



# QUEEN VICTORIA HOME

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## Self-Care Accommodation Independent Living Units Information

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## Self-Care Accommodation

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*Last updated November 2013*



## **GENERAL DESCRIPTION**

Queen Victoria Home offers a wide range of services and facilities and a number of housing options and solutions.

Queen Victoria Home staff is committed to providing support to enable you to live your life with security as well as facilitating your social needs to the degree that you choose. You may live with as much independence and privacy as you choose or you may take part in as many activities as you wish. Every resident is free to contribute to the daily affairs of their Home.

We understand that to leave the familiar environment of your own home can be an extremely difficult decision, so we encourage you and your family to book in for a guided tour of Queen Victoria Home. This will provide you with the opportunity to find out more about the facilities we offer, to view accommodation options and will also help to make the transition a little easier.

## **PROFILE**

Queen Victoria Home is located in Lindisfarne, a suburb of Hobart, on the Eastern Shore of the Derwent River, less than ten minutes from the City Centre.

The philosophy of the Board and staff of the Home is to actively support the independence of each resident. Care is offered in a manner that will preserve the dignity and self-esteem of residents by staff that are conscious of their roles as facilitators of independence.

The Home is a community organisation, operated by a Board on a not-for-profit basis. Queen Victoria Home is home to over 190 residents from all walks of life and is licensed for 141 residents receiving government subsidised residential aged care.

The Home operates 24 independent living units known as “Victoria Mews”, 10 independent living apartments “Victoria Apartments” within the QVH complex, and 12 independent living units at Victoria Court, a short distance away.

Queen Victoria Home employs over 180 staff members to provide care and associated services to our residents.

The Home is accredited by the Aged Care Standards and Accreditation Agency for a period of three years until August 2015.



## **HISTORY OF THE HOME**

The origins of the Home date back to 1891 when it was first established as a convalescent home at Bridgewater and then later at New Town to provide care for people recuperating after being treated in hospital.

In 1896 the name of the convalescent home was changed to “Victoria Convalescent Home” in honour of Queen Victoria’s jubilee year.

In 1898, the Tasmania Supreme Court authorised the W A Guesden estate trustees to purchase an area of land of about 3.6ha at Lindisfarne for the Home. The old two-storey building that stood on the land was formerly known as the Beltana Hotel. The land and the building were purchased for 1,400 pounds.

During World War II the Australian Red Cross Society, acting on behalf of the Australian Army, used the building as a rest and convalescent home for service-women.

In the 1950s, the need for better facilities for the care of aged people became apparent and the use of the building was then dedicated to aged care.

In 1959, the Queen Victoria Home for the Aged was incorporated as a not-for-profit association under Section 28 of the Companies Act 1920 to maintain a home for the benefit of aged men and women irrespective of creed or country and to be conducted on Christian but non-sectarian principles.

The existing Home was built in 1959 from a grant under the provisions of the Aged Persons Homes Act, and from the proceeds from the sale of building blocks on the Home’s perimeter. It was officially opened on 12 November 1960.

The C K Murphy Wing which provided accommodation for a further 22 residents was added in 1962. With support and assistance from the Lindisfarne RSL, the RSL Wing was added in the late 1970s, providing another four rooms.

In 1992 the Home entered into an agreement with the City of Clarence to take over the operation of units at Quarry Court which were providing independent living units for eligible aged persons. These units have been successfully integrated into the operation of the Home and now offer retirement village living in both one and two bedroom units known as Victoria Court.

Extensive building and refurbishment began in 1996 and was completed in 2002. The Home was completely transformed with the addition of new wings and the renewal of all existing facilities.

The Home now operates a modern residential care facility and a Retirement Village for over 190 residents.

Currently the Home is expanding the Retirement Village with the construction of 7 modern 2 bedroom villa units located on the Lindisfarne Esplanade.

