

*Supporting your  
country lifestyle*

**AGED CARE  
INFORMATION  
BOOKLET**





**Western District Health Service (WDHS) provides public sector residential aged care services, with 175 beds across six residential aged care facilities in Hamilton, Coleraine and Penshurst.**

## Our Vision

Creating Australia's healthiest rural community

## Our Mission

We enable physical, social and community wellbeing through:

- Building awareness of health and preventing ill-health
- Providing highest quality, safe and contemporary service
- Leading and supporting our communities

## Our Values



I

### Integrity

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

I

### Innovation

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

C

### Collaboration

We will actively work together in teams and partnerships.

A

### Accountability

We will take personal responsibility for our decisions and actions.

R

### Respect

We will value all peoples' opinions and contributions.

E

### Empathy

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



# OUR HOMES

## HAMILTON

### THE BIRCHES

- Tyers St Hamilton
- (03) 5551 8329

The Birches provides dementia-friendly permanent and respite accommodation for 46 residents.

Conveniently co-located with the Hamilton Base Hospital, the Birches features a stunning reception area with a façade of iconic Hamilton landmarks, a café, hairdressing salon, and an activities area.

Outside, residents enjoy raised veggie garden beds, a golfing green, clothesline, activity stations, bus shelter, chicken coop, an old machinery shed and dry-stone wall – all designed to evoke familiar experiences and memories.

### THE GRANGE RESIDENTIAL CARE SERVICE

- 17-19 Gray St Hamilton
- (03) 5551 8257

The Grange provides permanent and respite accommodation for 50 residents.

The Grange features a range of dining and lounge spaces inside, with gardens and courtyards throughout the property – perfect for spending private time with family and friends.

Residents at the Grange have their own hairdressing salon, and an activities program guided by residents' own interests.

The Grange is ideally situated close to the centre of town, where residents can enjoy a cuppa at their favourite café, go shopping, visit the Botanic Gardens or attend Sunday mass at one of the nearby churches.



# OUR HOMES

## PENSHURST

### KOLOR LODGE

- 146 Cobb St Penshurst
- (03) 5552 3000

### PENSHURST NURSING HOME

- 146 Cobb St Penshurst
- (03) 5552 3000

Our two Penshurst homes have a relaxed feel and provide a welcoming home – in the heart of familiar farming country.

Set in amongst beautiful landscaped gardens, Kolor Lodge provides permanent accommodation for 10 residents, with the Penshurst Nursing home offering permanent and respite accommodation for 19 residents.

Both homes boast comfortable rooms built for privacy and safety, but with that all important homely feel.

## COLERAINE

### WANNON HOSTEL

- 72-74 Pilleau St Coleraine
- (03) 5553 2080

### VALLEY VIEW NURSING HOME

- 71 McLeod St Coleraine
- (03) 5553 2000

The Valley View and Wannon Hostel homes are contemporary, architecturally designed homes, providing a high quality of care close to home. Residents' rooms each have their own private courtyard, creating a homely sense of personal space. Larger communal landscaped gardens provide an additional safe outdoor space, complete with chicken coop – all within a short distance from the centre of town.

The Wannon Hostel provides permanent and respite accommodation for 39 residents, with the Valley View Nursing Home providing permanent accommodation for 12 residents.



# ACCESSING AGED CARE

We understand that the need to enter aged care for permanent or respite care can be life changing and an emotional time for all concerned. To support you and your family through this transition, our Aged Care Placement Coordinator is available to help guide and support you from the initial enquiry right through to your entry into respite care or permanent placement.

If you require care within our homes, you will be required to undergo an assessment by the Aged Care Assessment Team (ACAS). Our Aged Care Placement Coordinator is available to assist you with this process. They can be contacted via the WDHS Switchboard on 03 5551 8222.

Alternatively, you are welcome to contact My Aged Care on 1800 200 244 for assistance with the assessment process.

Prospective residents, together with family and carers are invited to visit the home 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.



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## WELCOME

*The staff and residents of our home extend a warm welcome to you and your family. We hope that your time here will be both pleasurable and a fulfilling experience. We are here to assist you with your transition into residential care, and welcome your participation in this process and throughout your time with us.*

*Western District Health Service recognises the importance of consumer centred care, and we will support you to make informed individualised choices about your care and services, and live the life you choose.*

*As part of our model of care, Registered Nurses in all homes lead a multidisciplinary team providing 24 hour around the clock quality care. We also provide an extensive range of specialist medical, nursing and allied health services.*

*To support you to keep your independence whilst living in your new home, we encourage you to continue your community and social activities as you would in your previous home. We welcome visitors, family and friends.*

*Menu choices and home cooked meals are served in dining rooms or in your own room if you choose. There are spacious living areas, private dining rooms and beautiful gardens which family and friends are encouraged to utilise.*

*WDHS also offers digital communication to connect 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.



