



# Resident Information Book





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Views of Bolga Court Hostel  
Module 6

## **INTRODUCING STAFF MEMBERS.**

<b>Chief Executive Officer</b>	<b>Wesley Carter</b>
<b>Director of Client Care</b>	<b>Mary-Anne Grunow</b>
<b>Director of Support Services</b>	<b>Chiquita Walsh</b>
<b>Nurse Unit Manager</b>	<b>Tracey Donnelly</b>
<b>Residential Aged Care Manager</b>	<b>Elizabeth Fuchsen</b>
<b>Hotel Services Manager</b>	<b>Lyn Heather</b>
<b>Maintenance Officer</b>	<b>Tony Scanlon</b>
<b>Social Worker/Counsellor</b>	<b>Julie Willis</b>
<b>Physical Activities Coordinator</b>	<b>Angela Stevenson</b>
<b>Diabetes Educator</b>	<b>Denise Johnston</b>
<b>Women's Health Nurse &amp; Continence Advisor</b>	<b>Sue Reid</b>
<b>Occupational Therapist</b>	<b>Suzanne Forsyth</b>

**ALL STAFF CAN BE CONTACTED ON:**

**(02) 6071 5200**

**PLEASE RING AT ANY TIME IF YOU HAVE A QUERY OR CONCERN.**



## **AGED CARE RESIDENTIAL PROGRAM INTRODUCTION**

### **MISSION STATEMENT:**

To provide an environment and culture that enables individual residents to live as normal a life as possible free from infringement on their personal rights and responsibilities.

### **PHILOSOPHY:**

The staff at the Residential Care Facility believe that:  
a caring, supportive and positive environment provided by staff, family, friends, carers and the community enables the residents to continue as integral, respected and valued members of society  
every resident has the right to freedom, respect, dignity, and the right to be treated fairly by others  
a resident's rights are not diminished regardless of their physical or mental faculty or ability to exercise or fully appreciate their rights.

### **PURPOSE:**

To create a home like environment for each resident where he/she receives quality care appropriate to his/her needs.

To ensure that the culture and practices of the Nursing Home encourage the resident to:

- live with respect and dignity without fear of exploitation, abuse or neglect
- maintain personal privacy with the freedom of movement without undue restriction
- continue cultural and religious practices and to retain the language of his/her choice without discrimination
- to be treated and accepted as an individual
- have freedom of speech
- select and maintain social and personal relationships with any other person without fear, criticism or restrictions

## GENERAL INFORMATION

### ADMISSION PROCEDURE:

On admission to the Facility, the resident will undertake a structured admission process. This is the time when we collect and collate all of the information we require to ensure the transition into the home is as timely and simple as possible.

You will be asked a lot of questions, some very personal, but be assured we are only collecting relevant and necessary information.

You will be asked to attend an interview with a member of the staff in order to obtain the required information. This is a time for staff and the resident and/or family to get to know each other, to determine the care that will be given, and an opportunity for you to ask questions.

### DIET:

We all have different tastes and preferences for food. Some medical or religious considerations require the resident to have a special diet.

We endeavour to meet all needs. The menus are decided at regular meetings of catering and facility staff with the representative from the Residents' Committee and the Dietician. We believe that this will ensure the provision of a nutritious, varied and seasonally appropriate diet.

#### Lakeview Nursing Home

Mealtimes: Breakfast	8.30am
Dinner	12.00pm
Tea	5.00pm.

#### Bolga Court Hostel

Mealtimes: Breakfast	No set time
Dinner	12.00pm
Tea	5.00pm



Although regular meal times have been set, residents can choose to have their meals at a time that suits them. Staff will assist with these arrangements.

## **VISITING HOURS:**

Family and friends are very welcome to visit at any time.

You may wish to accompany your relative/friend on one of our outings. You are very welcome to do so. This form of visiting is sometimes easier for families/friends than sitting for a time.

Please let us know if you wish to participate in this form of visiting. You may also like to come and share a meal with your relative/friend. This can also be an enjoyable way of visiting. A small amount (currently \$6.00) is charged per meal. You will need to let us know if you require a meal/s to assist in catering.

For security reasons, the facility will be locked from 9 pm until 6 am. If you wish to visit during these times, please let staff know to allow for entrance.

Because we strive for flexible routines, you may be asked to wait elsewhere if staff need to undertake a procedure with the resident. Family and friends are also able to ring at any time; however we would appreciate you calling after 10 am.

