

PENSHURST NURSING HOME

**WATTON STREET
PENSHURST**

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.

REMINDER:

**PLEASE NOTIFY PENSHURST RECEPTION
OF ANY CHANGES IN CONTACT DETAILS OR
ADDRESSES OF NEXT-OF-KIN AS SOON AS THEY OCCUR.**

**THIS ENSURES OUR RECORDS ARE UP TO DATE
AND YOU CAN BE CONTACTED PROMPTLY
IF REQUIRED.**

CONTACT NUMBERS

**All personnel can be contacted through the reception
at Penshurst & District Health Service
on**

55523000

Website address:

www.wdhs.net/campuses/pdhs/index.html

OVERVIEW

Penshurst Nursing Home



Penshurst Nursing Home was opened in 1988 (then known as the W.J. Lewis Wing) and provides permanent accommodation for 17 residents and offers nursing care to the frail, elderly and disabled in our community.

Penshurst Nursing Home is part of the Penshurst and District Health Service campus of The Western District Health Service.

Penshurst Nursing Home has double and single rooms and provides an environment of comfort, dignity and security.

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 Nursing 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 by telephoning **(03) 55523000**.

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. We hope that the time you spend here will be both a pleasurable and fulfilling experience.

Moving from your home to another residence can present many changes; the aim of the Nursing Home 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.



Planning and Leadership

Penshurst Nursing Home, as part of The Western District Health Service, provides 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 residents 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 healthcare, putting people first

OUR VALUES

We value:

- Our Community– we recognise their rights, encourage their participation and are committed to their health and wellbeing
- Improving performance – we are committed to a culture of continuous quality improvement and innovation.
- Our staff– we are committed to their wellbeing and ongoing education, growth and development
- Strong leadership – we are committed to governance and management that sets sound directions promoting innovation and research
- Safe practice – we are committed to a safe and healthy environment

The Aged Care Standards and Accreditation

Penshurst Nursing Home is an Australian Government funded Residential Aged Care Facility and is regularly monitored by the Aged Care Standards and Accreditation Agency. Aged Care facilities are committed to providing ongoing high quality care to their residents. At Penshurst Nursing Home 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>)

Penshurst Nursing Home 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 PENSHURST NURSING HOME

You are free to move about within the home or its garden. The garden has a gazebo, outdoor settings and a portable barbeque for you, your family and friends to use.

There is a large Dining Room/Sitting Room used for meals and activities. A small Dining Room is available for use by you, your family/friends for special occasions.

For larger special occasions the Sheppard Centre, adjoining the main hospital, may be used. Please see reception staff.



Outside Entertainment Area

Visiting Hours & Visitors

Your visitors are a very important part of a resident's life. Whilst there are no set visiting hours, **visiting between 11.00am 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 a.m.
- Lunch is served at approximately 12 noon
- Tea is served at approximately 5.00 p.m.

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.

Relatives and friends are welcome to have a meal with you, but it is essential to arrange this in advance, so as a meal can be ordered. There will be a small charge to cover costs. If your visitors would like a "cuppa", all requirements are freely available in the Day Room kitchen.

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

Menus are based on a four-week rotational cycle. Preferences are made on the previous day, in consultation with Kitchen Staff.

ADMISSION

General Overview

Generally new residents are admitted to the Nursing Home at 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 Penshurst Nursing Home, 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 Penshurst Nursing Home we require information that will assist us when admission occurs.

Please provide the following information:

- € Residential Aged Care Admissions Form
- € Medicare Card
- € Pension Card/DVA card or photocopy of same
- € 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
- € Financial (appointment and paperwork completed through the WDHS Finance Department)
- € Lifestyle Profile
- € Virtual Visiting Brochure & Expression of Interest Form

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.

As soon as possible following your initial visit to the Nursing Home you are requested to make an appointment with the Finance Department at WDHS on **(03) 55518366** to discuss financial implications of aged care.

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 Penshurst Reception or by mail, with a receipt being issued.

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

The Cashier
Penshurst & District Health Service
146 Cobb Street
Penshurst 3289

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 Penshurst Nursing Home.

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 \$100.00 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, Dietician, Occupational Therapy, Social Worker
- Palliative Care and Advanced Care Planning
- Dental, Vision and Hearing appointments can be arranged
- Pharmacy
- Leisure & Lifestyle Programmes
- Newspapers, magazines, telephone & mail (by arrangement)
- 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

Registered Nurses, Enrolled Nurses and Personal Care Workers provide clinical care at Peshurst Nursing Home, on a 24-hour per day basis.

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

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

You and/or your family will be asked to attend a post-admission interview to read your care plan and discuss options involving the frequency of consultation that you would prefer.

Individualized 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
- Leisure & Lifestyle

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.

Penshurst Nursing Home 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, we have an overnight room available. Staff will make this option readily available at this time.

Medical Care & Specialist Services

General Practitioner (GP)

There is a GP in Penshurst, who visits the facility and can manage your medical needs. Alternatively by agreement with your existing GP you may remain in their care. Your doctor reviews your medical status and your prescribed medications on a 3 monthly basis and as necessary, in between.