## MONTESSORI MODEL OF CARE

Western District Health Service is proud to be leading change in the delivery of services across its Residential Aged Care homes by implementing the Montessori model of care.

Extensive staff training has been undertaken to embed Montessori principals 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.

Montessori philosophies are based on respect, dignity and equality. Our aged care homes offer every person - whatever the level of care and support required - an opportunity to engage in meaningful activities and make meaningful contributions to their community.

Residents are supported to continue any of the normal activities that previously gave them a sense of routine, purpose or enjoyment. For example, if a person enjoyed gardening, they might be supported to plant a seedling, pick a ripe tomato, smell freshly picked herbs and flowers.

Pictures from gardening magazines or puzzles may also be used as visual clues for games and activities.

This person-centred model of care is evidence-based. It has been shown to improve the quality of life for the frail, elderly and people living with dementia. It is about finding ways to connect with the humanity in people with dementia, and to create the kind of place we would like to live in.

*"The greatest source of discouragement is the conviction that one is unable to do something"* – Maria Montessori





# RESIDENT RIGHTS

The Charter of Aged Care Rights describes your rights as a consumer of Australian Government funded aged care services.



Australian Government  
Department of Health



Australian Government  
Aged Care Quality and Safety Commission

## Charter of Aged Care Rights

**All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.**

### **I have the right to:**

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

### **If you have concerns about the aged care you are receiving, you can:**

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.

# RESIDENT RIGHTS

## AGED CARE QUALITY STANDARDS AND ACCREDITATION

Western District Health Service aged care homes are Australian government funded and are regularly monitored by the Aged Care Quality and Safety Commission (ACQSC).

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

The ACQSC is the independent body responsible for managing the accreditation and ongoing supervision of Commonwealth funded aged care homes.

Accreditation seeks to assess the quality and care of services delivered by approved providers against the Quality Standards. It contributes to the improved safety, quality and continuous improvement of services.

WDHS is committed to providing ongoing high quality care to its residents. We welcome and encourage your input and any ideas you have for the improvement of our service.

You can read more about the Aged Care Quality Standards at [www.agedcarequality.gov.au/consumers/standards/resources](http://www.agedcarequality.gov.au/consumers/standards/resources)



# RESIDENT RIGHTS

## LEGAL AFFAIRS

Your legal affairs can be attended to with your solicitor or legal representative according to your decision making capacity. Consultation can be arranged with your solicitor to either visit you at the home, or you may wish to attend an appointment at their practice. Privacy for these appointments will be ensured.

We encourage you to nominate an Enduring Power of Attorney (EPoA) for your financial and/or medical affairs *before* entering residential care.

Further information can be obtained from the Office of the Public Advocate 1300 309 337 [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au) or from your solicitor.

## PRIVACY

The Privacy Act 1988 (the Privacy Act) regulates how federal 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 website at [www.oaic.gov.au](http://www.oaic.gov.au)

# RESIDENT RIGHTS

## FEEDBACK

You and/or your representative are encouraged to provide feedback about your experiences. Feedback ensures we continuously review our systems and processes and helps with the development of the facilities continuous improvement plans. We make every effort to ensure that any issues you may be experiencing are addressed in a timely and respectful manner.

There are a variety of avenues for you to provide feedback (complaints, compliments or suggestions):

- Contact the Customer Service Officer
- Contact the Nurse in-Charge
- Contact the Nurse Unit Manager
- Contact the Quality and Risk Manager by telephoning (03) 5551 8207 or emailing [quality.manager@wdhs.net](mailto:quality.manager@wdhs.net)

Should you wish to register a complaint confidentially, or in writing; forms and postage-paid envelopes are available within each of our homes and are addressed to the WDHS Quality Manager.

### **Aged Care Quality & Safety Commission**

Complaints may also be made to the Aged Care Quality and Safety Commission. The Aged Care Quality and Safety Commission will investigate information or complaints about cases where an approved provider is not meeting their responsibilities under the Aged Care Act 1997. You can lodge a complaint with the ACQSC by phone or online.

**Phone: 1800 951 822**

**Website:**[www.agedcarequality.gov.au/making-complaint/lodge-complaint](http://www.agedcarequality.gov.au/making-complaint/lodge-complaint)





# COST & FINANCE

## RESIDENT AGREEMENT

The Resident Agreement is a signed contract between you and the aged care home. It encompasses what care and services you can expect and what will be provided, in addition to the financial costs involved for you. There may be additional optional services available to you at the home that will incur additional fees.

Your Residential Agreement will be provided to you or your nominated family member for review and signing on admission. Please request an appointment with the Aged Care Finance Officer at WDHS on (03) 5551 8366 if you have any questions or wish to discuss your Residential Agreement further.

The Resident Agreement also includes the Charter of Aged Care Rights which will be discussed with you and your family. You will be asked to sign the Charter of Aged Care Rights. A copy will be provided to you.