## **GENERAL INFORMATION**

Queen Victoria Home operates self-care units (independent living units) at Victoria Court, Moirunna Road, Lindisfarne and on site at Milford Street, Lindisfarne (Victoria Mews) and self-care apartments (Victoria Apartments) in the main body of the Home at Milford Street.

The Home offers a wide range of services and facilities, combined with a relaxed lifestyle in attractive landscaped gardens. We recognise that our residents' desire to remain in their own homes within the QVH village for as long as possible and the Home will assist to support residents in their unit for as long as it is possible to do so, given the individual circumstances that present.

To assist residents in achieving this goal and maintaining their quality of life, we are committed to providing the co-ordination of flexible, appropriate care and support. This support is negotiated on either a temporary or a permanent basis in relation to each resident's specific situation - taking great care at all times to assess the well-being, welfare and appropriateness of the support provided to each individual.

This support may be provided by existing community care providers and/or staff of the Home. We offer a wide range of services including cleaning, personal care, meals and assistance with daily living activities, as well as emotional support, therapies and activities.

Please note that community care agencies and the Home, where there is a cost incurred, may charge for their services. Co-ordination and general support are provided free of charge to all residents of the Home.

## **FINANCIAL INFORMATION**

### ***Capital/Entry Contribution***

Entry contributions are based on unique unit's location and floor plans. Payment of the entry contribution guarantees the resident continued occupancy of the unit.

Management or retention fees are deducted by the Home from the entry contribution on the basis of 2.5% p.a. up to a maximum of 15 years. The balance is refundable to the resident should they leave the Home.

### ***On-going Fees***

On-going fortnightly fees are referenced against the basic single aged pension and these fluctuate with movements in the pension.

On-going fees cover the following items - insurance of buildings, public liability insurance, up-keep of common property (includes gardens, lawns, paths, roadways, etc), public lighting, council rates and taxes, water infrastructure charges, maintenance of buildings, Aurora connection fees, maintenance of equipment, replacement of equipment and unit inclusions and administrative support.

Residents are responsible for the following items – electricity usage charges; individual water usage; telephone connection and calls; insurance cover for furniture, valuables and personal items.

## **OTHER INFORMATION**

### ***On-going Care/Alternative Accommodation***

Self-care residents are entitled to priority access for admission to the residential aged care facilities operated by the Home. Transfer on the basis of care needs must be upon the advice of a qualified Medical Practitioner and in conjunction with the Aged Care Assessment Team of the Department of Community and Health Services.

When Residents do change status between self-care and residential care the obligations under the "Self Care Residential Agreement" are finalised and a new "Residential Care

Agreement” is executed in compliance with the Department of Social Services requirements at the time.

Where a resident has been assessed as requiring personal care services, the Home will endeavour, where physically possible, to provide those services in the resident’s unit until a suitable place becomes available in the Home itself. The Home is committed to the well-being of all its residents, and to this end will make every effort to achieve the best outcome to all situations.

### ***Short Occupancy***

If a resident leaves within six months of entry to the units, refunds are made on the following basis:

Entry contribution less:

- (i) pro-rata management fee for the period of occupancy

and less:

- (ii) an administration charge to take account of the short period of occupancy.

### ***Cleaning***

The Home offers cleaning support services to self-care residents on a casual or permanent basis. These services are available at a reasonable cost, refer to the “Schedule of Services” or contact the Hospitality Services Manager for more information.

### ***Catering***

It is possible to receive lunch and dinner meals seven days a week on either a temporary or permanent basis with a choice of provider, i.e. Meals on Wheels, private catering, and as an added choice, the Home’s dining room meals may be enjoyed. This provides a combination of choices for residents. In certain cases related to health and as approved by the Management of the Home, it is possible to have a meal delivered to the unit from the dining room at minimal extra cost above the normal meal cost.

### ***Personal Care***

The Home offers personal care support services to self-care residents on a casual or permanent basis. These services are available at a reasonable cost, refer to the “Schedule of Services” or contact the Director of Care for more information.

