



# Welcome to Holly Aged Care

You have been accepted into Holly Aged Care as a Care Awaiting Placement (CAPS) resident. The team at Holly welcomes you and hopes that your short stay is as positive as possible. Please always ask us if you have any questions or concerns. We are here to help.

## Where are we?

16-24 Penneys Hill Road,  
Hackham SA 5163

## Who is your key contact at Holly?

Please ask to speak to our General Manager on (08) 8392 6700.

## What to expect at Holly

Holly is a residential aged care facility set within landscaped gardens near the Onkaparinga National Park. We pride ourselves on supporting the needs of all our residents, whether short or long term, and their families.

We encourage you to make yourself at home. We hope you enjoy our gardens and get to know other residents by attending our dining room and joining in with our activities.

## What should I bring?

As your stay is short, we suggest you keep personal items to a minimum. As well as necessities, you might like to bring small items like photographs, a radio, magazines etc.

Please label all personal items.

## What happens on arrival?

On arrival, you are greeted by one of our nurses and other care staff. We ask about your care and dietary needs, and interests. You are also given an orientation pack.

As well as discussing your dietary needs and preferences with you and/or your family, we follow the diet recommendations made by the hospital on your discharge.

Within the first few days of your stay, your CAPS Social Worker contacts you or your family to check how you're settling in and answer any questions.

## What care to expect?

Our carers can help with showering, toileting, dressing, and other activities – if you would like.

We also always have a nurse on duty.

As part of checking on your medical needs, a senior hospital doctor visits weekly. The hospital also provides a 24 hour "on call" service for medical advice and support.

Therapies, such as physiotherapy, are not offered. However, if you or your family would like social worker support, please contact your CAPS social worker on 0435 963 000.

## What if I or my family are worried about my health?

If you or your family are worried about your health, please speak to our nurse in person or on (08) 8392 6700. If still worried, our nurse can contact the hospital's 24 hour medical "on call" service.

**If you or your family believe you need emergency medical attention, please call the Emergency Ambulance Service on 000.**

## What matters to you?

Your cultural and language needs are important to us. Please let us or your CAPS social worker know if you or your family would like the support of the hospital's Aboriginal liaison unit or Interpreter Services.

## What happens on discharge?

Your team sets a discharge date, once a permanent home has been confirmed, or your in-home services are in place. You and your family will be advised of your discharge date and time. Normally, our discharge time is early in the morning to give you enough time to settle into your permanent home.

You are responsible for the cost of transport to your permanent home. If an ambulance needs to be arranged, you may not be covered for this cost – even if you have ambulance cover. Please check with the ambulance service.

## What are our visiting times?

There is no limit on visiting times but please be mindful that CAPS clients may be recovering from illness and need to rest during the day.

**Please Note:** Due to COVID or other illnesses, we may need to close to visitors at short notice, or alter our entry requirements, please contact us for most up to date information.

## What if we are closed to visitors?

We let your family know if we are closed to visitors, due to COVID or other illnesses.

We appreciate that closure can be distressing. We provide regular updates and additional support to our residents and families during these difficult times. In compassionate circumstances, such as palliative care, please discuss visiting with us.

## Due to COVID, what are visitors asked to do?

- Please do not visit if you are unwell.
- On arrival, please register using the self-check in book at reception.

**Please Note:** These visitor requirements may change at short notice - this may involve entry requirements, use of masks and location of visits. Please contact the facility for confirmation prior to attending.

## Other Frequently Asked Questions:

**Café and hairdressers** – are located on site.

**Day leave** – you are welcome to go for outings during the day with your family or friends, if you are able, but please let our nurse know first.

**Activities** – we offer activities daily.

**Smoking** - we are a non-smoking site.

## What to expect from us?

All your teams aim to provide a high-quality service which is respectful and supportive. We aim to communicate well with you and each other.

You have rights about what to expect from our service. For more information, please do a web search for: HCSCC Charter of Healthcare Rights; or ask your CAPS team.

## How can I give feedback?

Your feedback is always welcome.

Please let us know if you have any concerns, questions, or suggestions. You can either contact our nurse or your CAPS team on the contact details below

Alternatively, you can contact the hospital's Consumer Advisory Service via:

**Phone:**  
8204 5433

**Email:**  
HealthSALHNCConsumerAdvisory@sa.gov.au;

**Or by writing:**  
Consumer Advisory Service,  
Level 2 Flinders Medical Centre,  
Flinders Drive, BEDFORD PARK SA

## To contact Holly Aged Care:

**Care Awaiting Placement (CAPS)**  
Holly Aged Care  
16-24 Penneys Hill Road, Hackham SA 5163  
Phone: (08) 8321 0100  
[www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)

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This document has been reviewed and endorsed by consumers.

## To contact the CAPS team:

**Care Awaiting Placement Office**  
Flinders University Building  
Repat Health Precinct  
Daw Park SA 5043  
Phone: (08) 7117 5313