

# AMBER GLADES CARE FREQUENTLY ASKED QUESTIONS

## WHAT IS AMBER GLADES' APPROACH TO CARE?

Amber Glades offers secure, independent and assisted living within a community that is focused on your well-being. Amber Glades' care philosophy is based on active ageing and ageing in place. This means prioritising collaboration and choice, and the facilitation of stimulating, meaningful and varied activities. Our care model is designed to allow for easy access to the companionship that is vital for people to thrive. The heart of Amber Glades Care is to promote independence and support mental, physical, and emotional well-being thereby providing a good quality of life for those living at Amber Glades.

## WHAT DOES AGEING IN PLACE ENTAIL?

As you age, we support you to be able to continue living in your own apartment, whatever your level of function may be. Our dedicated Home Care Partners will work with you, get to know you and be able to provide the care and support that you need, in the comfort and security of your own home. This includes assistance with any, or all, activities of daily living, your care is specifically tailored to your needs.

Our Care Coordinators are also available to provide more specialised care should this be required. There will always be someone available to support and assist you as your care needs change.

## WHAT SUPPORT DOES AMBER GLADES OFFER?

Getting to know you as a unique individual is fundamental to our approach. We believe that providing you with the best support and care possible can only be achieved by taking the time to understand what is important and meaningful to you. Together we can design a support plan that meets your particular needs and preferences.

## THE FOLLOWING SERVICES INCLUDED IN YOUR LEVY:

1. A one-hour home help service per week. This hour constitutes a light service of your apartment.
2. Access to the Amber Glades Health Care Centre for bookings by appointment, during dedicated hours during the week. This includes access to the Day Clinic, the Rhapsody bath and Nordic wellness chair.

Should the need arise, where you or your partner requires more support than is offered by the services included in your levy, additional support can be provided, such as liaising with your pharmacist, doctor or family regarding your health care or any related concerns, should you request it. These additional services will be charged at an hourly rate.



## YOUR CARE NEEDS

---

### DO I NEED TO BE INDEPENDENT BEFORE I MOVE INTO AMBER GLADES OR IS ASSISTANCE OFFERED?

You do not need to be independent. We are fully equipped to assist and support you. Support is provided by our Home Care Partners and Care Coordinators.

### IF I REQUIRE A CARER WILL I BE ALLOCATED A CARER OR DO I NEED TO PROVIDE MY OWN?

Amber Glades has its own Home Care Partners available to support you. You will not need to provide your own carer.

### CAN I RECEIVE CARE IN MY HOME?

Yes, we encourage caring in your own home. The ageing in place philosophy means that as you age, irrespective of your level of function, you can receive the support and assistance you require, in your own apartment. This includes assistance with any, or all, activities of daily living, your care is tailored specifically to your needs.

### WILL THERE BE SOMEONE ON CALL 24/7 FOR EMERGENCIES?

There will always be someone available to deal with emergencies should the need arise.

## AMBER GLADES CARE CENTRE

---

### IS THERE A FRAIL CARE CENTRE AT AMBER GLADES?

When you live at Amber Glades, you have access to the Health Care Centre which includes a Day Clinic and state-of-the-art, 12-bed Care Centre. However, Amber Glades encourages ageing in place and most levels of care can be provided in your own home.

### WHAT DOES THE CARE CENTRE OFFER?

The Care Centre is specifically designed and equipped to provide a higher level of care on a temporary and short-term basis as needed. It offers 24-hour, restorative, post-operative, respite and palliative care for those who might need it following injury, illness or surgery.

The equipment in the Care Centre is supplied and supported by Arjo. Arjo is a global supplier of medical devices, services and solutions that improve quality of life and well-being for those with reduced mobility and age-related health challenges. This ensures the provision of safe and dignified care, with the most current equipment and technology available.

Your visiting health professionals e.g. general practitioner, physiotherapist are welcomed and encouraged to do home visits or provide care in this space.

