

PEARS

Model of Care



Calvary's Commitment is to provide respectful and dignified care for older people that encompasses control, choice and the importance of relationships, connection to community and a desire for a good quality of life.

Calvary will provide care that recognises what matters most to their clients, residents and patients. Calvary will provide skilled and compassionate care. Calvary will provide support for those who love and care for their clients, residents and patients.

Calvary's care of older people encompasses Personhood, Environment, Activities, Relationships and Safe Care.

PERSONHOOD

Person and family centred care



Care is individualised, tailored to a person's needs, circumstances and preferences. It also supports families and carers who are integral to a person's wellbeing.

Choice and Control



Patients, residents and clients are provided with choice. They are empowered with information to assist decision making, and encouraged to participate in co-design of their care.

Respect and Dignity



Patients, residents and clients are treated with dignity and respect.

Diversity and Inclusion



Everyone is welcome. Diversity is valued. Cultural and language background, sexual identity and disability status are included in care decisions.

Spirituality



A person's individual spiritual needs are respected and addressed. Pastoral care is prioritised.

ENVIRONMENT

Familiar or homelike setting



Clinical equipment and offices are hidden where possible and there is a focus on independence and quality of life.

Outdoor areas and connection to nature



Access to a safe and comfortable outdoor environment is provided that optimises patient, resident or client experience and enables social connections and access to nature

Space for personal belongings



Space is available for patients, clients and residents to store and display personal belongings and important items. There are spaces for personal possessions that keep them safe.

Safe and comfortable surroundings



The environment provides safe surroundings which aim to reduce risk to patients, clients and residents and provide protection for harm.

Clear Way Finding



Spaces are designed to show a resident, client or patient their current location and support them to easily find key locations such as their room, the bathroom or the dining room.

ACTIVITY

Meaningful activities



Meaningful activities are available, encouraged and tailored to the individual patient, resident or client needs, likes and capabilities.

Physical activity



Physical activity is encouraged for patients, clients and residents and has a restorative and rehabilitative focus.

Quality dining experience



Enjoyable dining experiences are facilitated which include choice and social connection with no unnecessary medication administration.

Risk and participation is balanced



The risk to a patient, client or resident is considered and balanced with the value and benefits of participation in activities.

RELATIONSHIPS

Social inclusion



Loneliness and isolation are actively addressed through inclusion in social activities and pastoral care.

Care and compassion



Compassionate and skilled teams value people and the importance of communication and interpersonal skills in care.

Family and friends welcome



Families and friends are welcome and encouraged to be at care sites and there are spaces available for them.

Community linkages



Connection to the wider community allows for meaningful relationships, activities and ongoing contribution to society.

Personal connections



Opportunity for patient, clients and residents to form personal connections with each other, volunteers, visitors and staff is enabled.

SAFE CARE

Efficient, appropriate, effective, timely and accessible care



Quality health services are safe, effective, appropriate, efficient, timely, accessible and integrated.

Prevention and proactive management of responsive behaviours



Individualised care aims to prevent responsive behaviours and non-pharmacological management is prioritised.

Best practice nutrition and hydration care



Attention to nutrition and maintenance of a healthy weight along with hydration care are critical in supporting older persons.

Quality use of Medications



Quality use of medication focuses on reducing polypharmacy and psychotropic use.

Quality approach to Palliative Care



In the last stage of life, a person's goals of care and preferences along with their health and care needs are met.