



Residential Aged Care Information Booklet



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Acknowledgement of Country

Tallangatta Health Service (THS) acknowledges the traditional owners of this land on which we stand and pay our respects to the elders, past, present and future, for they hold the memories, the traditions and the culture of all Aboriginal and Torres Strait Islander people. Tallangatta Health Service strongly supports equality for all. We embrace diversity and condemn any kind of discrimination.



Our Vision and Values



"Empowering people for health"

Value

How we 'live' this value in our workplace

INTTEGRITY



- Being professional at all times, honest, ethical, fair and impartial in our actions and attitudes to all, accountable for our actions, and personally responsible for the effect of our actions on others.
- Taking pride in the care we provide, and go about our duties with commitment.

CARING



- Caring for our community, by maintaining the dignity of the individual and respecting the values of the individual and their family, so we are truly person centred, in all we do.
- Our services will be delivered with empathy, compassion, understanding, kindness and concern, always.

ADAPTABLE



- We are flexible in a changing environment, recognise and value the potential benefits of change in a positive way.
- We will strive to provide the best combination of the individual's wishes, needs and wants within the required levels of the service and care.

RESPECT



- We will be courteous, kind and supportive to each person, regardless of the race, religion, country of origin, gender, size, age or life situation and will actively listen and include all relevant people in decision-making.
- Our individuality is valued; we will understand each as an individual, with different experiences, opinions and skills.

EXCELLENCE



- We will seek to continuously improve services through inspiration and innovation, monitoring, evaluating, and responding to feedback.
- Striving for a consistent level of safe, high quality care, at an organisational and individual level, with our actions guided by best evidence based practice, and living our values.

Welcome

Thank you for allowing Tallangatta Health Service (THS) the opportunity to help with your care needs, whether it be for a short respite stay or a permanent home. We hope, if you choose us, that you will enjoy your time here. Moving from one home to another for a short stay or longer can be exciting and challenging at any stage of life. Our kind and friendly staff will help you make this transition smoothly. This information pack will provide you with the information that you need to complete your application for respite and permanent care services (if required). Please don't hesitate to ask administration staff members for assistance with any queries you have that are not covered in this pack. If English is your second language, access to an interpreter will be arranged as required. Thank you for helping us meet your needs by completing the paperwork in this pack and returning it to the main reception administration team at Tallangatta Health Service.



myagedcare

For more information on aged care, visit the My Aged Care website:

<https://www.myagedcare.gov.au/> or phone: 1800 200 422

My Aged Care - Steps to Enter an Aged Care Home:

<https://www.myagedcare.gov.au/sites/default/files/2021-07/steps-to-enter-an-aged-care-home.pdf>

Eligibility for Aged Care

To be considered for Aged Care accommodation, you must be 65 years of age or over. It is a government requirement that you are assessed and have approval for respite and permanent aged care (if wanting permanent care) placement before being accepted for care. This will appear on your Support Plan as a reference code. If you have not been approved for aged care placement, you can contact My Aged Care to arrange an assessment 1800 200 422 or visit their website for more information:

<https://www.myagedcare.gov.au/assessment/how-apply-assessment>



As an aged care facility, we cannot accept NDIS clients under the age of 65 years. NDIS clients over 65 years of age are assessed on a case by case basis.

Tallangatta Health Service is a NO SMOKING Facility



If you are a smoker, please discuss with our Nurse Manager

Tallangatta Health Service

Tallangatta Health Service (THS) is an accredited aged care facility and functions under the Health Services Act 1988 (VIC) and is delegated its functions by the Minister of Health. THS is a small rural health service funded by the Department of Health (Victoria) to provide public health services, and it receives aged care funding from the Department of Health (Commonwealth).

THS provides the following services to community members:

- Acute Hospital Care
- Asthma Education
- Diabetes Education
- Dietitian
- District Nurse
- Exercise Classes, and Strength Training
- Home Care Package Program
- My Community & Home Care
- Medical Centre
- Men's Shed (onsite)
- Meals on Wheels
- National Disability Insurance Services (NDIS)
- Nurse Practitioner
- Occupational Therapist
- Pathology
- Physiotherapy
- Permanent & Respite Residential Aged Care
- Podiatry
- Social Support Groups
- Social Worker
- Women's Health

Our Staff

Our staff are motivated and go above and beyond to give each resident the care and attention needed. We believe our staff are very caring and thoughtful to residents and family members while maintaining high levels and standards of care as required by the Aged Care Standards.

Our Teams

Administration

The team consists of Executive, Finance, People & Workforce, Quality Management, Concierge and Administration support to all departments.

Education

The Education team manages the training schedules for staff, and provide a large number of in-service training opportunities for all staff throughout the year as well as managing student and Graduate Nurse placements at THS.

Environmental Services

Consisting of Catering, Cleaning and Maintenance, this dedicated team maintains a high standard of support to all departments and residents, and is an integral part of managing infection control facility wide.

Infection Prevention & Control

Management of procedures and processes to help eliminate the spreading of pathogens by education of staff and promoting immunisation programs for staff and residents.

Leisure & Lifestyle

Developing and delivering activity programs for residents at Bolga Court and Lakeview Nursing Home.

Volunteers

Promoting the value of volunteers at THS, orientation and liaising with community members who choose to volunteer and spend time with residents and community members.

Nursing and Health Care Workers

Our dedicated nurses and health care worker teams work across residential aged care and our acute services to deliver a high standard of care and commitment to all clients and residents.

Australian National Aged Care Classification Funding Model (AN-ACC)

an important part of our aged care management, ensuring compliance and standards are maintained, enabling best outcomes for residents and THS.

Primary and Community Health

Allied Health

Trained group of professionals and support staff, servicing residents, acute patients and community members both on site and in the community.

District Nursing Service & My Community & Home Care

A dedicated team which services community members in their homes, helping them to live their best lives in a healthy environment.

Tallangatta Medical Centre

A committed team servicing community members, acute patients and residents (who have chosen to use the medical centre GP's), covering a broad range of services including Diabetes Education, Pathology, Nurse Practitioner, Practice Nurse, Administration Support and General Practitioners.

Our Aged Care Facilities - Lakeview Nursing Home

At our Lakeview facility, we have accommodation for up to 15 residents consisting of 10 rooms which are either single or double (depending on availability, and your health needs). The home has a relaxed atmosphere. Each room has its own ensuite (shared with one other resident in the double rooms) and all rooms have access to our facilities, including:

- Dining and Lounge areas with stunning views overlooking Lake Hume and the hills.
- Garden courtyard, with covered seating area.
- First floor level elevated covered outdoor deck that faces north and overlooks Lake Hume.
- Lounge room with large TV connected to Netflix.
- Large open plan dining room where meals are served daily. This room has extensive views from the full height windows covering the north and east facing walls.
- Kitchen area.
- Quiet areas for family and friends to visit.



