

Your care at Seasons

Seasons' care model is designed so residents can receive:

- Significantly more care than a retirement village or a home care package provided in your home
- More autonomy and privacy than a nursing home, plus lifestyle benefits
- More secure and safe environment than suburban home
- Choice around the care services you require

Seasons' care partner Envigor, an approved home care, DVA Nursing and NDIS provider, delivers care within Seasons communities to suit the needs of each resident:

- From low to high care, including dementia and end of life care, so residents won't need to ever move again
- Appointment based service with staffing levels to suit resident care needs, day and night
- Dementia care that includes non-intrusive wearable monitoring technologies and freedom to participate in Seasons community activities (not 'locked wards')

How care is funded at Seasons

When residents choose to have their care delivered by Seasons' care partner Envigor, there are three potential funding sources available for their care costs for the rest of their stay:

- Government funded care package
- Allocation towards Care Services: any surplus accrued from weekly payments
- Deferred Care Costs: using apartment equity to fund care (this is deferred interest free for the duration of the resident's stay at Seasons)

This unique funding model is designed to deliver complete peace of mind when it comes to care costs:

- Residents receive a personalised care plan, developed in consultation with Envigor, the resident, and where appropriate, their family, outlining their weekly care hours and a breakdown of costs.
- If there is any shortfall between assessed needs and any Government-funded care, this is shown on monthly statements and funded from the Allocation towards Care Services* and, beyond that, as detailed and agreed in the resident contract, from the Deferred Care Costs*. In the unlikely event a resident uses the value of their equity, **Seasons will cover the resident's care costs for the rest of their stay.**

* Refer to Residence Contract, Village Comparison Document and Prospective Costs Document for details.



Tip: As a Seasons resident, your General Services Charge also includes community and recreation facilities and lifestyle activities, courtesy bus, and the 24/7 emergency call system. So that means less to cover out of your care funding.

Care examples

Here are two care scenarios that demonstrate the Seasons care model in action.

Care example 1: high care resident with dementia

Iris is 86 and is living with dementia. While her cognitive impairment, mobility and health issues mean she is assessed as high care, it's still important for her to keep living as independently as possible in her own apartment.

Iris is a high falls risk and she is in a wheelchair. She accesses the day respite program within the community every day which helps her stay active and social, while her high level care needs are met. She also has a floor alarm mat set up in her apartment to monitor her movements at night.

Iris's care includes:

- ✓ 45-minute morning visit by two Lifestyle Support Assistants (LSAs) who assist Iris with showering, dressing and domestic duties. They also assist Iris with daily tasks such as making her bed, washing, tidying the kitchen and removing rubbish. Iris is also assisted with her morning medications.
- ✓ At the end of her morning visit, Iris is transferred to the day respite program. Here she is provided with personal care for toileting, main meals and snacks, medication assistance and social support throughout the day.
- ✓ 15-minute visit to hang washing out and any other cleaning needed.
- ✓ 20-minute mid-evening appointment where Iris is transferred back to her apartment and assisted by two LSAs to change and get ready for bed. Her washing is brought in, and Iris and her carers fold and put the washing away. She is given her night-time medication and made to feel comfortable in bed. Her bed is lowered and the floor alarm by her bed is switched on.

Care example 2: low care resident - before and after hospital stay

Jim is 83 and has just come back from hospital. Jim usually lives independently with basic levels of domestic assistance, but will require higher level care while he recovers. Jim has a pacemaker fitted and also uses a walking stick. Jim enjoys the lifestyle aspects of living at Seasons and utilises the community bus trips for shopping and social outings.

Jim's recovery care includes:

- ✓ 60-minute morning visit to assist Jim to shower, get dressed and take his morning medications. This visit also includes assisting Jim with general domestic duties and setting Jim up with any activities to keep him occupied while he rests.
- ✓ 15-minute mid-morning visit to assist with medication and check in on how Jim is managing.
- ✓ 30-minute midday visit to deliver lunch, assist with lunch-time medication, hang out washing and general domestic duties.
- ✓ 30-minute early evening visit to heat up Jim's evening meal, assist with dinner time medication, laundry folding and kitchen tidy and to help Jim to change ready for bed.
- ✓ 15-minute late evening visit for a wellness check and to assist Jim with anything he needs before bed.

Then once Jim's recovered and back to normal, his care goes back to:

- ✓ 60-minute weekly visit for housekeeping - including sheet change and washing, bathroom and kitchen cleaning, vacuum and mop all floors, hanging out sheets and rubbish removal.
- ✓ Two x 15 minute visits twice a week for laundry, rubbish removal and quick tidy.