



## Lakeview & Bolga Court

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*Developed in consultation with our consumers*

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## Welcome

It is a pleasure to welcome you as a prospective respite or long term Resident to our fully accredited, government funded Residential Aged Care facilities of Lakeview and Bolga Court. These facilities specialise in accommodating long term aged persons.

We recognise that it is a very difficult time for you, your family and friends when the decision has been made that respite and/or long term residential care is required to meet your special health and care needs. Be assured, that staff will encourage and support Residents to maintain their independence for as long as possible. Socialisation is a very important part of life and activities in both Lakeview and Bolga Court try to ensure all Residents have the opportunity to be involved in activities to the extent that they desire.

It is very important to us that Residents feel a sense of homeliness. To assist in this process, rooms can be personalised with familiar possessions, including some furniture items from home. Please discuss this further with staff.

Lakeview and Bolga Court are both part of the services provided by Tallangatta Health Service (THS). The Board and Management of THS have a responsibility to ensure the safety of both Residents and staff and have implemented and maintain policies relating to minimal handling and zero tolerance to bullying and aggressive behaviour.

This information book has been developed to provide you and your family with some details about our facilities, staff, services and activities that are available, general information about Residential care and ways that you can contact management or staff about your concerns. It will also provide information about the differences that occur between costs and services, and Residents' rights and responsibilities.

If you decide to reside at either Lakeview or Bolga Court, we trust that your time with us will be very happy. We hope that you settle in very quickly and before long that you, your family and friends will recognise Lakeview or Bolga Court as your new home.

The Executive



## Our History

Tallangatta Health Service has been located on its present site, on the foreshore of Lake Hume, since 1958. The original Tallangatta hospital was established as a Cottage Hospital in 1914, at the original township, which is now referred to as the Old Town, at Tallangatta East. In 1937, a wing was added to the original building to accommodate the increasing numbers of patients and improve the facilities for the delivery of much needed services. This building is still standing and is now partly used for private accommodation.

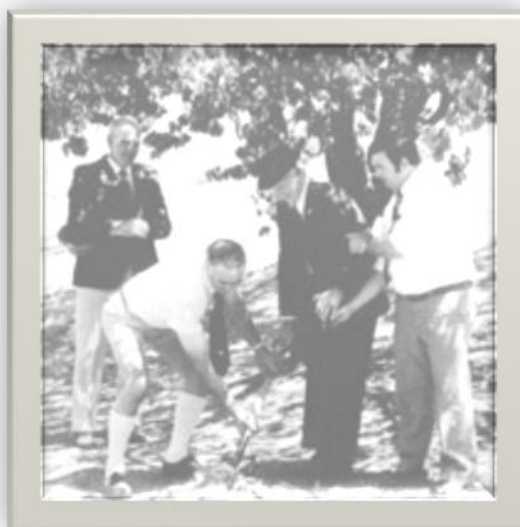
The entire township was relocated in the mid-1950s to allow for the enlargement of Lake Hume. The original 30 bed hospital was officially opened on 26 March, 1958 and provided general medical, surgical, obstetric and children's care and 24 hour emergency services for the township and surrounding districts. Sadly, like many smaller facilities, the range of service provision declined due to high costs, regulation and safety requirements and availability of skilled medical and nursing staff. Surgical and obstetric services are now fully provided at Albury Wodonga Health.

The community's health needs, government policy and funding changes have resulted in many changes to service provision over the intervening years. In 1997/98, a major redevelopment at a cost of \$ 914,000 was completed. Fifteen of the original 30 hospital beds were converted into Commonwealth funded high care beds which are referred to as **Lakeview**.

The Day Centre was relocated to the previous nurses' home site and redeveloped as the Community Services Building. Since March 2000, the Home and Community Care (HACC) services for the Tallangatta area of the Towong Shire have been managed and provided by the Tallangatta Health Service.

**Bolga Court:** In 1987, the Tallangatta and District Extended Care Centre Incorporated was established, as a separate organisation, with the aim to design and construct a hostel to meet the future needs of the community. It was envisaged that as the general community members aged and the farmers retired they would move from the outlying properties, after handing the farm over to their younger family members to run, to a home-like environment at Bolga Court, where they would be supported till their dying days. This plan came to fruition. Construction began in March 1990 and in April 1991, the Bolga Court 30 bed complex was occupied. In 2002, an additional 6 beds were opened. Bolga Court was managed as a separate entity until July 1, 1997 when the 2 services combined to form the new entity, Tallangatta Health Service.

The Bolga Court complex offers Residents a magnificent and uninterrupted view of the lake and the surrounding hills. The original concept of providing low care support to the Residents is no longer viable and, in 2011, was refurbished to enable Residents with high level care needs to be also admitted and cared for in the future.



Mr Fleming turns the first sod at the new Day Care Centre, now known as Bolga Court

## Our Facilities

Tallangatta Health Service (THS) is a government funded rural community health service located on one site above the picturesque Lake Hume foreshore.

The facility includes an acute hospital ward, Residential aged care, on – site Medical Centre with two permanent Medical Officers, community and support services. THS employs approximately 150 staff and has 55 registered volunteers who provide services and programs, on - site or within the community.

**Bolga Court** is a set of seven buildings – one of which is the main dining and reception area and other 'modules' that each have six individual bedrooms, a shared lounge, dining room and kitchen. There is a lovely garden all around, with a gazebo, outdoor seating and barbeque area. Bolga Court can accommodate 36 Residents.