Our Aged Care Facilities - Bolga Court

Bolga Court offers 36 single occupancy rooms across six modules which equates to six accommodation rooms per module. Each module has its own shared kitchen and lounge area. Bolga Court has a cozy, relaxed atmosphere with outdoor spaces.

Each room has a private ensuite, and all rooms have access to all of our facilities, including:

- Lawn and garden areas complete with under-shade activities area and flower beds.
- Dining room where lunch and evening meals are served daily.
- Many rooms have a private outdoor patio area.
- Bolga Court faces north and has views of Lake Hume and its foreshore.



Visiting Hours

Family and friends are most welcome to visit. Visiting hours are 12.30pm to 4.30pm each day. We ask that, especially on weekends where visiting hours are staffed, that you try to keep to those hours. All visitors are required to present at main reception located in the main facility building to sign in / sign out when visiting.

If as a visitor, you are unwell, please do not visit until you fully recover.

Visiting Pets

Pets are most welcome to visit with the resident. Owners are required to adhere to the following:

- Pet must be on a leash at all times.
- The pet must be registered with their local council, as applicable (evidence provided).
- The pet must undergo a vet check to ensure the animal has a suitable temperament for a residential aged care environment (evidence provided).
- The pet must be appropriately cleaned, well-groomed and in good health.
- The pet must be house trained, if going indoors.
- The pet must be well trained and well behaved around people and other animals.
- The pet must have current immunisations as required (evidence provided) and maintain ongoing immunisations in accordance with vet directions.



Getting to Know You

Your care and wellbeing is very important to us. We want to provide you with the best possible care and services that support your wellbeing, and meet your individual requirements and preferences. To do this, our staff will assess all aspects of your care needs prior to you joining us and during the first few weeks as a respite client. During this time, we will talk to you about your needs, goals and preferences and ask where you might require additional assistance from staff. With your consent, we will also talk with your family and friends to make sure that we have as much information as possible to enable us to better understand your needs. This information will assist us in developing your care plan.

THS is mindful of the need for our current residents and staff to live and work in a positive environment when considering welcoming new residents to THS. From time to time, due to room availability, high level care needs, unacceptable or invasive behaviours, we unfortunately, cannot accept every request for respite or permanent accommodation.

Respite Aged Care Services

THS offers both respite and permanent aged care accommodation, depending on room availability.

If looking at becoming a permanent resident, respite is an excellent way to ensure you are happy at THS and that we can meet your individual care needs. At THS we require respite placement prior to becoming a permanent resident. It is very important that you and your family are happy with your care and living arrangements. If, while on respite, you are not happy or there are care concerns, it allows time to address the concerns or give you time, if needed, to find another aged care facility.

- Respite is for a minimum of 2 weeks and a contract is required to be signed.
- There is scope to extend respite depending on care needs and room availability.
- Respite clients are most welcome to have outings with family and friends but must return prior to midnight, as this will cancel the respite contract.
- Respite is charged at a Daily Care Fee (DCF) rate determined by Services Australia.
- THS direct debits your nominated account at the end of each month that you stayed with us.
- You are entitled to 63 days of respite per financial calendar year.
- If you are DVA, you may be entitled to 28 days of paid respite per calendar year – contact DVA for more information.
- If a third party is covering your respite fees, THS requires a copy of the agreement prior to you attending for admission to respite.

- Doctor and Allied Health services are not included in your respite care.
- Medications are at the cost of the consumer and arranged by you as Webster Packs with a respite medication chart completed by your GP 1 week prior to respite admission.
- Contenance aids are supplied by THS.
- A Respite TV will be available whilst you are on respite with us.
- Laundry services is provided by THS, however expensive or woolen clothing and bedding should be managed by family members. We strongly recommend labelling of all clothing to reduce the risk of losing items.

