

# Patient Information Guide



**Please do not remove  
from room**

LAKE MACQUARIE  
PRIVATE HOSPITAL



For your own copy of this guide,  
please scan the code with your  
smartphone camera and a digital  
download will begin.

Scan Me

[LakeMacquarieprivate.com.au](http://LakeMacquarieprivate.com.au)



Lake Macquarie  
Private Hospital

Part of Ramsay Health Care



# The Ramsay Vision

Ramsay Health Care is committed to being a leading provider of health care services by delivering high quality outcomes for patients and ensuring long term profitability.

## The Ramsay Way

We are caring, progressive, enjoy our work and use a positive spirit to succeed

We take pride in our achievements and actively seek new ways of doing things better

We value integrity, credibility and respect for the individual

We build constructive relationships to achieve positive outcomes for all

We believe that success comes through recognizing and encouraging the value of people and teams

We aim to grow our business while maintaining sustainable levels of profitability, providing a basis for stakeholder loyalty

# My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

## I have a right to:

### Access

- Healthcare services and treatment that meets my needs

### Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

### Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

### Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

### Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

### Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

### Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



PUBLISHED JULY 2019

**AUSTRALIAN COMMISSION**  
ON SAFETY AND QUALITY IN HEALTH CARE

For more information  
ask a member of staff or visit  
[safetyandquality.gov.au/your-rights](https://safetyandquality.gov.au/your-rights)



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# Welcome to Lake Macquarie Private Hospital

## Useful Phone Numbers

Main Hospital Number: (02) 4943 3122

Main Hospital Fax Number: (02) 4943 5892

Ramsay Rule Contact Number: 4947 5273 or 0419 311 138

When making a local call please dial '0' first.

## Key Contacts

Switchboard: 9

Executive Office: 378

Reception/Hospital Foyer: 379

Hudsons Coffee Shop: 179

Website: [www.lakemacquarieprivate.com.au](http://www.lakemacquarieprivate.com.au)

## Welcome

At Lake Macquarie Private Hospital, we acknowledge the Awabakal people, who are the traditional custodians of this land. We pay our respects to their Elders past, present and future, and acknowledge their living culture and their unique role in the life of the region.

Lake Macquarie Private Hospital is an acute medical and advanced surgical hospital. The hospital is owned and operated by Ramsay Health Care Limited, the largest operator of private hospitals in Australia. We have been a leader in private healthcare, servicing the needs of the local community for over 40 years, and we pride ourselves on providing excellent standards of healthcare in a friendly and supportive environment.

This booklet has been prepared to provide you with information about the hospital's services, procedures and external services that you may need during your stay or when you are ready to return home. Thank you for choosing Lake Macquarie Private Hospital for your hospital care.



# Lake Macquarie Private Hospital History

The hospital was established in 1973 with 36 beds, and was later purchased by Ramsay Health Care Ltd in 2003. During this time, the hospital has grown to the current 187 beds, with plans for further extensions in the coming year.

Lake Macquarie Private Hospital provides private health care services to residents of the cities of Newcastle and Lake Macquarie, as well as the broader referral regions of the Hunter to New England local government areas.

In March 2015, the Region's first Private Emergency Department was opened at Lake Macquarie Private, providing an alternative option for people requiring emergency care. The Emergency Department includes a state-of-the-art resuscitation room, triage room and procedure room. The enthusiastic team of emergency-trained doctors and nurses provides prompt and professional care 24 hours a day, 365 days of the year.

Lake Macquarie Private is home to the Hunter Cancer Centre. It is the Hunter Region's only comprehensive private oncology service, providing medical oncology, radiation oncology, research, support services and education – all located on the one campus.

Over 100 credentialed specialists have admitting privileges across a broad range of specialties, including:

- Cardiothoracic Surgery
- Cardiology
- Orthopaedics
- General Surgery
- Bariatric
- Colorectal Surgery
- Vascular Surgery
- General Medicine
- Urology
- Oncology
- Palliative Care
- Neurology
- Neurosurgery
- Breast Surgery
- Oral and Maxillofacial Surgery
- Plastic and Cosmetic Surgery
- Gynaecology
- Respiratory Medicine



# Patient Information

## Accommodation

Lake Macquarie Private Hospital offers a range of private and shared rooms. Patients are cared for in modern, fully equipped wards with electric beds and ensuite facilities for their comfort and privacy. We endeavour to provide patients with a private room when requested. If one is not available on admission, we will transfer you to a private room as soon as one becomes vacant.

