



The services available to residents are part of their service plan continued:

The services that are then included in the direct charges to residents, based on their goals include:

Services which are Chosen by resident and charged accordingly

- Meals and refreshments
- Care recipient social activities
- Cleaning services
- Laundry services
- Daily living activities assistance – Additional needs
- Recreational therapy
- Rehabilitation support
- Assistance in obtaining health practitioner services
- Assistance in obtaining access to specialised therapy services
- Therapy services, such as, recreational, speech therapy, podiatry, occupational, and physiotherapy services
- Other services as required to meet the goals of residents



OUR MISSION

Our mission is to offer care of the highest possible standard consistent with UPA's Christian commitment and the expectations of society.

OUR VALUES

Compassion Respect
Integrity Kindness
Inclusiveness

PHILOSOPHY OF AGED CARE

The United Protestant Association, (UPA) is an established Christian care organisation with a history of quality service and care for all people.

We believe that every person has the basic right to live in peace with dignity, respect and security.

That right does not diminish, irrespective of age.

We welcome people from all religious and cultural backgrounds.

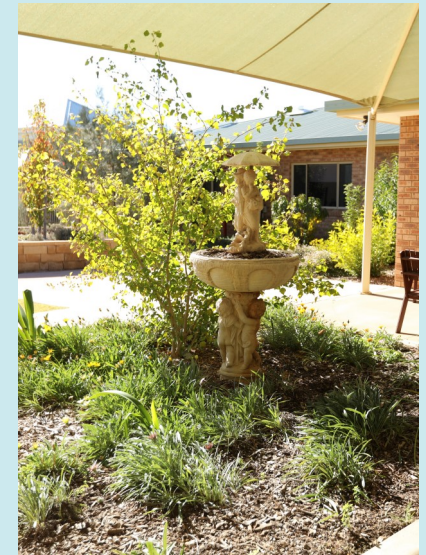
We convey compassion, kindness, respect and honesty in our work.

Our staff and volunteers encourage and empower all people to choose their own path.

Mindful of how we ourselves would like to



Consumer Directed Care



UPA Western Region
United in Christian Care



What is Consumer Directed Care (CDC) in residential aged care all about?

Consumer Directed Care (CDC) is an approach where residents (their family/representative) are given choice about how they wish to have their services provided and how to spend the funds available.

Residents (and their families/representatives) are consulted and are informed about care and services.

CDC IN RESIDENTIAL CARE IS ABOUT:

- Every resident is provided with their clinical care needs as they have been assessed and agreed to;
- Every resident (and/or their family/representative) develops the goals they wish to achieve while living at the facility. This includes areas of social, emotional and physical needs;
- A frank and open discussion is held with the every resident about the funding available for the service and how these line up with the services;
- The goals and funding are reviewed on a regular basis to feedback to every resident (and/or their family/representative) to ensure the goals are being met;
- Resident (and/or their family/representative) have the ability to make adjustments and/or seek more individualised services to meet these goals;
- Every resident (and/or their family/representative) is able to make choices within the clinical and care services as well as lifestyle activities to meet their goals; and
- Financial information is provided each month on funds available.

The services available to residents are part of their service plan:

The services included in the After Hours and core services charges include:

After Hours and Core clinical and care services (assisted living services)

- Administration
- Toiletry goods
- Emergency assistance
- Daily living activities assistance – Basic Daily Needs
- Emotional support
- Treatments and procedures
- Support for care recipients with cognitive impairment
- Goods to assist care recipients to move themselves
- Goods to assist staff to move care recipients
- Goods to assist with toileting and incontinence management