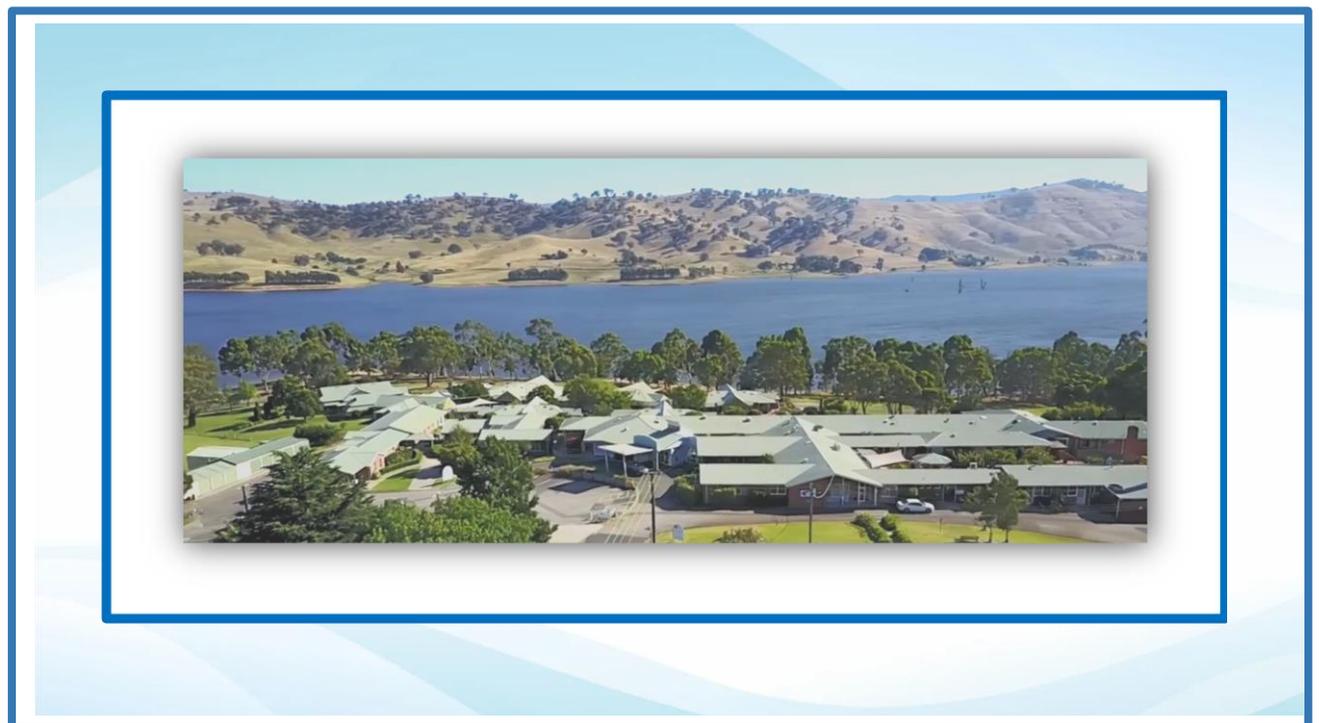
Permanent Aged Care Services

Finance

- As you will likely join us through respite care, most documentation will have been completed. If you chose to become a permanent resident, please arrange a time for you and your family to meet our Finance team to fully discuss what is financially involved in becoming a permanent resident. You can contact the team on 02 6071 5200, option 6.
- Please visit My Aged Care website for further information on fees:
<https://www.myagedcare.gov.au/aged-care-home-costs-and-fees>
- Centrelink/Services Australia Residential Aged Care Calculation of your Cost of Care (SA457) is a form used by Centrelink to calculate your permanent fees. This form is completed by you and your family and sent to Centrelink. It can take several weeks to have the assessment completed by Centrelink. You may choose not to complete the assessment; however, Centrelink will direct for you to be charged at the highest possible rates if not submitted.
Residential Aged Care Calculation of your Cost of Care (SA457) form is available in the 'Other Information' section of this pack or online:
<https://www.servicesaustralia.gov.au/sa457>
- If you are a DVA card holder, please contact DVA as different forms and processes are used. <https://www.dva.gov.au/health-and-treatment/care-home-or-aged-care/residential-aged-care> or phone: 133 254 or 1800 555 254
- Once you receive your Centrelink assessment, please supply a copy to THS as it is used to calculate your permanent aged care fees.
- If you go into permanent care prior to us receiving the assessment from you, THS will invoice at the higher rate and adjust as required after obtaining a copy of your assessment from you, and advisement from Services Australia.
- A permanent agreement contract is required to be signed prior to permanency.
- Once a permanent resident, you will be invoiced and direct debited fortnightly.

Permanent Aged Care Service - Other information

- Once permanent, THS provides ongoing allied health and other services.
- Permanent residents may transfer to a Tallangatta Medical Centre doctor.
- Permanent residents are most welcome to partake in outings with family and friends.
- Permanent residents can have up to 52 days of overnight leave per year.
- Once permanent, you are required to supply your own TV if you want one.
- If you are wanting to connect a phone, there are a few options such as nbn, mobile or mobile home phone, which is to be arranged by you.
- If at any time, after becoming a permanent resident, you are unable to manage your incoming mail, please arrange redirection to a nominated person you trust.



What is Included When in Residential Aged Care

Description	Respite	Permanent
<p>Television 32 to 42-inch smart TV is recommended and is usually wall mounted (THS will supply bracket). THS Maintenance staff will mount TV. Communal Televisions are located at Bolga Court in each module and main lounge area at Lakeview Nursing Home. Respite – TV supplied Permanent – supply own TV</p>	✔	✘
<p>Headphones for Television If you require the volume to be loud to hear the TV, please arrange to have headphones to use, especially at night so not to disrupt other residents.</p>	✘	✘
<p>Telephone Bolga Court: Installation of a nbn connection is at the cost of the permanent resident. nbn is not available in Lakeview Nursing Home. Bolga Court / Lakeview Nursing Home: A mobile or a Mobile Home Phone are options for you to consider. If using a mobile, a Telstra or Belong Plan has better coverage in the Tallangatta area. Google search: Mobile Home Phone for more information.</p>	✘	✘
<p>Electrical Test Tagging Test tagging is a requirement for all electrical appliances. Testing is conducted by THS Maintenance staff at no cost.</p>	✔	✔
<p>Furniture Wardrobe, bedside drawers and a single clinical bed are provided in all rooms. Respite rooms are fitted out with furniture. Any furniture bought in by you is to be assessed by the THS Allied Health team to ensure it meets your needs and is clinically safe for yourself and our staff. Please ring to discuss before bringing on site. All THS furniture remains the property of THS.</p>	✔	✘ Bed, bedside drawers & wardrobe included
<p>Personal bar fridge Respite – supplied Permanent – if you would like to have a small fridge in your room for your personal use, sizing - between 42 and 78 litres with freezer compartment. Please speak with the Environmental Services Manager prior to purchasing.</p>	✔	✘

Description	Respite	Permanent
<p>Chair / Recliner Respite rooms are provided with a chair. A THS recliner may be provided if clinically required. Chairs should be vinyl or leather for cleaning and suitable to your needs.</p>		
<p>Medications Medications are at the cost of the resident through their pharmacy. Tallangatta and Tangambalanga Pharmacies deliver to THS.</p>		
<p>Arranging of medications Respite - clients to arrange webster packs to be delivered to THS with Respite Medication Chart completed by GP, one week prior to admission for clinical review. Permanent - resident's medications are arranged by THS doctors & Registered Nursing staff. If you are not changing over to a THS doctor please speak to the Nurse Manager as you will need to arrange through your GP.</p>		
<p>Vaccinations Permanent – all vaccinations as required will be offered.</p>		
<p>Linen Linen and towels are supplied.</p>		
<p>Clothing Ensure you have appropriate clothing for weather conditions and safe footwear.</p>		
<p>Non-slip socks</p>		
<p>Labelling of clothing Purchasing of labels can be arranged with THS. Cost to residents which includes adhering labels to clothing by THS staff.</p>		
<p>Laundry services THS services resident laundry requirements, however it is recommended that high cost, sentimental or woollen items are done by family members or your drycleaner.</p>		
<p>WIFI WIFI is available as a private log on. This can be arranged through the THS Administration team.</p>		
<p>Streaming Services Netflix is available on communal televisions found in each Bolga Court module lounge room and Lakeview Nursing Home lounge room. Any private streaming services is at the cost of the resident, can be discussed with the Environmental Services Manager.</p>		