Doctors are available when:

- Nursing staff call the GP
- The resident wishes to see the GP
- Family / 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

Penshurst Nursing Home 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

Leisure & 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 Diversional Therapist on or prior to the day of admission.

Leisure & Lifestyle Programs

It is important that you are able to maintain your lifestyle needs and interests, whilst living at the Nursing Home.

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

Music Therapy

A qualified Music Therapist provides a specialised program that caters to you, if you are assessed as requiring additional stimulation.

Easy Moves for Active Ageing – EMAA

Recent research shows that physical activity is the single most significant means whereby individuals can influence their own health and functional abilities and maintain a high quality of life into old age.

The EMAA program is a state of the art program designed to assist in the maintenance of function and the reduction in the rate of decline in people as they age.

The Leisure & Lifestyle Coordinator is a trained EMAA instructor and holds classes at Penshurst.

Activities Program

We have Occupational Therapy assistants on staff who provide lifestyle activities. 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
- Men's Out & About Program

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 Nurse Unit Manager or the Leisure Lifestyle staff.

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
- Lunches

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

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

Outgoing mail may be left with the staff members on duty. This is taken to administration and from there to the local post office. Incoming mail will be delivered to you from Monday to Friday.

Telephone

All rooms have phone lines installed and if you wish, the phone may be connected through the WDHS system. If so, you will require a phone and line number, please enquire with the Nurse Unit Manager.

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

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: **Penshurst.dhs@wdhs.net**

Virtual Visiting

WDHS is committed to improving your stay in aged care. Virtual Visiting enables residents to visit with their families and friends with the use of videoconferencing technology and the internet from anywhere in the world. This means that distance is no longer a barrier for families to stay connected.



Interested in participating?

If you or your family have a relative in an aged care facility at WDHS and are interested in participating in the virtual visiting program you will need the following equipment:

- computer
- broadband internet connection
- webcam
- Voice Over IP software - e.g. Skype, Primus, Activ8me to name a few (these are free)

Feel free to contact our Leisure and Lifestyle staff member by phone on 55518186 you are interested in using this technology, have any questions about the program or if you would like any further information.

Church Services

A non-denominational service is held on a monthly basis in the facility. An annual Memorial Service for past residents is also held.

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

Cultural

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

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.

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.

Hairdressing

A hairdresser comes to the facility on a weekly basis by arrangement. Set fees, are charged for this service, for which you are responsible.

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

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

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

Western District Health Service will provide support for residents that choose to give up smoking.

All residents who are identified as smokers will have a Smoking Risk Assessment conducted and Smoking Management Plan developed.

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 in the front dining room of the facility. In addition, you and/or you family are able to receive a copy of the minutes in the mail, by request.

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/DON or Nurse Unit Manager on **55523000** 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 link way between Kolor Lodge and the Nursing Home for your information. Items of interest, as well as 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 Reception. 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**.

It is recommended that clothing (including underwear) and linen items are named with sew on nametags. You will find an order form for these in your pack.

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

Alternatively, clothing and linen items will be labelled, through the facility, using laundry marking pen.

Furniture

You are supplied with:

- Bed and mattress
- Over bed table
- Bedside chest of drawers (lockable top drawer)
- Built in wardrobe (lockable)
- 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 (Flat Screen is preferred) - with remote control (headphones are often a good idea to reduce disturbance to other residents). An aerial lead is also required.

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.

Scooters and motorised wheelchairs

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

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

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

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 unable to walk or mobilize.

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 woollen garments or delicate items. Please note that it is the responsibility of you and/or your family to arrange this and payment of the account.

Home Laundry

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

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.

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 Unit Manager or Manager/DON.

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 Scheme**. The Complaints Scheme 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 Scheme on free call 1800 550 552 or through their online complaints form

<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-complaints-form.htm>

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 Unit Manager or at any Residents/Relatives Meeting.

Voting

Federal

All Australian citizens 18 years and older are required by law to enrol and vote in federal elections, including older Australians. The Australian Electoral Commission (AEC) caters for residents of Residential Care Facilities through the provision of postal voting for nursing homes and hospitals, and assistance and disabled access at polling places. Alternatively, your family may be able to take you to a polling booth.

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

www.aec.gov.au

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

State

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

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

Council

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

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

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

Legal Affairs

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

POWER OF ATTORNEY

We advise that before entering residential care that you have both:

Enduring Power of Attorney

Enduring Power of Attorney (Medical treatment)

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

RESIDENT SAFETY AND COMFORT

The facility 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 Peshurst Nursing Home endeavour 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
- bed sensors/sensor mats
- call bells

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 Penshurst Nursing Home 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 nonexistent.

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. The WDHS Infection Control Coordinator attends to aged care cleaning audits 3 times a year covering all areas at Penshurst.

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

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

Fire alarms are tested weekly.

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

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

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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 Nurse Unit Manager know.