

WELCOME TO



TOUR PACK

CARRUM DOWNS
FRANKSTON
WANGARATTA

MERACARE AT A GLANCE

Aged care should be driven by a genuine desire and passion to help and care for the elderly. That's why all of our staff are more than happy to go above and beyond the call of duty to ensure you love where you live!

Our driving principle is to promote resident independence for as long as possible, it's this core philosophy that makes our nursing homes such a pleasure to live in.



SUPERIOR QUALITY CARE

Meracare started in 1996 by George and Elizabeth Merakis striving to provide the highest quality aged care to Australian seniors. Now, over 20 years on, we've grown with over 150 employees providing high quality nursing care to over 180 residents across three sites.

We are a fully accredited Aged Care provider who prides themselves on high quality of services delivered warmly to each and everyone of our residents and their families.

Our staff share our vision to provide superior quality care, we believe in family and this extends to all our staff many have with us since the beginning of our aged care journey. We welcome you to tour our homes and feel our homely environment.

MISSION STATEMENT

Meracare is an aged care provider which provides individualized care to older people who have been assessed as requiring residential care, accommodation, and support.

The staff strive to provide care for each resident that is of the highest standards and within the guidelines set by governing bodies.



HIGHEST STANDARDS

We acknowledge that each person has individual needs and preferences and plan our care around these, our services provided are in consultation with yourself. We plan service delivery around your needs and requests. Religious and cultural preferences are respected and encouraged. We value and encourage close links with families. Where possible, the resident and/or family and friends are encouraged to participate in the planning, delivery and evaluation of care provided.

The staff at our nursing homes believe that care should be provided with a positive and caring attitude, kindness underpinned.

We believe in the promotion of optimal health, well-being and where possible independence for each resident for as long as possible. When health deteriorates, we shall ensure a dignified, comfortable and peaceful death.

MISSION STATEMENT

Meracare provides a homelike environment conducive to harmonious living for all. The facility actively pursues the enhancement of residents' life satisfaction by ensuring freedom of choice, lifestyle and community involvement.

All care is approached using problem solving principles that access all multi-disciplinary services. We acknowledge accountability for staff skills and the quality of care that each resident receives.

PROVIDING YOU WITH THE BEST AGED CARE



MERACARE'S OBJECTIVES

The Mission and Philosophy of Carrum Downs Private Nursing Home, Frankston Nursing Home and Rangeview Private Nursing Home, places the resident as the central focal point.

We act as resident advocate to ensure no individual resident is disadvantaged whilst promoting the Charter of residents' rights and responsibilities.

HARMONIOUS RELATIONSHIPS

To treat each resident with dignity and respect, taking into account the individual's life history.

To acknowledge that the resident brings into the home their own set of standards and experiences that go towards creating a unique environment that can enrich the lives of those who come in contact with them.

To create and promote harmonious relationships between staff residents and relatives.



To ensure that the residents' environment is pleasant and comfortable and within this environment there is security and maximum independence.

To foster staff worth and confidence by treating each person as a valued and equal member of the health care team.

To encourage participation in and promote ongoing education enabling all staff to be responsible for the care they provide.

To be conscientious in communication with medical and allied health personnel so that an effective team approach to resident care is achieved.

CARRUM DOWNS NURSING HOME

Is a small home of 60 people so we are able to provide very family friendly individualised care, our home is unique as it is surrounded by Carrum Downs Retirement Village so many of our residents have a loved one living onsite and are able to truly feel part of our home as well. Carrum Downs is nestled between Seaford and the Mornington Peninsula with great access to the beach, transport and shopping centres. The facility is unique in its ability to cater for such a wide range of care needs with the ability to cater for couples.



"I FEEL BEAUTIFUL TODAY"

Delightful words from our residents.

LONG TERM STAFF

- 24 hour care with Registered Nurses onsite 24 hours a day 7 days a week
- caring, committed & compassionate staff
- consulted individualised care planning
- holistic personalised end stage care
- dietitian approved menu with daily choices & individualised meal plan
- your own choice of Doctor or specialist or choose from our visiting Doctors
- we are a home to 60 residents
- private rooms with ensuites
- shared rooms with shared bathrooms
- we are one of the few homes that have couple rooms with ensuites
- four relaxing loungerooms
- specific dining room
- beautiful courtyards and gardens
- a dedicated beauty / hairdressing salon
- respite and permanent care available

FRANKSTON NURSING HOME

Is a home of 54 residents a very small intimate home with lovely big rooms with ensuites. The view of the bay from our top story is truly beautiful and shows off the Melbourne skyline. We are within walking distance to Frankston Shopping Centre located on the iconic Oliver's Hill in Frankston.