# COST & FINANCE

## FEES AND CHARGES

### 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 pays this fee.

### 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 Health 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 part 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.



### ACCOMMODATION PAYMENT - 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 Health will advise which applies to you based on an assessment of your income and assets.

The fees and charges are prescribed by the Aged Care Act 1997 and are adjusted bi-annually.

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](http://www.myagedcare.gov.au)**



# COST & FINANCE

## ACCOUNTS

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

1. Accommodation costs
2. Pharmacy or medication costs

Invoices for accommodation costs are raised in arrears and are sent out as soon as possible after the end of the month. Accounts are payable by direct debit agreement only. The direct debit occurs on the 20th of each month, whereby the invoice amount from the previous month will be drawn from the nominated bank account.

Accounts for Pharmacy costs will be sent out from James Dean Pharmacy as soon as possible after the end of the month. Accounts can be paid via James Dean Pharmacy or patient deposit trust account (PDTA).

## PATIENT DEPOSIT TRUST ACCOUNT

Western District Health Service operates a Patient Deposit Trust Account System and encourages all residents to open an account.

A Patient Deposit Trust Account can be opened with the Aged Care Administration Assistant at the home. The Patient Deposit Trust Account can be utilised in a number of ways to assist you with managing your finances, in relation to living at your residential care home.

This may be used for outings, haircuts, special activities, and shopping. The amount of money deposited into this account is up to the resident/relatives but \$100.00 is suggested. Money is deposited into the account via NAB Bank Australia wide.



# COST & FINANCE

## VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL

The Victorian Civil and Administrative Tribunal often appoints a guardian or administrator to make decisions on a resident's behalf where the need exists e.g. if the resident is alone, has a disability or is unable to make reasonable decisions.

If there are decisions that need to be made around your lifestyle (where you would be living and your access to services) the Victorian Civil and Administrative Tribunal can appoint someone as your Guardian. A Guardian can only make lifestyle-related decisions. They can also make medical treatment related decisions if this is mentioned in the Order. If you have family members or friends who are willing to take up the role of a Guardian, they will be then appointed by the Victorian Civil and Administrative Tribunal. Otherwise, a Guardian will be appointed for you through the Office of the Public Advocate, Victoria.

For your financial matters, the Tribunal can appoint an Administrator. An Administrator will deal with your banking, property, shares, Centrelink matters etc. and has financial reporting responsibilities to the Victorian Civil and Administrative Tribunal.

If you don't have a family member or a trusted person for this role, usually the State Trustees will be appointed. The State Trustees may charge a small fee for their services to you, under the guidelines of the Victorian Civil and Administrative Tribunal.

### Further information can be obtained from:

- Victorian Civil and Administrative Tribunal 1300 018 228  
[www.vcat.vic.gov.au](http://www.vcat.vic.gov.au)
- Office of the Public Advocate 1300 309 337  
[www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)
- Western District Health Service Social Work Department (03) 5551 8361



# ADMISSION

Admission time for new residents is generally at 2.00 pm. 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, the nursing staff will introduce themselves to you and your family and assist you to settle into your new home.

As part of the admission process, we will ask you to provide the following information:

- Medicare Card
- Pension Card/DVA card
- Certified copy of your Enduring Power of Attorney (financial and/or medical)
- A copy of your Advanced Care Plan if you have one
- Immunisation and vaccination status
- Sunflower tool (if provided before admission)  
Refer to page 39 for more information.



# ADMISSION

## VISITING HOURS & VISITORS

We view visitors as a very important part of a resident's life.

Your personal visitors are welcome to visit with you in your own room or within any communal living area. A number of small sitting rooms are also available for your use.

Please note however, that visiting hours and visitor restrictions *can be subject to change*, depending on the latest government and health advice.

Your nominated Next of Kin will be advised should visiting hours or restrictions change.

All visitors are advised to check current visiting hours and restrictions ahead of their visit.

**These can be found at [www.wdhs.net](http://www.wdhs.net) or by calling the home directly.**

Homes are secured at dusk until dawn. If you are returning to the home after these hours please use the intercom at the front door to alert staff.

WDHS supports and encourages people to remain engaged with their pets. Visiting pets are welcome if they are clean and are kept on a lead.

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



# MAKING YOURSELF AT HOME

## MOVING INTO YOUR ROOM

We encourage you to make this space your own. Small pieces of furniture (such as an armchair or recliner), photographs and mementos can help you to feel comfortable in your own room. You may also wish to consider books, pictures/art, pot plants, ornaments, and a calendar.

You may choose to bring your own doona, bedspread and blankets to make your room more homely (however family will need to be responsible for laundering these).

You will be supplied with:

- Single bed and mattress
- Over-bed table
- Bedside chest of drawers
- Built in wardrobe
- Chair
- Ensuite facilities (available at some homes)
- Please note not all homes provide a television.

You are welcome to bring in small electrical equipment such as an alarm clock, radio, iPad or computer. Each item must have an electrical safety test and tag attached before being placed in your room. WDHS maintenance staff can provide this service onsite.

