



New Auckland

PLACE

WHY CHOOSE US?

At New Auckland Place (NAP), 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 How comprehensive is the lifestyles program?
- 4 What does holistic care mean to the home?
- 5 What are the advantages of a family run home like NAP?
- 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

**New Auckland Place's Direct Care Staff Ratio is 3.5 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 NAP has Registered Nurses onsite every hour of every day!

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

- 100% of residents always feel safe in the home.
- 95% of residents like NAP's food always or most of the time.
- 100% of residents agree that staff treat them with respect always or most of the time.
- 100% of residents agree or strongly agree that staff know what they are doing.
- 100% of residents agree or strongly agree that NAP is well run.
- 100% of residents agree that staff are kind and caring most of the time or always.
- 100% of residents always feel at home at NAP.

Take comfort in knowing that meals are cooked fresh onsite every day under the guidance of our experienced kitchen team. Our dedicated master cooks take great pride in providing nutritious and tasty meals that residents look forward to every day.





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LIFESTYLES & ACTIVITIES MAKE ALL THE DIFFERENCE

The Lifestyle team at NAP offers a fun filled, action packed monthly program that caters for all tastes, cultures, and spiritual/emotional needs.

NAP's calendar of activities is printed and delivered to residents weekly and this sets the tone for a fun filled week ahead.

NAPs diverse lifestyles program offers residents the opportunity to participate in activities such as: special events, high teas, community outings, physio fun, tai chi, physiotherapy, arts and crafts, poetry, special themed days (Melbourne Cup, St Patricks Day, Valentines Day etc.), music therapy, pet therapy and many more.

NAP understands the importance that residents place on staying connected to their local communities even when living in an aged care home. This understanding has helped NAP's programs develop into a holistic model that meets the needs of every resident.

Our monthly newsletter is a great way to find out what's on, download our latest version by visiting:

<http://www.newaucklandplace.com.au/lifestyles/newsletters>



HOLISTIC CARE



Holistic healthcare is complete care that considers the physical, emotional, social, economic, and spiritual needs of the person.

At NAP, 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.





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FAMILY FIRST AT NAP

NAP is owned and operated by Johnson Stenner Aged Care Ptd Ltd (JSAC).

JSAC 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 key advantage of the family run NAP is that decisions are made promptly.

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

NAP is built around family interaction and has strong emphasis on intergenerational connection.



ACCREDITATION AT NAP

CURRENT Accreditation: 3 years NEXT Reaccreditation Due: September 2022

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.

Contact New Auckland Place Aged Care Admissions Officer - Leanne Salter

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