

MT VIEW HOMES INC.



# STRATEGIC PLAN

2021 -2023



Mt View Homes is a high-quality aged care facility in the Mount Remarkable District Council area based in the southern Flinders Ranges.

## **WE PROVIDE**

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CARE, ACCOMMODATION AND LIFESTYLE SERVICES  
AND TREAT EVERYONE LIKE A MEMBER OF THE  
FAMILY.



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# OVERVIEW

## OF MT VIEW HOMES

“Mt View” Homes Incorporated is a community owned association that was incorporated in 1975 with the aim of providing aged care accommodation and services to the people of Booleroo Centre and surrounding districts.

The organisation has transitioned over this time to become a highly reputable secure facility, providing high level nursing care and dementia specific services, as well as affordable housing with Independent living units.

A Board of Directors is elected annually by the community to provide sound governance and ensure the viability of the organisation is ongoing.

The Chief Executive Officer is ultimately responsible for the management of the organisation, and the efficient functioning of the facility, ensuring compliance is met and maintained, and the level of service provided is of high standard.

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## MESSAGE FROM

# THE CHAIR AND CEO



**M**t View Homes Incorporated has been providing specialised residential care for its community since 1982. The core focus over this time has been to deliver quality, affordable and personalised services to those who seek our care and support. We have endeavoured to provide access to social activities and services that contribute to individual wellbeing, quality of life and enjoyment for their journey in life. Quality care and lifestyle remains our core focus, while ensuring our future viability and continuity is maintained.

The aged care sector has undergone significant change over the past few years, and further reforms are before us following the Royal Commission. We are preparing for proposed changes to ensure our high level of service can be maintained, and our operational and financial models can accommodate future changes.

We are very aware of the current pressures on attracting and retaining a skilled workforce and ensure that suitable plans, partnerships and programs are in place to deliver a skilled, 'right-fit' and sustainable workforce. Attracting staff to the local area is a challenge, and so we continue to build strong staff support and morale to make the transition for new people enjoyable.

Another focus for our organisation is to build on the reputation for secure dementia care, and having recognised dementia programs in place to

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enhance the lives of those with this disease in a safe and comfortable environment. This includes the upskilling of staff to increase qualified nursing numbers, ongoing training for all staff and researching for opportunities to grow further in this area of specialised care.

The establishment of the Opportunity Shop in Booleroo Centre has been an amazing resource for the organisation, as well as the community as a whole. It has provided a social place for community volunteers to work, giving a sense of reward while reducing the feelings of isolation. Donations to the shop have come from far and wide, and patrons have been in receipt of high-quality clothing, household items and assorted goods at very reasonable prices. The town has benefited from the travellers who come to visit the shop as well as the promotional advertising that occurs. Proceeds from the shop have enabled new projects to be implemented at Mt View Homes for the resident's benefit, and it is hoped this will continue so upgrades to the facility can occur from the shop profits.

During the next two years, we will continue to refresh relationships with other stakeholders and providers, be active participants in reform networks and continue to support industry led working parties on aged care matters with a focus on Regional, Rural and Remote. We will also continue to embed sustainability into our organisation through a commitment in reducing our waste and emissions, embracing new practices to build a resilient environment and implement recommended changes to enhance and improve Aged Care in our society.

These strategies reinforces reinforces our commitment to be a leader in Aged Care; an organisation that other providers turn to for support and advice, and to have the reputation of being 'the place to be, the place to call home!'

**- Shane Kelly & Jenny Deer**  
Chairman                      CEO

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# | OUR MISSION

to provide excellent quality care and lifestyle services in a safe and comfortable environment, enabling residents the best quality of life.

## **WE DO THIS BY**

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- Advocating for our residents and understanding their cultural needs, values, lifestyles and choices
- Providing lifestyle support, activities and individual programs to enhance the lives of those within
- Valuing our staff, supporting them and providing a learning environment to upskill
- Supporting families through transition into aged care and ongoing support
- Assisting and nurturing residents to feel a part of a family
- Providing an enjoyable and safe environment to be called 'home'

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# OUR VALUES |



## RESPECT

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We respect our residents, our community, family representatives and each other. We treat each other with respect and take pride in what we do. We respect our residents, their needs, values, culture and lifestyle choices. We respect our staff, value their commitment and support to the organisation and invest in future pathways.