**Lakeview** has 15 beds – which are companion rooms (twin share) and a shared bathroom. There are a number of lounges, two dining rooms and outdoor areas; one a sheltered courtyard with gazebo and barbeque area and another area has a balcony overlooking the lake.



Views of Lake Hume from Bolga Court

## Tallangatta Health Service

**Mission** – To promote High Quality & Effective Health Service

**Vision** – To Excel as a Rural Community Health Provider

### Values

- Willingly being Accountable
- Valuing People
- Achieving Results through Teamwork
- Integrity in all we do
- Respect for Others at all Times

## Commonly Asked Questions

### Is Tallangatta Health Service an accredited facility?

Yes, Tallangatta Health Service is an accredited facility for Residential Aged Care. The Australian Aged Care Quality Agency (AACQA), in accordance with the Commonwealth of Australia Aged Care Act 1997 has granted three years accreditation to both Lakeview and Bolga Court.

Periodic support site visits are conducted by the AACQA during the period of accreditation to determine that the 44 standards are being met and that quality care and services are continuing to be provided to the Residents of Lakeview and Bolga Court.

### How do I put my name on the waiting list for admission to Lakeview or Bolga Court?

Your name will be put onto the waiting list for placement on receipt of a completed application form and a current Aged Care Assessment Approval that has been provided by the Aged Care Assessment Team.

Prior to or at the time of application, you are encouraged to visit our facility.

Lakeview and Bolga Court are open for inspection by appointment. Please telephone the Nurse Manager on 02 6071 5200 to make an appointment to ensure adequate time is available to meet your needs for queries and inspection.

We request that you or your family members bring/s the following documentation at the time of your visit: -

- Medicare Card
- Pension Card \*
- Private Health Insurance Details \*
- Vic Roads Taxi Cards\*
- Veteran Affairs Card\*
- Pharmacy Safety Net Number \*
- Enduring Powers of Attorney, (Financial, Medical and Guardianship) \*

(*\*if applicable*)

### How long will I have to wait for admission?

This depends on the availability of a bed and your care needs at the time.

When a bed becomes available at Lakeview or Bolga Court, all applicants are given consideration regardless of time on the waiting list. Priority is usually given to those with the highest needs.

### Admission – Proposed Entry Meeting

If there has been an acceptance of an offer for admission then we request a meeting to ensure that we meet all the expectations of the Resident and their family. This meeting will also allow for further assessments and documentation to be completed to ensure the safe transfer into Residential Aged Care and usually takes 1 – 2 hours.

### Bed Allocation

The actual bed allocation is dependent upon availability at the time of admission. Consideration is always given for the wellbeing and care needs of Residents.

After Residents have been allocated to a particular room and bed it is important that Residents feel secure there. A Resident will only be moved to another bed or room if:

- The move is at the Residents' request, or
- The Resident / Power of Attorney agrees to move after being fully consulted and agrees to move without any pressure, or
- The move is necessary due to change of care needs.

### **How long do I have to take up the offer for admission?**

The time available for you to make up your mind is set by the Commonwealth aged care policies. When an offer of accommodation is made, the transfer needs to occur as soon as possible.

When coming directly from home, another aged care facility, or from hospital, a Resident has a maximum of seven days (social) pre-entry leave from the time of the offer. Costs are incurred from the date of offer.

### **Is there a formal agreement?**

Yes, a formal agreement, the Resident Agreement as issued by the Aged Care Industry Council, is given to you and your family member or agent to view and the opportunity to discuss the agreement is given to you prior to considering signing the agreement.

This agreement is a common agreement that sets out the terms and conditions of occupancy, rights and responsibilities of Residents, financial statements, complaints resolution, and protection of personal information.

Residents have the right to choose whether or not they wish to enter into a written agreement; however, if this is not done then the terms and conditions of the standard agreement will be deemed to apply.

This agreement does have a cooling off period of 14 business days from the date of signing in which the agreement can be terminated.

### **Do I have security of tenure for my accommodation?**

Yes, security of tenure is assured once an offer of placement has been given to you and accepted, providing that THS has the facilities and staff to meet your changing needs. Please refer to the Resident Agreement for further details about rules of occupancy.

### **What are the Charges and Fees for my accommodation and care?**

Residents have a choice to pay for their accommodation either as a refundable deposit (a lump sum, also known as a Refundable Accommodation Deposit or RAD), an equivalent daily payment (a Periodic payment, also known as a daily accommodation payment of DAP) or a combination of both.

For concessional / fully supported Residents the above does not apply.

All Residents pay the Commonwealth Daily Care Fee.

We would advise that Residents discuss their individual circumstances with the THS Director of Corporate Services prior to admission.

### **When do I have to pay my fees and charges?**

Accounts are created in arrears to you on a fortnightly basis in line with the Australian Pension Pay Day Calendar. Payments are made fortnightly via direct electronic transfer on pension day. Invoices and receipts will be sent to yourself, your designated family member or person / agent with financial power of attorney.

All Residents are required to pay via Direct Debit. Your Direct Debit agreement will need to be authorised prior to the first payment.

If you have difficulties at any time with paying these charges and fees, we recommend that you contact us as soon as possible to discuss your issues and arrange payment options.