Most wards have a recreational area where TV and complimentary coffee and tea making facilities are available for patients and their visitors.

## Bedside Handover

During the change of each nursing shift, a handover will take place at the patient's bedside between the nursing staff and the patient. You are encouraged to participate in this and discuss any aspect of your care with the nursing staff during the handover. Please let staff know if you are not comfortable taking part in the handover process.

## Coffee Shop

Hudsons Coffee is located on the ground floor near the main entrance to the hospital. They provide a wide range of food and drinks.

Opening hours are:

Monday to Friday	6.30am–6.30pm
Saturday and Sunday	8.30am–2.30pm

## Communication Boards

There are communication boards for each bed in all clinical areas.

Nursing staff use these to let you know who is caring for you and write goals for the day, etc. Patients and carers are also encouraged to use them to write goals for the day, questions for your doctors, etc.

## Community Agencies

If needed, we are happy to arrange referrals to community agencies before discharge. These include the following:

- Community Nursing
- DVA
- Meals on Wheels
- Cancer Support
- Palliative Care
- Community Transport Services

## Computers and Internet

Personal computers and devices may be used within the hospital. High speed Wi-Fi is provided at no charge and can be used by using the 'MC' number on your patient identification band on your wrist.

Please note that the hospital cannot accept responsibility for your personal equipment when left unattended.

## Discharge Planning

Your discharge from hospital will be authorised by your doctor. The preferred discharge time is by 9.30am.

If you have difficulty leaving by this time, please speak with your Nurse Unit Manager in advance.

When leaving the hospital, please ensure that you collect all of your current medications, x-rays and your personal belongings.



For your continued wellbeing, please arrange for someone to accompany you home and be with you for the following 24 hours.

Please discuss with your nurse or Nurse Unit Manager if you would like to access the help of the discharge planning team, who may help with support services and planning when you return home.

Lake Macquarie Private Hospital Emergency Department is open 24 hours a day, 365 days a year, providing prompt and professional emergency care, should you need it after discharge.

Lake Macquarie Private Hospital values the contribution of our patients to our continuous service improvement program. We would appreciate your assistance in completing a service questionnaire prior to your discharge.

## **Dietetics**

Dietary advice is available onsite from our highly qualified and experienced dietitians. If you would like to talk about your needs with a dietitian, please ask your nurse.

## **Department of Veterans' Affairs Liaison Officer (VLO)**

If you are a DVA card holder and would like to talk with our DVA Liaison Officer, please let your Nurse Unit Manager know. The VLO regularly visits with patients and offers support where needed.

Our hospital is proud to be associated with the Department of Veterans' Affairs Better Discharge Planning Program. The program aims to improve the health outcomes of veterans and war widows with chronic conditions, who are most at risk of illness and readmission to hospital.

To be eligible for the program a veteran/war widow must satisfy the program eligibility criteria as determined by the Department of Veterans' Affairs.

## **Electrical Equipment**

All personal electrical equipment brought into the hospital with you must undergo an electrical safety check. Please advise staff that you require a safety check prior to using electrical equipment.

## **Emergency and Safety Procedures**

This hospital has highly developed safety and emergency procedures. Training drills and alarm testing procedures are carried out on a regular basis.

In the unlikely event of an emergency, please remain in your room until a staff member arrives to assist you. If the need arises for evacuation, your attending nurse will advise you during the procedure.

## **Escalation of Care (The Ramsay Rule)**

If you or your family are worried about your condition or feel you are becoming more unwell, either physically or mentally, please speak with your nurse or doctor, who can help. If you are still worried, you can request to speak to the Nurse Unit Manager or, if it's after hours, to the nurse in charge of the ward. If you are still concerned, then you, a family member or carer can activate the 'Ramsay Rule' by ringing 4947 5273 or 0419 311 138 (dial 0 first for an outside line when using hospital phones). A Ramsay Rule nurse or doctor will talk to you and arrange a clinical review.

## Falls

Falling over is the main cause of injury in hospital and can cause serious injuries and disability.

### What you can do to stay on your feet:

- Ensure your call bell is within reach to call staff if needed.
- Turn on the light at night before getting out of bed.
- Always use walking aids if needed.
- Use your glasses and hearing aids.
- Make sure you know where the toilet is.
- Staff will talk to you about sitting out of bed, walking and exercising. This is also important in assisting your recovery.

