



"Supporting your country lifestyle"



Aged Care Information Booklet

Excellence in Healthcare - Putting People First



Our Mission

To meet the health and wellbeing needs of our Community, by delivering a comprehensive range of high quality, innovative and valued, health services.

Vision

Excellence in healthcare, putting people first.

Values

» Integrity

We will be open and honest and will do the right thing for the right reason.

» Innovation

We will be an industry leader by breaking new ground and improving the way things are done.

» Collaboration

We will actively work together in teams and partnerships.

» Respect

We will value all people's opinions and contributions.

» Accountability

We will take personal responsibility for our decisions and actions.

» Empathy

We will endeavour to understand other peoples' feelings and perspectives.

Welcome to our WDHS aged care community

Our philosophy is to respect and embrace the individuality of every resident.

Montessori model of care.

WDHS is proud to be one of the few facilities leading change in the delivery of aged care services across our Residential Aged Care facilities by implementing the Montessori model of care.

Extensive staff training has been undertaken to embed Montessori principles into everyday practice.

Montessori is a model of care based on the educational philosophies of Dr Maria Montessori whereby each individual is the centre of their care. It improves the lives of people living with dementia and the frail elderly. It is very much a community approach that provides the opportunity for families, volunteers, staff and managers to work together to create true person centred care.

The result is that people living with dementia are happier and have more meaningful lives, are involved in purposeful activities as well as having the opportunity to maintain, and even relearn everyday skills. This has a positive ripple effect for families and others involved in their care.

Our philosophy is to respect and embrace the individuality of every resident.

We are committed to working in partnership with you and your family to ensure you get the right care and support you need to feel valued and to continue being an important part of the community.



RESIDENT INFORMATION BOOKLET

**THIS BOOKLET HAS BEEN PREPARED TO PROVIDE ANSWERS
TO SOME OF YOUR QUESTIONS ABOUT LIVING IN YOUR NEW HOME**

WDHS provides public sector residential aged care services from six residential aged care facilities across Hamilton, Coleraine and Penshurst. This includes a total of 175 beds.

Staff members provide a holistic approach to the care they deliver and encourage all residents to maintain their independence and special interests, and also to develop new friendships and interests.

HAMILTON

The Birches

The Birches provides permanent and respite accommodation for 45 residents in Hamilton.

The Birches also has a specialized unit within the facility and this provides care for residents with dementia and who are at risk of unsafe wandering.

The Grange

The Grange Residential Care Service provides permanent and respite accommodation for 50 residents in Hamilton.

COLERAINE

Wannon Hostel

The Wannon Hostel provides permanent and respite accommodation for 39 residents in Coleraine.

Valley View Nursing Home

The Valley View Nursing Home provides permanent accommodation for 12 residents in Coleraine.

PENSHURST

Kolor Lodge

The Kolor Lodge provides permanent and respite accommodation for 10 residents in Penshurst.

Penshurst Nursing Home

The Penshurst Nursing Home provides permanent accommodation for 19 residents in Penshurst.

INSPECTION

Prospective residents, together with family and carers are invited to visit the facility before making a decision to become a resident.

Please make an appointment with the Nurse Unit Manager in order to view the home and meet with the staff to discuss your care requirements. The Nurse Unit Manager will be able to assist you and your family with any questions or concerns.

Key contact numbers are available on our website below

Website address: www.wdhs.net

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Reminder: Please notify facility reception staff of any changes in contact details or addresses of NEXT OF KIN as soon as they happen. This ensures our records are up to date and you can be contacted promptly if required.

WELCOME

The staff and residents of our facility extend a welcome to you and your family. We hope that the time you spend here will be both a pleasurable and fulfilling experience.

When the time comes to assess the ability to live independently the choices and pathways can be overwhelming. Western District Health Service (WDHS) provides an environment where each individual can feel comfortable and live a secure, dignified and rewarding life.

WDHS recognises the importance of choice and places individual needs first. The WDHS model of care includes Registered Nurses in all facilities as part of a multidisciplinary team providing around the clock quality assessment care.

There is an extensive range of specialist best practice health services provided by teams which include medical, nursing, podiatry, physiotherapy, diabetes consultancy, social work, psychology and pharmacy.

With individualised care, you can lead an active and rewarding life. Our residents enjoy social and cultural activities and outings and events around the district.

Menu choices and home cooked meals are served in dining rooms or in your own room. There are spacious living areas, private dining rooms and beautiful gardens where family and friends are encouraged to visit. WDHS also offers video-conferencing facilities to provide social connection with loved ones who are unable to visit.

This Information Booklet is provided to assist you in making
a smooth transition to residential care.

Any suggestions regarding the improvement of this booklet are welcome.



THE AGED CARE STANDARDS AND ACCREDITATION

Website: www.aacqa.gov.au

Western District Health Service aged care providers are Australian Government funded Residential Aged Care Facilities and are regularly monitored by the Australian Aged Care Quality Agency.

Each facility is committed to providing ongoing high quality care to their residents and we welcome and encourage your input and ideas that you may have for improvement of our service.

The Australian Government introduced nationally legislated standards of care, which each facility must meet and be accredited for, to receive ongoing funding.

The Australian Aged Care Quality Agency is the independent body responsible for managing the accreditation and ongoing supervision of Commonwealth funded aged care homes.

The Accreditation Standards are detailed in the Quality of Care Principles 1997. There are four standards:

1. Management systems, staffing and organisational development
2. Health and personal care
3. Resident lifestyle
4. Physical environment and safe systems.

VISITING HOURS & VISITORS

Visitors are a very important part of a resident's life. Whilst there are no set visiting hours, please note that our facility is secured at 9:30 pm each night until 6:30 am.