## **CULTURAL ISSUES:**

### **Language:**

The admission documentation will identify the resident's principal spoken language and other languages. This information will be supported by an assessment of the resident's ability to understand instructions associated with daily activities and the extent to which language interpretation may be needed on a regular or ad hoc basis.

### **Religion:**

We have regular church services (alternating religions), and residents and/or families are welcome to participate should they wish to do so.

### **Practices:**

Many cultures and religions observe unique customs and practices that we respect. Any such requirements for consideration should be identified during the admission process.

## **HAIRDRESSING:**

Hairdressing requirements and costs are the responsibility of each resident and/or family.

A hairdresser attends the facility on a regular basis. If you would like to take advantage of this service, please inform staff and they will advise you on the steps to take and how payment can be arranged.

### **COMMUNITY VISITORS:**

The Commonwealth Government sponsors a scheme for elderly people who may be isolated in a facility.

This involves selection and training of Community Visitors by a government agency.

Introduction of a Community Visitor to the Nursing Home is coordinated and monitored by the Activities Coordinator.

### **CLERGY CONTACTS:**

#### **ANGLICAN CHURCH**

Contact: Father John Webster  
Address: Queen Elizabeth Drive, Tallangatta  
Phone: 60712545

#### **UNITING CHURCH**

Contact: Rev. Peter Elliott  
Address: Willong Street, Tallangatta  
Phone: 60712527

#### **CATHOLIC CHURCH**

Contact:  
Address: Queen Elizabeth Drive, Tallangatta  
Phone: 60712386

#### **JEHOVAH'S WITNESS CHURCH**

Contact: Brian Millichamp  
Address: Bryants Gap Road, Sandy Creek  
Phone: 60718525



## CONCERNS OR COMPLAINTS

### Policy:

Staff are expected to provide each resident with an excellent standard of care which respects the residents' privacy, dignity, and personal choice. In a community of residents, staff and visitors and a wide range of activities, there will, from time to time, be complaints.

The complaint may be about administrative practices, care or treatment received by the resident or family, etc.

At any time if you have a concern or complaint you may deal with it in one of the following ways:

### Internal:

Please feel free to discuss any concerns or complaints with

- the resident advocate.

A resident and/or his or her representative are encouraged to discuss the concern or complaint with the Resident's Advocate in the first instance.

- to the Community Visitor. The Visitor has an advocacy role and may assist with minor problem solving or complaints.

- the Unit Manager

- the Chief Executive Officer, especially if a formal complaint is being made.

### External:

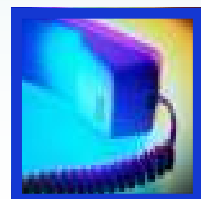
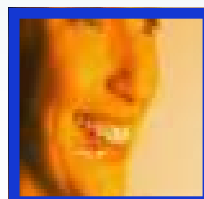
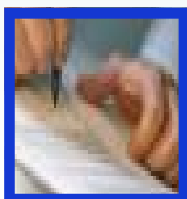
Aged Care Complaints Investigation Scheme

Department of Health and Ageing

GPO Box 9848

Melbourne Vic 3001

Toll Free: 1800 550 552



## THE CHARTER OF RESIDENT'S RIGHTS AND RESPONSIBILITIES

### **Each Resident of a residential care service has the right:**

- To full and effective use of his or her personal, civil, legal and consumer rights;
- To quality care which is appropriate to his or her needs
- To full information about his or her own state of health and about available treatments;
- To be treated with dignity and respect, and to live without exploitation, abuse or neglect;
- To live without discrimination or victimization, and without being obliged to feel grateful to those providing his or her care and accommodation;
- To personal privacy;
- To live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction;
- To continue his or her cultural and religious practices and to retain the language of his or her choice, without discrimination;
- To select and maintain social and personal relationships with any other person without fear, criticism or restriction;
- To freedom of speech;
- To maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions and choices, even though some actions may involve an element of risk which the resident has the right to accept, and that should then not be used to prevent or restrict those actions;
- To maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, his or her financial affairs and possessions;
- To be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service;
- To have access to services and activities which are available generally in the community;
- To be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service;

- To have access to information about his or her rights, care, accommodation, and any other information which relates to him or her personally;
- To complain and to take action to resolve disputes;
- To have access to advocates and other avenues of redress; and
- To be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

**Each resident has the responsibility:**

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



## PERSONAL ITEMS

### **CLOTHING:**

Dressing and undressing residents is a frequently performed manual handling task for staff. The design and fit of clothing can increase the risk of injury to staff, especially firm fitting underwear, socks and shoes. Relatives are asked to keep this in mind when buying clothing for the resident and must provide clothing that is not firm fitting.