Care is taken to ensure rooms are clutter free to prevent falls and fire safety risks to residents and staff, while meeting occupational health and safety standards.

All personal belongings including linen, clothing and furniture that are brought into the home must be clearly named. This is the responsibility of you and your family.

Please discuss any other requirements with the Nurse Unit Manager.





# MAKING YOURSELF AT HOME

## CLOTHING

You and your family are responsible for providing clothing and removing any unwanted clothing. Please feel free to bring in any clothing you wish, keeping in mind that it should be easy to get into and comfortable to wear.

All personal clothing should be labelled, preferably with a sew-on name tag. Please contact the Aged Care Administration Assistant at the home who will arrange this for you.

Laundry is attended to at least twice a week. It is requested that you have enough clothes for a daily change plus some spare. We recommend seven or more outfits as an ideal.

Staff are continually assessing the suitability of your clothing and will discuss alternative options with you and your family if they feel it is required. Staff will also let family know if they identify clothing that requires replacement or repair.

It is also important to have well-fitting shoes and slippers to avoid the risk of falls.



# MAKING YOURSELF AT HOME

## LAUNDRY

All basic linen (towels, hand towels, bath mats, face washers, bed linen) is supplied and laundered by South West Health Linen Service.

Personal laundry services are provided for clothing that can be machine washed. The linen service operates an industrial laundry and must adhere to government standards, which includes a wash of 70 degrees celsius and the use of clothes dryers. Therefore we advise families to wash woollens and other special clothes and delicate items.

Families have the option of washing all laundry at home if this is preferred.

You and your family are responsible for any items that require dry cleaning.



## CLEANING

The WDHS Hotel Services team is responsible for the cleaning of each home, including your room. Staff from the WDHS Infection Prevention and Control team or the Hotel Services Coordinator also oversee monthly cleaning audits of all our aged care homes to ensure they meet the standard.

Routine and regular cleaning of each home takes place daily, with your room being cleaned thoroughly on a regularly basis or as necessary.

Minimal inconvenience will be ensured to you on these days.

# MAKING YOURSELF AT HOME

## TOILETRIES

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

- |                                 |                           |
|---------------------------------|---------------------------|
| • Soap                          | • Moisturiser             |
| • Toilet paper                  | • Body wash               |
| • Tissues                       | • Powder                  |
| • Deodorant                     | • Shampoo and conditioner |
| • Toothpaste                    | • Shaving cream           |
| • Toothbrushes                  | • Disposable razors       |
| • Denture cleaning preparations |                           |

If you prefer a specific brand of an item, it is up to you or you family to purchase this.

Continence aids are supplied by the home.

Ideally, men will have their own cordless electric razor. WDHS maintenance staff can carry out an electrical safety test and tag for this on-site.

## VALUABLES

Residents are discouraged from leaving valuables or large amounts of cash in the facility. We do not assume any responsibility for damages or losses incurred despite all endeavours to maintain and promote a secure environment.

To help reduce the chance of misplacement, please ensure that all jewellery (e.g. rings) fit securely.

Photos of valuables are taken and uploaded on to our resident care management system (Platinum 5).

However, there is a risk that possessions of sentimental value or worth may become lost, and we suggest that these items be left with relatives where possible.





# MAKING YOURSELF AT HOME

## MEALS

Our meals are prepared by experienced cooks, in consultation with Western District Health Service dietitians, to ensure all meals are tasty and nutritionally balanced. Meal choices are provided using a rotating menu system.

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

- Breakfast is served approximately 8am
- Lunch is served approximately 12pm
- Dinner is served at approximately 5pm

Please discuss your needs with the nurse-in-charge.

Lunch and dinner are usually served in the dining room, but can be served in your own room or elsewhere if preferred. Morning tea, afternoon tea and supper are also offered. Snacks and fresh fruit are available at any time.

We will discuss your meal preferences on admission, along with any special dietary requirements you may have. We have a dietitian who regularly attends each of our homes, and can be involved in your care if required.

WDHS has a food safety program in place to ensure food handling and safety standards are met.

You have the opportunity to provide feedback about the menu directly to the cook and kitchen staff, as well as through food surveys and resident meetings.

If there are specific issues that need to be addressed, staff will be happy to assist you to resolve them.



# MAKING YOURSELF AT HOME

## MEALS FOR VISITORS

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 organised. There will be a small charge to cover costs.

Refreshments, tea and coffee making facilities are freely available to you and your visitors within each home.



# MAKING YOURSELF AT HOME

## TELEPHONE

We encourage all of our residents to maintain regular contact with family and friends.

Mobile phone use is encouraged, but you are also welcome to have a phone installed in your room.

Landline phones are connected as a private line, just as it would be if you were in your own home. You are responsible for the costs associated with having a telephone installed.

This can be arranged by speaking to the Aged Care Administrative Assistant at the facility at the home.