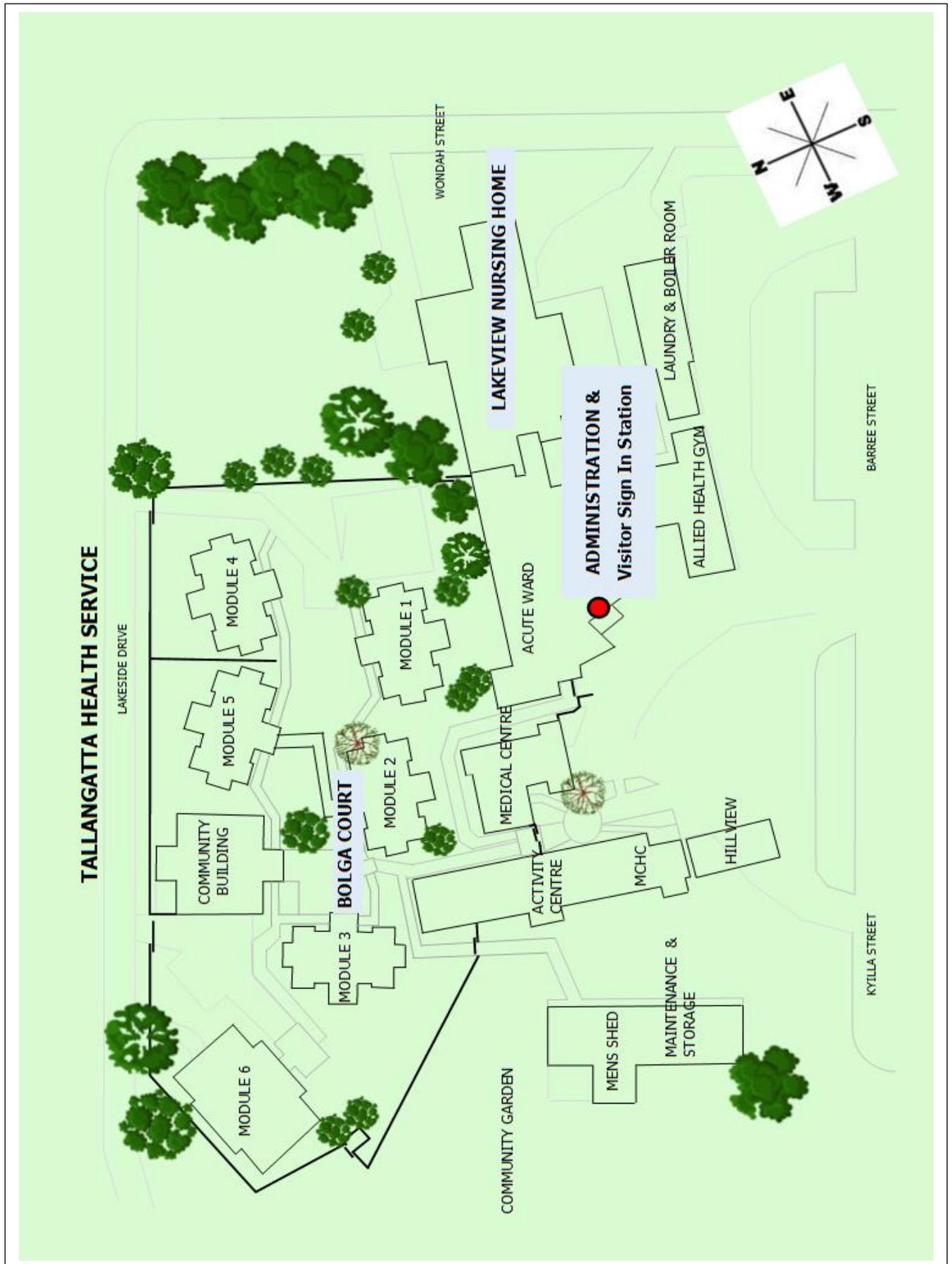
Description	Respite	Permanent
<p>Allied Health support All residents will be initially assessed by the THS Allied Health team in relation to equipment and aids. Respite residents are most welcome to attend exercise group sessions.</p>	✓	✓
<p>Allied Health services Ongoing equipment assessments, Occupational Therapy, Physiotherapy. Any THS loaned equipment remains the property of THS.</p>	✗	✓
<p>Personal Pendant All personal pendants must communicate with the THS Nursecall system and as such specific pendants are required to be used. Please consult with the THS Allied Health team. Respite – a spare personal pendant may be available while on your stay, please ask.</p>	✗	✗
<p>Nurse Call Nurse call points to request for nursing assistance are available throughout the facility and in each bedroom. The Nurse Call system is monitored 24 hours.</p>	✓	✓
<p>Compression Wraps Respite – to be supplied by resident Permanent – first wrap at cost to THS, ongoing to be supplied by THS at cost to the resident.</p>	✗	✗
<p>Contenance aids</p>	✓	✓
<p>Walking aids If supplying your own aids, these will be assessed by the THS Allied Health team to ensure they meet your needs. Respite - If you require walking aids but do not have any with you, THS will supply whilst you are on your stay with us.</p>	✓	✓
<p>Bathroom aids THS Standard shower chair and over toilet seat is provided as required.</p>	✓	✓
<p>Wheelchair, electric wheelchair, scooter THS wheelchairs are available for staff to transport residents when required.</p>	✗	✗
<p>Dental care Periodic practitioner assessment, either onsite or offsite. Assessment only - Any aids such as dentures, are at the cost of the resident</p>	✗	✓

Description	Respite	Permanent
<p>Hearing services Periodic visiting practitioner. Assessment only - Any aids required are at the cost of the resident</p>		
<p>Eye health Periodic visiting practitioner. Assessment only - Any aids / glasses required are at the cost of the resident</p>		
<p>Speech Therapist Periodic visits from practitioner as / if required.</p>		
<p>Podiatry Periodic visits from THS practitioner. Assessment only - Any aids required are at the cost of the resident. Respite – may be seen by Podiatrist, if time permits, at cost to the resident. Appointments can be made through the Tallangatta Medical Centre.</p>		
<p>Doctor - Monday to Friday 8.30am to 5.00pm Respite: Resident to liaise with normal GP and attend appointments off site as/if needed. Permanent: Resident, preference to transfer to Tallangatta Medical Centre GP, enabling making of appointments at clinic and be visited periodically by THS doctor on site when doing rounds.</p>		
<p>Nursing Care – onsite 24 hours</p>		
<p>Dietary Needs All meals are included, with the opportunity to enjoy afternoon tea's and supper. Recognised allergies and diet requirements (e.g. lactose free) will be catered to. However, some specific food items may not be available.</p>		
<p>Smoking THS is a non-smoking facility. Smoking is not to be done on the grounds of THS. Nicotine Patches can be purchased at the cost of the resident.</p>		