### Family and friends can help by:

- Spending time with your loved one.
- Notifying nursing staff when you are leaving, especially if the patient is confused.
- When you leave, ensure the area is free from clutter (chairs, tables, etc.).
- Ensure the call bell is within reach.

## Financial Matters and Health Insurance

If you are a member of a health fund, it is advised that you check with them regarding your current level of cover in relation to your admission.

All patients who have any out-of-pocket expenses (such as excess, co-payments, etc.) will be contacted via phone prior to admission. On admission, all patients will receive an 'Informed Financial Consent' form, which outlines the costs associated with your admission to Lake Macquarie Private Hospital.

If you haven't signed a form, please inform the Nurse Unit Manager, who will organise for the finance department to give one to you.

Please be aware that STD, international calls, calls to mobiles and sundry item charges are payable on discharge.

Please note that medical practitioners, allied health practitioners and anaesthetists fees are billed separately by the individual practitioner.

If you have any questions on financial matters, please speak with our helpful reception staff.

For your convenience, payment may be made by cash, EFTPOS, bank cheque, MasterCard or Visa.

## Flowers

Vases are kept on the wards for flowers that may be brought in for you. Please let your family and friends know that potted plants are not allowed in any unit, and no flowers are allowed in critical care units.

## Hand Hygiene

Hand hygiene is conducted in accordance with Hand Hygiene Australia's 'five moments', which include: washing hands before touching a patient, before a procedure, after a procedure, after touching a patient and after touching a patient's environment.

Lake Macquarie Private Hospital participates in the national hand hygiene strategy and audits are conducted three times per year. Visitors to this hospital are encouraged, through appropriate signage, to use antiseptic hand rub, which is located throughout the hospital.

## Housekeeping

Your room will be cleaned each day or more frequently if required. Please notify nursing staff if you have a concern with any aspect of the housekeeping service. While every effort is made to ensure your room is well maintained, please let staff know if you identify any maintenance issues.

## Interpreter Service

Interpreter services are available for non-English speaking and hearing-impaired patients. Please discuss this with the nurse caring for you if required.

## Lifting Policy

In the interest of safety to patients and staff, the hospital has adopted a 'No Lift' policy as part of its commitment to provide a safe and healthy workplace.

You will be encouraged to assist in your transfers and weight bearing to assist in your recovery.

If you do require assistance, staff may use equipment such as wheelchairs, slide sheets or mechanical lifters, thereby making the process more comfortable and safer for you.

## Lost Property

The hospital will not accept liability for loss or damage of valuables or personal belongings that you choose to keep in your room.

If any of your property is inadvertently left behind, the hospital will contact you to collect the items as soon as possible.

It is advisable not to bring valuable items such as jewellery or large amounts of cash to hospital. If you have already done so, please arrange for your family to take your valuables home for you.

## Meals

All meals at Lake Macquarie Private are prepared fresh onsite by our chef. Menus are prepared in consultation with our dietitian.

If you have any food allergies or special dietary requirements, please advise nursing or dietary staff.

### Meal Times

Service times may vary from ward to ward.

Breakfast: 7.30am

Morning Tea: 9.30am

Lunch: 12.00noon

Afternoon Tea: 2.30pm

Dinner: 5.30pm

## Medical Staff

Our Visiting Medical Officers (VMO's) undertake a thorough credentialing process to ensure you receive quality care.

The doctor who admits you is responsible for your medical care while you are in hospital.

Onsite medical cover is provided by the hospital Career Medical Officer (CMO), 24 hours a day. CMO's are available for emergency assistance when needed.

## Medications

If you are on regular medications at home, please bring them to hospital with you. The nursing staff will lock them in the bedside drawer and administer them during your stay.

Please remember to collect all medications before you go home, including any that may be stored in the fridge or medication cupboard.

## Newspapers

Newspapers are delivered daily to all areas and are offered to patients free-of-charge. If you would like one, please ask nursing staff.

## Nurse Call Button

Each bed is fitted with a handset with a nurse call button. The handset is also the controller for the TV and the bedside light.

Nurse call buttons are also located inside the ensuite bathrooms and toilets.

A nurse will answer your call as soon as possible.

## Nursing Staff

Each ward in the hospital has a Nursing Unit Manager (NUM), who is in charge of that clinical area.

The NUM is responsible for coordinating care and ensuring that high clinical standards are maintained.

## Occupational Therapy

If you require the services of an occupational therapist to assist you with preparations for going home, the Nurse Unit Manager, in consultation with your specialist, will make the arrangements on your behalf.