## INTERNET

Internet is available in each resident's room, and can be activated via a Wi-Fi key passcode.

The Aged Care Administrative Assistant at your home can arrange this for you on request.

Televisions in common areas are internet-enabled to allow access to streaming services such as Netflix.



## MAIL

Personal mail for residents is sorted as soon as it arrives and delivered to you.

Mail sent to you should be addressed with your name, and the address of the specific aged care home at which you are a resident.

Outgoing mail can also be posted on your behalf each day at your expense.





# MAKING YOURSELF AT HOME

## CUSTOMER SERVICE OFFICERS

Our friendly Customer Service Officers work collaboratively with you to help keep you connected with family and friends. They can coordinate visits, facilitate digital communication, and assist with the delivery of letters, food, gifts and laundry or any enquiries related to your new home.

Our Customer Service Officers are also a valued social support to residents – even if it's just being there for a chat, or looking out for opportunities and activities to improve your experience.



# HEALTH & CARE

## CLINICAL CARE

Registered Nurses, Enrolled Nurses and Health Care Workers provide 24 hour clinical care at your new home.

Your initial care needs will be discussed on admission and over your first month. Both you and your family will be engaged to participate in the development of your individual Care Plan, in accordance with your choice and clinical needs and requirements.

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

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

Resident individualised Care Plans are reviewed three monthly or as requested. Relatives are contacted as part of this review process to discuss updates and changes to the plan.

Individualised clinical care needs may include:

- Communication – speech, vision, hearing
- Mobility management
- Continence management
- Falls risk management
- Personal hygiene
- Diet and fluids
- Skin care
- Medication management and psychotropics
- Pain management
- Palliative Care wishes and Advance Care Planning
- Behavioural management
- Oral and dental care
- Sleep management
- Cognitive impairment
- Chronic disease management
- Sensory
- Diabetes management

# HEALTH & CARE

## PROVIDED SERVICES

- 24 hour professional nursing care
- Medical care and specialist services
- Allied Health
- Advance Care Planning and Palliative Care
- Dental, Vision and Hearing appointments can be arranged
- Pharmacy
- Leisure and lifestyle programmes
- Newspapers, magazines, telephone, mail and internet access
- Personal shopping (if family unable to attend)
- Hairdressing (at own cost)
- Church and pastoral care services
- Volunteer program
- Personal laundry service
- Specialist nursing care

*Please note there may be a small personal cost incurred for some of these services.*





# HEALTH & CARE

## GENERAL PRACTITIONER

On admission to your new home you may be able to nominate the doctor (GP) of your choice, who will continue to attend to your medical needs. Your doctor reviews your medical status and your prescribed medications on a 4 monthly basis or as required.

Psychotropic medications are reviewed on a three-monthly basis, or as required.

Nursing staff can arrange a review with your GP when it is required. In the event that your nominated GP is unavailable, (e.g. on leave) the on-call doctor can be contacted.

A GP on-call service is also available overnight and weekends.



# HEALTH & CARE

## SPECIALIST SERVICES

Western District Health Service has a full range of specialist services available. A referral from your GP is easily arranged should it be necessary for you to access a specialist doctor or service.

Tele-health is available if required.

## ALLIED HEALTH

Western District Health Service offer a full range of allied health services, to assist in optimising your health and wellbeing.

On admission, you are assessed by:

### PHYSIOTHERAPY

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

### DIETITIAN

Nursing staff complete a Mini Nutritional Assessment (MNA) every three months and can refer to a Dietitian if necessary. An individualised dietary assessment is then conducted by a Dietitian and appropriate care plan developed where necessary.

Other allied health services such as Occupational Therapy, Podiatry, Speech Pathology, Diabetes Education, Continence, Social Work and Psychology are also available where needed.



# CHOICE AND DECISION MAKING

## DIGNITY OF RISK

Dignity of risk is another way of saying you have the right to live the life you choose, even if your choices involve some risk. If something you want to do involves some risk of harm to you, we will support you and your representative to understand these risks and manage them.

For example, if you decline a Dietitian's recommendation to have a pureed diet, staff will support you to continue to eat normal food by following steps involved in the dignity of risk process.

We recognise and respect your unique identity, culture, social connections, wellbeing and needs. This means you have the right to make decisions about your care and services and will help you to maintain your independence.

We support you to take risks, so you can live your best life.

## PALLIATIVE CARE WISHES AND ADVANCE CARE PLANNING

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

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 and end-of-life care.

We strongly recommend that you consider making an Advance Care Plan (also known as an Advance Care Directive) prior to, or at the time of admission. Our trained staff are happy to assist you to complete this Plan.

Relatives are most welcome to remain with you overnight if you are terminally ill.



# LEISURE & LIFESTYLE

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

Our Lifestyle Coordinators will develop an individual therapy program for you, taking into account your interests, special needs and preferences, then ensuring that you receive the support you need to participate.