Bad debts will be recovered by THS or a contracted recovery agency.

### **Care & Services provision**

The Residential care and services provided are specified by the Government please refer to:

1. Quality of Care Principles 2014 – Compilation May 2016 - [Quality of Care Principles 2014](#) (Reg\_May 2016)
2. Aged Care Act 1997 – Compilation July 2017 [Aged Care Act 1997](#) ( Reg July 2017)

3. Aged Care Transitional Provisions Act 1997 Compilation February 2017  
[Aged Care Transitional Provisions Act 1997](#) ( Reg February 2017)
4. Fees and Payments Principles 2014 (No. 2) Compilation July 2015  
[Fees & Payments Principles 2014 \( No2\)](#) ( Reg July 2015)

### **If I have Department of Veteran Affairs card?**

Veteran community members and their partners / family considering Residential Aged Care are advised to contact the Department of Veterans Affairs for information specific to their needs. In some circumstances, they may be able to access allied health services and aids and equipment under the Rehabilitations Appliances Program (RAP).

Further information is available on the [DVA website](#).

DVA general enquiries line (Metropolitan: **133 254** or regional: **1800 555 254**)

### **Do I have a choice in who provides my pharmacy services?**

The local pharmacy at Tallangatta provides a direct delivery service to our facilities.

If you choose to use a pharmacy outside Tallangatta it will be your or your support person's responsibility to fully manage your pharmacy (medication) needs.

### **Can my own General Practitioner (Doctor) visit me and provide my care?**

Residents of both Bolga Court and Lakeview, or their family/support person, are able to nominate a preference for local General Practitioner (GP) medical care.

The THS GP visits the residents at Lakeview and Bolga Court on a regular basis, or Residents can make an appointment at any time at the Medical Centre, located on site.

If an alternative GP is selected, the Resident / family member is responsible for arranging appointments and any associated costs, and paying for transport to and from these appointments.

Specialist and other service referrals are made by the GP as necessary. It is the Resident's or family's responsibility to support the Resident to attend such appointments.

If THS provides staff to act as drivers or escorts, staff costs may be applicable & will be payable by the Resident at full recovery costs along with vehicle running costs. Costs associated will be included in accounts. Further information & individual details can be provided by the Nurse Manager.

### **Who is responsible for ambulance or other transport costs to obtain care or services?**

All Residents are responsible for all costs should they require ambulance transfer direct from THS to another facility, hospital, or appointments.

THS recommends that Residents who are not pensioners continue to maintain their Rural Ambulance Victoria membership.

When ambulance services are not required it still remains the responsibility of the Resident and/or family to provide the transport and/or meet the costs and be the escort person to assist the Resident for appointments.

THS staff will assist the Resident / family members with these arrangements.

If THS provides staff to act as escorts or drivers, staff costs will be payable by the Resident at full recovery costs along with vehicle running costs. Costs associated will be included in your monthly account.



## **What happens if I need hospitalisation or would like to have Leave/Temporary Absence?**

A permanent Resident may be absent from either Lakeview or Bolga Court during periods of authorised leave. To be counted as a day of leave the Resident must be absent overnight. The full Daily Care Fee is payable when a Resident is on leave.

There are 3 types of leave:

1. **HOSPITAL LEAVE:** A Resident can take unlimited days of leave for the purpose of receiving hospital treatment.
2. **SOCIAL LEAVE:** A Resident can take up to 52 days of social leave in a financial year.
3. **PRE-ENTRY LEAVE:** Up to 7 days of social leave may be taken as a pre-entry leave immediately before a Resident enters a service.

A Resident may take more leave than prescribed above provided that there is:

- Approval by THS.
- Agreement by the Resident to pay the Accommodation Fees plus compensation to the THS for the subsidy not paid by the Commonwealth Government.

## **Can A Resident take day leave?**

Yes Residents can take leave. There is a register to be completed if you take the Resident/s off site, for either day or overnight leave. Prior to overnight leave, arrangements are to be made with Clinical Care Staff so planning for medications or other clinical care needs are met.

Where the Resident decides to take overnight leave, the location of where they will be residing is to be provided to care staff prior to leave and a contact phone number.

## **What times can my family and friends visit?**

The visiting times are unrestricted as is the number/s that can visit at one time. We request that family be reasonable when celebrating special events and remember that Lakeview and Bolga Court are also the home of other Residents. If visiting outside normal sociable hours, a courtesy telephone to staff prior to your arrival would be appreciated.

We request that you sign the visitor attendance register on arrival and when leaving, for safety reasons, especially if we have the requirement to evacuate the premises, we need to know who is actually present or absent at the time. The register is located in the Bolga Court Community Building and the Entry in Lakeview.

We request that you do not visit if you are ill or are suffering from a cold or stomach upset as the potential to pass your illness on to the Residents is very high. We request that you use the Hand Hygiene solution located throughout the facilities prior to visiting and on leaving the facility.

## **Can I or my family members have a say in my care?**

Yes, on admission, a care plan is developed with the Resident, family and whole health team.

This plan is reviewed regularly and is changed to ensure that the information available to staff, your Doctor and other health professionals is what is really happening at the time. Care is based on the information in this plan and is documented to ensure all staff are aware needs and requirements so that quality care is provided.