LARGE ATRIUM STYLE SUN ROOM

- 24 hour care with Registered Nurses onsite 24 hours a day 7 days a week
- caring, committed & compassionate staff
- consulted individualised care planning
- holistic personalised end stage care
- dietitian approved menu with daily choices & individualised meal plan
- your own choice of Doctor or specialist or choose from our visiting Doctors



- we are a home to 54 residents
- private rooms with ensuites
- relaxing lounge rooms
- specific dining room
- beautiful courtyard and gardens
- a dedicated beauty / hairdressing salon
- respite and permanent care available
- upstairs deck overlooking the majestic water

RANGEVIEW PRIVATE NURSING HOME

Located in Wangaratta on the edge of the high country and King Valley lays a picturesque facility overlooking the Warby Ranges. Peaceful courtyard and grounds surround the facility. We are able to accommodate 60 residents, a choice of rooms from single rooms with shared ensuites to large rooms with kitchenettes.

PICTURESQUE FACILITY

- 24 hour care with Registered Nurses onsite 24 hours a day 7 days a week
- caring, committed & compassionate staff
- consulted individualised care planning
- holistic personalised end stage care
- dietitian approved menu with daily choices & individualised meal plan
- your own choice of Doctor or specialist or choose from our visiting Doctors



- we are a home to 60 residents
- private rooms with ensuites
- relaxing lounge rooms
- multiple spacious dining room
- we are one of the few homes that have couple rooms with ensuites
- beautiful courtyards and gardens
- a dedicated beauty / hairdressing salon
- respite and permanent care available
- farm land surrounding the facility

AGED CARE SERVICES

ROUND THE CLOCK NURSING CARE

A Registered Nurse (Division 1) is employed 24 hours a day. These highly motivated and qualified health professionals ensure the residents receive the best quality of care suitable to them at all times.

PERSONAL CARE ASSISTANCE

Here at Meracare we pride ourselves on having a family friendly environment. Our staff are an extension of us and portray our key values we like to instill in the facility. Our staff play an integral part of our facility and through them we shine, they are kind and caring. We ensure we always have a very good skill mix and our PCA numbers on the floor to provide the day to day care is high compared to other homes.

There are always personal care assistants on the premises to provide our residents with day to day care needs that they may have. These can range from emotional and spiritual assistance right through to top level physical assistance. Our highly trained and motivated PCA staff are more than happy to help.

Our longest employee has been here 20 years



ALLIED HEALTH

It's a pleasure to be able to offer services and give families peace of mind that their loved one doesn't have to leave the facility for appointments.

We offer Physiotherapy, Occupational Therapist, Podiatry, Optometry, Dentistry, Speech pathology, Audiology and Dietitian on a regular basis to ensure our residents receive the best care available to them.

We have regular doctors who service the facilities. They attend weekly and ensure that your care and health is the up most importance or alternatively you are able to choose your medical practitioner at your choice. Long term relationships with our doctors. In Wangaratta we employ a Nurse Practitioner that is involved in the management of residents.

CATERING & NUTRITION

Our food is important to us and is an imperative part of the high-quality care we provide. We go above and beyond to source the freshest and best produce from local markets and retailers to ensure that our residents receive delicious meals.

Our menu is compiled through consultation with the residents. We use a cookbook designed and published by one of our own staff Elaine Simpson who has a passion for food.

BALANCED DIET TO AID AND MAINTAIN WELLBEING

Our menu changes on a weekly basis and is also revisited / reviewed quarterly.

We also cater for dietary needs for example food intolerances, allergies, likes and dislike. Please let the friendly care staff know your preferences and will be able to accommodate you needs.



OTHER INFORMATION

SETTLING IN

It can be a hard decision to move into a residential care but Meracare aged care facilities make the transition as smooth as possible when daily tasks at home becomes more difficult. We offer the highest level of independence with the greatest degree of homeliness and safety.

When transitioning in to one of our facilities we become part of your family. Our staff love creating a rapport with you and your relatives and friends. Through this we become an extended community.

LAUNDRY

Laundry is an offered service within our facility. All clothing is to be labeled. We can assist with this process. Laundry is washed, dried and returned to you the next day. If you wish to have woolens / special clothing put aside, please alert staff for it to go home for cleaning.