## ACTIVITIES PROGRAM

WDHS Lifestyle Coordinators work in collaboration with each resident to develop programs around each resident's choice, desires and interests

Lifestyle Coordinators develop each program of activities a month in advance.

We encourage you to share any ideas you might have with our staff. Suggestions and feedback are always welcome.

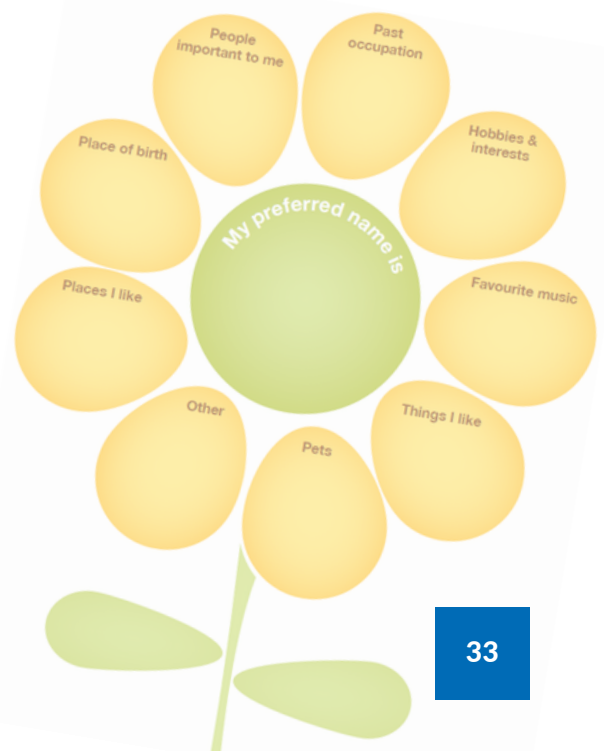
Copies of the activity program are provided to residents each week, and can also be found on the Residents' Noticeboard.

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

## ALL ABOUT ME – SUNFLOWER TOOL

The Sunflower Tool is a brief overview of your life that assists in the initial stages of admission and helps staff to get to know more about you as a person—including your interests and hobbies.

A copy of this tool will accompany you to hospital if a transfer or admission is required.



# LEISURE & LIFESTYLE

## OUTINGS

Each aged care home has its own small bus, which is regularly utilised for outings such as:

- Concerts
- Cinema
- Picnics
- Shopping
- A drive

Each home has access to a Trishaw bicycle for outings within the town. The bike is ridden by a 'pilot' (either a volunteer or staff member), with a front car for residents to sit.



## RESIDENT NOTICEBOARD

A noticeboard is located in each home for your information. This is where you will find newsletters, activities, Residents and Relatives Meeting agendas and minutes, and other items of interest.

We also display Department of Health news and information sheets that relate to common care issues in aged care.

We recognise residents, families and carers as important and valued members of the care team. This information can help you and your family to better recognise and report care issues to nursing staff, so you stay as healthy as possible and avoid unnecessary admissions to hospital.

## RESIDENT NEWSLETTERS

Newsletters can be sent by post or email. If you would like to receive a copy via email, please contact the Lifestyle Coordinator with your email address.

# LEISURE & LIFESTYLE

## RESIDENTS AND RELATIVES MEETINGS

Residents and Relatives Meetings are held regularly in each home (please see newsletter for dates). You and/or your nominated relative will also 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 advise nursing staff who can arrange for the Lifestyle Coordinator to meet with you on an individual basis.

## RELIGIOUS SERVICES

We encourage you to maintain your spiritual wellbeing. Please continue to practice your religious faith with your local church as you desire. We also welcome representatives of different denominations to visit residents and conduct regular services, subject to government and health advice.

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



# LEISURE & LIFESTYLE

## CULTURAL

WDHS supports values and assists all staff in meeting the needs of residents from culturally, spiritually, sexually, and linguistically diverse cultures.

Individual requirements will be determined prior to, or on admission and staff will assist you to meet your interests, customs and beliefs.



## VOLUNTEER PROGRAM

WDHS runs a volunteer program that is of immense benefit to residents in their new home. Volunteers assist with activities, shopping trips, and outings.

## PERSONAL SHOPPING

We encourage family or friends to attend to your personal shopping. However if this is not possible, it can be arranged through the Lifestyle Coordinator.

You are also welcome to arrange shopping outings with your family or friends.

## HAIRDRESSING

A hairdresser comes to each home on a regular basis. 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.





# LEISURE & LIFESTYLE

## VOTING

### FEDERAL + STATE ELECTIONS

All Australian citizens 18 years and older are required by law to enrol and vote in federal and state elections.

The Australia Electoral Commission (AEC) caters for residents of Residential Aged Care facilities through the provision of postal voting. Alternatively, your family may take you to a polling booth.