Your personal visitors are accepted within your own room or within any communal living area of the facility. A number of small sitting rooms are also available for your use.

Regular involvement in family activities or events is important. Involvement in family events is encouraged, to maintain family bonds.

School children and special interest groups also visit the facility and often provide entertainment.

MEAL TIMES

Whilst meal times can be flexible, the following times are a guide:

- Breakfast is served at approximately 8.00 am
- Lunch is served at approximately 12 noon
- Dinner is served at approximately 5.00 pm.

Lunch and dinner are usually served in the dining room, but these may be served to you elsewhere if preferred. Morning tea, afternoon tea and supper are available as desired.

Relatives and friends are welcome to have a meal with you, but it is essential to arrange this 24 hours in advance, so a meal can be ordered. There will be a small charge to cover costs.

If your visitors would like a 'cuppa', all requirements are freely available within the facility.

Any special dietary requirements will be discussed with you on admission and a dietician, who attends residents on a regular basis, will be involved in your care if required.

Menus are based on a four-week rotational cycle. Preferences are made on admission and whenever you wish to review your choices, in consultation with Kitchen Staff.

If your dietary requirements require a day to day review, for example if you are unwell, this is no problem and will be quickly attended by staff.

This will ensure any special needs or requirements are met at all times.



ADMISSION

GENERAL OVERVIEW

Generally new residents are admitted to our aged care facilities at about 2.00 p.m.

This allows our staff to spend time with you and your family. Alternative times may be negotiated if this time does not suit.

On admission to our care facility the nursing staff will introduce themselves to you and your family and assist you to settle into your new home.

RESIDENT ADMISSION INFORMATION

On, or prior to admission we require information that will assist us when admission occurs.

Please provide the following information:

- Residential Aged Care Admissions Form
- Medicare Card
- Pension Card
- Consent Form for Community and Support Groups to visit
- ACAS Assessment (or copy)
- A copy of the Resident's Enduring Power of Attorney and Enduring Power of Attorney (Medical treatment) with certification of the documents

COST AND FINANCE

RESIDENT AGREEMENT

The Resident Agreement is a signed contract between you and the aged care facility. It encompasses what care and services you can expect and what will be provided, in addition to the financial costs involved for you.

You are requested to make an appointment with the Finance Department at WDHS on **(03) 55518366** to discuss and complete the process of your Resident Agreement.

The cost for receiving residential care is adjusted bi-annually.

FEES & CHARGES

The fees and charges are prescribed by the Aged Care Act 1997, however they may be difficult to understand and therefore we have provided this basic guide to help you understand how your residential aged care fees are calculated.

A detailed explanation of all fees and charges can be obtained by phoning My Aged Care on 1800 200 422 or by visiting the My Aged Care Website on www.myagedcare.gov.au.

1. Basic Daily Care Fee

A basic daily fee is used to contribute towards your day-to-day living costs such as meals, cleaning and laundry, heating and cooling. Everyone entering an aged care home can be asked to pay this fee.

2. Means Tested Fees - may apply

This is an additional contribution towards the cost of care that some people may be required to pay. The Department of Human Services will work out if you are required to pay this fee based on an assessment of your income and assets, and will advise you of the amount. Please note that if you are a member of a couple, half of your combined income and assets are considered in determining your means-tested care fee, regardless of which partner earns the income or owns the asset.

3. Accommodation Payments - may apply

This is for your accommodation in the home. Some people will have their accommodation costs met in full or in part by the Australian Government, while others will need to pay the accommodation price agreed with the aged care home. The Department of Human Services will advise which applies to you based on an assessment of your income and assets.



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COST AND FINANCE CONT ...

ACCOUNTS

As a resident you will receive two main accounts each month for;

1. Accommodation costs and
2. Pharmacy or medication costs

ACCOMMODATION ACCOUNTS

Accounts for accommodation costs will be sent out as soon as possible **after** the end of the month. Accounts are payable at the Reception of Hamilton Base Hospital, Coleraine District Health Service or Peshurst District Health Service **or** by mail, with a receipt being issued.

If paying an account by mail please ask your facility for the postal address.

A direct debit system is also available which is most convenient for family members who live away.

PHARMACY ACCOUNTS

Accounts for Pharmacy costs will be sent out as soon as possible **after** the end of the month.

CONTACT

If you would like any further assistance or would like to make an appointment to discuss any of the Residential Aged Care Fees, please contact the Finance Officer, on (03) 555 18366

Email: agedcare.finance@wdhs.net

MONEY FOR PERSONAL USE

The Western District Health Service operates a Patient Deposit Trust Account (PDTA) System and advises **all** residents to open an account. PDTA can be opened with the Finance Department of WDHS by appointment on **(03) 55518366**. The PDTA can be utilised in a number of ways to assist you with managing your finances, in relation to living at the Residential Care Facility.

All residents are asked to operate a personal money account; this is used for outings, haircuts and shopping. The amount of money deposited into this account is up to the resident/relatives but \$100.00 is suggested. This is set up at administration.

All ACCOUNTS are sent out monthly: A fully itemised statement is available at any time, on request, to the Power of Attorney only.

COST AND FINANCE CONT ...

STATE TRUSTEES AND GUARDIANSHIP BOARD

The Victorian Civil and Administrative Tribunal (VCAT) often appoints State Trustees to make financial, personal or lifestyle decisions on the resident's behalf where the need exists e.g. if the resident is alone, has a disability or is unable to make reasonable decisions.