## COMPASSION

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We demonstrate empathy, kindness, and patience while caring and providing services to our residents, families and to each other.

## TRUST

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We trust the staff to deliver excellent quality care, to be honest in their work practices, and have faith in their good characters. We have reliability on their ability as workers in a vulnerable environment, to always work safely and in accordance to policies and procedures.

## TEAMWORK

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We work together to deliver high quality, individual and person centred services. We support each other and assist in providing services specific to each resident. We strive to create a fun atmosphere where work is enjoyed and celebrate special occasions together.

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# | OUR VISION

Our Aim is to provide Person centred quality care in a pleasant surrounding and in a cheerful and compassionate environment in which residents will be treated as individuals, culture and diversity respected, independence will be encouraged and the quality of their lives will be enhanced through meeting individual choices and needs.

## **OUR AIMS**

- To be financially viable and sustainable into the future
- To be efficient and maintain good governance
- To exceed our residents and family expectations, and fully support those who have no support services in place
- To be a respected and employer of choice, with quality workplace guidance and leadership
- Demonstrating a high level of deliverance in the aged care standards
- To have dedicated teams of qualified, caring and committed staff who enjoy delivering quality services while engaging with older people
- To maintain and enhance our valuable reputation as a leading provider in aged care

# OUR SERVICES

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## ACCOMMODATION

All resident's rooms are single with ensuites, and set up to suit occupants. Rooms are provided with an electric bed, wardrobe with dresser, lounge chair, bedside cupboard and overway table. Attractive window furnishings in place to complement the room.

Residents are encouraged to bring along personal items to make their room their own.

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## BUILDINGS & GROUNDS

All buildings have passed certification requirements and are safe and well maintained. Comprehensive fire system is monitored and maintained including full sprinkler system throughout facility.

Large activities area with access to secure atrium and pergola area. Open plan living areas to provide space, comfort and private areas for visiting. Secure garden areas with lucious lawns, pathways, outdoor seating and pergola areas.

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## CARE SERVICES

Twenty four hour care delivered by Registered & Enrolled nurses and Personal care workers.

Excellent nutrition and hydration offered and individual preferences honoured, including modified meals and specialised diets.

Palliative care program embracing families and providing support during this special time.

Medication management program  
Inhouse laundry and housekeeping provided.

Pastoral care services by all denominational clergy. Regular visits by GP and allied Health professionals.

Community support by volunteers.

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## FACILITY SERVICES

Lifestyle program to encompass varied activities and individual preferences. Time spent with individuals for talks and company.

Secure areas indoors and outside to embrace dementia specific needs. Televisions with internet access for browsing, zoom meetings with family. Netflix and documentaries to support lifestyle programs.

Weekly church services with rotating denominational input. Cooking programs for resident participation.

Onsite hairdressing. Facility gopher for resident use. Op Shop for resident access and contribution. Function room for residents and family use.

Maintenance attended to efficiently and with expertise.

# GOALS & STRATEGIES



## **GOAL ONE**

### **ACCREDITATION**

Accreditation by the Australian Aged Care Quality and Safety Commission will be maintained

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### **STRATEGIES:**

1. Policies and procedures in place to effectively guide staff to deliver and achieve the expected requirements over the 8 Quality standards, and consistent with the Charter of Aged Care Rights.
2. Strong commitment by management and staff towards maintaining a high standard of care and services to achieve 5 star rating.
3. Ensure compliance is maintained through all reporting requirements, risk is identified and managed and Residents are happy with the services received.

## **GOAL TWO**

### **CONTINUOUS IMPROVEMENT & WORK HEALTH & SAFETY**

“Mt View” Homes Inc. actively pursues continuous improvement and Work Health & Safety.