### WHO MANAGES THE CARE CENTRE?

The Care Centre is managed by Amber Glades Care Services (Pty) Ltd. and its appointed care team. Our Care Coordinators are experienced and registered nursing sisters with many years of health care experience. They are supported by our Village Coordinator and Operations Coordinator. Our team of dedicated Home Care Partners is trained to deal with most levels of care, both in your apartment and in the Care Centre.



## DOES EACH APARTMENT HAVE AN EFFECTIVE EMERGENCY CALL SYSTEM?

Yes, all homes are linked to the dedicated care team via an emergency call system. An emergency medical response service will be called should our care team be unable to manage the emergency.

## COST

### WHAT DOES CARE COST?

One hour of home help per week is provided for in the levy. This hour constitutes a light service of your apartment. Should you require additional support or assistance with activities for daily living, these services will be charged at an hourly rate as per the Care Cost Schedule.

### WHAT IS THE CHARGE IF I NEED TO MOVE INTO THE CARE CENTRE FOR SPECIALIZED CARE?

Whilst we encourage caring for you in your home, the Care Centre offers 24-hour, restorative, post-operative, respite and palliative care. Please refer to the Care Cost Schedule for associated costs.

## GENERAL EVERYDAY LIFE

### HOW DO I GET OUT AND ABOUT IF I DON'T HAVE A CAR OR AM UNABLE TO DRIVE?

There is weekly transportation offered by Amber Glades to the local shops; this is included in the levy. Should you require additional transportation, this can be arranged at an additional cost. Tariffs for this service will be charged according to distance and time spent out.

### IS THE CHANGING OF MY BED LINEN INCLUDED IN THE HOME CARE SERVICE?

One hour of home help per week is included in your levy. This includes a light service of your apartment which might be washing the day's dishes, wiping down the kitchen, dusting, sweeping, mopping and/or vacuuming. Changing of your bed linen can also be included in this hour with the understanding that this may limit the other services that can be provided during this time. Alternatively, additional help with more time-consuming domestic activities can be added at an hourly rate, please refer to the Care Cost Schedule.

### DOES THE FITNESS CENTRE HAVE A QUALIFIED TRAINER?

There is not a permanent qualified trainer at Amber Glades. However, you may make an appointment with your own biokineticist or physiotherapist and they can visit you at the Amber Glades fitness centre and support you in the use of all the gym equipment. This would be arranged at your own expense, as you might at home.

### ARE THERE AIDS IN MY APARTMENT, E.G. GRAB RAILS?

A shower seat and three grab rails are included in your apartment purchase. These can be fitted for you at any stage should you require them.



## CARE CONSIDERATIONS

### DO I HAVE TO MEET CERTAIN MEDICAL CRITERIA PRIOR TO MOVING IN?

Included in the sale agreement is a medical questionnaire that needs to be filled in by your medical practitioner. As part of getting to know you better, our care team will invite you to a 'meet and greet' so that together we can begin to design a support plan to address your specific needs. This also helps us determine the Home Care Partner support you may require, including any assistance with activities for daily living, over and above the one-hour domestic cleaning service provided.

If you have a complex medical history and significant care requirements, our care team would request that a medical interview and assessment be carried out by our team. This is used to assess and design your support plan to determine if we can fully support you and cater for your specific needs. If we find that we are unable to meet your needs, at that time or at any stage in the future, then we would try to assist and advise you with alternative options. This will be done in consultation with yourself and your family members.

It is important to note that while we can provide support for those living with normal age-related neurodegenerative conditions, we are not a specialist psychiatric centre and we cannot accommodate or support those who live with psychiatric illnesses that impact their functionality and social relationships.

### IS THERE A POINT AT WHICH I MAY NO LONGER QUALIFY TO LIVE AT AMBER GLADES?

We have a highly specialized multi-disciplinary team that is able to assess and care for your needs as they change. Should we be unable to provide the level of care that you may need at any time, we will assist and advise you and your family members accordingly.