

Western District Health Service

THE BIRCHES

RESIDENTIAL AGED CARE FACILITY

**TYERS ST
HAMILTON**

RESIDENT INFORMATION BOOKLET



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

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FORWARD

This information booklet has been designed specifically for a new resident. In all instances it is felt extremely important that the literature alludes to the resident; in particular, by use of the reference “you”. It is understood that in some instances family, carers or advocates may be responsible for the information that is provided and it is asked that you be mindful of this reference.

CONTACT NUMBERS

Manager Aged Care Services

55518518

Nurse Unit Manager

55518519

Reception

55518329

Staff Base

55518328

Staff Base – Portable

55518047

Western District Health Service

55518222

Website address: www.wdhs.net

OVERVIEW

The Birches Residential Aged Care Facility



Courtyard

The Birches was opened in December 1999 and is an 'ageing in place' facility. This means that it is possible to receive both low level care and high level care, depending on your needs.

It provides permanent and respite accommodation for 45 residents and offers nursing care to the frail, elderly and disabled in our community.

The Birches is part of the Hamilton Base Hospital and a member of The Western District Health Service.

Residents at The Birches enjoy single rooms, with ensuite facilities and are provided with an environment of comfort, dignity and security. The Birches also has a *secure unit* within the facility; this provides care for dementia specific residents.

Staff provide an 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.

Pre-admission Orientation

Prospective residents, together with family and carers are invited to visit the Residential Aged Care 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 by telephoning **(03) 55518329** (for appointment)

The Nurse Unit Manager will be able to assist you and your family with any questions or concerns.

Welcome

The staff and residents of our facility extend a welcome to you and your family.

Moving from your home to another residence can present many changes; the aim of the Residential Aged Care Facility is to support you in adjusting to life in your new home, on an ongoing basis.

Staff provide personalised care in an environment of comfort, dignity and security, and encourage you to maximise your independence and maintain your interests. The facility will also support you to develop new friendships and to participate in activities appropriate to your needs and liking.

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 Birches - Front Foyer

Planning and Leadership

The Birches Residential Aged Care Facility, in conjunction with The Western District Health Service provide a clear mission, vision and values statement in their commitment to providing a quality service to the residents. These are stated below:

Our Mission

To meet the health needs of the Western District by delivering valued, high quality primary care, health promotion and illness prevention, acute care, extended care and community based services.

Our Vision

Excellence in health care, putting people first.

Our Values

We value:

- Our customers – we recognise their rights, encourage their participation and are committed to their wellbeing
- Improving performance – we are committed to a culture of continuous quality improvement
- Our staff as our most valuable resource – we are committed to their wellbeing and ongoing professional growth and development
- Strong leadership – we are committed to governance and management which sets sound directions
- Safe practice – we are committed to the provision of a safe environment.

The Aged Care Standards and Accreditation

The Birches is an Australian Government funded Residential Aged Care Facility and is regularly monitored by the Aged Care Standards and Accreditation Agency. Each Aged Care 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 Aged Care Standards and Accreditation Agency (the 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:

- Management systems, staffing and organisational development
- Health and personal care
- Resident lifestyle
- Physical environment and safe systems.

Each Standard consists of a Principle and a number of expected outcomes. There are 44 expected outcomes across the four Standards.

(Adapted from the Aged Care Standards and Accreditation Agency website <http://www.accreditation.aust.com/index.html>)

The Birches has met all 44 expected outcomes
across the 4 Aged Care Standards
and is fully accredited by
The Aged Care Standards and Accreditation Agency.

OUTLINE OF THE BIRCHES

You are free to move about within the home or its garden. For dementia specific residents this is within the large secure area of The Birches, designed to ensure both freedom and safety.

The garden has outdoor settings and a portable barbeque for you, your family and friends to use.

There are several dining rooms/sitting rooms used for meals and activities. For special occasions these can be made available for use to you and your family/friends. The Nurse Unit Manager will arrange this.