Access to postal voting at each home is made easier if your details are updated (change of address) when you move into your new home. This can be completed via the AEC website **[www.aec.gov.au](http://www.aec.gov.au)**.

The Lifestyle Coordinator can assist you with this.



### COUNCIL ELECTIONS

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

Council elections are usually postal elections.

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

*A person can be removed from the electoral roll if they are incapable of understanding the nature or significance of enrolling and voting. This may be due to a medical condition or an injury.*

*A medical practitioner (for example, a doctor or a psychologist) must complete the medical certificate section on an objection form. This is available at **[www.aec.gov.au](http://www.aec.gov.au)** or by phoning **13 23 26***

# LEISURE & LIFESTYLE

## VIRTUAL VISITING

WDHS offers virtual visiting options such as Zoom to help all our aged care residents to keep in contact with family and friends.

If you are interested in using this technology, please contact the Customer Service Officer or Lifestyle Coordinator for assistance.

## GOING OUT

We thoroughly support your participation in life outside of your home, but we need to be aware of your movements to ensure you are safe.

Please advise a staff member when you are planning to leave and the time of your anticipated return. Ensure that the in/out folder located at the home entrance is signed by you or your escort. This should be done before you leave and upon your return. This folder is used to help staff know where you are should there be an emergency.

It will prompt you to record the following information:

- Time of departure
- Residents name
- Escort/ carer's name
- Intended location/outing
- Estimated time of return
- Time returned



You may elect to have nights away from the home to visit family or friends. 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 notice be given to the home to ensure staff can organise the management of your medications.

Hospital Leave is unlimited.

# LEISURE & LIFESTYLE

## SCOOTERS & MOTORISED WHEELCHAIRS

To ensure the safety of all residents, visitors and staff at WDHS, you will need approval from your doctor, stipulating, that you are physically and mentally capable of operating a motorised mobility aid.

An Occupational Therapist will carry out an assessment; which includes a 'driving test' and physical and cognitive assessment to ensure that you can safely operate the equipment.

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

## SMOKING

WDHS strives to maintain a safe environment for all residents in its care whilst aiming for 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 must not be exposed to passive smoking, or put at risk.

WDHS can support residents who choose to give up smoking via a referral to the QUIT program. Please discuss this with the Nurse Unit Manager or any member of the nursing team.

Smoking for residents is only permitted in designated exterior smoking areas. A resident smoking assessment and dignity of risk assessment will be completed by nursing staff on admission and as your needs change. A fire retardant apron is available, and you are strongly encouraged to wear the apron whilst smoking.

Family and visitors are **not** permitted to smoke in these areas.

# LEISURE & LIFESTYLE

## ALCOHOL

Happy Hour is held at each home on a regular basis, prior to the evening meal. Beer, wine, sherry, lemonade and nibbles are served.

If you have a preferences for beverages other than these, you are welcome to purchase your own. However, we encourage you to consume these beverages in moderation.

A dignity of risk assessment will be completed if you wish to consume alcohol at times other than Happy Hour.





# RESIDENT SAFETY

WDHS endeavours to maintain 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 and frail residents may be prone to falls.

To minimise this risk and severity of falls, we use the following strategies:

- Falls risk screening
- Referral to Physiotherapy and Occupational Therapy
- Exercise programs to improve mobility and balance
- Medication reviews
- Dietary assessment
- Footwear assessment
- Rooms, living areas and corridors are kept free of clutter
- Continence assessment
- Bed sensors/chair sensors/floor sensor mats
- Mobility trained nurses
- Call bells
- Increase monitoring where appropriate
- 20 minute rounding (increased observation for high-falls risk residents)

# RESIDENT SAFETY

## PRESSURE INJURIES

A Pressure Injury is also known as a bed sore or pressure sore. It is an area of skin that has been damaged because of unrelieved pressure – commonly from lying or sitting in the same position for too long. Shearing forces and friction can also contribute to 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, cushions and heel wedges
- footwear assessment (by Podiatrist)



## RESTRICTIVE PRACTICE (RESTRAINT)

Restrictive Practice (restraint) means any practice, device or action that interferes with a resident's ability to make a decision, or restricts their free movement. This includes chemical, environmental, mechanical, and physical restraint, and seclusion.

WDHS aged care homes strive to maintain a restraint-free environment for all residents in their care. Alternative methods to restrictive practice – such as environmental modification, psychological strategies, psychosocial programs and therapies, and activities programs – are always used first and foremost.

Restrictive practices are only implemented if the approved health practitioner has assessed the resident and agreed that the benefits clearly outweigh the possible negative effects.

Restrictive practices are viewed as a last resort and a temporary solution to behaviour that poses a risk of harm to you or another person.

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

# RESIDENT SAFETY

## NO LIFT

WDHS, in accordance with Victorian Health and Safety legislation, is committed to controlling the risk associated with transferring and handling of residents, which in turn reduces the risk of injury to staff and others involved in this activity.