WELLNESS & LIFESTYLE

Our facilities are an extension of our residents. We encourage and listen to their ideas and interests through initial consultation and feedback. We can tailor activities for a more harmonious transition and enjoyment of their stay here. Our extensive lifestyle program runs 7 days a week so you have the opportunity to make new friends and interact with others.

- Garden club
- live entertainers weekly
- concerts
- art and craft
- quizzes & word puzzles
- Bingo
- bird therapy
- Billards
- RSL lunches
- Morning melodies at the local hotel
- Footy tipping
- Bus trips
- Kinder visits
- Pamper sessions
- Exercise classes
- Hairdresser
- Movies
- Men's chew and chat
- High teas
- Dog Therapy
- Guess the tune?



FEES & CHARGES

When making the move to residential aged care, there's a lot to understand, including the cost. This page will help explain how it all works. We recommend you visit the My Aged Care website www.myagedcare.gov.au or you can book in for a quote and we can provide payment choices.

Your fees and charges will vary according to your personal needs, your circumstances and your chosen care home. Generally, you will be required to pay for:

- Your basic living expenses
- Your care
- Your accommodation.



Types of fees

1. Basic Daily Fee

This fee covers you day to day living costs such as meal, cleaning and laundry. It is currently 85% of the pension. Payment is required one month in advance and can be made by direct debit or via centrepay.

2. Means Tested Care Fee

This fee contributes to your day to day costs. The Department of Human Services will determine whether we will ask you to pay this fee. If so, payment is required one month in advance via direct debit.

3. Accommodation Fee

This fee covers your accommodation – the room that you will live in our care home. Again, the Department of Human Services will determine whether we will ask you to pay this fee. Their assessment will also outline your payment options.

We have a range of rooms to suit all of our residents. Our room prices for our home range from \$400,000 - \$550,000.

We look forward to hearing from you and starting your journey with us.

The Staff and Management at Meracare.

FREQUENTLY ASKED QUESTIONS

Do I need to be assessed to enter an aged care facility?

Before you move into an aged care home you need to be assessed by a government representative from the Aged Care Assessment Service (ACAS). Your doctor, social worker or community nurse can refer you to an assessment. You can alternatively call the Commonwealth Government's My Aged Care National Contact Centre on 1800 200 422.

What can I bring into my new room?

You are able to personalize your room to make you feel as comfortable as you would at home. We like to think that our residents' rooms are an extension of their former homes and their personal intricacies show just that.

What are the visiting hours?

Our facilities are our residents' home, feel free to invite relatives and friends when you like. There is no set visiting hours.



COMPLAINTS, FEEDBACK & USEFUL CONTACTS

If you have a complaint, comment or suggestion please direct it to:

- The Registered Nurse in charge of the shift at the time or alternatively;
- Director of Nursing – Julie Comben;
- Or make an appointment to see The General Manager – George Merakis;
- Or alternatively the Australian Government –
Aged Care Complaints Commissioner on 1800 550 552.

Website:

www.agedcarecomplaints.gov.au

Or in writing:

Department of Health and Aging
GPO BOX 9848
Melbourne VIC 3000

Management and staff recognize a complaint or feedback as an opportunity to improve service delivery, appreciate any suggestions or ideas that encourage review of any aspect of service deliver. There is a feedback form at reception, please feel free to fill it out and place in the suggestion box.



Aged Care Information Line 1800 500 853

Aged Care Online www.agedcareonline.com.au

Centrelink www.centrelink.gov.au 132 300

Department of Health and Ageing
www.health.gov.au 1800 020 103

Department of Veterans Affairs dva.gov.au 133 254

DPS Guide to Aged Care
www.agedcareguide.com.au

My Aged Care www.myagedcare.gov.au 1800 200 422

National Dementia Helpline
www.alzheimers.org.au 1800 100 500

Office of the Public Advocate
www.publicadvocate.vic.gov.au 1300 309 337

State Trustees www.statetrustees.com.au 1300 138 672

WELCOME TO



CONTACT US

Carrum Downs Nursing Home
1135 Frankston Dandenong Rd,
Carrum Downs VIC 3201

Frankston Nurisng Home
8-12 Nolan Street,
Frankston VIC 3199

Rangeview Private Nursing Home
15-17 Mason Street,
Wangaratta VIC 3677

P: 1300 375 287