Outside Courtyard and BBQ

Visiting Hours & Visitors

Your visitors are a very important part of a resident's life. Whilst there are no set visiting hours, **visiting between 10.00am and 8.00pm** is encouraged to allow for reasonable lifestyle management of each resident. Your personal visitors are accepted within your own room or within any communal living area of the facility. 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
- Tea is served at approximately 5.00 pm.

Lunch and tea 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.

Menu Selection

Menus work on a four weekly rotational basis, with you being able to choose between varieties of foods for all meals.

Menu selection is done through an electronic computer program. You and your family are asked to go through the menus with staff and select your meals. It is important to remember, menus can be changed and are routinely reviewed, with you and/or your family, on a monthly and/or needs basis.

Cook Chill

All meals are prepared and plated in the kitchen of the Western District Health Service, by a "cook-chill" system of food preparation, and delivered to The Birches.

Cook Chill is a system of catering where food is prepared in advance, using conventional cooking methods. It is then portioned into oven containers and blast chilled until 0-3 degrees centigrade is achieved within two hours, thereby retaining both goodness and flavour.

Once chilled, the food can be stored for up to five days at a temperature below 5 degrees centigrade. To reheat a meal, food is heated to reach 75 degrees at its centre.

ADMISSION

General Overview

Generally new residents are admitted to the Residential Aged Care Facility at about 2.00p.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 The Birches 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 to The Birches we require information that will assist us when admission occurs.

Please provide the following information:

- Request for Respite or Permanent Residential Aged Care Booklet (provided to you by ACAS)
- Residential Aged Care Admissions Form
- Medicare Card
- Pension Card
- Consent Form for Community and Support Groups to visit
- ACAS Assessment (or photocopy)
- A photocopy of the Resident's Enduring Power of Attorney and Enduring Power of Attorney (Medical treatment) with certification of the documents
- Lifestyle Profile
- Completed Multi Purpose Taxi Program Form & fee.

COST AND FINANCE

Resident's Agreement

The Resident's Agreement is a signed contract between you and the Residential 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.

Accommodation Fees can consist of three parts, depending on your financial situation. These are:

- Daily Fee
- Accommodation Bond/Charge
- Income Tested Fee

An Assets Assessment Test may be required to determine your financial situation.

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

The cost for receiving Residential Care is adjusted bi-annually.

Accounts

As a resident you will receive two main accounts each month;
1. Accommodation and 2. Pharmacy

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 **or** by mail, with a receipt being issued.

If paying an account by mail please use the following address:

The Cashier
Western District Health Service
P.O. Box 283
Hamilton 3300

Pharmacy Accounts

Our preferred Pharmacy provider is **James Dean Pharmacy** in Gray Street, Hamilton, however you may wish to use your own pharmacist.

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

Accounts are payable at James Dean Pharmacy.

Patient Deposit Trust Account (PDTA)

The Western District Health Service operates a Patient Deposit Trust Account 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.

Pocket Money

All residents are asked to operate a pocket 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 \$50.00 is suggested.

Total Management

Your pension or alternate finance is credited to the account. Your Accommodation Fee will be deducted monthly, Pharmacy Account paid and the remaining sum available for your pocket money.

Partial Management

Money is deposited into the account. Your Pharmacy Account and Pocket Money will be managed from the account. You and/or your relatives are responsible for the Accommodation Account.

**FOR ALL ACCOUNTS:
A fully itemised statement is available, on request, to the
Power of Attorney only.**

State Trustees & Guardianship Board

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

A State government directed initiative; 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 & Specialist Services
- Allied Health – Physiotherapy, Speech Therapy, Podiatry, Dietitian, Occupational Therapy, Social Worker
- Palliative Care and Advanced Care Planning
- Dental, Vision and Hearing appointments can be arranged
- Pharmacy
- Diversional Therapy programmes
- Newspapers, magazines, telephone & mail
- Personal shopping
- Hairdressing
- Church services
- Volunteer program
- Personal laundry service

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

HEALTH AND PERSONAL CARE

Clinical Care

Both Registered Nurses Division 1 and 2 and Personal Care Workers provide clinical care at The Birches, 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 encourages you to maintain your independence for all activities but nursing assistance is available and given when required.