## **Can I or my family members have a say in what happens?**

Yes, we encourage Residents and/or their family members to participate in planning and reviewing of activities and services at Lakeview or Bolga Court. Often, people prefer to do this through a group meeting. All Residents/relatives/support persons are encouraged to participate in meetings and are always welcome.

- **Bolga Court** holds a bi - monthly - ***Bolga Residents and Friends meeting***
- **Lakeview** holds a quarterly meeting - ***Residents Family and Friends meeting***

Minutes of these meetings are distributed to all Residents and their nominated person/s.

We also encourage Residents or their families to discuss matters with the staff or management on an individual basis at a mutually convenient time. If you are visiting from outside the facility, we suggest that you telephone ahead of time to arrange a convenient time.

### **Do I wear my own clothing and footwear when I am a Resident?**

Yes, Residents are encouraged to be dressed during the day. The provision of clothing and footwear is the responsibility of the Resident. Clothing, nightwear and underwear needs to be of a minimal care type, of a design to allow ease of dressing and undressing and adequate in supply. The amount is dependent on many factors, for example continence. Please discuss your needs with the staff. Suggestions of clothing requirements are available on request from the Nurse Manager.

Footwear needs to be well fitting and must be non-slip. The Nursing Staff will provide advice to you as relevant.

We advise that you talk to staff about the supplies and type of clothing required and the status of the Resident's wardrobe. It is the Resident's or family's responsibility to label, supply and ensure that clothing is available and suitable for the weather season at all times.

### **Can I have money and valuables with me?**

Yes, but we assume no responsibility and we recommend that only small amounts of money for small items / outings be held by the Resident. A small lockable cash box is available within each Resident's wardrobe unit. If the Resident is not capable of caring for valuables, it is suggested that valuables remain in the safe care of family.

### **Can my family members participate in the activities and events?**

Yes, family members and /or friends are encouraged to participate in Lakeview and Bolga Court activities or to spend time with Resident's one on one. Please discuss with the Nurse Manager / Staff if you would like assistance with preparing for an activity with your family member e.g. meal alone, some private time to be arranged, or to go on an outing. If family members would like to participate in events that require catering, a cost is incurred by the family member/s. Arrangements for catering prior to the special occasion are required.

### **Can family members or friends bring food to (me) / Residents?**

Yes they can, but when they bring food into an Aged Care Facility for a relative or friend it is them and not the staff who are responsible for its safety.

This means that food and meals brought in by families must not be handled by staff. If needed, meals or food can be reheated in the microwave ovens/s and then served to the Residents by family members or the Residents themselves without staff involvement.

A "Food Safety Tips" Australian wide guide that is produced by the Food Safety Information Council advises of your responsibilities and directions of how to prepare, cook, store, transport and reheat food that will be consumed by the resident. It lists the higher risk foods including meats, fish and dairy products. Information can be obtained from the Australian Institute of Food Safety <https://www.foodsafety.com.au/resources/articles/food-safety-for-aged-care>.

### **Can my family members or others volunteer their services?**

Yes, there is a formal Volunteer Service for both Lakeview and Bolga Court. All volunteers are now required by government regulations to complete registration forms and a Police Check prior to being placed on the Volunteer Register. Volunteers are supported by the Nurse Manager, as well as the THS Volunteer Coordinator. Volunteers provide support and activities for the Residents. This support in daily activities and in outings is greatly appreciated by both staff and Residents.

If your family members or friends would like to consider becoming volunteers, further information can be obtained from the Nurse Manager / THS Volunteer Co-ordinator.

Education and support information sessions are conducted for people interested in volunteering.

## Can I have pets at the facility or can my family members or friends bring pets to visit me?

Whilst THS recognises that pets bring comfort and wellbeing to some Residents, others prefer for them not to be within their surroundings. Therefore, the only permanent pets that can be located at the facility are birds in smaller cages. It is the responsibility of the Resident / family to provide for the care and all associated costs of their birds.

Relatives / friends may bring small animals to visit. These animals must remain under the relative's / friend's care and supervision at all times during their time in our facility. THS has a Pet Therapy program coordinated through the Activity Coordinator.

## Am I able to vote in local, state and federal elections?

Yes, it is possible to vote whilst you are a Resident of Lakeview or Bolga Court. Usually, the Election Office staff visits Tallangatta Health Service one to two weeks prior to the elections. The date and time is advertised and staff will ensure that the opportunity to vote is provided.

Please note that voting at Federal and State elections is compulsory and a fine can be imposed for not voting. If the Resident is not capable of making a valid decision, then the Australian Electoral Commission must be advised that the Resident has a valid and sufficient reason not to vote. A standard form is available to notify the Commission, which must be certified by a Doctor.

On receipt of the certified form the Electoral Office will remove the person's name from the register.

## Providing Feedback – Including Compliments, Comments, Complaints or Concern

Yes, users, advocates or support persons of those using THS facilities have the right to make complaints and have satisfactory resolution of same. THS has established procedures for dealing with complaints received from Residents, family, volunteers and/or visitors with respect to Hospital Facilities and services.

It is preferable for complaints to be received in writing but verbal complaints also noted as concerns will be recognised as a formal complaint and notes will be made / registered with respect to any conversation involving such adverse comments. These complaints/concerns will be managed as for a formal complaint. In the first instance, complaints can be made to the Registered Nurse in charge of the shift or the Nurse Manager. The nurse will document your concern.

