



Pennwood Village

Quality Care with European Flair

10 Questions – Lifestyle

1. What sort of room can I have?

Room options may have different prices and you may need to join a waiting list for your preferred room type. Ask what is included in each room and what you will need to bring. Are couples rooms available? How are shared rooms allocated, and can you change rooms if you don't get on with your roommate? Are you allowed to have overnight visitors?

We have 10 Extra Service rooms in House 5;
5 Couples Rooms and 5 single in House 6 and large private lounges and dining rooms with small sitting areas and a large pergola with Snooker Exercise equipment and refreshment coffee, ice and drinks. We provide an Electronic Bed and spacious wardrobes. Resident can bring small pieces of furniture and ornaments eg side tables. We have special linen but you can provide your own duvet cover. Most residents bring their own TV and we provide free to air in a number of languages.

2. What shared areas does the home have?

There may be shared areas like gardens or common rooms where you can spend your time, but check if there are rules about when you can access these areas. Ask about your freedom to move around the home. When can you spend time outside? Is there space to pursue the hobbies and interests you enjoy?

Each Resident has their own garden space plus we have 8 other raised gardens for flowers and herbs. Handrails and paths are weather proof and designed for roaming freely and seating is available to pace activities.

We do not use any type of restraint. Residents living with Dementia are supported in a Memory Support Unit - a cohesive system of support that recognises the experiences of the person with dementia and best provides assistance for the person to remain engaged in everyday life in a meaningful way.

Our staff trained in the Butterfly model support these Residents and create specific type of activities and interests will they enjoy. We have cultural groups Australian, Polish Ukrainian and Serbian.

3. How will the home support me with my daily living?

Most residents need some assistance with daily activities like getting around, grooming and having meals. Will you be able to choose the time you wake up, have a shower, eat your meals and go to bed? Or are these activities scheduled according to staffing levels? How long will you need to wait to have your call bell answered?

Pennwood approach to care is personalised and breaks down the traditional clinical model of care into households, each with their own front/back door for privacy with a personal key provided to you.

Supervised by clinicians, the facility offers comfortable dining rooms, living rooms, private gardens and plenty of extra spaces. Gone are the institutional ward type buildings and practices.

The households are furnished in comfortable homely décor, cosy sofas and personal belongings. Our households smell like home, look like home and most importantly feel like home.

Living spaces includes Large Single Room Ensuite and Kitchenette services are available to remain independent. Staff deliver regular cleaning and laundry services. Couples rooms are also available.

Meal times are a times of social interaction and maintaining friendships. Meals are served at set times to ensure freshness and the highest standard is delivered. Breakfast is served at 8am, Lunch 12md Evening meal 5pm Morning and afternoon tea is in activity room or in rooms as needed. This meal service also includes medication administration as needed.

Sleep and personal care routines are discussed and negotiated with staff on an individual basis and are routinely reviewed.

Each House has 10 units with a main dining room, lounge, Laundry, TV and sunroom. The units are spacious with kitchen and ensuite.

Pennwood has a Household Model of Care. Residents are supported to dress and attend meals in Dining Room, 3 times a day. They receive medication with their meals. After Breakfast Residents are given an Activity Calendar and if required they walk to the main activity room or are escorted.

4. What is the staff to resident ratio for each shift?

You should know how many of each type of staff, including activity staff, are provided on each shift. Observe if there are enough staff around to supervise people and help them eat, go to the bathroom, socialise and move around. What is the ratio overnight and on the weekend?

Pennwood's Household model promotes person centred care no matter the role. We have Chief Executive 4/7, Site Manager 5/7 , Clinical Nurse 5/7 and an RN 24hrs a day.

Each House has an EN or Carer and Floater between each House
Total 10 am 6pm and 2 Night duty.