In the case of the return to the Home from hospital, the Home’s staff works closely with the appropriate agencies and health professionals in planning a program towards the resident’s full and rapid recovery.

### ***Daily Living Assistance***

There are many ways in which the Home's staff can assist residents. These can range from helping a resident fill out a form, to counselling and advice. Arranging for the delivery of shopping to a unit or filling a prescription may be a difficult task sometimes and staff members are happy to help.

There are many forms of assistance that we provide to residents. If there is a concern, staff members are available to assess the assistance required. All support is provided respecting the right of each resident to privacy and confidentiality. This general support has the potential to achieve the resident's desire to remain in their own unit for as long as practically and humanly possible.

### ***Optional Services***

Fees for these services are set by the Home from time to time, and may be reviewed by the Home at any time. Residents however, have a right of choice to other providers of these services.

- 24 Hour Nurse Call System (fee for service may apply)
- Catering
- Cleaning
- Personal care

Refer QVH publication Special Services – Schedule of Fees for the current charges that are applicable.

However, the Home at its absolute discretion, may waive the charge or part thereof where there is clear short-term acute need for such service.



## ITEMS PROVIDED

### *VICTORIA MEWS (2 Bedroom Unit)*

All units are fully fitted out to approved residential aged care standard. Major items are listed for your information and are included in the entry contribution payable for each unit:

- All drapes
- All floor coverings
- Built in wardrobe
- Fly screens to windows
- All windows lockable
- Security doors (front & rear)
- Ceiling insulation
- Clothes line
- Cook Top (all units)
- Wall oven
- Range Hood
- Reverse Cycle Heating/Cooling
- Bathroom Heating - IXL Tastic
- Support railing for shower and toilet
- Fire alarms connected to the Home's Nurse Call System
- Car parking provided for Residents with cars
- 24 Hour nurse call
- Combination Washer/Dryer
- Refrigerator

### Items Not Included (Resident Responsibility)

- Household furniture (i.e. bedroom, dining & lounge furniture).

### ***VICTORIA APARTMENTS (1 Bedroom Apartment)***

All apartments are fully fitted out to approved residential aged care standard. Major items are listed for your information and are included in the entry contribution payable for each unit.

- All drapes
- All floor coverings
- Built in wardrobe
- Fly screens to windows
- All windows lockable
- Ceiling insulation
- Refrigerator (LG 215 litre, 2 door)
- Cook top (Zanussi 4 plate)
- Under-bench oven (Zanussi 4 function)
- Living room Heating - Nobo 1.5Kw panel heater
- Bedroom Heating - Nobo 1.5Kw panel heater
- Bathroom Heating - IXL Tastic
- Support railing for shower and for toilet
- Fire alarms connected to the Home's Nurse Call System
- Car parking is provided for Residents with cars
- 24 Hour nurse call

#### Items Not Included (Resident Responsibility)

- Household furniture (i.e. bedroom, dining & lounge furniture).

Laundry facilities are not available in the apartment, a Resident laundry is provided in another wing of the Home, or fee for service is available from the Home's laundry.

## LOCAL SERVICES

Victoria Mews and the Victoria Apartments are located on site at the Queen Victoria Home in Lindisfarne approximately 10 minutes by car from the CBD of Hobart. All however are only a short walk from the Lindisfarne Village shopping area. A list of local services is included here for your information:

- Bakery
- Banking
- Butcher
- Chemists
- Dentists
- Doctors
- Dry cleaners
- Food & wine outlets
- Coffee lounge and restaurant
- Hairdressers
- Hardware & garden shops
- Hobart pathology
- Newsagent
- Post office
- Supermarket
- Specialty shops (including ladies wear shop)
- Community Library

Local service facilities:

- CWA Lindisfarne
- Clarence Senior Citizens Club
- RSL Lindisfarne
- Motor Yacht Club
- plus a number of local service organisations such as Rotary and Probus