#### **STRATEGIES:**

1. An active Continuous Improvement program that will assess, monitor and improve the quality and safety of care and services provided, to ensure they are inclusive and responsive to the diverse range of consumers to Mt View Homes.
2. Continue to improve the living environment, the care and services provided to our residents, to ensure quality of life can be achieved for each resident
3. Manage the Work Health & Safety systems to ensure all regulatory requirements are met, and to identify where quality and safety is at risk.
4. Implement changes as per the Aged Care Reforms resulting from the Royal Commission.
5. Promote a robust Infection Control program led by the appointed Infection Prevention control lead staff personnel.
6. Maintain a “Covid Free” facility.
7. Build on opportunities arising out of reforms and changing consumer expectations
8. Continue to monitor, prepare for and implement changes as required to meet changing legislative, regulatory and funding requirements flowing from the ongoing Aged Care Reforms processes.

## GOAL THREE

### RESIDENT CARE & LIFESTYLE

“Mt View” Homes Inc. will aim to provide the best possible environment for the residents while ensuring that clinical quality and safety is a priority.

#### STRATEGIES

1. To seek out and be open to innovative ideas and Best Practice which will enhance the care and lifestyle of Residents, optimising their health and well-being and be committed to clinical quality and safety through openness and developed partnerships.
2. Access services of Allied Health professionals in a timely and appropriate manner to promote a consultative approach to care.
3. To pursue purchase of equipment for the benefit of residents and staff, and to help assist with lifestyle needs and enjoyment.
4. To ensure a safe and comfortable living environment is maintained and services are delivered by safe working practices that will promote consumers independence, function and enjoyment.
5. Deliver care that is appropriate and sensitive to the needs of all consumers and their families from Culturally And Linguistically Diverse (CALD) backgrounds, as well as support staff members from CALD backgrounds where required.
6. Provide Lifestyle choices and preferences with activities, menu options, care and services delivered, and support consumers to make choices including those that may involve an element of risk.
7. Pursue technology avenues to enhance service delivery for residents including telehealth and electronic medication programs.
8. Continue to build our profile and reputation at a local, state and national level.

## GOAL FOUR

### FINANCIAL RESOURCES

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“Mt View” Homes Inc. will aim to provide sound financial management ensuring the continuing viability of the organisation.



## STRATEGIES

1. Maximising subsidy funding with Aged Care Funding Instrument (ACFI) appraisals and assessments.
2. Maximise potential for achieving maximum Refundable Accommodation Deposit or equivalent Daily Accommodation Payment.
3. Ensure all Prudential obligations are met on an annual basis.
4. The Board to provide sound policies and procedures for executive staff to perform their financial management roles.
5. The Board to monitor financial management performance.
6. Promotion of donations in memory and bequests.
7. Pursue staff wage incentives following appointment of new staff where applicable.
8. Promote and support the 'Op Shop' for ongoing operation.
9. Pursue all avenues of funding including grant opportunities.

## GOAL FIVE

# BUILDING AND EQUIPMENT

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“Mt View” Homes Inc. will aim to maintain and update the buildings and equipment of the Aged Care Facility and the Independent Living Units.



## STRATEGIES

1. Identify and prioritise replacement and effective maintenance of plant and equipment.
2. Maintain roadways around facility, through car park and exit near units.
3. Continual upkeep and maintenance of grounds.
4. Certification of building requirements and continuing regulatory compliance will be maintained.
5. Adequate motor vehicle for use by staff, volunteers and other stakeholders.
6. Consult with consumers on their preferences, ideas and opinions about the service environment including changes to the layout of the environment and building restructure.

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## GOAL SIX

# HUMAN RESOURCES



“Mt View” Homes Inc. will provide skilled and qualified staffing levels adequate for the organisation to function effectively.

## STRATEGIES

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1. Maintain Registered & Enrolled Nurse coverage to adequately provide specialised nursing care needs as identified.
2. Ensure a roster is maintained with adequate number of staff to ensure all services are provided to residents and specific ‘resident time’ requirements are met.
3. Encourage and support education and training to further develop the skills of all staff and key management positions.
4. Maintain a safe working environment supported by policies and procedures, with emphasis on safe work practices by all staff.
5. Encourage a culture of service, teamwork, honesty and open disclosure amongst the staff, ensuring our organisation’s values are honoured.
6. Encourage and support a ‘family friendly’ atmosphere where residents and family members feel like they are at home, supported in their decisions and choices for care and services, and their every need is met to the best of our ability.
7. Encourage more voluntary participation from the community.
8. Build on the reputation of the organisation to be a preferred employer for aged care.

