



HARDI
AGED CARE



WELCOME TO HARDI AGED CARE

INFORMATION HANDBOOK

"WHERE ENJOYING LIFE MATTERS"

BLACKTOWN

GUILDFORD

MANLY VALE

PENRITH

SEVEN HILLS

SUMMER HILL



Photo of Catherine with her great granddaughter and Hardi Aged Care CEO Rob Oxford celebrating her 100th Birthday

A Message from the Tower Family

"This is to say a huge thank you to all the beautiful staff at Hardi Penrith who made our mother Catherine's last 8 ½ years so full and meaningful. She arrived very frail at the age of 92 and blossomed in the next 8 ½ years to enjoy such a wonderful life you all provided her and to reach 100 years of age! She made many wonderful friends, went on bus trips, went to clubs for lunch, and saw the Christmas lights. Anyone who thinks a nursing home is an end, should look at our mum Catherine and see that it is just the beginning, with the care she received. Hardi Aged Care handled the recent COVID-19 crisis in the most professional way by encouraging safe visiting, we are so very grateful mum could enjoy laughs and visits up until the very end of her life. In her final days she was attended to with dignity and kindness by every single member of the team, Thank you so very much for everything you did. We are forever grateful".

Living at Hardi Aged Care

We know this can be an emotional and daunting time looking for an Aged Care Home for yourself or a loved one, so the team at Hardi Aged Care is here to help make the decision easier and as smooth as possible. Our dedicated 24-hour care team is here to help you settle in comfortably and make sure you or your loved one is taken care of.

To help make this decision easier, we've set out some key points for you to read over to get an idea about life at Hardi Aged Care. We've just given a sample of what's available and encourage you to contact Hardi Aged Care to answer any questions you may have or to arrange a time to come and see one of our homes.

When moving into an aged care home we understand the importance of maintaining some everyday comforts or activities that you would have if you were living at home while also receiving the highest quality care. So with that in mind, we offer a range of services at no additional charge which includes:

- 24-hour care provided by trained nursing staff that includes registered nurses on each shift
- Dedicated diversional therapy and/or lifestyle staff 7 days a week at each site
- On-site laundry services
- Physiotherapist 5 days per week
- Mobility nurse at selected sites
- We provide male and female toiletries
- Room and bathroom cleaning
- Interesting and stimulating recreational and lifestyle activity programs including cultural, social, physical and cognitive lifestyle activities. (Check out our Hardi Blog page on our website for more information on lifestyle activities) we discuss our lifestyle program in more detail over the page
- Wi-fi at selected sites
- Regular bus outings to many Greater Sydney locations including, clubs, museums, national parks, wildlife reserves, beaches, picnics and BBQs, etc. Our bus trips are both half and full-day outings (check out our stories of residents bus outings)
- Foxtel and Apple TV including Netflix's in lounge and dining areas
- Community engagement programs
- Books, board games, table games and movies located throughout the wings for residents to enjoy anytime

At two of our Hardi Aged Care homes Blacktown and Seven Hills we offer an Extra Services Unit, This unit has access to all the features and activities that Hardi Aged Care has to offer while also having larger single bedrooms with an ensuite. The extra services units also offer a large outdoor area with BBQ and walking paths which makes it a popular area for relaxing with family and catching up with friends.

Living at Hardi Aged Care

Here at Hardi Aged Care, we understand that some residents have daily items or tasks they would like to continue to receive or take part in and may include such items as we have listed below.

Some of the items may incur an additional cost which is chargeable to residents:

- Newspaper, magazines, and audiobooks
- Hairdressing
- Beauty services including manicures, pedicures, facials and massage
- Dry cleaning
- Postage
- X-ray and pathology services
- Preferred toiletry items
- Specialised dressings and equipment
- Escort duties to external appointments
- Key charge to locked bedside drawer
- External concerts movies and events
- Shopping
- Banking
- Restaurants

What's on The Menu

At Hardi Aged Care we take pride in the quality and variety of the nutritionally balanced meals that we provide which are an important part of helping you feel at home. We provide a choice of hot and cold meals every day. We love the themed days every month for celebrations such as Christmas in July, Mother's Day, Valentine's Day, Grand Final's and Melbourne Cup.

We Offer:

- Home-cooked, culturally diverse meals and snacks that are prepared by our on-site chef. All Hardi menus rotate over a four-week calendar and are changed seasonally.
- Hot breakfast prepared on-site by the chef
- Regular BBQs prepared by the chef with the help of our lifestyle staff
- Tea and coffee making facilities

We ensure that our dieticians work closely with both the care staff and kitchen teams to ensure the clinical needs of our residents. Any residents who experience difficulties eating are reviewed by a speech pathologist who will make appropriate recommendations. In addition, we constantly monitor the weight of our residents to ensure that they are maintaining their nutritional requirements.



