

Windsor Park Aged Care Home



About Windsor Park Aged Care Home

Nestled in the leafy suburb of Carlisle, Windsor Park is a kind and welcoming aged care home.

Our home specialises in supporting people with high care requirements and is staffed round-the-clock with Registered Nurses and a team who specialise in complex medical conditions, severe cognitive impairment and responsive behaviours.

Windsor Park is comprised of two houses; **Banksia & Boronia**, and **Coolibah Lodge**. Both houses have large activity rooms, quiet rooms, lounge rooms plus extensive gardens and barbecue areas for consumers to enjoy.

Banksia & Boronia provide specialist care programs for consumers with complex care needs.

Coolibah Lodge cares for those living with dementia and other mental health conditions.

About Hall & Prior

For more than 25 years Hall & Prior has provided world-class care to individuals from all walks of life.

We believe every person is entitled to the highest standard of professional care, privacy and dignity. We are proud to promote individuality, diversity and inclusivity in our approach.

Family-owned and operated, Hall & Prior began with one home and now operates 25 across both WA and NSW.



Care and dementia care

We understand that complex care needs require specialist skills and knowledge. This is why we provide 24-hour care from Registered Nurses who are supported by enrolled nurses and personal carers.

We believe every consumer is a unique individual who deserves respect, dignity and the opportunity to participate in decisions which affect them.

Support from a team of clinical experts

In order to provide the best possible care, our staff are supported by a range of clinical professionals, including a Nurse Practitioner, Pharmacist, Speech Pathologists, Dietitians, Quality Coordinators and Physiotherapists and Occupational Therapists. They regularly visit our home and provide care plans and support for every person who calls Windsor Park home.

Consumers also have access to an external Dentist, Podiatrist and a Geriatrician when required.

To ensure our staff are equipped with the most up-to-date knowledge, Hall & Prior have an extensive education and training program which runs throughout the year.

Lifestyle

Staying active and socialising is part of the Windsor Park way. Our activity program changes each month, but will always include bus trips and outings, arts and crafts, movie and theme days.

We believe that being actively engaged in the home community makes our consumers feel valued and we have a dedicated team of volunteers who provide additional entertainment and social support. We also encourage family and friends to visit as often as they wish.



Culturally appropriate care

We believe that exceptional care should be accessible for everyone in the community.

Launched in 2006, Windsor Park's specialised Aboriginal Cultural Care Program is continually improving the way we provide respectful care for Aboriginal people.

It is based on a strong foundation of partnerships with the Dementia Training Study Centre (DTSC), which is led by researchers at Curtin University, and trust between the academic, Aboriginal and aged care communities.

A key part of providing culturally appropriate care is Windsor Park's Aboriginal Health Co-ordinator, Wendy Ashwin. She is passionate about advocating for consumers' rights and providing additional support. Wendy is well-connected to Aboriginal Health groups in both Perth and throughout Western Australia.

Communication and sharing information between consumers and staff is a large part of how we have been able to continually improve our care and make sure

each consumer and their family feel welcome and well looked after.

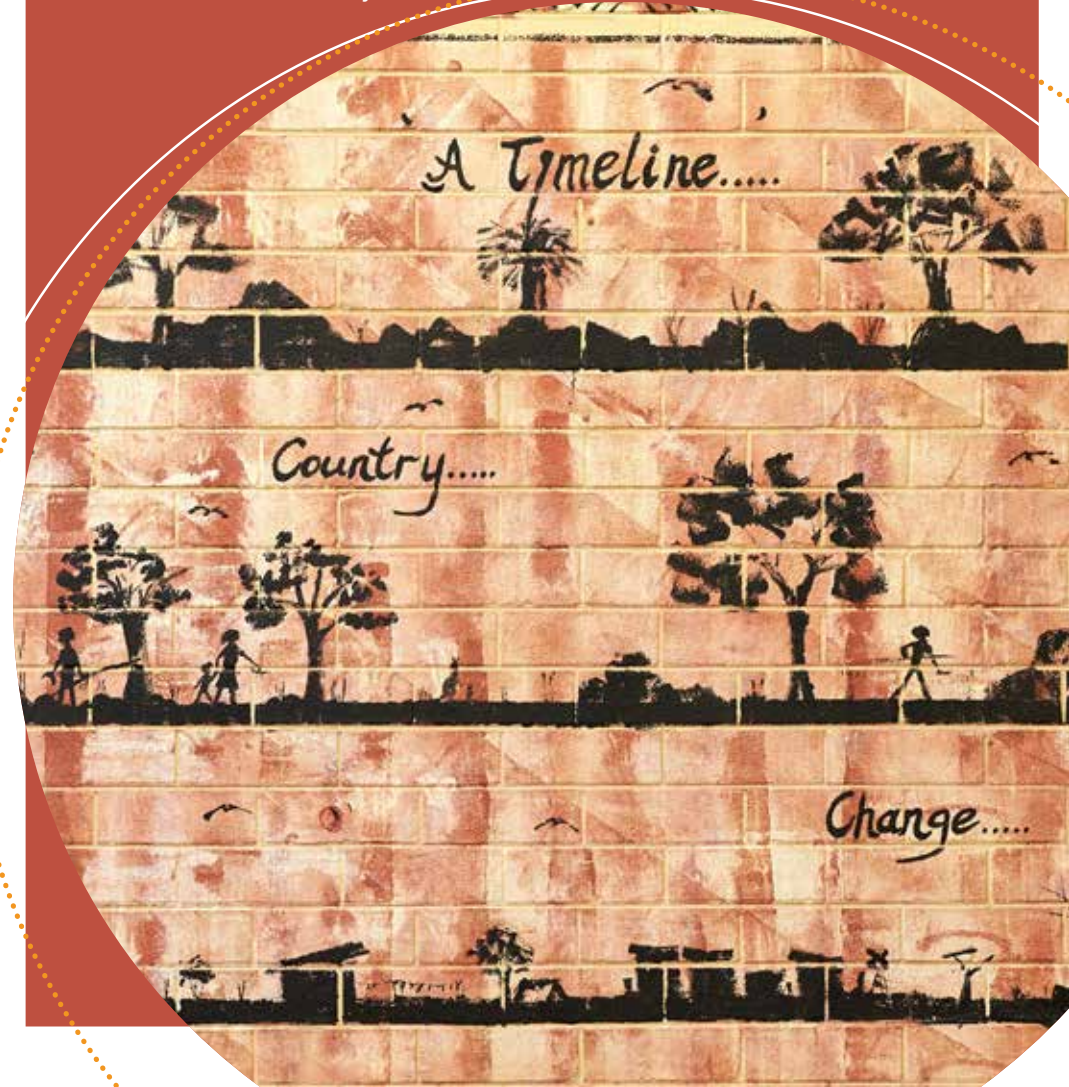
By using a yarning way of exchanging knowledge, our team take the time to get to know every consumer individually. This helps us learn how to adapt our procedures in order to be inclusive of, and sensitive to, cultural needs and practices.