Brochures labelled 'Comments, Complaints and Compliments' are located at the entrance to THS and also at other key places throughout the facility. Suggestions are encouraged as they help us to improve our care. The completed form can be given to any of our staff or posted to the CEO.

Please direct your comment or complaint to the Nurse Manager or senior nurse on duty in the first instance. Direct contact can be made to the Director of Nursing or the Chief Executive Officer if this is your preference.

If, after consultation with the Executive Staff, the issues/matters are felt to be unresolved, other avenues available are:

Aged Care Complaints Commissioner  
GPO Box 9848 Melbourne Vic 3001  
Online: [agedcarecomplaints.gov.au](http://agedcarecomplaints.gov.au)

Free call: 1800 550 552



Talk to our staff

Elder Rights Advocacy  
Level 4 140 Queen Street  
Melbourne Vic 3000  
E-mail: [era@era.asn.au](mailto:era@era.asn.au)  
Website: [www.era.asn.au](http://www.era.asn.au)

Toll Free 1800 700 600  
or 03 9602 3066



Give us a call



Fill in a Comment, Compliments and Complaints form

Health Services Commissioner  
Complaints Information & Privacy  
Fax No.: (61 3) 9032 3111  
E-mail: [hsc@dhhs.vic.gov.au](mailto:hsc@dhhs.vic.gov.au)

Toll Free: 1300 582 113



Send an email



Post or fax a letter

or write to:

Health Services Commissioner  
Level 26 570 Bourke Street  
Melbourne. 3000  
Victoria, Australia

THS likes to receive feedback when we have done a good job or an individual staff member has done those little extra things to improve the lifestyle of the Residents. We also appreciate your thoughts and ideas as to how our care and services could be improved. The opportunity to provide this feedback can be taken anonymously or you can speak to the Nurse Manager or delegate or put your suggestion in the suggestion box that is provided at the entrance to both Bolga Court and Lakeview or complete a THS feedback form.



### **Information about Bolga Court & Lakeview**

Depending on the level of government subsidy to the individual Residents, the costs incurred for the services will vary. This may be from no charge to full cost recovery. Individual requests are best discussed with the Nurse Manager or accessed from Department of Social Services myagedcare website <http://www.myagedcare.gov.au/> or Telephone 1800 200 422

### **Clinical Care**

You will have access to 24 hours care provided by qualified Registered Nurses, Enrolled Nurses and/or qualified Personal Care Assistants (PCAs). Students undertaking Nursing, PCA or Allied Health training visit THS for clinical experience from time to time. Students undertaking clinical experience are supervised by the THS staff.

Residents' family / support persons are encouraged to be involved in the planning, implementation and evaluation of all aspects of care. Please feel free to discuss any issues with the staff.

Nursing care plans are reviewed regularly in consultation with Residents and/or Residents' family. This will be confirmed by a notation that is included in the Resident's progress notes.

### **Allied Health**

THS has a range of onsite allied health workers. Referral may be self-initiated or from clinical care staff. This multidisciplinary team consists of: physiotherapist, occupational therapist, dietician, podiatrist, optician and audiologists, Diabetes Educator, Nurse Practitioner, speech pathologist and social worker

## Meals

On admission and as required, each Resident's dietary requirements are assessed for individualised needs and special diets. A three week seasonal menu is available for selection. Specific likes, dislikes and allergies are noted for each Resident.

All food for the Residents is prepared onsite at THS. The Kitchen is audited by the environmental services staff of the Towong Shire Council and an external auditor on an annual basis to ensure it complies with all Food Handling Regulations. A site specific food safety plan has been implemented and the food services staff complete monitoring and auditing regularly to ensure all safety standards are met.

In addition to the three main meals, morning tea, afternoon tea and supper are provided.

Visitors are not restricted during meal times. Family/Support persons are also encouraged to assist the Residents with meals. On special occasions, family members can join Residents in a meal. Costs will be incurred and prior arrangements are to be made.

## Meal Times

Breakfast	7 - 8:30am	Morning Tea	10:30am
Lunch	12 - 12:30pm	Afternoon Tea	2:30pm
Tea	5 - 5.30pm	Supper	

## Alcohol Consumption

Residents are entitled to drink alcoholic beverages on approval from their General Practitioner. Staff will document the Resident's likes and requests for alcoholic beverages on the care plan. The cost for alcoholic beverages is met by the Resident / family. Alcohol (labelled with Residents name) in small amounts can be kept in a secure place.

Family members and visitors are requested to speak with staff before bringing alcohol into the facility. The reason for this is for the Residents safety and also the potential for possible interaction with medications that may have been administered. In some instances monitoring of Residents' alcohol intake may be required for medical reasons.

## Telephone Calls

To contact Bolga Court or Lakeview - 02 6071 5200

In Bolga Court, Residents can have access to a permanent telephone in their room at their own cost including connection and line rental. It is the Resident and their family to responsibility to arrange connection and disconnection on termination of the room

## Leisure and Lifestyle Therapy

There is a program of activities provided for the Residents (Monday to Friday) to provide stimulation and interests to meet special needs. This is managed by the Activity Coordinator.

Residents and their families/friends can support care staff by providing details of activities and their preferred areas of interest.

Families and friends are encouraged to provide photos (USB or digital photo frames are preferred). THS also has the ability to provide contact via Skype.