A Message from the McFarlane Family

"It has been 5 months since our father James passed away but we wanted to again acknowledge all the staff at Hardi Guildford for the time, commitment, care and compassion that they showed to James during his illness and to all members of our family. After reflecting back, I think it is important to say that even though Hardi Aged Care Guildford isn't part of our daily lives we still hold the nursing home in high standards. So, this letter is to just say that the staff are still in our hearts and were an important part of our journey with dad. A journey that was extremely challenging, but we have peace in our hearts knowing that dad was with you at the end. We came to know some of the residents well and still think of them".

RESIDENT WELLBEING AT HARDI AGED CARE

The health and wellbeing of our residents are of the utmost importance to the team at Hardi Aged Care and that's why we offer a range of allied health services to support the clinical care services within Hardi Aged Care to ensure our residents are provided with the best care and highest quality of life.

Hardi Aged Care wellness program is developed and delivered by qualified health professionals and takes a holistic person-centered approach for the physical and mental wellbeing of our residents. With the assistance of physiotherapists, we provide individualised programs for rehabilitation and mobility maintenance for each of our residents to assist in remaining as independent as possible.

At Hardi Aged Care, we offer the following health care and assisted services in addition to our ongoing nursing care.

- Wellbeing Manager to assist our facilities manage any residents who may experience behaviours
- Physiotherapy
- Podiatry
- Mobile X-Ray
- Occupational Therapy
- Massage Therapy
- Pharmaceutical Services
- Speech Pathology
- Psychology
- Pathology Services
- Dental Care
- Optical Care
- Hearing Services
- Special Wound Management

RESIDENT LIFESTYLE PROGRAM AT HARDI AGED CARE

Hardi Aged Care caters to everyone's needs, capabilities and interests. We offer activities that are both enjoyable and stimulating. The team at Hardi Aged Care believe that an active and fulfilling social life is vitally important to the health and wellbeing of our residents.

To ensure our residents are happy and active our recreational therapy department/ lifestyle team maintains a full schedule of activities appropriate for residents of varying energy levels and cognitive abilities. We hold monthly resident meetings to get a better understanding what activities residents like, what they don't like and if they want anything added to the lifestyle calendar. Importantly, individual therapy is also available for those who are unable or would prefer not to join in with group activities.

Our programs are included at no charge and change regularly, but include activities such as:

- Regular bus outings (additional charges if attending a restaurant or venue that has a charge)
- Pet therapy
- Paro the therapeutic robot baby seal
- Bingo
- Trivia
- Art class
- Concerts
- Community visits i.e. childcare visits, High School visits
- Inter-facility cross over programs
- Facility band practice
- Amazing Race around the world
- Walking groups
- Resident and relative Christmas parties
- HardiGras
- Hardi Olympics
- Coffee club
- Religious activities
- And much more

We also offer a Music and Memory program at our Hardi Aged Care sites, the lifestyle team have been trained on how this program works and we take the time to tailor this program to our resident's tastes, whether they're listening to smooth jazz, rock or classical, we ensure the music connects with the resident so we can see the most positive results.

Hardi Blacktown

(02) 9622 1966

ADDRESS

190 Stephen Street,
Blacktown NSW 2148

blacktown@hardiagedcare.com.au

Hardi Guildford

(02) 9632 2496

ADDRESS

Cnr Bursill Street & Railway
Terrace,
Guildford NSW 2161

guildford@hardiagedcare.com.au

Hardi Manly Vale

(02) 9949 1911

ADDRESS

Cnr Condamine & Gordon Streets,
Manly Vale NSW 2093

manlyvale@hardiagedcare.com.au

Hardi Penrith

(02) 4721 3411

ADDRESS

57 Mulgoa Road,
Penrith NSW 2750 (Entry via
Retreat Drive)

mountainview@hardiagedcare.
com.au

Hardi Seven Hills

(02) 9624 1088

ADDRESS

1 Crews Road,
Seven Hills NSW 2147

sevenhills@hardiagedcare.com.au

Hardi Summer Hill

(02) 9798 8311

ADDRESS

47 Grosvenor Crescent,
Summer Hill NSW 2130

wyoming@hardiagedcare.com.au

Hardi Head Office

1800 333 536

ADDRESS

180 Stephen Street,
Blacktown NSW 2148