The State Trustees' core purpose is centred on helping people with their financial needs so they can make the most of their opportunities. This is achieved through the provision of a comprehensive range of Trustee, Executor, and personal financial administration products and services.

Further information can be obtained from the Victorian Civil and Administrative Tribunal, Guardianship List on **1800 133 055** or by contacting our Social Work Department in Hamilton on **(03) 55518361** or through their website www.statetrustees.com.au.

State Trustees can also help if you are currently looking after the affairs of a relative or friend and are feeling overwhelmed by the amount of administrative work involved

SERVICES PROVIDED

- Professional nursing care 24 hours per day
- Medical care and specialist services
- Allied Health – Physiotherapy, Speech Therapy, Podiatry, Dietician, Occupational Therapy, Social Worker
- Palliative Care and Advance Care Planning
- Dental, Vision and Hearing appointments can be arranged
- Pharmacy
- Leisure and lifestyle programmes
- Newspapers, magazines, telephone and mail
- Personal shopping if family unable to attend
- Hairdressing
- Church services
- Volunteer program
- Personal laundry service

Please note: There may be a small personal cost incurred for some of these services.



HEALTH AND PERSONAL CARE

CLINICAL CARE

Registered Nurses, Enrolled Nurses and Personal Care Workers provide clinical care at your new home, on a 24-hour per day basis.

On admission your initial care needs will be discussed and over the next month, you will be encouraged to participate in the development of your individual Care Plan, in accordance with your requirements.

Our staff encourage you to maintain your independence for all activities but nursing assistance is available and given when required.

You and your family will be asked to attend a post-admission interview to read and sign your Care Plan and be able to discuss any issues that you may have.

Resident Care Plans are reviewed bi-monthly or as requested, as determined by agreement. Relatives are contacted bi-monthly or

as determined by you, to discuss updates and changes to the plan.

Individualised clinical care needs include:

- Communication – speech, vision, hearing
- Mobility
- Continence management
- Falls risk management
- Hygiene
- Diet and fluids
- Skin care
- Medication management
- Pain management
- Terminal wishes and Advance Care Planning
- Behavioural management
- Oral and dental care
- Sleep

PALLIATIVE CARE WISHES AND ADVANCE CARE PLANNING

Advance Care Planning helps us understand your wishes about future treatment. Having this information documented, particularly if you become seriously ill and are unable to make decisions for yourself, can help the people who care for you, including your family and friends.

We have trained consultants who can help you think about, understand and make decisions about what is important to you with regard to medical treatment, particularly life prolonging treatments. We request that you consider making an Advance Care Plan prior to or at the time of admission.

This form will contain important information about your requests if you become terminally ill. Trained staff will assist you with completing this form

Relatives are most welcome to remain with you overnight if you are terminally ill. Staff will make this option readily available at this time.

MEDICAL CARE AND SPECIALIST SERVICES

GENERAL PRACTITIONER (GP)

On admission to your new home you are able to nominate the doctor of your choice, who will continue to attend to your medical concerns. Your doctor reviews your medical status and your prescribed medications on a 3 monthly basis and as necessary, in between.

Doctors are available when:

- Nursing staff call the GP
- The resident wishes to see the GP
- Family or friends would like the GP to visit

In the event that your nominated GP is unavailable e.g. on leave, the duty doctor will be contacted.

SPECIALIST SERVICES:

The Western District Health Service has a full range of Specialist Services available.

Teleconferencing is available if required.

A referral from your GP is easily arranged should it be necessary for a Specialist Doctor's visit.

Western District Aged Care Facilities offer a full range of allied health services, to assist in optimising your personal care. On admission, you are assessed by:



ALLIED HEALTH

PHYSIOTHERAPY

An individualised care plan will be developed to assist in rehabilitation or to assist in maximising your independence. A review occurs annually or as required.

DIETITIAN

An individualised dietary assessment is conducted by a dietitian and appropriate care plan developed if necessary. A review occurs as annually or as required.

PODIATRY

Podiatry is available by appointment, as arranged by nursing staff, in addition to foot care provided by trained staff at the facility.

Other allied health services are available, as required by you.

RESIDENT LIFESTYLE

LIFESTYLE PROFILE

This is a brief overview of your life that assists in the initial stages of admission and in helping to enable the staff to get to know you.

Please return the completed form to the Unit Manager on or prior to the day of admission.

Leisure & Lifestyle Programmes

It is important that you are able to maintain your lifestyle needs and interests, whilst living at your new home.

Our Leisure and lifestyle staff will provide an individual therapy program for you. This is achieved by meeting with you and taking a detailed history of your past interests, special needs and preferences, then ensuring that you receive the support to fulfil them.

ACTIVITIES PROGRAM

We have a Leisure and life style staff member who provides lifestyle activities on a regular basis. A full range of activities is offered to you and include:

- Outings
- Games – cards, bingo, quizzes
- Sing-a-longs
- Morning tea groups
- Cooking
- Gardening
- School groups
- Easy moves exercises program

RESIDENT LIFESTYLE CONT...

A program of activities is developed prior to the end of each month, for the following month. Please tell staff if you have a special interest and we will endeavour to include this in the monthly program.

The Activities Program will be posted on the Resident's Noticeboard.

Relatives and friends may also like to arrange some other form of activity for you. This can be arranged through the Nurse Unit Manager or the Leisure and Lifestyle staff member.

OUTINGS

We have access to a small bus, which is regularly utilized, if you can be taken on outings. Typical outings include:

- Concerts
- Cinema
- Picnics
- Shopping
- A drive

The bus can also be made available to convey you to specialist appointments at other facilities.

