

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 the need for an interpreter.

You could discuss this with a friend or family member.

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.

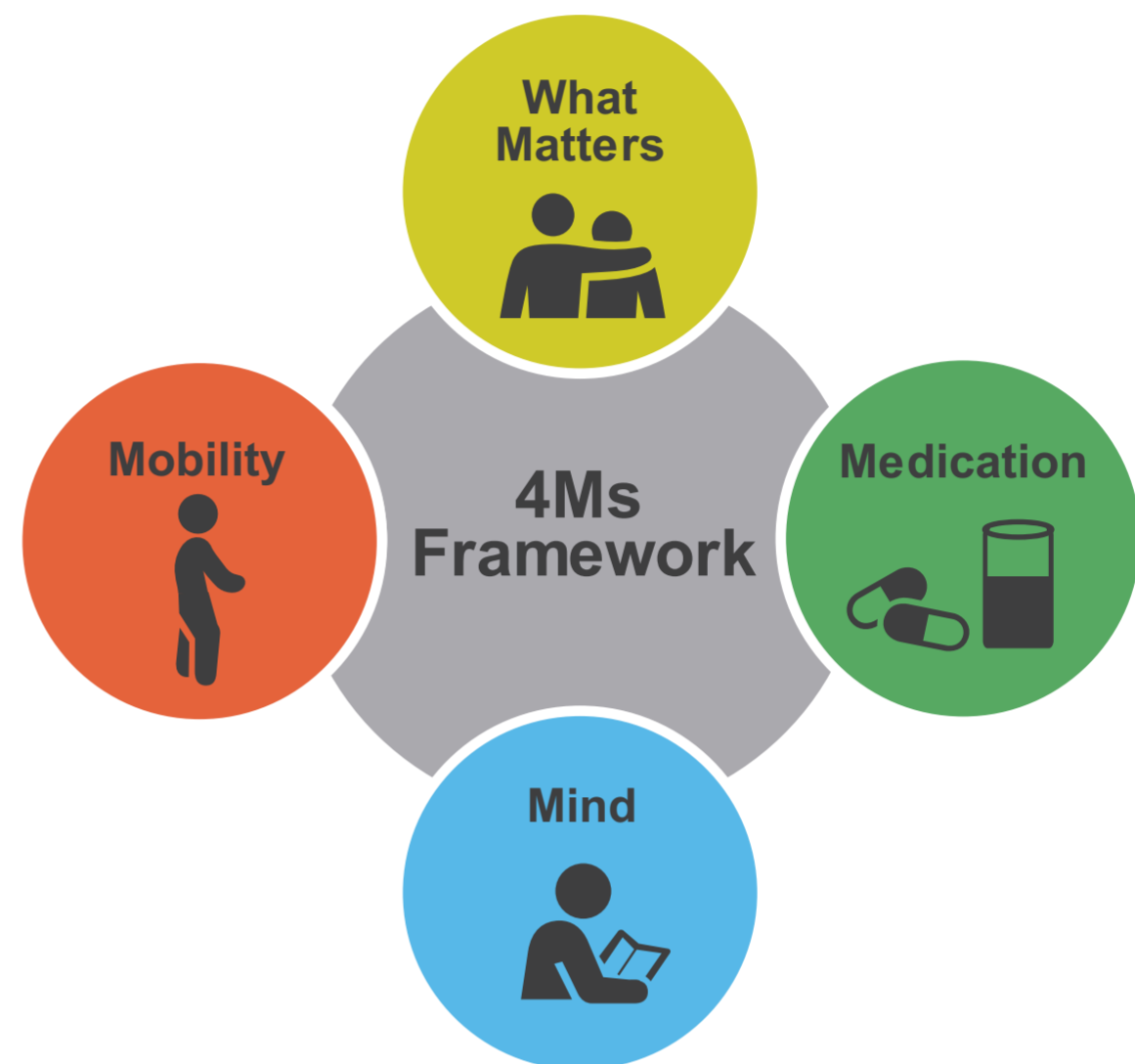
Medication

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.



We are committed to providing Age-Friendly care to all older people.

