



HammondCare is an independent Christian Charity, assisting people in need.

HammondCare at Home specifically assist older people to remain living in their own homes for as long as possible. HammondCare supports people to do this by providing direct in-home care, centre based day care and overnight respite cottages.

Currently HammondCare at Home operates within various parts of QLD, NSW, ACT and Melbourne.

The Overnight Respite Cottage service is funded through The Commonwealth Home Support Programme (CHSP) which helps senior Australians access entry-level support services to live independently and safely at home.

The service will provide short-term overnight respite for between one (1) to ten (10) consecutive nights for people whose carers need a break from their caring role.

There will be a maximum 3 guests within the household at 13 Nambucca Road, at any one-time.

The service will have a Cottage Manager who oversees the running of the Cottage and is staffed by 2 care staff 24hrs/day. There are three different shift cycles (morning (7:00am to 3:30), afternoon (3:30pm to 9:30pm), evening (awake night shift 9:15pm to 7:15am)) For the evening shift there is an awake staff member and an asleep staff member, that can be woken when required to assist.

The respite service operates like a normal home – we have no street signage and we limit visitors into the house, respecting that the service running is a homelike environment, not a normal work environment.

We do not employ external contractors for internal cleaning or meal provision, these tasks are completed by the staff on shift and the guests if they are interested to help. Coles online is used for weekly food delivery, with all food prepared on site following HammondCares food safety program. Laundry and household cleaning are completed by the care staff on site, utilising normal domestic appliances.

The Guest drop off and pickups are staggered, and guests do not check in over the weekend. Guests and their carers would utilise the driveway area to drop their loved one off and then depart.

Staff would be able to park off street, within the house's garage and driveway.

The care staff working within the service report to an Overnight Respite Cottage Manager. All staff are trained in dementia care, including the practical aspects of the role i.e. medication management, personal care, clinical care and manual handling. Along with an Overnight Respite Cottage Manager, we also have a workplace trainer in the area who is available to support staff's ongoing education and training.

The care staff would follow HammondCares escalation process if there was to be any incidents, notifying their direct line manager who would then inform the local area manager. Staff have the support of on-call clinicians who can provide advice over the phone after hours and weekends when required.

HammondCare is a large organisation with strong processes and procedures in place to ensure services are run safely and to the highest level of care.

HammondCare have a Quality, Safety and Risk team who support in managing risks in an intelligent and measured way. The team also provide onsite internal audits to ensure we are operating in line with the current Aged Care Quality Standards and continuously improving the way we do things.

Carers report to prefer cottage respite because it is *not* like a nursing home. Our current carers comment that they believed the quality of care in the cottages was better, the small-scale and domestic environments were more like a home than an institution, and the high staff to guest staffing ratio allowed the development of personal relationships and flexible routines that helped guests feel safe.

HammondCare has been operating 'cottage respite' services for over 15 years, meeting local need and contributing to the quality of life of older Australians.



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