- One-to-one activity sessions are provided as required
- Staff providing activity services have completed special training
- Costs for some items or activities are levied
- Details of activities are displayed – all Residents receive an activity program calendar weekly
- Feedback on the Lifestyle Program is welcome

## **Personal Belongings**

Residents are encouraged to have personal items in their room. These items include photographs, pictures, bedspreads / doonas and some small furniture (in consultation with staff). Items such as pictures may be hung or attached to the wall. This is to be carried out by THS maintenance team.

Bedside / lounge chairs can be brought if desired for special needs. Unfortunately, storage of items is not possible and family members will be required to take the items home if they are deemed inappropriate or no longer able to be used by the Resident. All care is taken of these items, but THS accepts no responsibility for loss or damage.

All electrical items are required to be tested and tagged prior to use and then in accordance with THS testing and tagging schedule.

On leaving THS, all Residents' belongings are to be collected by the family / next of kin. Donation of equipment such as walking frames and wheelchairs cannot be accepted by THS.

## **Laundry Services**

A laundry service is available for all Residents. (Respite and Permanent) All laundering procedures are done to the Australian Standard 4146. The temperature used to launder clothes is very hot and these temperatures can be detrimental to some fabrics. Whilst every care is taken with items, THS cannot take responsibility for damage to clothing and other items that require special care.

Wash and wear clothing is recommended, preferably not wool. If there are any special items that require special care such as hand washing this becomes the responsibility of the family.

**All** items of clothing **must be labelled** with the individual Residents' name before admission, as non-labelled items are difficult to identify.

Labels may be purchased either through THS or privately, please enquire with Environmental Services & Catering Department for advice. Staff can advise which type of labels will withstand commercial laundering. The cost and supply of clothing is the responsibility of the Resident and / or family.

Family members are encouraged to check the Residents clothing regularly to ensure that:

- there are adequate changes of clothing; & in good condition
- that they are labelled clearly
- the items are appropriate for the seasonal conditions;
- appropriate size and fit – dressing gowns that are too long may, increase the risk of falling.
- all shoes are checked for suitability and functionality, shoes that are poor – fitting, increase the risk of falling.

## **Hairdresser**

A Resident or their family may organise a hairdresser of their choice to visit to attend to their needs.

The Resident meets all costs for their hairdressing needs. Please advise staff who will arrange for the hairdressing room to be booked or you may do this through Reception.

## **Library Books**

The Tallangatta Library lends books (including large print) & listening books to Residents. Individual requests and preference for authors or topics are noted by the library staff and provided if possible.

Bolga Court and Lakeview have a range of books and a selection is available on request.

## **Newspapers / Magazines**

We encourage the Residents to keep abreast of current issues and events. Daily newspapers and magazines can be ordered through Crisp's Newsagency in Tallangatta. The newsagency delivers daily to Lakeview and Bolga Court.

## **Mail Deliveries**

Monday to Friday through Reception at THS mail is delivered to Residents in RACF daily.

Staff will assist with posting of items. Postage costs are the responsibility of the Resident. Stamps are available for purchase at main reception and via the Bolga Court Volunteer Shopping Trolley service.

## **Radios**

Community stereo systems are available for groups or individual use within the community areas. Individual radios are allowed, annual electrical cord inspections and tagging will be undertaken by qualified THS staff.

## **Televisions**

Lakeview and Bolga Court have a number of lounges & activities rooms with TVs for community viewing.

All permanent Residents' bedrooms may have a TV installed. The cost and installation and repair of TVs is the responsibility of the Residents. Respite Residents are supplied with TV if required on admission.

The THS maintenance team will check all units for their safety when purchased or brought into THS and complete a 12 monthly inspection of the electrical cords.

Please respect other Residents – headphones may be required to assist with hearing or use "text" on TV's.

## **Resident Representatives**

Resident Representatives are volunteers who are available to support residents and their families, at their request, to bring forward information that the resident wishes to share with THS.

## **Interpreters**

An interpreter service is available by telephone if required & consumer information can be obtained in other languages as required. For further information regarding this please discuss with the Nurse Manager.

## **Social Worker**

THS has a Social Worker on site for Residents, families and their significant others to provide support and assistance in a range of areas. For further details or referrals, please discuss with the Nurse Manager or telephone (02) 60715200 to make an appointment.

## **Immunisation**

Annual influenza immunisations are offered with other immunisations, such as Pnevumovax on request. Further details regarding immunisation information may be obtained from the Nurse Practitioner who is available via appointments through the Tallangatta Health Service Medical Centre.

## **Church Services and Spiritual Care**

Church services are held at both Bolga Court and Lakeview. The church group involved in the service changes on a rotating basis. Ministers of Religion, Pastoral Care and Pastoral Visitors are welcome to visit at any time. Pastoral Care and visitor's association or status is required to be confirmed with the relevant minister or priest. Residents may attend external church services as desired; families are to liaise with staff if they wish to take Residents to other services, which are advertised in the Tallangatta Herald.

