

# We provide Age-Friendly care

**Age-Friendly health care is important for older people, their family and their carers, to reduce harm and improve their quality of life.**

## What is Age-Friendly care?

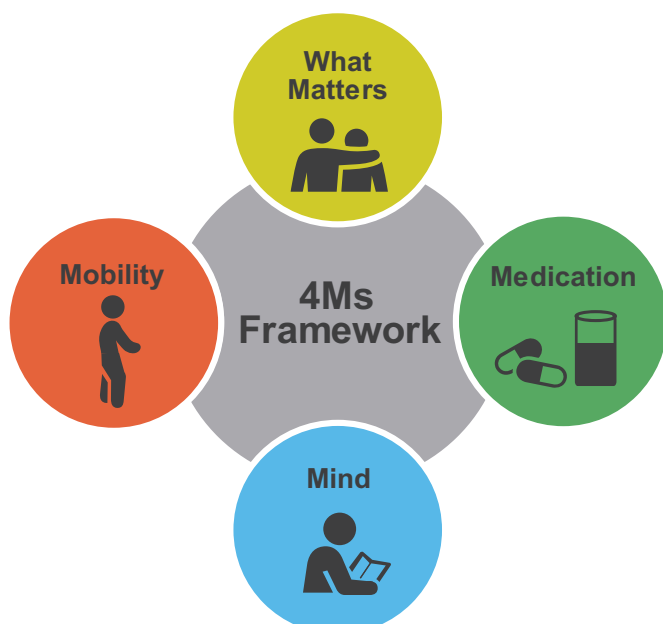
Age-Friendly health care is when you consistently receive care that includes four elements, which are known as the 4Ms:

- **What Matters**
- **Medication**
- **Mind**
- **Mobility**

We will treat you as an individual by always asking **What Matters to you?** We will listen to you and act on **What Matters** to you.

Think about **What Matters** to you while you are staying with us. This may include things such as:

- What you normally like to do each day, such as any favourite foods or activities you enjoy.
- Things that are important to you, like your family or pets.
- Your goals (things you would like to achieve now or in the future).
- Your cultural needs and preferences, including need for an interpreter.



You could discuss with our team, a friend or family member, and write a few things down here:

### What Matters to me

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Age-Friendly care also includes:

### Mind

We will check for and help manage any changes in your memory, thinking and reasoning skills, feelings of confusion, reduced awareness of your surroundings and low mood.

### Mobility

We will look at your ability and help support you to get out of bed, move around and walk safely. It includes helping you to remain active so you can do **What Matters** to you.

### Medication

We will check that your medications are right for you, changing them if we need to, and ensuring your medications support your goals and **What Matters** to you.

## EXAMPLE OF AGE-FRIENDLY CARE IN ACTION

### Barry's story

Barry is 82. He's been admitted to residential aged care as he's not able to manage safely at home.



Barry is very worried about losing contact with his friends and family now that he lives further away.

Barry needs some medication to help him sleep but this makes him drowsy in the mornings when he is meant to be at his exercise class.

Barry wants to attend his local bowls club once a week so that he can keep in touch with his friends. To play he needs to be able to maintain his mobility and standing balance.

"I don't want to miss out on seeing my friends and family"



#### Nurses

Help Barry to set up a video call with his family each day

"My sleeping tablets are so strong I can't get out of bed"



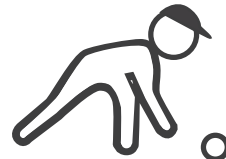
#### Nurses

Advocate for a medication review

#### Doctor

Lowers Barry's medication dose

"I need to be able to stand unsupported to continue playing bowls"



#### Physio and OT

Help Barry practice his car transfers and balance exercises



Barry is still doing what he enjoys despite his changed living arrangements.



**We are committed to providing Age-Friendly care to all older people.** If the care we provide does not support **What Matters** to you, your family member or the person you care for, or if you think we can improve the way we deliver care, please talk to us.



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