NEWSPAPERS, MAGAZINES, TELEPHONE AND MAIL

NEWSPAPERS AND MAGAZINES

These can be ordered through the local newsagent and will be delivered to you each morning. Please enquire at Reception. An account for payment is arranged between the local newsagent and you or the person responsible for your accounts.

MAIL

Your personal mail can be posted for you each day. Any incoming mail will be delivered to you each afternoon.

TELEPHONE

Telephone access is available, however, we do encourage the use of mobile phones, as there is a cost associated with having a telephone point installed in your room. There is also a portable phone available if required.

VIRTUAL VISITING AND SKYPE

WDHS is committed to improving your stay in aged care. We acknowledge that it is often very difficult for family and friends to travel to visit and to keep in touch. To reduce the social isolation for all residents we offer and encourage you to consider using Virtual Visiting and Skype to keep in contact with your family and friends. It is wonderful to be able to actually see your family and have a chat with them. If you are interested in using this technology please contact Leisure and Lifestyle staff.



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RESIDENTS NEWSLETTERS

Newsletters can be sent by post or email. If you would like to receive a copy via email please contact Leisure and Lifestyle staff with your email address – the newsletter looks great in colour!!

CULTURAL

The Western District Health Service supports values and assists all staff in meeting the needs of resident's from culturally, spiritually and linguistically diverse backgrounds. Individual requirements will be determined prior to and on admission and staff will assist you to meet your interests, customs and beliefs. This includes areas such as:

- Translation
- Finance for account enquiries
- Specific catering
- Religious observances

CHURCH SERVICES

Church services are held regularly within the facility and you are free to participate as you wish. Staff will assist you to attend.

The minister of your religion can be contacted on request. Staff will assist you in supporting and maintaining your beliefs and customs.

VOLUNTEER PROGRAM

The Western District Health Service runs a vast volunteer program that is of immense benefit to residents in their new home. Volunteers assist with activities, shopping trips, outings and escorts to appointments.

PERSONAL SHOPPING

It is encouraged that family members attend to your personal shopping, however if this is not possible, it can be arranged through staff.

You may also be able to go on shopping outings with your family.

HAIRDRESSING

A hairdresser comes to the facility on a regular basis by arrangement. Set fees, are charged for this service, for which you are responsible. Appointments can be arranged through staff.

Alternatively, you may like to have your own hairdresser visit. It will be up to you and/or your family to arrange the appointment and payment of the account.

SMOKING

The Western District Health Service strives to maintain a safe environment for all residents' in their care whilst simultaneously achieving a balance that supports choice, decision making and independence.

Residents are able to make an informed decision regarding their choice to smoke and this is respected, however, non-smoking residents, families, visitors and staff will not be exposed to passive smoking or put at risk.

Western District Health Service will provide support for residents that choose to give up smoking. There is a QUIT program available to assist residents who wish to give up smoking. Please discuss this with the Nurse Unit Manager.

Whilst smoking is not permitted anywhere on the grounds of all WDHS campuses, there is provision made for those residents who choose to smoke.

Smoking is only permitted in designated exterior smoking areas. A resident smoking risk activity assessment will be completed by staff on admission and as needs change. Family and visitors are not permitted to smoke in these areas.

ALCOHOL

A Happy Hour is held at each facility on a regular basis, prior to the evening meal. Light beer, sherry and lemonade and nibbles are served, if you wish to participate. Individual requests for specific beverages, outside of this, are your responsibility to purchase, however, it is requested that they be distributed according to staff jurisdiction.

RESIDENTS/RELATIVES MEETINGS

Residents/Relatives Meetings are held as a regular occurrence in each home. An agenda and the minutes of the meeting will be posted in the noticeboard of the facility. In addition, you and/or you family will receive a copy of the minutes in the mail soon after the meeting.

These meetings are used to discuss forthcoming events audit results, activities that you would like, or any issues that you or your family would like to discuss.

If you have any enquiries or are unable to attend, please contact staff.

We welcome your attendance at these meetings.



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RESIDENTS' NOTICEBOARD

A notice board is located in each home for your information. Items of interest, as well as newsletters, activities, Resident's Meeting agendas and minutes can be found here.

We also provide a book for your comments and suggestions on this notice board which items are viewed and tabled at residents meeting- we value your feedback at all times.

IN/OUT FOLDER

An in/out folder is located at each facilities entrance and visitors are required to sign in and out. This folder is also used to assist staff with their knowledge of the location of residents. Staff request that when you leave the facility for an outing with family or friends that you record the details in the folder.

- Time of departure
- Residents name
- Carer's name
- Estimated time of return
- Time returned

SOCIAL LEAVE

You may take up to 52 days (nights away) leave in a financial year, however, your fees will continue to be payable. It is desirable that a few days' notice be given to the facility to allow for arrangements to be made in regard to medications and other care items.

Hospital Leave is unlimited.

PERSONAL BELONGINGS

WHAT TO BRING

You are encouraged to make your room as homelike as you wish, within reason. It is important to liaise with staff in this instance, as falls risk and Occupational Health & Safety (OH & S) standards must be maintained at all times.

Naming of Items: All personal belongings including linen clothing and furniture that are brought into the facility must be clearly **named**. This is the responsibility of you and your family.

It is recommended that **clothing** (including underwear) and **linen** items are named with sew on nametags. These can be ordered through the facility at no cost to you, if you wish. Please contact the Nurse Unit Manager who will arrange this for you.

FURNITURE

You are supplied with:

- Bed and mattress
- Over bed table
- Bedside chest of drawers (lockable top drawer)
- Built in wardrobe
- Armchair
- Ensuite facilities.
- Television-not all facilities provide a television. Please discuss requirements with the Nurse Unit Manager.

