



Cooinda House

Residential Aged Care

Location: 60 George Street, Kippa-Ring 4021

Main Reception: (07) 3897 6101

Trust Officer: (07) 3897 6109

Welcome to Cooinda House

Cooinda House is a 60-bed Commonwealth Government funded residential aged care facility located at Kippa-Ring (Redcliffe) on the Redcliffe Peninsular. We offer permanent residential aged care for individuals requiring varying levels of care as well as residents with mental health conditions.

Cooinda House is designed around six (6) wings. Each wing has access to indoor and outdoor activities areas and gardens. The home has 12 bed secure unit and multiple common areas and lounge rooms.

Visiting hours at Cooinda House are unrestricted. Consumers and their representatives are encouraged to take every opportunity to visit the home and participate in daily activities.

Visitors can order meals for \$5 per meal (order and payment are required prior)

What services are available to me?

- Medical care provided by visiting General Practitioners
- 24-hour nursing care
- All meals provided
- Laundry services
- Recreational Officers
- Aged Care Ambassador
- Physiotherapist
- Dietitian
- Speech Therapy
- Occupational therapy
- Wound Care Specialist nurse
- Infection Control specialist nurse
- Podiatry
- Palliative Care Services
- Visiting Mental Health Team
- Trust Officer
- Visiting Hairdresser

Are you eligible?

To be considered for Cooinda House, individuals must be assessed as “High Care” through an Aged Care Support Plan (ACCR). Cooinda House has a focus on admitting individuals from the local community, those who are financially disadvantaged, and those with complex health care needs.

The senior nursing and allied health team will review your application and arrange a suitable time for them to meet with you. This is to ensure that Cooinda House is able to accommodate your care needs and quality of life.

Is there a cost?

Basic Daily fee as directed by the Department of Health and Ageing.

The following costs may apply and dependent on your circumstances:

- Means tested care fee.
- The refundable accommodation deposit may apply depending on income and asset assessment (maximum \$350 000);
- Daily accommodation contribution.

Extra Funds are required for medications and other personal expenditures.



How do I apply?

All enquires and applications are to be forwarded to COH-CNCagedcare@health.qld.gov.au

What you need to bring

As this is your home, we encourage you to bring in your own personal belongings including clothing, quilt covers, photographs and electronic devices, such as television, DVD player, radio, computer or laptop. The repair and replacement of all personal belongings is the responsibility of you and your family. All electrical devices must be tested through the facilities maintenance services (*).

*For important health and safety reasons, cooking equipment is not permitted in resident's rooms.



Standard Services

Meals

You will have three main meals per day with morning and afternoon teas as well as late supper. Fresh fruit and snacks are available throughout the day as required. Meals are served in the central dining area, the smaller dining areas in each unit or in your room if requested, or if you are unwell.

Menu choices are available and food services staff can assist with selection and pre-ordering. We can cater for special diets, personal and cultural needs.

Accommodation

Cooinda House provides safe, comfortable accommodation. You will have a private furnished room with garden views and access to a shared ensuite.

Laundry

All laundry, including personal clothing is arranged through Cooinda House at no cost to the resident. You are free to make other arrangements if you wish but will be required to pay any charges that may apply.

Visiting Hours

Visiting hours are unrestricted. Relatives and friends are encouraged to take every opportunity to visit and participate in your daily activities. Visitors are asked to notify staff of their arrival and departure and sign in and out in the book provided at the front entrance.

Special Occasions

Families may wish to celebrate special occasions with their loved one. Arrangements can be made with staff regarding the use of pergola areas or activity rooms. We are unable to cater for private functions.

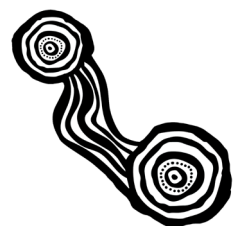
Spiritual and Cultural Needs

We respect everyone's cultural background, customs and spiritual beliefs. On admission, you will be asked how we can meet your cultural and spiritual needs.

Chaplain Services are available to all residents. Details of church services and groups are available from the Recreation Officer.

Pharmacy Services for Cooinda House: Sandgate Aged Care Pharmacy (Aspect Health): 07 3869 7600.

Please bring all your current medications, including vitamin supplements and herbal medicines so your doctor and pharmacist can review them.



Social and Recreational Services

You are encouraged to take part in the organised activities and to continue to pursue your usual interests. This includes visiting friends and having them visit you. Regular activities organised by our Recreation Officers include lawn bowls, bingo, arts and craft, gardening, cooking, sign-a-longs, concerts, theme days, outings and bus trips. Relatives and carers are welcome to join in.



Public Transport

Bus stops are located outside Coinda House on George Street and Anzac Ave. The nearest railway stations are at Kippa-Ring, with bus connections available. Visit www.translink.com.au or call 131 230 for timetable and service information.

Way to Go

Way to Go is a new Patient and Visitor portal making your care journey easier. This portal is a one stop shop for important information relevant to you during your stay within our facility.

Keep up to date with:

- Australian Charter of Healthcare Rights: What to expect when receiving health care.
- Ryan's Rule: 3 Step process to raise concerns if a health concern is getting worse or not improving.
- COVID-19 changes to visiting our hospitals.

To access this portal:

1. Scan the QR Code or go to www.metronorth.health.qld.gov.au/waytogo
2. Start your health journey
3. Add to your home screen for future use



Have your say – your feedback is important

The quickest way to raise a concern or provide a compliment is to speak to a member of staff involved in your care. Or scan the QR code below or go to www.metronorth.health.qld.gov.au/community/contact-us to provide written feedback. This feedback form is for any services received in Community and Oral Health, Metro North Health.



- Do you have any suggestions for improving what we do?
- Tell us about your main concern?
- Tell us what we did well?

Consumer Liaison Officer contact details: Email: COH-CLO@health.qld.gov.au or Mobile: 0436 841 603.