Clothing should be easy to put on and take off, eg tracksuits or clothing with large openings and loose sleeves. Night attire for women should be of interlock material rather than flannelette. Socks should easily stretch when putting on and taking off. Shoes should have velcro tabs instead of laces.

Each resident should have a broad brimmed hat for outdoor activities. We request that you ensure sufficient clothing to allow for our laundering schedule.

### **BEDDING:**

We provide sheets, pillows and blankets. However, many residents prefer to have their own bedclothes, particularly a doona. These are to be supplied and laundered by the resident or family/friend.

### **LAUNDERING OF CLOTHES:**

Where a resident at Bolga Court chooses or is able to do his/her own laundry, our staff will assist as necessary, Tallangatta Health Service is responsible for the washing and ironing of clothing that can be machine washed for high care and commonwealth residents only. For all other residents, their family/friends are responsible for washing. Clothes needing to be dry cleaned or hand washed must be organised by family/friends.

We also have in place a system for labelling clothing. You may choose to use a different form of labelling at your expense.

### **TOILETRIES:**

Commonwealth and high care residents have their personal toiletries such as toothpaste, soap, shampoo and conditioner supplied by Tallangatta Health Service. (Residents do not have a choice of brands) All other residents/family are responsible for the purchase of these personal items. We discourage the use of talcum powder, however following consultation; this may be used at the request of the resident

### **VALUABLES:**

The facility does not accept responsibility for any monies or any items of value, including sentimental value.

Each resident is supplied with a locked drawer for storing of personal items, however we strongly advise that any item of value is kept by the family and provided to the resident as required. It is appropriate for each resident to have a few dollars to spend on outings, to buy an ice cream, etc.

### **CONTENTS INSURANCE:**

You should consider if Contents Insurance is applicable for your personal items as these are not covered under the Tallangatta Health Service insurance policy.

### **ELECTRICAL ITEMS:**

Residents are able to bring in their own personal electrical items such as a television, radio or electric shaver. (Please make sure these are labelled.)

To ensure safety, the item/s must be tested and tagged by a qualified electrician prior to bringing the item into the facility.

Each electrical item must be tested and tagged annually. The resident may choose to have this done externally or it can be done internally at a cost of \$3.00 per item.

Televisions used in bedrooms are to have headphones.



### **FURNITURE:**

Whilst we encourage each resident to make their personal space as home like as possible, we require consultation between family and staff prior to bringing in any items of furniture. This will enable any risks to the health and safety of both residents and staff to be assessed.

### **TELEPHONES:**

Telephones are available for resident use. A staff member will assist as required.

Beside each bed is an independent telephone socket. Each resident may have his or her personal telephone.

All costs associated with this private line are the responsibility of the resident and his/her family.

## LIFESTYLE PROGRAM

### **ROLE AND FUNCTION:**

We believe that social interaction and involvement with others, both within and outside the facility is vital to the resident's physical and emotional welfare.

Care staff in consultation with the resident and his/her family develops the lifestyle program.

Activities are arranged for the residents on a daily basis depending on the resident's needs. These include a wide range of creative activities, session entertainment, special day celebrations and short excursions from the facility.

All requests for a resident's involvement in an activity are to be referred in the first instance to the Activities Coordinator.

Information about planned activities are displayed on the notice board in the dining room.

Family and friends are encouraged to support and take part in activities and excursions.

As much as possible, activities are planned to avoid exposure to UV radiation between 11am and 3 pm. Residents who are going on outings or using outside facilities are required to wear a broad brimmed hat and use sunscreen with a sun protection factor of 15+.

### **COSTS:**

Residents will be advised of outing costs eg transport, entry fees, or food in advance of the proposed outing and for the costs of craft materials prior to the activity taking place.

## REHABILITATION SUPPORT

We provide allied health support for maintenance therapy and short term intensive therapy for residents receiving high level care but we do not provide intensive long term rehabilitation required for example following serious illness or injury.

For residents receiving low level care, we may charge the resident \$6.50 per visit for therapy provided by a health professional to the resident.

Therapy provided by care staff as directed by the health professional will be provided at no additional cost.