We have 2 Lifestyle Staff, a social worker 1/7, Physiotherapist 4/7 Massage Therapist 4/7 Contract Dietician & Speech pathologist, Maintenance Mab 5/7 Gardener 1/7 Cleaners 2 to 3 daily 5/7. Finance Staff 3/7, Quality Assurance Officer 5/7

5. What social and recreational activities are available?

Diversional therapists are trained to plan and deliver meaningful activities that support social, mental and physical wellbeing. Ask to speak to the diversional therapist about the activities on offer and their day-to-day involvement in running the activities. Do these activities interest you? Will you have a say in what activities you do?

In our residential setting, we promote cultural specific events through TV free to air TV programs events i.e. Anzac, Eurovision Song Contest, sporting events, food prep, home decorations, photography etc.

The lifestyle calendar incorporates activities from various cultures i.e. Polish, Ukrainian, Hungarian, Serbian and English. Adelaide tours of cultural significance with Pennwoods small bus promotes reminiscence and social interaction.

We have activities within and out of area connecting with the community including pensioner clubs.

In-house brain training/activities, exercise programs special events concert, choir and music therapy. Our feedback program ensures our activities are person centred and relevant.

6. What food options are available?

Food may be prepared on site, delivered ready-to-eat or to be reheated. Ask about the menu and how often it changes. Make sure there are a variety of meals that you enjoy and that you have options to choose from. How will your special dietary requirements be managed?

Pennwood recognises food as an important part of culture and as such we ensure our culturally knowledgeable staff are trained in food handling and traditional cooking which is often passed from generation to generation.

Our menu choices are informed by our own residents (regular surveys) taking into account individual nutritional requirements, special dietary requirements and providing a variety of choices at every meal with likes and dislikes are respected and recorded.

Cultural aspects such as fasting days are honoured and supported at Pennwood with special cultural days and multicultural events also celebrated with residents and the wider community ie. St Patricks Day, Slava Day and Harmony Day.

7. Can I have visitors at any time?

Some homes have strict visiting hours and others are more flexible. Ask if you can have visitors at any time, or if there are times of day when guests are not allowed to visit. Are pets allowed to visit? Under what circumstances can the home stop family or friends from visiting?

At our facility, Pennwood has no limitations to visiting hours. Families can order meals and overnight stays can be arranged especially in end of life stage and interstate visits. Please advise staff if your family would like to visit outside of daylight hours (late at night) to ensure your family feels welcomed on arrival.

8. How will you help me to feel safe, comfortable and welcome?

This will be your home and it is important that you feel safe, welcome and supported by both residents and staff. Your beliefs and interests should be respected and you should have control over how you express your culture and identity. If it is important to you, ask if there are residents at the home who share your beliefs or interests. You don't have to be friends with everyone, but you should still be able to relax in a supportive environment.

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9. How are hospital transfers minimised?

You may become unwell and need to go to hospital, but there are things that staff can do to minimise the need for hospital transfers and reduce the time you spend in hospital. Ask about infection and wound monitoring and whether the home is able to start you on intravenous antibiotics after hours if required. There is some care that only a registered nurse (RN) can provide, so ask whether the home has an RN available on site at all times.

Pennwoods highly skilled bi-lingual clinician team works closely with your GP or locum service to assess your health and act appropriately and quickly. Pennwood primary concern to respond to your medical needs as soon as practical. Our free locum service will be contact if a non-emergency medical review is required.

In the event of an emergency, an ambulance will be called. Staff will assist with ambulance cover should this be required.

Pennwood also has allied health professional such as physio, OT and speech pathology to ensure we provide preventative care and maintain your strength and wellness.

10. Will I have a say in how the home is run?

Is there a resident committee and/or carers group that give feedback on how things are being run? Ask about any recent changes that have been introduced following feedback from residents and carers. You should also ask about making complaints and what happens when there is a disagreement between the home and a resident or their carer.

Relatives Meetings are 3 mthly 1st Tuesday of 3rd month Feb; May; Aug; Nov