



Assisi Aged Care

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History

Assisi Aged Care was founded in 1993 as an initiative of the leaders in Melbourne's Italian community. It was established as a not-for-profit religious and charitable organisation for Melbourne's elderly Italian population.

Located in the heart of Rosanna, Victoria, Assisi Aged Care is situated on the same property as a stunning 1920s-built Sisters of Mercy novitiate convent and chapel.

The first 90 beds—of the 120 granted by the Commonwealth Government—were opened in 1993 with the remaining 30 beds becoming available in 1997. Furthermore, after a \$21M upgrade in 2014, capacity was increased to 150 beds.

As a not-for-profit Commonwealth-accredited aged care provider, Assisi is governed by a Board consisting of 12 members—the majority having Italian backgrounds— from Melbourne's business and cultural community. As an organisation, we are committed to the provision of high-quality, up-to-date and culturally appropriate services for the Italian community.

With plans for an expansion of services to include an on-site retirement village and a wide range of amenities also located on the premises, the future for Assisi Aged Care is bright.

We look forward to being your preferred choice for aged care accommodation and services in Melbourne for years to come.

Vision

Our vision is directed by our Italian heritage, our community responsibilities and Christian ideals, especially in our respect for the contribution of our elders to our lives. This guides us to support our community by providing the best possible emotional, physical and spiritual care for the frail aged of the Italian community.

Mission

We understand that the decision to enter an aged care home is difficult for all concerned. We see these situations every day, and most of us have been involved ourselves. Entering aged care is a significant life choice, often made when least expected and usually decided by the family as a whole.

Part of our mission is to try and help you anyway we can at all times during the process. Our Family Support Program is one of the ways we can help during the transition. In the end, the Assisi team wants every resident and family to feel very much at home, looked after and well cared for.

Values

We believe in:

- respect for the dignity of each person within our community, be they residents, families, staff or others
- equality and equity
- compassion
- diversity and co-operation
- advocacy
- continuous improvement of our values will ensure that all residents, stakeholders and staff are:
 - treated fairly and with honesty and integrity
 - given the opportunity to develop to their full potential within a supportive, healthy and safe environment.

Our values are best covered by the word ‘respect’—for us, this stands for:

Residents and families first

Excellence in service and care

Staff development

Professionalism at all levels

Empathy in the workplace

Customer service

Teamwork and team building

SERVICES

At Assisi, we aim to provide the highest quality aged care possible. We understand the importance of personalised care, and through combining both Italian heritage and family values; we facilitate and create enjoyable resident experiences that are both familiar and meaningful.

One of the advantages of living at Assisi is in the joy and comfort of sharing similarities such as language, religion, food and even life stories. This type of engagement and socialisation improves mental health and physical wellbeing.

In addition to our specialised aged care services, we also ensure our residents have access to allied health professionals such as:

- General Practitioner
- Dentist
- Physiotherapist
- Chiropractor
- Podiatrist
- Psychologist
- Speech Pathologist
- Dietician
- Optometrist
- Occupational Therapist

Residential Aged Care

At Assisi, our residents enjoy living in a modern 150 bed facility accommodating all levels of care (with the exception of hospital care). We are located only two kilometres from the Austin and Mercy Hospitals and are situated in proximity to specialists and key health services.

Assisi's approach to aged care is centred around continuous improvement—this initiative is management driven, embraced by all staff and encourages resident participation.

Continuous improvement means we are always seeking ways to improve, prevent and when necessary, to correct issues that have occurred. We strive to do things better today, rather than wait until tomorrow.

A person-centred approach is the core of our service delivery. We understand and appreciate the differences in each resident and the tailored care they require to suit their individual needs.

As technology and care practices change, we actively upgrade our support technologies and systems. Evidence of this practice was displayed when Assisi was one of the first aged care providers in Australia to use electronic care planning and medication management systems.

At Assisi, we pride ourselves on always raising our standard. The way in which we care for residents, through to how we document and communicate information—every aspect is important.