## Parking

There is a car park for patients, visitors and staff located in Hughes Street (behind the Specialist Medical Centre).

It is open from 6.00am to 11.00pm and is free-of-charge. Please note that the carpark is locked at night and on weekends.

## Pastoral Care

Local clergy from all denominations may be called by your nurse at any time, should you wish to speak with them. If you have any special cultural needs, please discuss this with your nurse.

## Pathology

Pathology services are available onsite, seven days a week.

## Patient Satisfaction

Lake Macquarie Private Hospital takes pride in listening and responding to the needs of our patients. Your feedback allows us to continually evaluate and improve on all aspects of our performance.

We encourage feedback from our patients via the feedback card (which is placed on your bed when you are admitted) via our website, or via our patient satisfaction surveys. You may also receive an email shortly after your discharge, which will give you a further opportunity to give feedback about your experience.

If you have any concerns about your care, please speak to your nurse or the Nurse Unit Manager as soon as possible so that they may be addressed in a timely manner. If you believe you have not been heard or your concerns have not been addressed to your satisfaction, you may ask to speak to the Hospital Coordinator or Director of Clinical Services.

## Physiotherapy

The hospital employs a team of trained and highly skilled physiotherapists who care for patients before and after all major surgery, seven days a week.



The physiotherapists participate in pre-operative clinics and discharge planning.

As an additional service, the physiotherapists also coordinate the outpatient cardiac rehabilitation program. This program assists in the recovery process for patients post-angioplasty, stent, and open heart surgery.

The program involves supervised exercise and weekly education sessions in cardiovascular disease and associated risk factors.

The duration of the program is six weeks, with two visits per week.

## Privacy

Lake Macquarie Private Hospital is committed to conducting its services in compliance with all applicable legislative requirements and in accordance with the highest ethical standards.

Lake Macquarie Private Hospital complies with the *Commonwealth Privacy Act* and all other state/territory legislative requirements in relation to the management of personal information.

Our patients can feel safe in the knowledge that we safeguard their personal health information, ensuring that confidentiality is respected and information is stored securely.

In order to provide you with the health care services that you require, we need to collect and use your personal health information.

If you provide incomplete or inaccurate information to us, or withhold personal health information from us, we may not be able to provide you with the services you may need.

## Psychology and Psychiatry Services

Lake Macquarie Private Hospital offers psychology and psychiatric services where required, to assist with the care you receive in hospital. These services are accessed by referral from your treating doctor.

## Quality

Lake Macquarie Private Hospital is accredited to the National Safety and Quality Health Service Standards through Global Mark.

Accreditation demonstrates that we are committed to quality, customer care and satisfaction, and that we are regularly reviewed by an external auditor to ensure we are following the approved processes. Our most recent accreditation survey in June 2019 resulted in full accreditation for three years with zero non-compliances.

## Security

For the safety of patients, visitors and staff the external doors to the hospital are locked from 9.00pm to 6.00am. During these times, visitors will be required to show identification to the Hospital Coordinator before entry.

## Smoking

Lake Macquarie Private Hospital is a smoke-free hospital. Smoking is not permitted within the hospital or the hospital grounds.

## Social Worker

Lake Macquarie Private Hospital has a social worker on staff, who may visit with you during your stay. Please ask your nurse if you would like to discuss your care or your relative's care with the social worker, especially leading to discharge.

## Staff Identification

All staff wear name badges and a security ID tag, which shows their photo, name and position.

## Stomal Therapist

A stomal therapist is available should you require them. The costs are covered by your inpatient bed fee.

## Students

Lake Macquarie Private Hospital supports the education of nurses and participates in clinical placements for undergraduate nursing students from university and TAFE. The students work under close supervision at all times.

## Telephones

A bedside telephone is provided for your personal use. To make a local call, simply dial 0 before dialing the number.

## Visiting Hours

Visiting hours are restricted in the interest of everyone's safety due to COVID-19. Please contact the hospital on (02) 4943 3122 for advice on when you may visit.

All visitors arriving at the hospital will be reviewed by a member of our team prior to entering. Depending on the level of community transmission, visitors may be required to wear a mask when inside the hospital building. Social distancing must be maintained at all times.

If you have a fever or are unwell with cold or flu-like symptoms, regardless of travel, please do not enter the hospital and see your doctor for assessment.

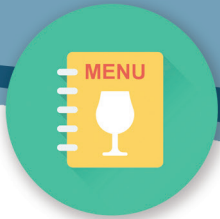
We thank you for your patience during this period.