Manual handling of residents is therefore eliminated or minimised wherever possible. A variety of equipment is available for staff to assist in your safe management.

Such equipment may range from mechanical lifting machines and hoists, to rigid or fabric sliding devices. Where applicable, these can be used to transfer you on to the bed or trolley, from bed to chair, moving you around the bed, or any other task that requires resident handling. A formal assessment of your ability to assist the staff members is carried out prior to all resident-handling activities. The assessment is used to determine the most appropriate technique for you, with the least amount of risk.

We encourage you to assist in your own transfers wherever possible to help maintain your independence.



# RESIDENT SAFETY

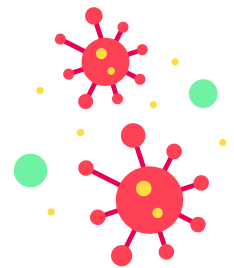
## INFECTION PREVENTION & CONTROL

Infection Prevention and Control is an important risk management consideration for all aged care homes.

Infection control is the prevention of the spread of germs. Infections can spread through contact with bodily fluids that are airborne, ingested via the mouth, on the skin, or on any surface that is touched e.g. toilet hand basins.

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

- COVID-19
- Gastroenteritis
- Flu and colds
- Scabies
- Shingles



WDHS residential aged care homes have effective infection prevention and control measures in place including:

- Introduction of Infection Prevention and Control Lead roles in our aged care homes
- Specific policies and procedures
- Hand washing or the use of alcohol hand rub, and the care of hands to prevent or address skin problems
- Monitoring and implementing health surveillance where appropriate
- Implementation of 'transmission based precautions' where required
- Appropriate personal protective equipment e.g. gowns, gloves, masks, face shields/goggles
- Safe handling, use and disposal of sharps
- Mandatory immunisation policy for staff
- Vaccination programs for residents
- Identifying and assessing the risks to staff and residents from microbiological and chemical hazards
- Ensuring staff are informed and trained with regard to safe working practices
- Safe preparation, transportation and service of food
- Planning for the management of infection control incidents



# RESIDENT SAFETY

## INFECTION PREVENTION & CONTROL CONT.

Many people remain at risk in the workplace, and infection prevention and 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.

In the event of any infectious outbreak, visiting hours and visitor restrictions may be subject to change, depending on the latest government and health advice.

If your visitors have been unwell, we advise that they should delay visiting the home until their symptoms have ceased.



## FIRE SAFETY

WDHS meets all Fire and Safety Regulations and is fully certified under the requirements of the Aged Care Act 1997.

Fire alarms are tested monthly by external contractors and all WDHs staff undertake annual mandatory Fire and Safety training.

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

In the event of a fire or other emergency, please remain calm and wait for further direction from staff. In the event of an evacuation, staff will assist you to evacuate safely from your room.

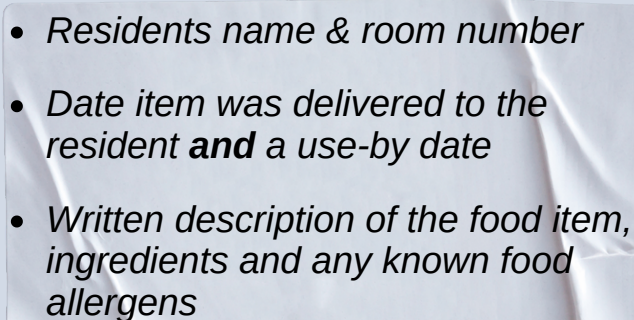
# RESIDENT SAFETY

## FOOD SAFETY

WDHS residential aged care homes have guidelines for food prepared or provided by relatives and friends.

The following guidelines and recommendations have been developed to ensure the health and safety of you and other residents:

- Hot food should be heated to 75°C before consumption and consumed within 30 minutes. \*Please note: once the food has been heated it cannot be re-heated or stored.
- Cold perishable foods should be transported to the facility in a cool box or portable fridge and kept below 5°C. If the food item is not consumed straight away, it should be labelled and refrigerated immediately - either in the resident's private fridge, or in the home's communal fridge.
- Homemade jams, spreads, pickles, chutneys and preserves must be labelled and stored below 5°C. We recommend they are consumed two weeks from the date they were first opened.
- Labelling is required for all food items with the following information:

- 
- *Residents name & room number*
  - *Date item was delivered to the resident **and** a use-by date*
  - *Written description of the food item, ingredients and any known food allergens*

*\*Please note: It is recommended all perishable cold food items should be consumed within a 24 hour period to avoid spoilage. Staff will dispose of food items that are deemed outside the listed use-by recommendations.*

You can have a small bar fridge in your room if you wish. WDHS maintenance staff can carry out an electrical safety test and tag for this on-site. You and your family are responsible for keeping it clean.

## USEFUL PHONE NUMBERS

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## NOTES

[illegible]





**03 5551 8222**



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HAMILTON VIC 3300**



**wdhs**  
Western District  
Health Service