## **Clergy Contact Details**

<b>DENOMINATION</b>	<b>CONTACT</b>	<b>ADDRESS</b>	<b>PHONE</b>	<b>MOBILE</b>
<b>ANGLICAN</b>	Father Alan Kelb	Albury	-	0418 464 053
<b>UNITING</b>	To be Advised			
<b>CATHOLIC</b>	Father Joseph Pothenparampil	Tallangatta	-	0448 339 990
<b>JEHOVAH'S WITNESS</b>	Trevor Anderson	-	02 6071 2742	-

## **Bullying & Aggressive Behaviours**

THS has adopted a zero tolerance to bullying and aggressive behaviours. The Bullying, Sexual Harassment, Racial Abuse and Workplace Violence Policy applies to staff, Residents, volunteers, visitors, contractors and family members. When incident/s of bullying or aggressive behaviour occurs towards staff

or Residents, senior staff on duty has the authority to call the police to have the perpetrators removed from the area. All incident/s are investigated and in most situations the perpetrators will be interviewed in person or by telephone. If the incident is found to be aggressive or bullying in nature, the perpetrator/s may have their visitation rights withdrawn.

It is acknowledged that Residents with dementia and other brain conditions or behavioural issues may sometimes be aggressive, physically violent and in general difficult to manage, especially when staff are attempting to provide their necessary care. When these behaviours are evident, nursing staff will commence behavioural monitoring charts and identify events and actions that may trigger these outbursts. Discussions will occur with the Resident's GP and nursing staff and behavioural strategies will be implemented in the hope of reducing the outbursts. In some circumstances specialist medical and nursing advice will be sought.

Some Residents may require closer observation and may have to be transferred with THS facilities or to another facility, with an appropriate environment that best meets the needs of the Resident. Consultation between health care professionals, the Resident & family occur should this transfer be required.

## **Safety and Security**

The safety and security of the Residents and staff is paramount at all times.

- A minimal/no lift policy is maintained throughout Tallangatta Health Service and specialised equipment has been purchased and is maintained to minimise the risk to staff and Residents.
- THS also has zero tolerance to occupational violence and people who do not adhere to the policy will be asked to leave the facility.
- An individual care plan is developed for every Resident and reviewed as required, to encourage independence to reduce the risk of falling or injury.
- Staff education is provided to ensure their own and the Resident's safety is maintained.
- There are secure areas for wandering Residents. Keypad/swipe devices are fitted to assist in the provision of this security.
- Full fire suppressant equipment is installed, including extinguishers, fire hydrants and hose reels, and a fire sprinkler system. Ongoing staff education and maintenance occurs to ensure that the emergency management plan and risk management is known and can be actioned by all staff.
- Residents are requested to participate in emergency exercises to ensure they are familiar with the procedures and assembly areas if an emergency should arise. Emergency/evacuation familiarisation will be provided.

The following information is provided to assist the Residents / families with basic safety and security features. Please ask staff if you are unsure of devices or have any suggestions in this regard.

### **Security Entrance / Exit Doors**

At Bolga Court doors are all locked at night and have alarms fitted. During the day, Bolga Court is open with many doors opening to garden areas; however some modules are fitted with a swipe card access to support the safety of Residents.

#### *Bolga Court Security gate*

For entry through this gate you will be required to use the intercom system which is linked to the Tallangatta Health Service communication system and staff can remotely open the gate, to provide walk in access. You may be requested to both identify yourself and the purpose for your entry.

For those either dropping off or picking up Residents in a vehicle the same conditions apply and include that the vehicle must be parked on the magnetic field for the gate to be opened for vehicle access, the gate will automatically close behind in both situations.



### *Lakeview*

At Lakeview, the main corridor doors have security keypads fitted while other internal doors also have keypad locks fitted. Staff will advise / assist with the code as relevant. From 6.30 am till 9.00 pm, entry is unrestricted and care must be taken to ensure the doors fully latch following entry/exit.

### *Main Entrance / Hospital*

An intercom is available for entry via the main doors after hours.

The main entry points of Tallangatta Health Service are under camera surveillance, which is monitored at the nurses' station.

## **Resident Restraint**

THS is a restraint free facility, however we recognise in extreme situations, restraints may be used, when the Resident is at risk of harm to self or others and as a last resort. This would only occur following referral and consultation with the treating doctor/specialist, nursing team, Resident and their designated decision maker. Signed consent must be completed prior to the use of restraints.

## **Nurse Call Bell System**

Nurses and Personal Care Attendants carry a DECT cordless telephone / pager in Lakeview and Bolga Court. This is activated when the Resident presses a button in their room or ensuite or if a motion sensor is activated. Nursing and Personal Care staff will attempt to respond to calls promptly; however, sometimes a delay occurs which usually means that the staff is responding to another Resident's needs.

## **Nurse Duress System**

The nurses have access to a duress system that can be activated in times of emergency to summon external assistance. An external contractor provides 24 hour monitoring and will contact the Tallangatta Police if the duress alarm/s is activated.

## **No Lift Policy, Lifting Machines and Other Devices**

THS has a No Lift Policy throughout the organisation. In Lakeview and Bolga Court, an individual care plan is developed for each Resident to encourage independence and minimise the risks of injury and falling. Ongoing staff education and manual handling aids / technique evaluation will continue throughout the Resident's stay. Equipment that best suits the Resident's needs will be explained, utilised and aids will be modified on an as needs basis.

## **High – Low Beds**

THS use height adjustable electric beds to reduce the incidence of injury should Residents fall out of bed. Floor mats may also be used next to a lowered bed for added safety.

Mattresses are specifically designed to reduce pressure on bony areas of the Residents' bodies and are one of the strategies used to reduce the likelihood of pressure injuries developing.

