

RESIDENTIAL AGED CARE STAFF COVERAGE

Introduction

This document has been prepared to provide current and future residents and families information as to the level of staff coverage in Banksia Lodge residential aged care facility. This information is provided as part of Banksia Villages' commitment to open disclosure and transparency. This information is displayed in a 'hours per resident per day' format. To frame this information, industry benchmark data is also provided. Importantly, this information should be considered along with other important variables including care model, dynamic resident mix, facility layout, availability of equipment and technology and skill level of staff.

Care Model

Banksia Lodge has a comprehensive care model and staffing structure to ensure that there are sufficient trained and experienced staff on shift at all times to ensure the delivery of care and services to residents. This is supported by a 24/7 Registered Nurse model, ensuring that there is an experienced and qualified clinician onsite at all times. Staffing is largely departmentalised, including a separate food service department responsible for cooking and serving food to residents. All food is freshly prepared onsite by qualified chefs. Cleaning, laundry and hairdressing are staffed by employees, not contracted. Care staff provide a wide range of services and direct care to residents including personal care, mobility assistance, medication management and individual support. Activities staff provide and deliver a range of services, outings and activities for resident engagement, enjoyment and wellbeing. The care model is supported by an experienced care management and clinical quality function and dedicated resident/family liaison support.

Staff Coverage Data

	BANKSIA LODGE	INDUSTRY BENCHMARK		
	Hours Per Res/Per Day	Band AVG	Band Top	Sector AVG*
Care Management	0.16	0.11	0.11	0.12
RN/EN	0.54	0.52	0.38	0.70
Personal Care	1.91	2.01	1.76	2.21
Allied Health & Lifestyle	0.48	0.16	0.20	0.19
Hotel Services	0.55	0.62	0.41	0.70
Quality & Education	0.06	0.03	0.05	0.02
	3.70	3.45	2.91	3.94

* The sector average is taken from a population of more than 900 providers. The sector average Aged Care Funding Instrument (ACFI) income is \$181 per resident per day and is indicative of resident acuity and commensurate care requirements. Banksia Lodge average ACFI is currently \$158 per resident per day.

Further Information

Banksia Lodge management is happy to discuss any of the information provided in this document and to provide further insight into the level of staff resources in place to provide care, quality and service to residents.