Description	Respite	Permanent
<p>Alcohol Residents may have personal alcohol which is to be stored in their room away from other residents. THS will supply limited quantities (2 servings) for happy hours and special occasions. Please advise clinical staff of your intention to have alcohol as it may affect your medications.</p>	✔	✔
<p>Financial advice / assistance The THS Finance team will explain the costs involved in aged care, however we are not able to offer any financial advice and suggest you see a financial adviser if required.</p>	✘	✘
<p>Contract</p>	✔	✔
<p>Direct Debit payment of fees Respite - end of each month Permanent - fortnightly</p>	✔	✔
<p>Fees Respite: Current daily care fees Permanent: Current daily care fees. May be required to pay Refundable Accommodation Deposit or Daily Accommodation Payment and Means Tested Care fee. These additional fees are in relation to your assets and what THS is directed to charge by Services Australia. https://www.myagedcare.gov.au/understanding-aged-care-home-accommodation-costs</p>	✔	✔
<p>Money THS staff are not permitted to handle or assist residents with their money, purchases or finances. Options, such as an Australia Post Gift Card can be self-managed online. Some businesses in Tallangatta are happy to set up an account if required.</p>	✘	✘
<p>Pets Personal pets are not permitted to reside at THS, however pets may visit after a Pets in Healthcare Agreement is completed. Pet Therapy visits occur periodically for residents to enjoy.</p>	✘	✘
<p>Transport Transport is available with THS staff at a cost to the resident (e.g. \$160 - \$180 for 3 hours). Preference is for family to arrange any transport required privately or non-urgent patient transport may be a viable option. https://www.ambulance.vic.gov.au/about-us/our-services/patient-transport/</p>	✘	✘

Description	Respite	Permanent
Activity Program THS provides various activities and outings for residents.	✓	✓
Mail Mail for all residents can be posted to THS. However, if at any time the resident is no longer able to manage their own mail and correspondence, the mail should be arranged to be re directed by family. Residents can post mail privately or through administration at a cost to the resident.	✓	✓
Electoral Roll Every Australian resident 18yrs or more are on the Electoral Roll, regardless of age, and are therefore required to vote. To be removed, an Objection Form is to be completed with the resident’s doctor stating the resident no longer has capacity to vote and sent to the Victorian Electoral Commission. This is arranged and managed by family members. https://www.vec.vic.gov.au/enrolment/remove-someone-from-the-roll	✗	✗
Hairdresser A private hairdresser visits THS and appointments can be arranged by family, at a cost to the resident, which is electronically transferred by the family to the hairdresser. There are hairdressers in Tallangatta which you may book an appointment with at their place of business.	✗	✗
Maintenance Maintenance of buildings and THS owned appliances/equipment is maintained by THS staff.	✓	✓
Gardening Gardening is maintained by THS Maintenance staff. If you would like to participate working in the garden or maintain the courtyard area of your module, this can be done in conjunction with THS, please liaise with the THS Environmental Services Manager.	✓	✓
Batteries for equipment, clocks and appliances Supplied by and at cost of the resident	✗	✗
All property, equipment, appliances, artwork and aids owned by THS remain the property of THS and may be removed or distributed as required at any time.		

Site Map



The Process of Entering Aged Care at THS

Initial Enquiry

To make your initial enquiry, please ring main reception on 02 6071 5200, option 6 or email Administration@ths.org.au . The THS administration team will ask you several questions to get an understanding of your situation and care needs, this may take 30 minutes or so. Alternatively, we can email or post the form to you to be completed. Once completed and returned, you will then be entered on to our Enquiry List.

Occupancy Meeting

The information you provided is used to discuss your care needs at our regular Occupancy meeting. Availability for care is dependent on room vacancies, priority care, whether we can meet the care needs required, staffing levels, information received from you to help the decision making process, and a range of other factors.

After the Occupancy meeting, THS will contact you to advise you of the next steps.

Pre-Admission Meeting and Waiting List

To continue with your enquiry and be added to the Waiting List, THS will require:

- Information Pack: You are required to complete and return documentation to THS in a timely fashion, ideally prior to, or at the latest at the time of the Pre-admission meeting.
- You and a family member/support person/or carer to attend a Pre-Admission meeting. At this meeting, Charter of Aged Care Rights are explained, clinical needs and medications will be discussed with our registered nurse, a tour of the facility, taking your photo and completing further documentation, this can take up to two hours. If you are looking at permanent accommodation, if you wish, we can arrange an initial financial discussion at this time to get a better understanding of the financials involved in permanent residential aged care accommodation.
- If not already supplied, at the Pre-admission meeting, you need to supply copies of:
 - Support Plan.
 - Power of Attorney documentation – Medical, Financial, Enduring, Guardianships.
 - Current Medicare, Pension, Private Health, DVA cards to be photocopied by us.

Confirmation

Once THS has received all required documentation and a Pre-Admission meeting has occurred, a decision will be made on how we can best help you with your care needs. If a room is available, you may be formally offered a room.

Prior to your admission

Once accommodation has been offered, and accepted by you, one week prior to admission, please supply from your GP (See Clinical Requirements section in the pack):

- A current Health Summary
- Vaccination History
- Completed Respite Medication Chart - signed by the GP and ALL medication listed.
- Webster pack, delivered with Medication Chart a week prior to admission, which correlates 100% with the Medication Chart. If there are any errors, these need to be corrected by your GP prior to your accommodation being accepted.
- Goals of Care – Medical Treatment Orders form.
- Diabetes Management Plan (if applicable).
- Any assessments relating to dietary requirements from your Speech Therapist or GP.

Suggested items to bring for your stay

A list of items you need to bring along with you for your stay.

All clothing is to be labelled with the resident's name prior to admission. It is also a good idea to label your personal belongings.

THS is not responsible for the loss of items not labelled.

- Nightwear: Pyjamas or nighties
- Underwear and socks
- Day clothes – sufficient quantity for length of stay and appropriate to weather.
- Toiletries: Soap, toothpaste, deodorant, hair brush/comb, nail clippers, razor or electric shaver, hair dryer.
- Mobility: Any walking aids and other equipment used for assisting activities of daily living (Labelled).
- Books, radio, and other activities of interest used at home.
- Electrical items will be required to be tested and tagged by THS Maintenance staff on admission. There is no cost for this service.
- Mobile phone if you have one.
- Medications in webster packs.
- Appropriate footwear- indoor/outdoor/weather.

A Respite TV will be provided whilst you are on respite. If you are becoming a permanent resident, you will require your own TV at the time of becoming permanent.

You may choose to arrange newspaper delivery from the local Newsagency 02 6071 2571.

On Day of Admission

On the first day of your admission, present at main reception at 10am where the administration staff will finalise the administration paperwork including the signing of contracts.

- Please do not bring large sums of money with you, we encourage \$50 or less. All valuables are your responsibility.
- The administration team will complete a Valuables List with you of what you have brought with you for your stay.
- The team will then direct you to your accommodation.
- At this point, the clinical team will complete clinical paperwork with you and your family/carer that is required for your care whilst you are staying with us.

Lunch is in the dining room at approximately 12 noon where you can meet and socialise with residents.