## **Bed / Chair / Floor Sensors**

For Residents' increased safety following assessment by the multidisciplinary team, to prevent falls or harm from falls, falls prevention devices such as bed / chair or floor sensors may be utilised. These devices detect movements and are connected to the nurse call pagers and staff are alerted to the fact that the Residents have moved from their original settled position. At night, floor sensors also pick up that the Resident is moving around their room.

## **Hip Protectors**

To help reduce the likelihood of fractures when Residents fall on their hips, many Residents wear hip protector devices. Hip protectors are inserted into specially designed underwear. The costs of the hip protectors are the responsibility of the Residents. Nursing staff and physiotherapists will provide advice and education regarding the need and use of hip protectors.

## Smoking

It is our policy that there is **no smoking within the buildings / grounds of Tallangatta Health Service.**

However, it is recognised that long-standing smokers have a need / preference for this activity and designated outside areas are available. Supervision may be necessary for their welfare and of others, even at this late stage in their life, Residents can be assisted to reduce or cease their smoking habit. The Medical Centre Doctors or nursing staff will be very happy to discuss the latest programs and treatments for smoking cessation.

Residents who plan to smoke onsite will have a risk assessment attended on admission & thereafter at a minimum annually, to ensure their and the safety of other Residents & staff is maintained. We request that those who do continue to smoke are mindful of other Residents' health care needs and staff safety.

## Staff Identification

All staff employed at THS are required to wear photographic identification. They may also wear a name badge with the THS logo on a white background. Staff wear uniforms in a variety of colours regardless of their role. Staff should identify themselves before providing care or treatment. If in doubt, please ask the staff member to provide identification.

## Privacy

THS is committed to respecting the privacy of your personal information.

Some information may need to be disclosed to State or Commonwealth government or their agencies, so that they can make decisions about funding, lifestyle, and care delivery.

The organisations Privacy & Confidentiality Policy is available on request from the Nurse Manager.

## Telehealth

Telehealth is the delivery of healthcare using information and communication technology. It is available to be used by healthcare staff when Residents with non - life threatening conditions present. After hours medical support can be used between THS and a Regional Emergency Department. This may be preferable than the physical transfer. Further details are available from the Nurse Manager.



## In Conclusion

We trust that we have answered the majority of questions that you may have about the admission process and services provided at Lakeview and Bolga Court.

If you have any further queries or questions you are most welcome to contact the following:

	<b>TELEPHONE</b>	<b>FACSIMILE</b>
Tallangatta Health Service	(02) 6071 5200	(02) 6071 5293
Chief Executive Officer	(02) 6071 5200	(02) 6071 5293
Director of Clinical & Aged Care Services	(02) 6071 5200	(02) 6071 5293
Director Corporate Services	(02) 6071 5200	(02) 6071 5293
Nurse Manager	(02) 6071 5200	(02) 6071 5295
Social Worker (Tuesday & Wednesday)	(02) 6071 5200	(02) 6071 5293

Or visit our Website: [www.tallangattahealthservice.com.au](http://www.tallangattahealthservice.com.au) or email us at: [THS@ths.vic.gov.au](mailto:THS@ths.vic.gov.au)

We appreciate your feedback at any time. Wanting to provide feedback on our website? Feel free to complete our feedback form on the site.



Australian Government

Department of Health

## **CHARTER OF CARE RECIPIENTS' RIGHTS AND RESPONSIBILITIES – RESIDENTIAL CARE**

*Aged Care Act 1997, Schedule 1 User Rights Principles 2014*

### **1. Care recipients' rights - residential care**

Each care recipient has the following rights:

- a) to full and effective use of his or her personal, civil, legal and consumer rights;
- b) to quality care appropriate to his or her needs;
- c) to full information about his or her own state of health and about available treatments;
- d) to be treated with dignity and respect, and to live without exploitation, abuse or neglect;
- e) to live without discrimination or victimisation, and without being obliged to feel grateful to those providing his or her care and accommodation;
- f) to personal privacy;
- g) to live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction;
- h) to be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect;
- i) to continue his or her cultural and religious practices, and to keep the language of his or her choice, without discrimination;
- j) to select and maintain social and personal relationships with anyone else without fear, criticism or restriction;
- k) to freedom of speech;
- l) to maintain his or her personal independence;
- m) to accept personal responsibility for his or her own actions and choices, even though these may involve an element of risk, because the care recipient has the right to accept the risk and not to have the risk used as a ground for preventing or restricting his or her actions and choices;
- n) to maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions;
- o) to be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service;
- p) to have access to services and activities available generally in the community;
- q) to be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service;
- r) to have access to information about his or her rights, care, accommodation and any other information that relates to the care recipient personally;
- s) to complain and to take action to resolve disputes;
- t) to have access to advocates and other avenues of redress;
- u) to be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

### **2. Care recipients' responsibilities - residential care**

Each care recipient has the following responsibilities:

- a) 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;
- b) to respect the rights of staff to work in an environment free from harassment;
- c) to care for his or her own health and well-being, as far as he or she is capable;
- d) to inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health.

References: Department of Health, *The Charter of Residents' Rights and Responsibilities*, Accessed February 2018  
[Ageing & Aged Care - Charter of Care recipients' Rights & Responsibilities - Residential Care](#)