Livingstone Gardens (Stage II) in Vermont South, Monterey in Glenroy, Waterdale in Ivanhoe and Springfield in Box Hill. We will see additional capacity operating with high quality furnishings, first-class services and leading designs.



MP Julia Banks, BlueCross Chief Executive Alan Lilly, the BlueCross Executive team and members of the development team pictured at the BlueCross Springfield ground breaking ceremony in Box Hill

At BlueCross, we are indeed proud of the residences we build to cater for the current and future needs of our residents and their families.

As part of the Australian Government's aged care reforms, we will also see more choice for people who receive home care packages as this funding will follow the consumer as part of an increasing focus on consumer-directed care commencing in February 2017. This is a great opportunity for BlueCross to expand its Care at Home services.

Since the last edition of Out of the Blue, I have now completed my first 100 days in office and recently launched the inaugural BlueCross Strategic Directions. One of our three Strategic Directions is 'to provide an outstanding customer experience'. I am keen to look at ways that we can best collect information on, and measure, customer experience in our residences and in our community services. I look forward to sharing more about this in future editions.

In the meantime, thank you again for your support of BlueCross and I wish you a very happy, healthy and exciting year ahead.

Alan Lilly

Springfield ground-breaking ceremony

MP Julia Banks and Chief Executive Alan Lilly marked the beginning of construction works at BlueCross Springfield when they turned the first sod at a ground-breaking ceremony held last month (pictured below).

When the new aged care residence on Dorking Road in Box Hill is completed in early 2018, it will offer quality aged care for 221 residents and provide much needed aged care services to the City of Whitehorse and its surrounds.

Alan said, 'BlueCross Springfield will set a new benchmark for the standard of aged care amenities in Melbourne's eastern suburbs'.



enriching lives



BlueCross Waterdale

Our newest aged care residence in Ivanhoe, opening in April 2017



About Waterdale

BlueCross is committed to providing care options for the broader Melbourne community; with a focus on enriching lives through encouraging independence, dignity and choice for those in our care.

When BlueCross Waterdale opens in a few months, it will be an ageing in place residence that will care for and support residents as their needs change. It offers a secure memory support wing for people living with dementia and a day respite program for people who choose to remain in the community.

This residence features large well-appointed single rooms each with a private ensuite, as well as a café, cinema, beauty salon, landscaped outdoor spaces, luxurious indoor living spaces and much more – all delivered to the exceptional BlueCross standard for which we are known.

Key features:

- 170 rooms, with option of suites
- Specialist dementia care wing
- Day respite program
- Modern lounge and dining areas
- Stylish café
- Private dining room
- On site chef manager preparing fresh, delicious and nutritious meals
- Secure landscaped gardens and balconies
- Grand atrium with glass ceiling and living wall
- Intimate lounges offering terrace and balcony access
- Tea and coffee lounge
- Hair and beauty day spa

To find out more, visit our display suite in February,
go to bluecross.com.au/waterdale
or call 1300 133 414



BlueCross Care at Home

Supporting those who wish to continue living at home

From the end of February, the government is changing the way home care packages are managed, and giving recipients the ability to choose their own provider. This will benefit anyone receiving funding for a Home Care Package as they will now have more choice and control.

What is a Home Care Package?

Home Care Packages are a program where funding is provided by the Australian Government to assist older people to live in their own home longer. It provides a 'package' of services based on each person's needs and preferences. There are four different levels of packages and the allocation is dependent on the person's assessed needs.

What does a Package pay for?

The Home Care Package is designed to be flexible and offers a broad range of services tailored to suit the individual. Some people may need help with domestic tasks such as laundry or shopping, while others need transport to appointments, or personal

care such as assistance with showering or dressing.

For the full range of what a home care package can support you with, please visit the My Aged Care website: www.myagedcare.gov.au

When you bring your Home Care Package to BlueCross, you will be allocated a dedicated Care Advisor who will work with you to determine your needs and preferences, and establish a care plan to ensure you are getting the most value from your package.

How much funding does a recipient receive?