Short-Term Respite Care

At Assisi we offer short-term respite care that meets the individual needs of the resident.

Choosing respite care for a loved one does not necessarily mean it is a particularly difficult time. While this may be true, it can also be used to offer a much needed break for caregivers. Often, while caregivers are taking care of others, they don't take the time for themselves, their health and their general wellbeing. In times like these, respite can be of great benefit.

The length of stay varies from anywhere between 1-4 weeks. This time can be used purely as respite for a caregiver, however, it can also be used as a trial period for the resident, as a transition into aged care. Through introducing aged care living in this way, we find that residents enjoy their time participating in activities, becoming familiar with their surrounds and even making new friends.

If a resident in respite care wishes to move into permanent residential aged care, they may have to wait for a room, depending on availability.

Dementia Care

Specialised dementia care at Assisi is delivered using the Montessori method. This method provides increased levels of engagement and participation in activities; reducing isolation and increasing self-esteem through opportunities for achievement, meaning and purpose.

This program provides residents with the opportunity to choose how they spend their day, giving them the independence to do as much as they can of their previous lifestyle.

Allowing residents to make these day-to-day choices, they are likely to maintain their cognitive and physical function for a longer period of time; giving them better quality of life. This method helps to provide residents with many happy experiences and is the difference between them existing and really living.

The Montessori method takes into consideration both the benefits and the risks when developing the most appropriate and relevant ways for residents

to maintain a level of independence. When provided with this more independent way of living, residents' agitation and anxiety levels decrease. They are also less likely to wander—because their needs are being met—and are therefore less likely to fall. These benefits not only result in safer and happier residents, they also create an environment where our staff are able to spend more one-on-one time with residents because they are spending less time addressing unsettled residents.

Lifestyle

At Assisi we aim to create an environment that encourages belonging, independence and wellbeing.

It is important for our residents to enjoy their time here and to be involved in lifestyle activities as much as they would like to be and are able to.

To ensure our lifestyle activities are enjoyed—and are of benefit to residents—we first set out to discover as much as we can about each resident; their life, interests and current activities they enjoy. This lifestyle assessment process can be further enhanced when the resident's family assists in providing information about their loved one; the more we know, the better we can tailor a program to suit the resident's needs. The lifestyle program devised for the resident will undergo regular revision to ensure it meets the resident's interests and abilities as their needs change.

In addition to their lifestyle program, residents are encouraged to continue their individual hobbies and are provided with the equipment and support required to help them to do so.

Our residents enjoy a wide range of activities including exercise groups, crafts, music and games, bus outings and there's always plenty of music.

Our Lifestyle Program offers activities such as:

- Group exercise
- Walking in the gardens
- Gardening in purpose-built raised garden beds
- Ball games
- Card games (including tombola)

- Group discussions about art, literature, news and current events
- Social excursions
- Social gatherings such as BBQs and coffee club, card games and tombola for example,
- Wellness activities such as massage, beauty care and aromatherapy.
- Creative group activities such as art, craft and cooking.
- Cultural and spiritual occasions including Italian specific and religious-centred events.

The Lifestyle Program is published monthly both on our notice boards, selected television screens throughout the centre and is also available here for download.

Palliative Care

The primary purpose of palliative care is to assist those with a terminal illness, so that they may retain their dignity, experience wellbeing and have access to the highest quality of life within their potential. This level of care also supports the resident's family and friends during the illness, through to the end of life phase and during the bereavement period.

Palliative care at Assisi is available to all residents, their families and friends, regardless of gender, class, age, ethnicity, religious background or diagnosis.

Terminally ill residents and their families have the right to choose the kind of support they require and are entitled to make decisions about the care provided.

All residents who require palliative care will have a comprehensive and holistic assessment of their social, emotional, spiritual, cultural, ethnic and physical care needs.

Resident choices and preferences—or the choices and preferences of their families or representative—will be considered at all times during the care assessment, planning, implementation and evaluation process.