You are able to bring or purchase your own armchair but you must consult with the Nurse Unit Manager to have the item assessed to ensure it meets all OH & S Standards.



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LINEN

All linen is supplied and laundered by South West Health Linen Service. This includes:

- Towels
- Hand towels
- Bath mats
- Face washers
- Pillows and
- Bed linen.

You are encouraged to bring your own bedspread, doona, rugs, cushions and pillow if you wish.

TOILETRIES

All basic toiletries are provided by the facility, as follows:

- Soap, toilet paper, tissues, toothpaste, toothbrushes, denture cleaning preparations, mouthwashes, moisturiser, shampoo, conditioner, shaving cream, disposable razors and deodorant.

If you prefer a specific brand of an item it is your responsibility to purchase this. Staff are able to place an order through the local pharmacy, if you wish and the item/s will be added to your pharmacy account.

Please arrange this with the Nurse Unit Manager.

It is preferable that all men have a cordless electric razor.

PERSONAL BELONGINGS

Some personal belongings that you may like to consider bringing in are:

- Photos
- Pictures
- Pot plants
- Ornaments
- Clock
- Books
- Calendar
- Radio

Electrical Checks: It is a Western District Health Service policy that the hospital maintenance staff check all electrical items that are brought into the facility. A small sticker of approval will be applied to the item once deemed safe to use and will be reviewed on a regular basis. This is usually very prompt and can be arranged through the Nurse Unit Manager.

CLOTHING

It is entirely up to you as to what clothing you wish to bring in with you, and it is the responsibility of you and/or your family to provide required clothing and to dispose of unwanted clothing. It is important to consider items that are easy to get into and are comfortable to wear.

Below is a list of suggested items:

- Outer clothing
- Underwear
- Socks/stockings
- Shoes
- Nightwear
- Dressing gown
- Slippers

Laundry is attended to regularly, at least twice a week. It is requested that you have enough clothes for a daily change plus some spare, **seven or more** outfits (including underwear) would be ideal.

You are encouraged to dress in day clothes and remain out of bed during the day, when able, however, this is your decision.

Staff are continually assessing the suitability of your clothing and will discuss with you and/or your family to consider alternative clothing requirements, such as split back garments.

In circumstances where staff are subject to increased push/pull forces associated with patient/resident dressing, alternative clothing and footwear should be used. This will ensure the physical effort used by the carer is minimal and manual handling of the patient/resident is reduced. Alternative clothing and footwear e.g. split back, easy access opening garments and footwear, should be utilised.

SCOOTERS AND MOTORISED WHEELCHAIRS

To ensure the safety of all residents, visitors and staff at Western District Health Service, all residents will need approval from their Doctor, stipulating, that they are physically and mentally capable of operating a motorised mobility aid.

An assessment by an occupational therapist is done; which includes a 'driving test' and physical and cognitive assessment to ensure that the resident can safely operate the equipment.

Residential care staff will organise the assessment. This assessment is repeated annually or as deemed necessary, by care staff, to ensure maximum safety for all.



Laundry

The Western District Health Service provides a personal laundry service to you as part of the services provided by the facility. There is no additional cost for this.

Please note that because the hospital laundry operates as an industrial laundry it must adhere to government standards, these include the temperature of wash water, which is set as a minimum of 70 degrees Celsius, and the use of clothes dryers. It is therefore recommended that clothing and woollen garments are bought to allow for some shrinkage. Thermal type underwear is not recommended due to profound shrinkage.

Dry Cleaning

It is encouraged that a Dry-Cleaning Service is used for woollen garments or delicate items. Please note that it is the responsibility of you and/or your family to arrange this and payment of the account.

Home Laundry

Relatives may choose to attend to your laundry themselves. Please inform staff on admission so as this may be arranged.

VALUABLES

The staff will assist you in keeping your belongings safe and whilst all care is taken, the facility does not assume any responsibility for damages or losses incurred.

A Valuables Form that itemises any objects of value that you bring in to the facility will be filled out and signed with you during the admission process.

To help to reduce the chance of misplacement, please ensure that all jewellery (e.g. rings) fit securely. Possessions of sentimental value or worth may become lost and we suggest that these items be left with relatives if possible. Alternatively the hospital safe is available.

CHOICE AND DECISION MAKING

RESIDENTS' RIGHTS

All residents have rights to freedom of choice whenever this does not infringe upon the rights of others. Your rights here are the same as if you are in the community. A Residents' Rights Book – It's Your Right, is included in the pack for your information, as well as a Residents' Rights poster in the front entrance.

The residents' rights to sexual expression will be supported (this includes residents who identify as gay, lesbian, bisexual, transgender or intersex).

'You don't have to tell us if you're gay or lesbian. But you can.'

Elder Rights Advocacy (ERA) offers free, confidential and independent services to older people (or their representatives) who are receiving an Australian Government subsidized aged care service in Victoria.

ERA provides advocacy assistance to support older people to uphold their rights.

Further information regarding Residents' Rights is available by phoning: **1800 700 600** - free call in Victoria except from mobile phones or through their website www.era.asn.au

PRIVACY

The Privacy Act 1988 (the Privacy Act) regulates how federal and ACT public sector agencies and certain private sector organisations can collect, hold, use and disclose personal information, and how you can access and correct that information.

Detailed information on the Privacy Act can be found on the Office of the Australian Information Commissioner ('Oaic') website at <http://www.oaic.gov.au/>

COMPLAINTS

You and/or your representative are entitled to comment or complain about conditions in the nursing home. The facility views all complaints as a means of ensuring quality and continuous improvement. The process of complaints is taken seriously and every effort is made to rectify the issue in a timely manner, for all parties concerned.