## **ACCESS TO SPECIALISED SERVICES**

We have a responsibility to ensure that the resident is able to keep appointments even if this means that a staff member must accompany the resident to an appointment. The resident may be charged for the staff time when this occurs.

## **RISK TAKING**

The resident's right to participate in activities that may involve a degree of risk is respected.

The physical and social environment of the facility can support or limit the resident's independence and safety.

Standard safety measures are part of the facility environment and specific safety measures for the individual resident is also incorporated into his/her Care Plan. When planning for resident safety, we need to balance the resident's right to take risks with the responsibility of resident safety.

Where a resident prefers to undertake an activity that staff consider carries a high risk of injury, the matter will be discussed with the family and the result of the discussion is documented on the progress notes and Care Plan.

Where the resident seems unaware of the risk, the staff and family can take appropriate action to provide for the resident's safety during the activity.

## **RESTRAINT**

The resident has the right to freedom of movement within and from the facility. Movement is only ever restricted for safety reasons.

It is our philosophy that we do not restrain - either chemically or physically - any resident unless it is the last possible option for either the resident's safety or the safety of others and/or their property.

Whilst we are committed to this policy which has been ratified by the Residents, Family and Friends Committee, we all recognise that there is an increased risk of falling for the client, and that the client may be injured.

## OCCUPATIONAL HEALTH AND SAFETY

Occupational Health and Safety is an integral part of the management of the facility. Effective management requires identification and allocation of responsibilities and monitoring of performance.

Everybody at the facility has responsibility for Occupational Health and Safety to the extent to which they are capable.

Responsibility statements have been designed and reviewed by the OHS Committee and management that identifies the responsibilities for residents and families as listed below.

Acknowledge that all employees have the right to a healthy and safe working life and they should not be expected to place themselves at risk of injury in their day-to-day work

Appreciate that OHS considerations may mean that not all requests for services can be accommodated immediately or as expected or preferred  
Seek advice from appropriate staff on the OHS implications of the design of clothing, appliances or other personal possessions prior to bringing such items into the facility.

To help ensure a healthy and safe environment for all, families and residents as far as he or she is capable are encouraged to:

Contribute their ideas and viewpoints on OHS issues at Resident's meetings

Appreciate that all procedures and tasks will be designed with the wellbeing of both employees and residents in mind

Acquaint themselves, and comply, with the requirements of the Facility's emergency evacuation plan and any safety rules

Acknowledge that from time to time some activities and routines may be re-organised to take into account the OHS rehabilitation needs of employees

The facility provides residents with a supportive home environment aimed at enabling residents to lead a full, and even risk-taking lifestyle. However, the rights of residents to a home-like environment and the choice to take some personal risk shall not be allowed to place employees or other residents at risk of injury or ill health.

The facility has a no lift policy. This means that if, following assessment, the resident is considered to require such, a mechanical lifting device will be used for lifting and transferring. Such devices include a mechanical lifter, slide sheets and transfer belts.

## **DEATH AND DYING.**

### **STATEMENT:**

We all have thoughts and wishes on this final stage of our lives and it is important that we know the wishes of the resident and family members. It is our aim that, as far as possible, these wishes will be respected. A form has been approved by the Resident's Committee and is to be completed on admission of the resident to the facility. This will ensure individual wishes are documented.

It is the responsibility of family members to ensure any changes to details on the form, or additional requests, are conveyed to staff at an appropriate time.

## **ALCOHOL**

### **STATEMENT:**

The resident has the right to choose his/her lifestyle and activities and may have been consuming alcohol for many years. A glass of wine with a meal or a glass of brandy before bed may be a common practice of many elderly people.

The right of the resident to drink alcohol is recognised and respected as is the right of other residents to be free from abuse or disruptive behaviour. The medical officer will determine if alcohol is contra-indicated, however the resident has the right to choose to ignore this advice.

### **POLICY:**

Residents are entitled to drink alcoholic beverages and provision is to be made for this.

Staff will document the resident's likes and requests for alcoholic beverages on the care plan.

The cost of the alcoholic beverages is met by the resident/family.

Alcohol is to be kept in a secure place and its use monitored to prevent abuse of other resident's rights.

## SMOKING

In line with Government policy, legislation and health lifestyle choices, Tallangatta Health Service is a smoke free facility.

In addition to documented health effects, smoking has been reported as causing several tragic fires in aged care facilities.