Tallangatta Township

The township of Tallangatta has a beautiful park, known to the locals as The Triangles, a shopping area consisting of several businesses including service stations, IGA, Pharmacy, News Agency, Bakery, Café's, Takeaway, Motel, Vet Clinic, Hotels, Sporting groups, golf course, boat ramp area with park, caravan park, Shire offices, kindergarten, primary schools, a high school, and showground. Tallangatta has over 1000 residents.

Becoming a Permanent Aged Care Resident

Finance

Please book an appointment with the THS Finance team as soon as you are thinking about or have made the decision to become a permanent resident. The team will explain what financial requirements are involved.

Moving in to your new home

It is important for you to feel comfortable in your new home environment. You are welcome to bring in small furniture pieces, TV, small bar fridge, photographs, doonas and mementos.

Our Occupational Therapist and physiotherapists will meet with you and advise you with safely arranging your room and what aids may assist you.

Please ask staff prior to hanging any artwork or personal belongings. Staff will arrange assistance for you from our Maintenance team. Blu-tac, sticky tape, screws and nails cannot be used on the walls in your room.

Electrical items you bring with you will be test tagged by our Maintenance team.

If you have particular preferences such as brands of coffee or toiletries, it is recommended that you bring in a supply of such items. In relation to bringing in food items, please refer to the Bringing in Food from Home document supplied in your Aged Care Information Pack.

Cleaning of your room is regularly undertaken by our Environmental Services team.

Valuables

There is a lockable compartment in your wardrobe for your use. We strongly discourage high value items or large amounts of cash being kept. We do not take any responsibility for the loss of personal or valuable items despite all endeavors to maintain and promote a secure environment.

Clothing and Laundry

We provide laundry services for linen provided by us and your personal clothing. Blankets, doonas, woolen or sentimental items belonging to you may need to be laundered or dry cleaned by a family member, please ask staff.

Due to large amounts of personal laundering, we have a limited availability for ironing of clothing, we encourage clothing that can be folded and not require ironing.

Labels for all your clothing (including underwear and socks) can be purchased through

THS prior to admission and as needed ongoing. The Environmental Services team will label clothing for you.

It is essential that your shoes and slippers all fit well, are supportive and in good condition. We strongly recommend footwear with non-slip soles to minimise the risk of injury through slips, trips and falls.

You, your family or representative are encouraged to regularly check clothing to see if labels are correct, if repairs are needed and clothing is seasonally suitable.

Toiletries

We provide some basic toiletries for you; however, you are free to purchase preferred products for your personal use. Continence aids are supplied by Tallangatta Health Service.

Keeping in Touch

Share news and photos with family and friends via email, FaceTime and Skype. We have a laptop and iPad for you to use, or you can use your own device.

Each room has outlets where you can recharge your devices or there is a THS mobile phone for use when required. Permanent residents at Bolga Court have the option of a nbn landline which you can arrange connection with via your phone account provider at your cost. We have found, especially for Lakeview Nursing Home (where there is no nbn) that a Mobile Home Phone is a good option. This device has large buttons, looks and acts like a landline phone but is operated by a SIM card with a mobile account for billing.

Example below:



Privacy and Confidentiality

The Health Privacy Principles under the Health Records Act (Vic) sets out how organisations like THS may collect, store, use, dispose and protect your personal information. The information we gather is used to help us determine the best possible care and assistance required, which is then tailored to your individual needs and goals. We recognise the importance of protecting this information and are committed to ensuring

that all personal information we collect is handled with respect, sensitivity and confidentiality. With your consent, and to support your care, THS may need to share your information to other health care professionals or government agencies.

All staff sign a Confidentiality Statement as a condition of employment and are obligated to adhere to that statement at all times.

Staff members respect your privacy and will not enter your room without knocking unless they are concerned about your wellbeing.

A photo will be taken when you first come in for respite and will be updated annually. This is used for software and documents that require a photo ID. We will not use your photo for promotional or published documents without your signed consent which is done at time of admission.

Nursing Care

THS is a Public Sector Residential Aged Care facility and complies with the nursing ration set within the Safe Patient Care Act. There is a registered nurse (RN) on duty 24 hours a day and our nursing team are highly qualified and receive regular training.

Calling for Assistance

Qualified staff members are available to you at all times and can be easily identified by their THS photo identification badge.

All rooms and bathrooms have a nurse call button to notify staff that help is required. This button is usually located by the bed in your room and in the bathroom, as well as others located within communal areas throughout the facility. You will be shown where these are and how to activate them.

If you feel unwell, please inform a staff member who will be able to assist you. If your family member or representative is concerned about your wellbeing please speak to a staff member.

Onsite Medical Care

Tallangatta Medical Centre, an acute ward and urgent care room are located within the THS facility. Once you become a permanent resident, we will ask you to arrange transfer of your medical records to a general practitioner (GP) at the Tallangatta Medical Centre. Once this is done, a GP routinely visits the aged care facilities and are involved in your health assessments and medication reviews. The GP will visit with you on a regular basis, and more often should your health care needs change.

Pharmacy

The local pharmacy at Tallangatta or Tangambalanga supplies all medications to our residents in aged care and regularly deliver to the RN onsite. Accounts are established for each resident by family on admission. Accounts may be created at other pharmacies if you prefer, however the pharmacy must be able to deliver to THS as required. Staff need to be informed of any over the counter medications, gels, vitamins or other natural therapies brought in for you by family or friends.

Medication

A qualified nursing staff member will administer your medications to you unless your doctor specifies that you are able to do so safely yourself. Residents will be asked on admission whether they want to self-medicate, this can be arranged following an assessment by a qualified RN and your doctor.

Preventing Falls

Our qualified staff can help you to reduce your risk of falling by:

- Helping you to keep your surroundings uncluttered and safe.
- Assessing your risk of falling and discussing the results with you and your family or representative. Your risk of falling will be reviewed 2-3 monthly or when or if your health condition changes.
- Developing a Care Plan suited to your needs.



Our Allied Health Team

Physiotherapy is used to improve a resident's quality of life through examination, diagnosis, physical intervention and patient education. Our physiotherapists complete regular 3 month assessments of all permanent residents.

Occupational Therapy (OT) – assist residents to develop new skills to complete daily activities, make environmental changes to suit their needs and assess/oversee the use of equipment or mobility aids. Our OT's complete regular 3 -month assessments of all permanent residents.

Speech Pathology is available to residents that need assessment or ongoing help to improve communication or swallowing. Please speak to the Nurse Manager.

Dietitian - will work with residents, their family, Speech Pathologist and the THS team to help you enjoy food and gain weight if required, especially if you have been unwell. Speak to the Nurse Manager if you would like to see the Dietitian.