There will be no reprisals for making a complaint.

It is requested that in the first instance, comments or complaints should be addressed to the nurse in charge of the shift. If the action taken does not resolve the problem to your satisfaction then you should contact the Nurse Unit Manager.

Complaints may also be directed to the Quality and Risk Manager at The Western District Health Service, by telephoning (03) 55518207.



COMPLAINTS

Should you wish to register your complaint confidentially; forms and envelopes are available in the front foyer and are addressed to the Quality Manager at The Western District Health Service.

Alternatively, complaints may also be made to the Aged Care Complaints Investigation Scheme (CIS). The CIS can investigate information or complaints about cases where an approved provider is not meeting their responsibilities under the Aged Care Act 1997. People can contact the Aged Care Complaints Investigation Scheme on freecall 1800 550 552 or through their online complaints form <http://www.sport.gov.au/internet/main/publishing.nsf/Content/ageing-complaints-index.htm>

RESIDENTS RIGHTS

EACH RESIDENT OF A RESIDENTIAL CARE SERVICE HAS THE RIGHT:

- to full and effective use of his or her personal, civil, legal and consumer rights
- to quality care appropriate to his or her needs
- to full information about his or her own state of health and about available treatments
- to be treated with dignity and respect, and to live without exploitation, abuse or neglect
- to live without discrimination or victimisation, and without being obliged to feel grateful to those providing his or her care and accommodation
- to personal privacy
- to live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction
- to be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect
- to continue his or her cultural and religious practices, and to keep the language of his or her choice, without discrimination
- to select and maintain social and personal relationships with anyone else without fear, criticism or restriction
- to freedom of speech
- to maintain his or her personal independence
- to accept personal responsibility for his or her own actions and choices, even though these may involve an element of risk, because the resident has the right to accept the risk and not to have the risk used as a ground for preventing or restricting his other actions and choices
- to maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions
- to be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service
- to have access to services and activities available generally in the community
- to be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service
- to have access to information about his or her rights, care, accommodation and any other

RESIDENTS RIGHTS CONT ...

information that relates to the resident personally

- to complain and to take action to resolve disputes
- to have access to advocates and other avenues of redress
- to be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

EACH RESIDENT OF A RESIDENTIAL CARE SERVICE HAS THE RESPONSIBILITY:

- to respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole
- to respect the rights of staff and the proprietor to work in an environment free from harassment
- to care for his or her own health and well-being, as far as he or she is capable
- to inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health.

CONTINUOUS IMPROVEMENT

Ideas for Continuous Improvement are also welcomed by the facility. Please feel free to make suggestions by either lodging your idea on an Opportunity for Improvement Form, located in the front foyer or placing in the Suggestions Box, approaching the Nurse Unit Manager or at any Residents/Relatives Meeting.

VOTING

FEDERAL

All Australian citizens 18 years and older are required by law to enroll and vote in federal elections, including older Australians.

The Australian Electoral Commission (AEC) caters for residents of Residential Care Facilities through the provision of postal voting for nursing homes and hospitals, and assistance and disabled access at polling places. Alternatively, your family may be able to take you to a polling booth.

Access to postal voting at the Residential Aged Care Facility is made easier if your details are changed (change of address) by filling out the AEC Form enclosed or online through their website www.aec.gov.au.

The Commonwealth Electoral Act (1918) allows for the removal of names from the Electoral Roll if an elector is of unsound mind, and unable to understand the nature and significance of enrolment and voting. Requests based on this reason must be made by completing an objection form (available by phoning 132326) and accompanying this with a certificate from a registered medical practitioner specifying that the person is of unsound mind and incapable of understanding the nature and significance of enrolment and voting.

Please see the Unit Manager for assistance with this.



"supporting your country lifestyle"

STATE

If you are an Australian citizen aged 18 years or over you must be enrolled to vote in state elections. If you cannot get to a voting centre on Election Day, there are special provisions for voting, as per federal elections.

Your details will be changed automatically in line with the AEC, as above.

COUNCIL

It is compulsory for residents, under 70 years of age, who are on the AEC voter's roll to vote in council elections. You are encouraged to vote, but do not have to vote, if you are 70 years of age or over

Council elections are usually postal elections, which is an election conducted entirely by post.

Voters are mailed ballot packs containing their ballot papers and information about the candidates. Voters cast their votes by returning the ballot papers in the mail.

LEGAL AFFAIRS

Your Legal Affairs can be attended to with your solicitor or legal representative. Consultation can be arranged with your solicitor either to come to you or you may like to visit their practice. Privacy for these appointments will be ensured.

POWER OF ATTORNEY

We advise that before entering residential care that you have both:
Enduring Power of Attorney

Enduring Power of Attorney (Medical treatment)

Power of Attorney forms are available on the Office of the Public Advocate
Website www.publicadvocate.vic.gov.au,
or at most newsagents, post offices or from your solicitor's office.

RESIDENT SAFETY AND COMFORT

The facility maintains a safe and comfortable environment that ensures the quality of life and welfare of residents, staff and visitors. We do this by identifying, analysing and managing potential risks in relation to safety and comfort.

FALLS

Elderly residents are prone to falls and as a result, staff at Western District Health Service involve you to implement strategies to minimize the risk of you falling and the severity of a fall.