You and/or 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 monthly or sooner as the need arises. Relatives are contacted monthly 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 & fluids
- Skin care
- Medication management
- Pain management
- Palliative Care specific to aged care
- Advanced Care Planning
- Behavioural management
- Oral & dental care
- Sleep.

Oral and Dental Health

The Commonwealth Government has set standards for meeting all resident's dental and oral health needs. In addition to care provided by the facility it is important that a person's dental and oral needs are considered prior to entry to a residential facility. It is suggested that potential residents arrange a visit to their dentist for assessment and treatment prior to admission. It is also important that any oral and dental advice provided for special oral care needs that the potential resident may have is communicated to the staff. All residents of the residential aged care facility have an ongoing care plan to optimise their oral and dental health.

Palliative Care & Advanced Care Planning

Advanced 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.

The Birches 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 Advanced 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 & Specialist Services

General Practitioner (GP)

On admission to the facility 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 calls the GP
- The resident wishes to see the GP
- Family / friends would like the GP to visit
- 24 hour coverage by on-call doctor.

Specialist Services:

The 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 a Specialist Doctor's visit.

Allied Health

The Birches offers a full range of allied health services, to assist in optimising your personal care. On admission, you are assessed by:

Physiotherapy

An individualized care plan will be developed to assist in rehabilitation or to assist in maximizing your independence.

Dietitian

An individualized dietary assessment is conducted by a dietitian and appropriate care plan developed if necessary. Review occurs as required.

Podiatry

Podiatry is available on a monthly basis, 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 Nurse Unit Manager on or prior to the day of admission.

Diversional Therapy Programmes

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

Our Diversional Therapist's 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.

Aromatherapy

Qualified aroma therapists are also available on staff. They are able to develop a personalised aromatherapy program for you, according to your needs.

Music Therapy

A qualified Music Therapist provides a specialised program, on a weekly basis, if you are assessed as requiring additional stimulation.

Activities Program

We have Occupational Therapy assistants on staff who provide lifestyle activities on a daily 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.

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 timetable 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 Unit Manager or the Diversional Therapist.

Outings

We have 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.

Multi Purpose Taxi Program

The facility uses the Multi Purpose Taxi Service to make transport accessible to residents who have a disability or require wheelchair access. This allows you to be able to attend appointments and also social events with family and friends.

The Multi Purpose Taxi Service is run by Taxi's of Hamilton and operates, as a usual taxi service. Booking a Taxi of Hamilton is done by telephoning **5571 1200**.

It is recommended that the enclosed Maxi Taxi application form be completed during the admission process, as it requires signatures from the resident or Power of Attorney, the resident's Doctor and the residential aged care facility. A card costs \$16.50 and is valid for six years. Please make cheques payable to: **Victorian Taxi Directorate**. On completion of all paperwork, the application will be sent to the Victorian Taxi Directorate. Cards take approximately 7-10 working days to arrive.

The Maxi Taxi Card also enables a 50% discount on all public transportation, and is available 24 hours per day 7 days per week, upon request.

Newspapers, Magazines, Telephone & 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

All rooms have phone lines installed and if you wish, the phone may be connected. If so, you will require a line number, please enquire with the Unit Manager. It will be the responsibility of you or your family to arrange this service and is done by contacting Telstra.

TELSTRA

Sales, billing and product information
Sales and General Enquiries: Residential
13 2200
www.telstra.com.au

Payment of the line rental and phone calls is the responsibility of you or your family.

It is recommended that a cordless phone, with large numbers be purchased for ease of use to you.

The secure unit within The Birches is Dementia specific and the installation of a phone line may cause some difficulty, please speak to the staff and they will advise if appropriate. If the resident has the phone connected, please inform staff of your direct number, so as we have it for our records.

