



Mildred Symons House

Residential Care



Key Features Statement
July – September 2024



15 Lenna Place, Jannali

Mildred Symons House is a modern multi-level residential care home located in Sydney's Sutherland Shire. The area is predominantly residential with shops, cafes and transport conveniently located nearby.

- Accommodation for 127 residents, including a memory support unit
- Built over three levels with elevators providing access between floors
- Each floor has an open-plan space with tea and coffee facilities
- Open central courtyard with birds
- Chaplains providing pastoral care, church services and other fellowship activities
- Nursing staff are available 24 hours a day
- A dedicated life enrichment team facilitates daily and regular activities for residents including clubs, groups, and outings

Palliative care

- If required palliative care is available

Respite care

- Emergency respite: subject to availability

Rhythm of Life®

At Anglicare we believe person-centred care is the foundation of quality aged care and that there is no ‘one size fits all’ solution when it comes to giving you the support you need.

It's not about fitting into our routine, but rather maintaining your own along with your independence and choice on how you would like to live every day. We believe you should receive personalised care that considers your past, your interests, and your preferences.

That is why we have developed a unique program called Rhythm of Life®. Below are the eight principles of Rhythm of Life® that guide everything we do in our residential care homes to empower you to make informed decisions and enrich your quality of life.

Everybody



Has a unique story.



Deserves honour and respect.



Will be supported to make decisions relating to their life.



Will be encouraged to maintain and develop relationships that are meaningful.



Will be provided with holistic care that meets their individual needs.



Will be supported to feel safe, comfortable, welcome and ‘at home’.



Will have their needs and preferences acknowledged and valued.



Will be shown the love of Jesus.

Common areas

Activities room / Dining room

- Combined dining and activities room with café-style seating and tables on each floor
- Accessible bathrooms with call buttons nearby

Chapel

- Chapel space used for church services, concerts and special events

Common rooms

- Bookshelves stocked with books for resident enjoyment

- Men's Lounge located on Level 1 contains sports memorabilia and hosts regular social and football-related events

- Two theatrettes, located on Level 1 and Level 2, provide regular movie screenings and can be used as additional lounge or quiet areas

Hairdressing salon

- Two workstations, two wash basins and large mirrors
- Hairdresser visits three days each week
- Services provided will include a fee





Common areas (continued)

Laundry

- Residents' personal items are laundered on site
- All linen is sent to Anglicare's central laundry facility

Library

- Ground floor living areas are combined with a library
- Level 1 has a well-appointed library for residents' use
- Level 2 has a library with shared computer

Living areas

- Various resident lounge and seating areas throughout the home
- Flat-screen television with Foxtel and DVD player
- Large windows providing plenty of light
- Each floor has a themed sitting room (41 m²)

Outdoor

- Secure area with established gardens and shaded seating areas
- Level 1 has a balcony with a shaded terrace area



Private or shared rooms



Each room features built in cabinetry and thoughtful design features.

Quality, condition, size and amenity

- Single electric bed
- Bed coverings, including sheets, pillows and bed spread. Residents are welcome to bring their own.
- Built-in cabinetry with wardrobe/cupboard and display shelves
- Bedside table with lockable drawer
- Over-bed table
- Wall-mounted SMART television
- Windows with curtains and fly screens and look out to a garden or courtyard
- Emergency call button

Bathroom

- Wheelchair accessible with handrails
- Shower chairs for comfort and safety as required
- Emergency call button

Number of residents per room

- Single rooms - One
- Shared rooms - Two

Memory Support Rooms

- Swipe cards provide security in memory support unit
- Rooms located on ground floor
- Access to secure garden area



Additional services

Anglicare offers higher standards of hospitality services for residents. For an additional daily payment, residents receive access to an additional range of services provided over and above those listed in the previous Care and Services section. These include, but are not limited to:

Enhanced Dining Experience

- Hot cooked breakfast daily with extended hours
- Extensive lunch menu – choice of at least two main courses, other options including soups, salads, light meals, sandwiches & dessert
- The option of an alcoholic beverage with lunch
- Variety of dinner choices – hot meal, soups, salads, sandwiches & selection of light meals
- Resident Snack Bar 24/7
- After-hours menu available upon request
- BBQs &/or special occasion meals in addition to routine social & cultural meals & events
- Happy hour
- Choice of dining venues
- Moulded food for pureed diets



Additional services (continued)

Technology and Engagement

- WiFi internet for residents & their visitors (up to 3 devices)
- CareApp to connect residents, carers and families
- Tovertafel interactive technology for enhancing cognitive and memory support
- BrainTrainerPlus™ digital experience to encourage active minds
- iPads/Tablets for resident use
- Wall mounted SMART TV in resident rooms
- Robotic therapy animal
- Evoke® TV & Radio channels available in resident's room
- Pay TV in common areas

Lifestyle and Interests*

- Musical playlist for residents – available on request
- Exercise sessions
- Live entertainment
- Animal and pet visits
- Armchair travel sessions
- On-site gym/physiotherapy room
- Professionally printed clothing labels
- Capital Guardians account
- Bus outings – some lunches or ticket charges at additional cost to resident
- Church to you
- On-site Chaplain



All new residents are charged the daily Additional Services fee** as a condition of entry. This is a package, and individual services are not offered separately.

Residents paying the Additional Services fee are reviewed regularly (or as requested by the resident or person responsible) for their ability to access and benefit from the Additional Services.

Full details are in the Resident Agreement.

* All activities subject to public health orders

** Additional Services fee is outlined on the pricing page for each home

Pricing

Room types

Room type	Number of rooms	Size (m²)	Description
Ground floor - shared	14	27.3 - 33.1	Shared room with private ensuite
Ground floor - single	19	22.2 - 24.4	Single private room with private ensuite
Ground floor - Memory Support Unit	15	22.2 - 24.4	Single private room with private ensuite
Level 1 or 2 - Single	79	22. - 24.4	Single private room with private ensuite

Payment options

Residents can choose to pay for their accommodation by a refundable accommodation deposit (RAD), a daily accommodation payment (DAP), or a combination of both.

A RAD is paid as a lump sum amount. A DAP accrues daily and is paid periodically, for example fortnightly.

A combination payment includes both a partial lump sum (RAD) and daily payments (DAP).

Where a resident doesn’t pay the RAD in full, they can elect to have their DAP deducted from their contribution. Where this occurs, the amount of DAP will gradually increase as their contribution decreases. As the RAD contribution decreases, the resident may be required to make a further contribution if the deductions are to continue.

Pricing

Room type	Aged care pricing commissioner approved*	Maximum refundable accommodation deposit (RAD)	Maximum daily accommodation payment (DAP)**	10% RAD	90% DAP
Ground floor - shared	N/A	\$350,000	\$80.16	\$35,000	\$72.15
Ground floor - single	N/A	\$520,000	\$119.10	\$52,000	\$107.19
Ground floor - Memory Support Unit	N/A	\$550,000	\$125.97	\$55,000	\$113.38
Level 1 or 2 - Single	N/A	\$550,000	\$125.97	\$55,000	\$113.38

Additional Services Fee*** – \$36 per day or \$5.95 per day for fully supported residents

* applicable to accommodation valued over \$550,000
** DAP prices subject to change quarterly to align with government quarterly interest rate changes
*** For new residents entering the residential care home from July 2023, the Additional Service Fee will be indexed on an annual basis in July of each year based on the CPI increase for the previous year. This applies to all fully and partially supported residents.



Anglicare

For more information please contact us.

anglicare.org.au/agedcare

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