Social Worker – work with residents to provide life stage transition support, have a meaningful impact for the resident by working to support their human rights, dignity, worth, prevent discrimination, abuse and exploitation.

Podiatrist – experts in prevention, diagnosis, treatment and rehabilitation of medical and surgical conditions of the feet and lower extremities. Our Podiatrist will complete regular assessments on all permanent residents.

Allied Health Assistants – work as a direct support to our allied health professionals.

Exercise Groups – are offered onsite weekly. A higher ability group also runs weekly from our onsite gym. Please advise staff if you would like to be involved.

Visiting Services

As a permanent resident, you will be offered to receive services onsite from:

- Optometrist – any aids/glasses at cost of resident
- Dental services
- Hearing Aid Specialist
- Chaplain

Additional Services – private accounts/payment required

- Prescription medications – personal account to be set up with your pharmacy.
- Offsite or visiting Hairdresser – resident/family to arrange appointment and payment
- Dental care (above what is offered by THS)
- News agency deliveries, i.e. newspaper
- Transportation – see transportation section
- Personal streaming services

Skin Care

Nursing staff will, with your permission, perform regular skin checks to ascertain your skin care needs. The aim is to prevent pressure injuries, care for fragile skin and to treat wounds promptly and appropriately.

End of Life Choices

Goals of Care - Medical Treatment Orders (Advance Care Plan)

Goals of Care – Medical Treatment Orders involves planning for future health and personal care should a person lose their decision-making capacity.

The Goals of Care – Medical Treatment Orders form captures peoples' values and wishes. It enables them to continue to influence treatment decisions, even when they can no longer actively participate.

A Goals of Care – Medical Treatment Orders explicitly sets out what is important to you at the end of life. If you already have an Advance Care Plan or Goals of Care – Medical Treatment Order, this should have been supplied at the time of your respite admission with us. If you don't have one, you can complete one with the help of your doctor. Thinking about death can be difficult, but planning can ensure your choices of care are respected. Medical doctors and THS will respect your end of life wishes as set out in your Goals of Care – Medical Treatment Orders documents and will follow the written directive, if justified. If you lose, or have lost capacity to make your own health decisions, then a family member can make these decisions.

For more information:

Victorian Department Health

<https://www.health.vic.gov.au/end-of-life-care/advance-care-planning>

Tallangatta Mens Shed

The Tallangatta Mens Shed is part of the Australian Mens Shed Association and is located on the grounds of Tallangatta Health Service. Residents, both male and female are most welcome to join. The group meets at the Mens Shed on Tuesdays, Thursdays and Saturdays from 9.00am to 12.00 noon.

<https://mensshed.org/sheds/tallangatta-mens-shed/>



Food

All meals are cooked fresh, on site, daily. Your food preferences and allergies are discussed on admission with you and your family/representative. A Speech Therapist and dietitian provide regular assessments and reviews for all permanent residents. Your nutrition is important and liking your food means you have a greater chance of meeting your nutritional needs each day. You will have ongoing opportunities to choose a number of meal options and a daily menu is displayed in the dining room. You can provide feedback to staff at any time, complete the feedback form on your dining table and menus are also a regular topic at the Bolga & Lakeview Consumer meetings.

Meal time guide:

Breakfast: 8am

Morning Tea: 10.30am

Lunch: 12.00pm

Afternoon Tea: 2.30pm

Dinner: 5.00pm

Supper: 7.30pm

If you have an appointment and unable to attend at the normal meal time, an alternate meal time can be provided, please give staff as much notice as possible.

The operation of the catering kitchen complies with our Food Safety Program which is submitted to local council. The program is designed to ensure food you consume meets the appropriate health standards set out by the Victorian Food Act and Food Safety Standards Australia, from delivery of goods to service at your table.

Your family and friends can bring food into you, or you can purchase your own food.

There are guidelines that need to be followed in relation to food that is brought in from outside the facility. Please see the Bringing in Food from Home document in your Aged Care Information Pack. Any food brought in must be registered, recorded, labelled, dated, and staff advised. Personal food cannot be shared with other residents, cannot be kept in communal the fridge, staff are not permitted to assist with re-heating or serving.

Personal food can be kept in your room and you may purchase a small bar fridge if you require one.

Your family are welcome to have a meal with you. At least one days' notice is preferred to enable the kitchen to cater. There is a charge for the meal which can be paid for at main reception.

Alcohol

Residents are to supply their own alcohol and it is not to be shared with other residents. You may want to enjoy a wine or beer with your meal or at other times throughout the day. THS supports safe consumption of alcohol. In some circumstances, staff will also check with your doctor to ensure drinking alcohol does not interfere with medications. Where the excessive intake of alcohol impacts residents, staff, or your safety, further assessment may be required, and measures taken to control the adverse effects of alcohol intake. In extreme circumstances, such as addiction, you may be required to vacate the facility to a more suitable one.

THS partakes in a Happy Hour each Friday afternoon which eligible residents can enjoy staff serving up to two standard drinks.

Smoking

THS and its grounds are totally smoke free, smoking is not permitted in any area.

Residents that smoke can discuss with the Nurse Manager, however we advise that you purchase nicotine patches and speak with your GP.

Resident Lounges

Bolga Court – each module has a communal lounge with large TV.
Lakeview Nursing Home – communal lounge room with large TV.

The lounge rooms are for any resident to use. You can enjoy a cuppa and watch sport, a movie or have a chat with your fellow residents. The lounge rooms are also used for activities arranged by staff and some community groups.

Leisure & Lifestyle

Our Consumer Experience Coordinator will visit with you to ask you and your family about your past and present interests. We will work with you to develop a personal Leisure & Lifestyle Program to meet your needs and preferences.

Numerous activities are on offer, and you are welcome to bring your own crafts and hobby projects to do. Activities include crafts, music, games, virtual travel club, gardening, pet therapy, hand massage, exercise, visiting entertainers, community outings, bus trips, community library for book and DVD borrowing, visiting groups from local schools and clubs. Our buses have a wheelchair hoist if required.

Diversity

We endeavor to ensure that we identify and cater to residents who choose to identify as Aboriginal and Torres Strait Islander (ATSI), culturally and linguistically diverse (CALD), Veterans (DVA), lesbian, gay, bisexual, transgender, intersex, queer/questioning, asexual (LGBTQIA+), those with a disability, dementia or cognitive impairment, mental health issues or where English is not your first language. Staff will facilitate access to relevant services such as an interpreter should the need be identified.

Going out?