[www.ramsayhealth.com.au/News/Novel-Coronavirus](http://www.ramsayhealth.com.au/News/Novel-Coronavirus)

## X-Ray

Imaging services are available onsite and in the Specialist Medical Centre, which is linked to the hospital via a clinical services walkway.

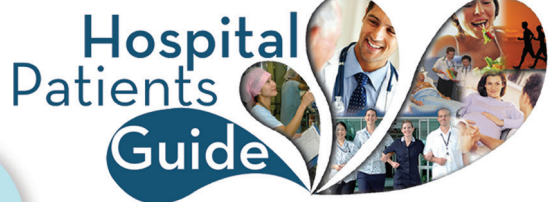
# Local Community Services for Your Information



The following pages contain information on a curated range of local community services chosen to help you and your visitors during and after your stay.

Though a service's feature in the publication doesn't imply an endorsement on behalf of the hospital, we want to thank these service providers for their support, without which this publication would not be possible.

Please take the time to look through their services and consider their usefulness to you.





Get in touch  
**1800 864 846**  
**ask@uniting.org**  
**uniting.org**

Uniting aged care services

# Helping you live your life, your **way.**

With 100 years of experience providing care and support for older Australians, you're in expert hands with Uniting.

## **Uniting retirement and independent living**

For retirees looking for secure and maintenance-free living within a caring community.

## **Uniting residential aged care**

Personalised care including 24/7 nursing, respite and dementia care.

## **Uniting home and community care**

For people wanting to stay independent in their own home, who need some extra help.

## **Uniting healthy living for seniors**

Programs, activities, and gyms specially designed to support the health of older people.



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with your  
smartphone

# **Uniting**





Finalist in the Local  
Business Awards 2020 for  
Specialised Business.



## WHERE LIFESTYLE, CARE AND COMMUNITY COME TOGETHER

Located in the heart of Newcastle, SummitCare Wallsend creates nurturing, fun and warm aged care homes, giving all residents a strong sense of community and wellbeing. Our highly qualified, caring staff are well-equipped to provide excellent palliative and dementia care, as well as high care respite and residential care to those who receive peritoneal dialysis, tracheostomy care and PEG feeding.

To complement our delivery of care, we offer:

- Assessments of all residents on an individual basis for pain and offer pain management by a full-time, 24-hour a day registered nurse,
- Massages and services from a full-time physiotherapist and physiotherapy aides,
- Daily exercise programs, and
- Treatments from medical specialists and allied health professionals.

SummitCare homes also feature:

- Beautifully landscaped gardens and dining areas for residents, families and guests,
- Leisure and lifestyle activities most days each week,
- Religious services for all backgrounds,
- Visiting entertainers and engagement specialists,
- Healthy and tasty food designed by a dietitian and cooked onsite,
- Hairdressing services,
- In-house laundry services,
- Multicultural community projects, and
- Couples suites available.

At SummitCare, we pride ourselves on the professional calibre of our staff and the high levels of service delivery that far exceed the required standards, as we continue to set the benchmark for professional, heartfelt aged care.

Couples, concessional and DVA are welcome.

**Book your tour at SummitCare today or visit [www.summitcare.com.au](http://www.summitcare.com.au)**

**SummitCare Wallsend**  
**Phone:** (02) 4944 1500  
**Email:** [wallsend@summitcare.com.au](mailto:wallsend@summitcare.com.au)



# We remain here for you

At Anglican Care, we know that even during times of crisis our community still needs quality aged care services.

Now, more than ever, we understand the vital importance of continuous, vigilant infection control practices and highly trained, caring staff.

Whether you need a home care package to support you to remain independent at home, or 24-hour care in a residential home, **Anglican Care is here for you.**

## Our Hunter Residential Aged Care Homes are located at

- C A Brown Lodge - Booragul
- Greenmount Gardens - Mount Hutton
- Jesmond Grove - Jesmond
- Kilpatrick Court - Toronto
- McIntosh Court - Booragul
- Scenic Lodge - Merewether
- Toronto Nursing Home - Toronto

Call us today for all your aged care needs

# 1800 733 553

[www.anglicancare.com.au](http://www.anglicancare.com.au)



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care



myagedcare  
Approved Provider



*Let us add to your happiness*  
**AGED & DISABILITY SUPPORTS**

*Quality boutique style care*

## AGED CARE SUPPORTS

SOCIAL SUPPORT GROUP

Doorstep Pickup & Drop Off  
Home-Style Quality Meals  
Community Outings  
Physical Exercise  
Arts & Crafts