Alternatively, a portable phone is available for you to receive calls from family or friends. Our portable phone is directly contacted on **03 55518328** and the phone will be taken to you. You may also like to call family and friends, this can also be arranged, and the cost of the phone call may be charged.

Virtual Visiting

The facility also provides access to Virtual Visiting, which provides a video communications link that connects residents with their families and friends. This improves residents' quality of life through increased contact with family and friends and increased socialization with the outside world. This can be arranged through the Unit Manager or the Diversional Therapist.

Resident Email

Residents have access to a generic email address, where family and friends are able to send through an email. This is checked weekly or by request.

The email address is: **Birches.Residents@wdhs.net**

Cultural

The Western District Health Service supports, values and assists The Birches 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.

Each Sunday an interdenominational service is held on a rotational basis. A timetable for these services is posted on the Resident's noticeboard.

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 Volunteers Program that is of immense benefit to the residents of the Residential Aged Care Facilities. Volunteers assist with activities, shopping trips, outings and escorts to appointments.

Community Visitors

The Community Visitors Scheme is a national programme funded by the Commonwealth Government. The Scheme aims to enrich the quality of life of residents in Residential Aged Care Facilities who are isolated or lonely, and would benefit from a friendly visitor. If you and/or your family feel that you will benefit from a Community Visitor please inform staff and this can be arranged.

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 monthly basis by arrangement. Set fees, are charged for this service, for which you are responsible, and are displayed on the main foyer notice board.

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

Whilst smoking is not permitted anywhere on the grounds of all WDHS campuses, there is provision made for those resident's who choose to smoke. Smoking is only permitted in designated exterior smoking areas.

There is a QUIT program available to assist residents who wish to give up smoking, if they wish. Please discuss this with the Nurse Unit Manager.

Alcohol

A Happy Hour is held on a nightly basis, with light beer and sherry being served to you, if you wish to partake. Individual requests for specific beverages 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 bi-monthly. Enclosed is a list of dates for the year. An agenda and the minutes of the meeting will be posted on the “Hub” notice board. 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, activities that you would like, or any issues that you or your family would like to discuss.

Please contact the Manager Aged Care Services on **(03)55518518** or Nurse Unit Manager on **(03) 55518519**, if you have any enquiries or are unable to attend.

We welcome your attendance at these meetings.

Resident’s Noticeboard

A notice board is located in the “Hub” for your information. Items of interest, as well as newsletters, activities, Resident’s Meeting agendas and minutes can be found here.

In/Out Register

In order for the facility to promote a safe environment for our residents, an In/Out Register is located at the Staff Base. It is designed to assist staff with their knowledge of both the location of residents and also of the visitors who are in the facility.

Staff request that when you leave the facility for an outing with family or friends that you record this in the register; additionally your visitors are asked to sign in and out on their arrival and departure.

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 for a few days notice be given to the facility to allow for arrangements to be made in regard to medications, etc.

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 items or furniture, linen, clothing and personal belongings that are brought into the facility must be clearly **named**.

On admission into the facility **Cash's Tapes** sew on nametags will be provided for you to be sewn on to your clothing. It would be appreciated if you can organize to have these labels sewn on as soon as possible.

If unable to do so we can arrange for them to be sewn on. Please discuss this with the NUM.

Furniture

You are supplied with:

- Bed and mattress
- Over bed table
- Bedside chest of drawers (lockable top drawer)
- Built in wardrobe (lockable)
- Armchair
- Ensuite facilities.

**You are able to bring or purchase your own armchair and furniture but must make an appointment with a No Lift Trainer at the facility to have the item assessed to ensure it meets all OH & S Standards, following which; it will be tagged and approved for use.
Please arrange this with the Nurse Unit Manager.**

Linen

All linen is supplied and laundered by the Western District Health 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.