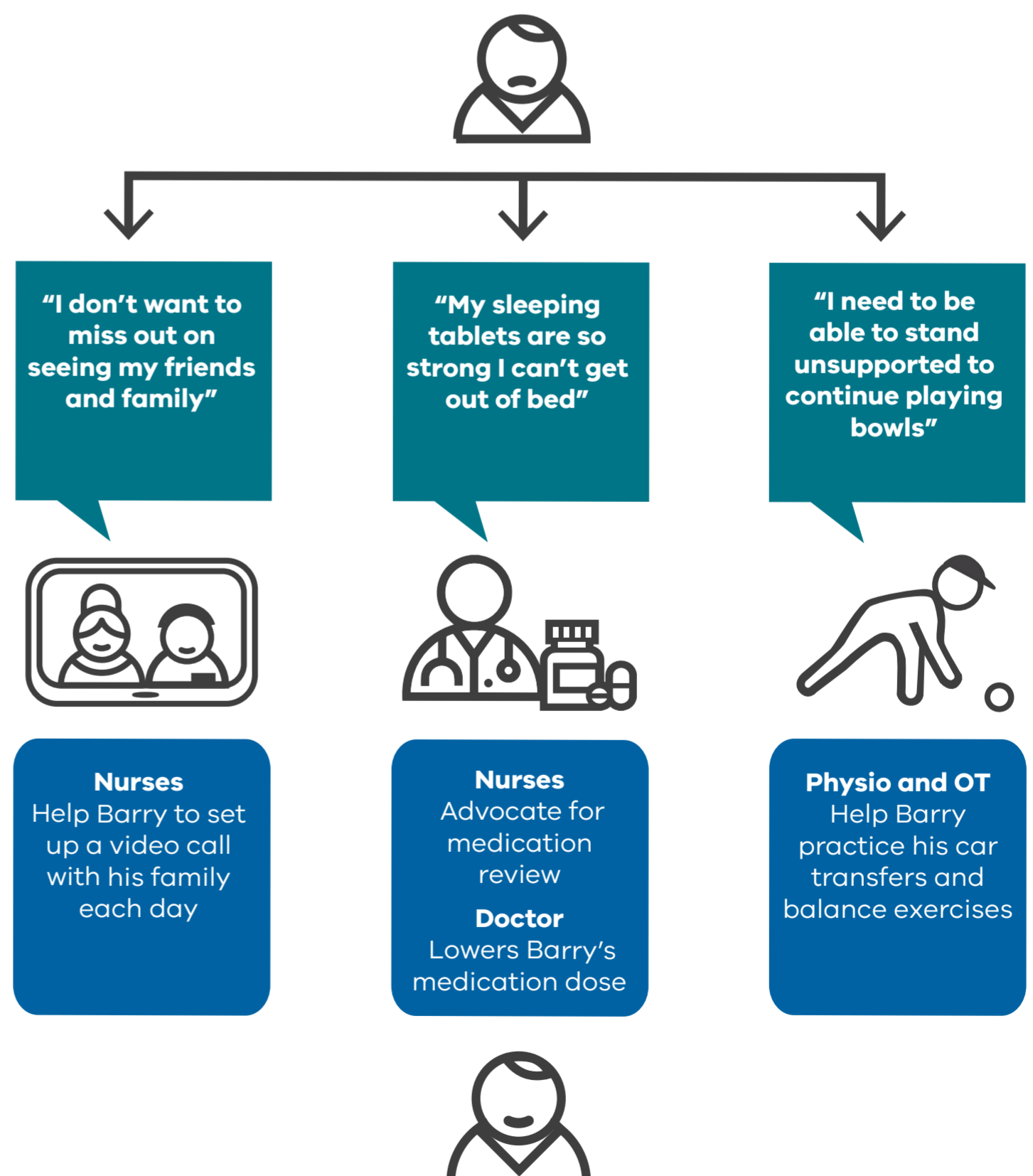
If the care we provide does not support **What Matters** to you, your family member or the person you care for, or if you think we can improve the way we deliver care, please talk to us.



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 still doing what he enjoys despite his changed living arrangements.