Smoking onsite is not permitted anywhere. Some exemptions apply, for example: current residents prior to 1st January 2009. Such exemptions will be phased out over time.

If you are currently a smoker please discuss with us your options and support we can provide to you at the time of your interview. Help can be supplied prior to and during your admission to assist you during your transition into our facility.



## BOLGA COURT RESIDENT'S COMMITTEE.

This committee meets every month and comprises residents, their family and friends. The Resident's Advocate, The Director of Client Services and the Nurse Unit Manager attend the meeting.

The role of the committee is to:

discuss any issues relevant to the overall management of the facility  
make known to the Director of Client Services the views of the residents on any issue

give assistance to the Director of Client Services in decision making on any matter involving the facility

decide for itself what other social, domestic or other matters it will discuss  
act as support for family and friends of new residents in the facility

## **AGED CARE ADVISORY COMMITTEE**

This committee meets every two months and is comprised of Lakeview residents/family, the Resident Advocate, the Director of Client Services and community members.

The role of the committee is to:

Discuss and advise the Director of Client Services on any issues relevant to the overall management of Bolga Court Hostel and Lakeview Nursing Home (including the Lifestyle Program)

Make known to the Director of Client Services the views of the residents/families on any issues affecting Lakeview Nursing Home.

Give assistance to the Director of Client Services in decision making on issues relating to aged care residential services.

To assist in the development and monitoring of achievements against the Annual Business Plan and Continuous Improvement Plan for Bolga Court Hostel and Lakeview Nursing Home.

Decide for itself what other social, domestic or other matters it will discuss.

## **FINANCIAL AFFAIRS**

### **CONTROL OF:**

The resident has the right to maintain control over his/her financial affairs and to have their decisions respected. Control over financial affairs enables the resident to maintain his/her identity within the family and the community.

Where a resident chooses or has no appropriate adviser and is no longer able to handle his/her affairs, management will approach the Guardianship and Administration Board to nominate an agent to act on behalf of, and in the interest of, the resident.

No staff member is authorised to make purchases on the resident's behalf.

No staff member may witness or sign any documents concerned with the resident's affairs. Should the resident and/or family have difficulty in this regard, the Chief Executive Officer of the Director of Client Services or will assist.

### **ONGOING COSTS:**

Each resident is assessed as to the weekly charge of living in the facility as discussed prior to the resident moving into the facility.

An account for additional costs, eg dry cleaning, electrical tagging, is sent out at the end of each month.

Should the resident use the services of the hairdresser, the family will be billed directly by the hairdresser.

## **SECURITY OF TENURE**

It is important that the resident feels secure in their room or bed within the facility.

The resident may be moved to another bed or room only if:

He or she requests the move;

The resident agrees to the move after being fully consulted;

The move is necessary on genuine medical grounds; and/or

The move is necessary because of the need to carry out repairs or improvements to the facility and the resident has the right to return to the bed or room if it continues to exist as a bed or room for residents following repairs or improvements.

The resident may be asked to leave the facility if:

The facility is closing;

The facility can no longer provide care suitable to the resident;

The resident no longer needs the care provided;

The resident has not paid any agreed fees within 42 days of the due date for reasons within the resident's control;

The resident has intentionally caused serious damage to the facility or serious injury to any staff member or to another resident; or

The resident is away from the facility for a continuous period of at least seven days for a reason other than those permitted by the Aged Care Act 1997 or an emergency.



When a Bolga Court resident's care needs change from low level care to high level care, decisions will need to be made about the most appropriate facility for the resident to receive the care they require. This may involve a transfer from Bolga Court Hostel to Lakeview Nursing Home.

This move will not be made without consultation and discussion with the resident and his/her family, and assessment by a member of the Aged Care Assessment Team if all parties are not in agreement.





**Tallangatta Health Service**  
is a flexible and dynamic provider of services that meets the  
changing needs of our rural community

#### **OUR VALUES**

**Caring** to be sensitive and responsive to each other

**Honesty** to be open, trustful and trustworthy

**Integrity** to be open, confidential and accountable

**Respect** to treat each other with dignity, courtesy and as individuals

**Tallangatta Health Service**  
**PO Box 77**  
**25 Barree Street**  
**Tallangatta VIC 3700**  
**Phone: 0260 71 5200**  
**Fax: 0260 71 2207**  
**Email: [THS@ths.vic.gov.au](mailto:THS@ths.vic.gov.au)**



**Tallangatta Health Service**  
is a  
**smoke free facility**