There are four different Home Care Package levels, which are allocated depending on how much, and what kind of, support the person needs.

Level 1 is \$8,044.60 per year

Level 2 is \$14,592.76 per year

Level 3 is \$32,082.96 per year

Level 4 is \$48,772.36 per year

Our expertise and extensive networks within the community enable our Care

Advisors to help people maximise the benefits from their package.

Who provides the care services?

The carers who provide your services are employed by BlueCross, which offers our clients additional security and continuity of care. All our staff have qualifications in aged care and a current police check. BlueCross team members all undergo regular training to ensure their skills are kept up-to-date with the latest in best practice.

Residential respite can also be accessed at one of our BlueCross homes across Melbourne.

How do I access a Package?

You will need to get in touch with My Aged Care, who can start this process for you. You, or a friend/family member/medical professional can request this for you. There is no cost to you to register with My Aged Care, or to get an assessment.

You can complete a form online at www.myagedcare.gov.au or call them on 1800 200 422.

Did you know that if you are currently receiving a Home Care Package from another provider, you can transfer it to BlueCross? Call us to find out how we can better support you.

 1300 133 414

 www.bluecross.com.au

Protecting our communities from infection

In aged care, gastroenteritis and other contagious illnesses such as influenza, can have a greater impact on the health and wellbeing of residents due to their age, levels of immunity and any pre-existing medical conditions.

Due to this, BlueCross (and all aged care providers) must follow strict operating protocols in the event of an infection outbreak, including notifying the Department of Human Services (DHS).

Some outbreaks last only a few days, while others can continue for weeks. However, until a residence has been clear of all symptoms for 48 hours, we are obliged by DHS to maintain all infection protocols.

General Manager Residential Services, Verity Leith said, 'The wellbeing of our residents is always our top priority. Being sick is unpleasant even when you

are younger and fit, but to be affected by something like gastro or the flu when you are frail and aged is very challenging. Our aim is always to avoid any infectious outbreak but when they do occur, we work to resolve them quickly.'

When an outbreak occurs at one of our residences, BlueCross implements our strict infection control protocols, which includes measures over and above what authorities require. This is done to minimise the spread of infection, protect the health and safety of our residents and resolve the outbreak quickly.

One key measure to minimise the spread of illness is to restrict access to the affected residence for all non-essential visits. Each resident is cared for in their room, and visitors are strongly discouraged from visiting as this poses a risk to themselves and their loved ones at home.



BlueCross protocol is also to bring on extra staff to assist with the additional care needs of our residents, and to ensure the residence is sanitised and clean during and after the outbreak.

All BlueCross residences have hand sanitiser dispensers widely available. We strongly advise that all visitors make use of these to minimise the risk of spreading infection to your loved ones, other residents and yourself.

If you have any questions about our infection control protocols, please contact your Residence Manager.

At our residences



Christmas and the festive season is a very special time for us at BlueCross, as we celebrate the generosity, care and kindness of our community. It's wonderful to see our residents, clients, families, friends, staff and volunteers all get together, have fun and celebrate in their own special ways.



Having fun at The Boulevard Christmas party



Raising a toast at Darnlee



Residents at Chelsea Manor donated hampers to Vinnies Victoria



Santa and his elves visit Glengowrie



Glengowrie residents paid a special visit to Santa at Crown



Chief Executive Alan Lilly, Santa and an elf at the Hansworth Christmas party



Sharing a laugh with Santa at the Silverwood Christmas party



Singing carols at Clevedon Terrace



Residents, family and staff celebrate Chanukah at Cresthaven

For all BlueCross enquiries call **1300 133 414**
or go to www.bluecross.com.au



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| AVONDALE HEIGHTS | CROYDON | KEW | MILL PARK | MULGRAVE | SURREY HILLS | TOORAK |
| CHELSEA | GLENROY | KILMORE | MOOROOLBARK | SANDRINGHAM | TEMPLESTOWE | VERMONT SOUTH |
| CHELTENHAM | HEIDELBERG | MALVERN EAST | MOUNT WAVERLEY | SUNSHINE | LOWER TEMPLESTOWE | |