

Introducing Chesalon Living

- Adoption of Continuum of Care model as strategy in 2006
- Re-branding of name & logo to reflect direction
- Residential Aged Care – “Chesalon Care”
 - 7 nursing homes, 1 non-operational (rebuilding)
- Community Aged Care – “Chesalon Services”
 - 7 Day Centres
 - 124 CACP/EACH packages
 - HACCC funded programs

Continuum of Care Model

- Different meanings for the term
 - Collaboration between services
 - Cooperation with geographical region
- Primary focus is on the client/resident needs
- Aims to overcome inefficiency of fragmentation

Client and Resident Stressors

- Lack of knowledge
- Where to get advice
- Time pressure (esp. hospitals)
- Family pressures
- Lack of availability
- Frustration with 'the system'

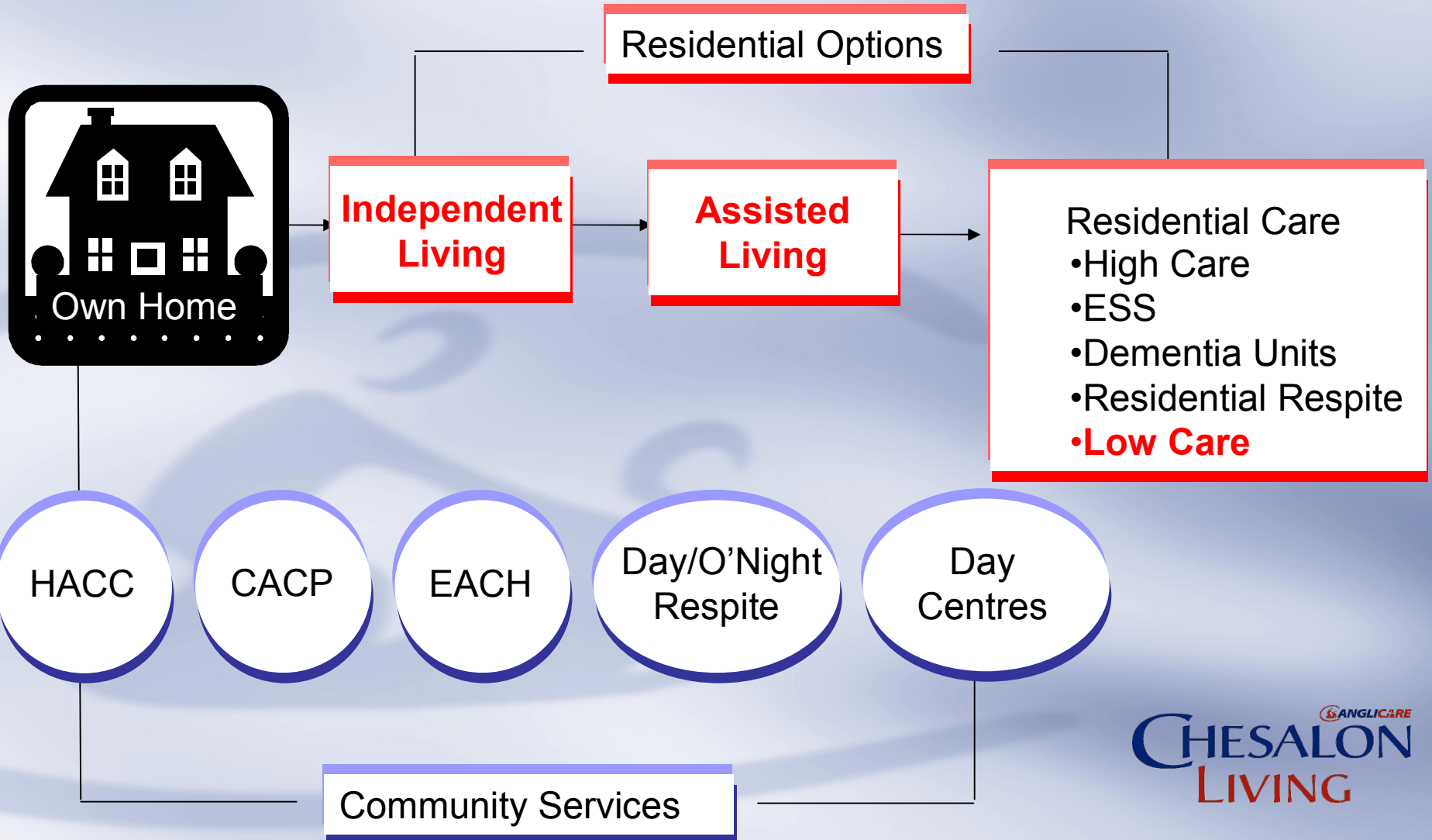
A Disconnected System

- Government – Federal vs. State
- Separate legislation regimes
- HACC – jointly administered
Federal/State
- Top down focus driven by policy
- Client/Resident needs not primary driver

Utopia!

- Ideal scenario – end to end service
- Comfort knowing the continuity is there
- Husbands and wives kept together
- Ageing parents of children with disability
- Choice of accommodation to suit care needs

Continuum of Care Options



Connecting the Services

- Timely information → enables planning
- The right attitude – avoid ‘work arounds’
- IT systems fully integrated
- Start with the client/resident first
- Taking ownership of the process
- Choice

What Chesalon Living is doing

- Implementing new integrated IT systems
- Baby boomers – anything but a nursing home!
- Seniors Living Communities
 - Independent living villas, apartments
 - Services apartments for the elderly
 - Assisted living units
 - Residential aged care
 - Day Respite Centre

What Chesalon Living is doing

- Providing information
 - Currently informal
 - Part of marketing strategy
- Make it part of our culture
- Policies and Procedures
- Communication

Thank You!