Personal Belongings

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

- Photos
- Pictures
- Pot plants
- Ornaments
- Clock
- Books
- Fruit bowl
- Calendar
- Radio
- Television - small/medium - with remote control (headphones are often a good idea to reduce disturbance to other residents).

Electrical Checks

It is a Western District Health Service policy that the hospital electricians 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.

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.

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, should you require them. These garments are suited to people who require full assistance dressing and are non ambulant.

Underwear and nightwear are laundered daily and outer clothing 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.

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.

It is worth noting 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 woolen 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.

Toiletries

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

- Soap
- Deodorant
- Powder
- Shampoo
- Toothpaste
- Toothbrush
- Comb.

If you prefer a specific brand of an item it is your responsibility to purchase this.

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

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.

Lost Property

Any unnamed items will be kept in the Lost Property Cupboard.
Please approach staff for the key, if you have a personal item that is missing.

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.

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

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 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 or Manager Aged Care Services.

Complaints may also be directed to the Quality Manager at The Western District Health Service, by phoning **(03) 55518207**. 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>

Elder Abuse

The Western District Health Service is responsible for ensuring the safety of the older people who live in our aged care facilities. The Service is also responsible for ensuring that older clients, their families and staff feel free to raise any concerns they may have about abuse or potential abuse and to have these concerns dealt with appropriately.

Abuse of an older person is defined as any act occurring within a relationship where there is an implication of trust, which results in harm to an older person. Abuse may be [physical](#), [sexual](#), [financial](#), [psychological](#), [social](#) and/ or [neglect](#). (Strengthening Victoria's Response to Elder Abuse – Dec 2005).

Perpetrators of abuse may include family members, carers, visitors, other residents of aged care facilities, volunteers and health care workers.

Western District Health Service staff owe a duty of care to an older person in their care. Duty of care encompasses the rights of the older person to self-determination, independence and dignity, and generally is seen as including the responsibility to ensure that the full range of an older person's rights are safeguarded and upheld. These rights need to be considered alongside other issues concerning duty of care, for example physical safety, the right to take risks and the need to break confidentiality.

From July 1, 2007, Section 63-1A of the *Aged Care Act 1997*, requires that the Western District Health Service as an approved provider of community and residential aged care services is responsible for:

- Reporting alleged or suspected reportable assaults

- Requiring staff members to report alleged or suspected reportable assaults
- Ensuring that these staff members are not victimized for making the report
- Protecting the informant's identity.

Strategies that the WDHS use to help ensure that the staff employed are aware of the importance of elder abuse include:

- mandatory police checks for staff and volunteers
- staff education and competency
- staff counselling

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

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 Nurse Unit Manager for assistance with this.

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.

RISK MANAGEMENT – RESIDENT SAFETY AND COMFORT

The facility 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 residents are prone to falls and as a result staff at The Grange endeavours to minimize the risk of you falling and the severity of a fall by using a number of measures.

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

- 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

Hip Protectors

Hip protectors in Aged Care facilities have proven to be beneficial in reducing the risk of fractures for residents. If required, staff will discuss the benefits of the hip protectors with you. The facility does not receive funding therefore you may be asked to consider purchasing them.

Pressure Ulcers

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

- skin assessments
- nutritional assessments
- regular repositioning
- use of pressure relieving devices, such as air mattresses and sheepskins
- 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 a 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 at The Birches to 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 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

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

- policies and procedures
- hand washing and hand care
- monitoring and instituting health surveillance where appropriate
- implementation of 'standard 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 non existent.

Particularly in the event of a gastroenteritis outbreak, the facility will screen visitors and requests 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
 - 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. WDHS use the Leapfrog Auditing Tool to assess the cleanliness of the environment, as determined by The Victorian State Government Cleaning Standards 2000. The Grange is audited bi-monthly.

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

The Grange 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 undertake 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.

Approved: July 2006
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It is hoped that you will have gained a lot of valuable data and useful reference from this booklet. If you have any suggestions on how it can be improved please feel free to let the Manager Aged Care Services or Nurse Unit Manager know.