

# LEINSTER PLACE



Mercy Health and Aged Care  
Central Queensland Limited



Leinster Place provides care and service to frail aged senior citizens of Rockhampton and surrounding districts.

## Accommodation

Senior citizens are admitted to a single room with private toilet, shower and patio. Dual share rooms are also available for married couples.

Management reserves the right to move a resident senior citizen between or within Mercy Aged Care Services facilities as care needs alter, following consultation with the senior citizen, relative or representative.

## Accommodation Payment

As from October 1 1997, all incoming senior citizens to Mercy Aged Care Services facilities may be asked to pay an Accommodation Bond or Accommodation Fee if they are assessed to be financially able to do so. This is in accordance with the Commonwealth Aged Care Act 1997.

All incoming senior citizens will be asked to supply an Assets Assessment from Centrelink or DVA. The Assets Assessment application form is available from Centrelink or can be obtained from Mercy Aged Care Services Administration.

The Accommodation Bond is dependent on the person's individual financial circumstances. This amount is repaid in part to the senior citizen (or their estate) when they leave Mercy Aged Care Services. (More detailed information will be explained at a confidential interview)

## Admission to Leinster

Admission is dependent on the completion of a 'Mercy Aged Care Services – Application for Admission' form.

Approval to enter residential aged care MUST be given by the regional Aged Care Assessment Team (ACAT).

The Executive of Director Nursing (or nominated representative) reserves the right to nominate the most appropriate point of admission to Mercy Aged Care Services facilities.

## What To Bring With You

On admission please bring with you:

- Medicare Card;
- Health Insurance (if applicable);
- Name of Doctor and Pharmacist;
- Name and proof of Enduring Power of Attorney

Resident senior citizens and family members are encouraged to continue to handle personal and financial affairs. If Leinster Place is required to administer these affairs, a fee for service will be charged.

## Avenues of Complaint

Should the resident senior citizen or representative feel they are being treated unfairly, an appeal may be made to management or The Aged Care Complaints Investigation Scheme Telephone: 1800 550 552

## Personal Risk

Mercy Aged Care Services recognises a senior citizen's need for independence and the promotion of self esteem whilst also appreciating a degree of risk associated in the promotion of this individual requirement.

## Confidentiality

Senior citizens' personal, financial and medical concerns are treated by Leinster Place staff with confidentiality

## Cultural Recognition

Mercy Aged Care Services recognises and caters to members of any cultural community with care and consideration. An interpreter service will be organised if required.

## Pastoral Care

Pastoral carers are available 24 hours a day to residents, staff and visitors in need.

## Church Services

Resident senior citizens are welcome to attend Mass at "Our Lady Help of Christians" Parish Church, Park Avenue.

## Other Considerations

Senior citizens will be asked to sign a 'Residential Care Agreement' on admission to Leinster Place.

Resident senior citizen considerations and suggestions pertaining to Leinster Place routines, etc. are encouraged and appreciated.