Strategies used to help reduce the risk and severity of falls include:

- falls risk screening
- referral to physiotherapy and occupational therapy
- exercise programs to improve mobility and balance
- medication reviews
- dietary assessment
- changes to footwear
- rooms, living areas and corridors are kept free of clutter
- hip protectors
- continence programs
- bed sensors/sensor mats
- call bells

PRESSURE INJURIES

Pressure Injuries can be a significant risk, particularly for the elderly. Strategies used to help reduce the risk of developing pressure injuries include:

- skin assessments
- nutritional assessments
- regular repositioning
- use of pressure relieving devices, such as air mattresses
- maintaining clean, dry skin

RESTRAINT

Restraint is defined as any physical, chemical or environmental intervention that is used specifically to restrict the freedom of movement or behaviour of an individual resident.

The Western District Health Service Aged Care Facilities strive to maintain a restraint-free environment for all residents in their care.

All residents have the right to considerate, respectful care at all times, with recognition of their personal safety, dignity, rights and well-being.



It is the objective of the Western District Health Service and therefore, the staff keep the use of restraint to a minimum and limited to those situations with adequate and appropriate clinical justification.

Alternative methods to restraint, such as environmental modification, psychological strategies, psychosocial programs and therapies and activities programs, are always used first and foremost.

Before implementing the use of restraint a comprehensive assessment will occur in consultation between you and/or your representative and medical and nursing staff. All associated risks will be explained, following which you and/or your representative will be required to sign a consent form.

NO LIFT

Western District Health Service, in accordance with Victorian Health and Safety legislation, is committed to controlling the risk associated with transferring and handling of residents, which will consequently reduce the risk of injuries to staff, and others involved in this activity.

Manual handling of residents is therefore, eliminated or minimized wherever possible. A variety of equipment is available to staff that assists in your safe management to help to reduce the risk, if this is not contrary to your needs.

Such equipment may range from mechanical lifting machines and hoists to rigid or fabric sliding devices which can assist transfers onto bed or trolley, bed to chair and moving you up, down and around the bed, or to assist with any other resident handling task. A formal assessment of your ability to assist the staff member is carried out prior to all resident handling activities. The assessment is used to determine the most appropriate and least risky technique for you.

Maintenance of your independence by encouraging mobility is also paramount. You will be encouraged to assist in your own transfers, including bearing your own weight, as much as possible.

INFECTION CONTROL

Infection control is an important risk management consideration for all aged care facilities.

Infection control is the prevention of the spread of germs known as microorganisms. Infections can spread through contact with body fluids that are airborne, ingested, on the skin, or on other surfaces.

Types of infections that can be easily spread through aged care facilities include:

- gastroenteritis
- flu and general colds
- scabies
- shingles

INFECTION CONTROL

The WDHS Residential Care Facilities have effective infection control programs in place and these include:

- policies and procedures
- hand washing and hand care
- monitoring and instituting health surveillance where appropriate
- implementation of 'transmission based precautions' where applicable
- appropriate personal protective equipment e.g. gowns, gloves, masks
- safe handling, use and disposal of sharps
- immunization policy
- influenza vaccination program which encourages both residents and staff to be immunized
- Identifying and assessing the risks to staff and patients of microbiological and chemical hazards
- ensuring staff are Informed and trained with regard to safe working procedure
- safe preparation, transportation and service of food
- planning for the management of infection control incidents

Many people remain at risk in the workplace, and infection control is only as strong as the weakest link. Management and staff members alike share responsibility for the safety and wellbeing of their colleagues and those in their care. Uncontrolled infection can cause unnecessary human suffering and poses significant financial and legal risks to health care facilities, as well as placing the reputation of the facility in jeopardy.

We ask that in the event of any infectious outbreak, either within the facility or to your visitors that you consider others and avoid visiting the facility until the risk of transmission is nonexistent.

Particularly in the event of a gastroenteritis outbreak, the facility will screen visitors and request that all staff and visitors who enter wash their hands with soap and water or do not enter the facility if they have experienced symptoms of gastroenteritis within the preceding 48 hours.

FOOD SAFETY

In relation to food prepared by relatives/friends of residents in Western District Health Service Residential Aged Care Facilities, relatives are asked to observe the following guidelines:

1. Food prepared and consumed hot should be consumed within thirty minutes. It should not be reheated or stored.
2. Cold perishables should be eaten straight away, or, labeled with the name of the resident, annotated with the date/time and placed in the fridge. Food will not be kept more than 24 hours and should be disposed of by ward staff after that time.
3. Homemade jams, spreads and other similar products should be labeled with:
 - The name of the product and producer of the product; and



FOOD SAFETY

- Annotated with the date/time of production and use by date (subject to the safe shelf life of the product, preserved product life should not exceed thirty days. Once opened, the product should not be kept more than seven days).

These products should be stored in accordance with established, safe practice for the storage of the particular product. It is recommended all products be stored under refrigeration below 5 degrees Celsius.

CLEANING

Cleaning of the facility, including your rooms is the responsibility of the facility. The WDHS Infection Control Coordinator or Hotel Services Coordinator attends to aged care cleaning audits 3 times a year covering all areas.

Routine and regular cleaning of the facility takes place daily, with your room being cleaned thoroughly on a weekly basis.

Minimal inconvenience will be ensured to you on these days.

FIRE & SAFETY

Western District Health service meets all Fire and Safety Regulations and is fully certified under the requirements of the Aged Care Act 1997.

Fire alarms are tested weekly.

All staff undertakes mandatory Fire and Safety Training on a yearly basis.

Fire and Safety regulations determine that additional heaters, electric blankets and hot water bottles are not permitted for use within the facility.

In the event of fire or other emergency, PLEASE REMAIN CALM AND WAIT FOR STAFF TO ASSIST YOU in evacuating you from your room.