## DISABILITY SUPPORTS

Community Access  
Individual Supports  
Lawn Mowing  
Domestic Cleaning  
Holidays

Respite Accommodation  
Personal Care  
Plan Management  
Support Coordination



☎ (02) 4943 9741

📍 17 James St, Charlestown, 2290

✉ reception@biala.com.au



[www.biala.com.au](http://www.biala.com.au)





## Apollo International Hotel

290 Pacific Highway, Charlestown NSW 2290

**P: 02 4943 6733**

**Book Direct  
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& Save 5%**

**5 Mins Drive  
Lake Macquarie  
Private Hospital**

[stay@apollointernational.com.au](mailto:stay@apollointernational.com.au)

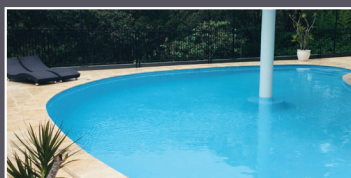
[www.apollointernational.com.au](http://www.apollointernational.com.au)



### ACCOMMODATION



### FACILITIES



### RESTAURANT



Free Parking • Free WiFi • Pool • Gym





*Your Caring Home*

# Mayfield Aged Care

*Start Living Life Again*



*The Professional  
Solution for  
Residential Health  
Care Needs*



- Single Deluxe Rooms with Ensuite
  - Platinum Service
- 'Hotel Style' Accommodation

**115 Crebert Street, Mayfield**



*Contact our Placement Liaison on 4032 8508  
Email: [Admin2@mnh.com.au](mailto:Admin2@mnh.com.au)*

# HOME NURSING PROFESSIONALS

- Home Care Packages
- Disability Support
- Veterans' Affairs Community Nursing
- Veterans Homecare
- Commonwealth Home Support Program
- Insurance Recipients
- Domestic Services
- Home and Garden Maintenance
- Private Clients
- Respite Carers Available



Newcastle & District Nursing Service  
*For care, there's no place like home*



312 Sandgate Rd, Shortland 2307

 **4953 8444**

 **4953 8400**  **info@ndns.com.au**

**www.ndns.com.au**

NDNS is an endorsed certified provider under the Attendant Care Industry Management Systems Standard (ACIS 2018) and National Disability Insurance Scheme Practice Standards 2018

## UNDERSTAND ALZHEIMER'S SUPPORT AUSTRALIA

**Alzheimer's Australia is here to help people of all ages with all forms of dementia**

### WE HELP:

- People with memory, thinking or behavioural concerns
- People with a diagnosis of dementia
- Family members, friends and carers
- Professionals and staff working with people with dementia

**NATIONAL  
DEMENCIA HELPLINE  
1800 100 500**



**OR CALL 131 450  
FOR LANGUAGE ASSISTANCE**

**FIGHTDEMENCIA.ORG.AU**

**YOUR  
BRAIN  
MATTERS**  
YOURBRAINMATTERS.ORG.AU

Check out Alzheimer's Australia's brain health program for tips on how to maximise your brain health at **yourbrainmatters.org.au**





While you're caring  
for your loved one,  
let us take care of **you.**



Charlestown Executive Apartments offers contemporary, quality accommodation that seamlessly links apartment living with hotel comfort.

Perfectly located in its own cul-de-sac, you are assured a quiet escape only minutes away from Lake Macquarie Private Hospital.

45 - 47 Dickinson Street, Charlestown, NSW 2290

T: 02 4062 7090 M: 0408 826 825

E: [graham@charlestownapartments.com.au](mailto:graham@charlestownapartments.com.au)

[www.charlestownapartments.com.au](http://www.charlestownapartments.com.au)

# Holistic Care that's all about you!



The Salvation Army Aged Care offers support that suits your stage in life;

- whether you need help in the comfort of your own home,
- want to enjoy a maintenance-free lifestyle in one of our vibrant retirement villages,
- or require 24-hour care (short-term or permanent) in one of our residential aged care homes.

Our purpose is to uphold the dignity of the people under our care and to support them in leading a healthy, empowered and happy lifestyle.

Contact us on 1300 111 227 or  
[agedcare.enquiries@salvationarmy.org.au](mailto:agedcare.enquiries@salvationarmy.org.au)  
to discuss a package tailored to you.

W [agedcare.salvos.org.au](http://agedcare.salvos.org.au)



Aged Care