We understand the impact that historic, political and social events have had on Australia's Aboriginal communities, and we are committed to ensuring our home is culturally safe for individuals to ensure they remain connected to country and their heritage.

Our **Back to Country program** focuses on specialised care for Aboriginal people from rural or remote communities who travel to Perth for medical care and would like to return home following treatment. Being away from country can be very difficult for everyone in the community, so we work with consumers and families to maintain connections to a person's community and work with multidisciplinary teams to support the consumer while they are away from their community.

Aboriginal artwork, menus with traditional-style meals such as kangaroo stew, and collaborating with local community groups helps us bring a sense of country to Windsor Park. In several cases we have been able to increase a person's independence and health outcomes to a point where they are able to return to country.

Our culturally appropriate care program has been acknowledged nationally with two Commonwealth Better Practice Awards in 2016 and 2018. These prestigious industry awards are presented by the Aged Care Quality Agency and recognise innovative approaches to care.





Mental health

Led by Mental Health Registered Nurse Julie Warhurst, our staff receive specialised training in mental health to ensure they can meet the high-level care needs of everyone in the home. This includes dealing with responsive behaviours, de-escalation and positive reinforcement, so families can feel reassured that everyone receives the individualised support they need.

Windsor Park's Coolibah Lodge is a 42-bed, all-male wing that is like an independent facility, where everyone can feel part of the family. The close-knit group of consumers all look out for each other and are able to develop relationships with people from similar walks of life. The group has a mix of ages, with the youngest in his 50s.

With shared dining rooms, a men's cave, a lounge room and plenty of movies, entertainment and activities daily, consumers are able to enjoy the things they would enjoy in their own home. We also organise bus trips and outings and consumers regularly head out to the local community Men's Club.

The consistency in staff in this wing means they know each person as an individual, and staff are trained to identify changes in a consumer that cause responsive behaviours. Programs are developed with the individual and family to enable staff to quickly identify triggers and implement positive re-enforcement strategies that redirect the consumer towards something that is meaningful and purposeful to them, such as music therapy, reading the bible or looking at old photographs.

We work alongside multiple mental health teams at Bentley Health Service, St John of God Hospital Midland, Royal Perth Hospital, Selby Lodge and Dementia Services Australia, as well as People Who Care. This support ensures we make consumers' transition to an aged care home as easy as possible.



Awards

Windsor Park has won three Commonwealth Better Practice Awards from the Australian Aged Care Quality Agency; which recognises innovation in care.

The home won the 2018 Better Practice Award for their 'Back to Country' program which assists Aboriginal Care recipients to return to their regional and desert communities. To date the program has so far assisted 15 Aboriginal people to return to their homes throughout Western Australia.

In 2016 the home won the Better Practice Award for its 'Culturally Valid Care Program' for Aboriginal People. The initiative is a crucial part of improving the wellbeing of Aboriginal consumers, and provides opportunities for health professionals to form relationships with Aboriginal Elders and training associations.

The home's 'Workplace Harmonisation' program was acknowledged with a 2013 Better Practice Award. The program addressed issues of staff tension and poor communication, which was negatively impacting the quality of care. After the program, staff retention improved, and the frequency of personal leave and use of agency staff declined. The home is now a warm and welcoming place to live and work.

*Compassionate people,
dedicated to care.*





HALL & PRIOR
Health & Aged Care Group

Windsor Park Aged Care Home

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