**If you have any questions regarding the information in this booklet
please discuss with the Nurse Unit Manager**

ACCREDITATION STANDARDS

STANDARD 1

Management systems, staffing and organisational development

Principle: Within the philosophy and level of care offered in the residential care service, management systems are responsive to the needs of care recipients, their representatives, staff and stakeholders, and the changing environment in which the service operates.

Intention of standard: This standard is intended to enhance the quality of performance under all Accreditation Standards, and should not be regarded as an end in itself. It provides opportunities for improvement in all aspects of service delivery and is pivotal to the achievement of overall quality.

1.1 Continuous improvement

The organisation actively pursues continuous improvement.

1.2 Regulatory compliance

The organisations management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards and guidelines.

1.3 Education and staff development

Management and staff have appropriate knowledge and skills to perform their roles effectively.

1.4 Comments and complaints

Each care recipient (or his or her representative) and other interested parties have access to internal and external complaints mechanisms.

1.5 Planning and leadership

The organisation has documented the residential care service's vision, values, philosophy, objectives and commitment to quality throughout the service.

1.6 Human resource management

There are appropriately skilled and qualified staff sufficient to ensure that services are delivered in accordance with these standards and the residential care service's philosophy and objectives.

1.7 Inventory and equipment

Stocks of appropriate goods and equipment for quality service delivery are available.

1.8 Information systems

Effective information management systems are in place.

1.9 External services All externally sourced services are provided in a way that meets the residential care services needs and service quality goals.

STANDARD 2

Health and personal care

Principle: Care recipients' physical and mental health will be promoted and achieved at the optimum level in partnership between each care recipient (or his or her representative) and the health care team.

2.1 Continuous improvement

The organisation actively pursues continuous improvement.

2.2 Regulatory compliance

The organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards, and guidelines, about health and personal care.

2.3 Education and staff development

Management and staff have appropriate knowledge and skills to perform their roles effectively.

2.4 Clinical care

Care recipients receive appropriate clinical care.

2.5 Specialised nursing care needs

Care recipients' specialised nursing care needs are identified and met by appropriately qualified nursing staff.

2.6 Other health and related services

Care recipients are referred to appropriate health specialists in accordance with the care recipients needs and preferences.

2.7 Medication management

Care recipients' medication is managed safely and correctly.

2.8 Pain management

All care recipients are as free as possible from pain.

2.9 Palliative care

The comfort and dignity of terminally ill care recipients is maintained.

2.10 Nutrition and hydration

Care recipients receive adequate nourishment and hydration.

2.11 Skin care

Care recipients' skin integrity is consistent with their general health.

2.12 Continence management

Care recipients' continence is managed effectively.

2.13 Behavioural management

The needs of care recipients with challenging behaviours are managed effectively.

2.14 Mobility, dexterity and rehabilitation

Optimum levels of mobility and dexterity are achieved for all care recipients.

2.15 Oral and dental care

Care recipients' oral and dental health is maintained.

2.16 Sensory loss

Care recipients' sensory losses are identified & managed effectively.

2.17 Sleep

Care recipients are able to achieve natural sleep patterns

ACCREDITATION STANDARDS

STANDARD 3

Care recipient lifestyle

Principle: Care recipients retain their personal, civic, legal and consumer rights, and are assisted to achieve active control of their own lives within the residential care service and in the community.

3.1 Continuous improvement

The organisation actively pursues continuous improvement.

3.2 Regulatory Compliance

The organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards, and guidelines, about care recipient lifestyle.

3.3 Education and staff development

Management and staff have appropriate knowledge and skills to perform their roles effectively.

3.4 Emotional support

Each care recipient receives support in adjusting to life in the new environment and on an ongoing basis.

3.5 Independence

Care recipients are assisted to achieve maximum independence, maintain friendships and participate in the life of the community within and outside the residential care service.

3.6 Privacy and dignity

Each care recipient's right to privacy, dignity and confidentiality is recognised and respected.

3.7 Leisure interests and activities

Care recipients are encouraged and supported to participate in a wide range of interests and activities of interest to them.

3.8 Cultural and spiritual life

Individual interests, customs, beliefs and cultural and ethnic backgrounds are valued and fostered.

3.9 Choice and decision-making

Each care recipient (or his or her representative) participates in decisions about the services the care recipient receives, and is enabled to exercise choice and control over his or her lifestyle while not infringing on the rights of other people.

3.10 Care recipient security of tenure and responsibilities

Care recipients have secure tenure within the residential care service, and understand their rights and responsibilities.

STANDARD 4

Physical environment and safe systems

Principle: Care recipients live in a safe and comfortable environment that ensures the quality of life and welfare of care recipients, staff and visitors.

4.1 Continuous improvement

The organisation actively pursues continuous improvement.

4.2 Regulatory compliance

The organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards, and guidelines, about physical environment and safe systems.

4.3 Education and staff development

Management and staff have appropriate knowledge and skills to perform their roles effectively.

4.4 Living environment

Management of the residential care service is actively working to provide a safe and comfortable environment consistent with care recipients' care needs.

4.5 Occupational health and safety

Management is actively working to provide a safe working environment that meets regulatory requirements

4.6 Fire, security and other emergencies

Management and staff are actively working to provide an environment and safe systems of work that minimise fire, security and emergency risks.

4.7 Infection control

An effective infection control program.

4.8 Catering, cleaning and laundry services

Hospitality services are provided in a way that enhances care recipients' quality of life and the staffs working environment.

For more information

Call us on (03) 5551 8306

Website: www.wdhs.net

Address: PO Box 283, Hamilton, Vic. 3300



This material has been developed in partnership with consumers
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Excellence in Healthcare - Putting People First