We thoroughly support and encourage residents to engage in community and family activities outside of THS. Unfortunately, it is not safe for all residents to leave the facility unsupervised, and for that reason we do have fob-controlled gates and doors in place. Residents, that it is safe to do so, can be allocated a fob so they can exit and enter the facility freely. Any time you leave the facility, please complete the Resident Sign Out – Sign In booklet and ensure staff are aware of your destination and proposed return time. Please advise staff if you will not be at THS for your meal.

Transportation

THS supports residents in accessing transportation to attend medical appointments, if you require assistance please see the Nurse Manager. You are encouraged to have a family member assist you to attend appointments or Non-Urgent Patient Transport may be used. If staff and THS fleet vehicles are used, there is a fee involved in this option. The Leisure & Lifestyle team regularly conduct bus trips for residents to participate in and enjoy a social outing.

Electrical Scooters / Wheelchairs / Wheelie Walker

If you have a scooter or wheelchair, on admission, you will be required to have an assessment by the THS Occupational Therapist (OT) to confirm your equipment is safe to use and set up appropriately for you.

Electric wheelchairs and scooters have been known to cause accidents, harm users, bystanders and property. The OT will discuss with you where you may drive, appropriate speed (walking pace only), parking and recharging areas.



Your family, friends and visitors

It is important to maintain your personal networks and to keep in touch with those people and groups that have been a part of your life. We encourage you to keep up your contacts. THS has tea and coffee facilities to be utilised for visitors and onsite parking is free.

All visitors are asked to visit during visiting hours of 12.30 – 4.30pm, especially on weekends when main reception staff are not available and a concierge is rostered. Visitors are required to sign in and out at main reception, use the alcohol wash for your hands and check your temperature prior to visiting. Visitors are asked not to visit if they are unwell in any way. Residents are a vulnerable group living in shared accommodation, so any infection can be debilitating and spread quickly to others.

Please advise THS of any changes to your family/representative contact details.

Complementary Therapies

THS supports the right for you to access complementary therapies under direction of a qualified practitioner and the knowledge of the Nurse Manager.

Emergency Management

Our staff receive regular training on managing emergencies such as medical, fire, flood, and infection outbreaks. If the fire alarm sounds, staff will provide direction and assistance as may be required. In the event of a heatwave, staff are trained to provide additional support to residents.

Adverse Events

At THS we are committed to providing a high standard of care, however if something goes wrong we will inform you. The process is called Open Disclosure. THS will be open and transparent in how any error or incident occurred and what we will do in the future to prevent it happening again.

Mandatory Reporting

THS has a legislated responsibility to report certain adverse events to the Aged Care Quality and Safety Commission. We would inform you and your representative if this occurs.

Feedback

Your input is vital in helping us to provide the best possible care. Feedback is encouraged to improve our service. Residents, family and representatives are encouraged to provide feedback, raise a concern, make a complaint or provide a compliment. This can be done in person, over the phone, in writing, or via our web page.

If you have a complaint that is not resolved at a local level, you can contact the following organisations:

- Aged Care Quality & Safety Commission. P: 1800 951 822
- Older Persons Advocacy Network. P: 1800 700 600

Resident Meetings

These are a great way to get to know others and also take an active role in the operations of THS. Your family member or representative is also welcome to attend.

Advocacy

An advocate is a person who will support you, works and speaks solely on your behalf. An advocate can be a family member, friend or someone from an advocacy service. You may choose to work through an advocate of your choice to assist you in making informed decisions or to resolve issues. THS can, on your request, assist with a referral to an advocate agency.

National Aged Care Advocacy Program:

<https://www.health.gov.au/our-work/national-aged-care-advocacy-program-nacap>

1800 020 103

My Aged Care – seeking support from an advocate:

<https://www.myagedcare.gov.au/advocacy>

1800 200 422

Charter of Aged Care Rights

The Charter of Aged Care Rights (the Charter) sets out the rights of all people receiving Government-subsidised aged care services. The Charter applies regardless of the type of care or service.

The Charter makes it easy to understand what quality care looks like. It also gives clear expectations about the services supplied by aged care providers. The Charter is a requirement of the *Aged Care Act 1997*.

Aged Care Quality & Safety Commission. P: 1800 951 822

<https://www.agedcarequality.gov.au/older-australians/your-rights/charter-aged-care-rights>

Elder Abuse

THS ensures compliance with the Aged Care Act 1997 and amendments 2017 in the management of suspected or allegations of elder abuse with the directive to mandatory reporting of all incidents. THS is responsible for reporting any alleged or suspected elder abuse within 24 hours to:

- Local police
- Commonwealth Aged Care Complaints Scheme – Department of Health.

P: 1800 550 552

Details are recorded in the Mandatory Reporting Register. A record of the incident is completed and securely stored.

Elder Abuse may involve:

- Physical abuse
- Physiological / Emotion Abuse
- Sexual Abuse / Assault
- Neglect
- Social Abuse
- Financial Abuse

Electoral Commission – Voting

You are automatically registered to vote as an Australian citizen if 18 years or over. There is no cut off point in relation to age for voting. If you are no longer capable of making an informed decision when voting, complete the form, arrange to discuss with your doctor who needs to sign off on the form and send to the address indicated on the form.

Information is available here:

Australian Electoral Commission – People Living in Residential Aged Care

https://www.aec.gov.au/About_AEC/residential-care.htm

Objection Claim that an Elector Should not Be Enrolled to Vote

https://www.aec.gov.au/Enrolling_to_vote/pdf/forms/objection/er005aw.pdf

Voting: if you are enrolled to vote, you and your family will need to make arrangements to vote, by attending a voting booth or complete a postal vote. At times the Electoral Commission may arrange pre-voting onsite at THS.

You may incur a fine from the Australian Government if you fail to vote when enrolled.

Gift Giving

We recognise that there are occasions when residents may like to give gifts to staff. Our policy states staff cannot accept gifts and we request that you do not give gifts to individual staff members. Money is not to be offered to staff under any circumstances. A shared gift, such as flowers, chocolates or gift boxes is acceptable if you wish to give a gift.

Security of Tenure

Under the Aged Care Act 1997 all care recipients in aged care facilities have security of tenure. This means that you may be asked to leave THS only under the following circumstances:

- The service is closing
- The service can no longer provide accommodation and care that is suitable for the care recipient according to their long term assessed needs, and the aged care facility is not able to satisfy the current care requirements.
- The care recipient no longer requires the care provided through the service (as assessed by the Aged Care Assessment Team).
- The care recipient has not paid any agreed fee to the aged care facility within 42 days after the due date, for a reason within the care recipients control.
- The care recipient has intentionally caused serious damage to the service, or serious injury to the provider, employee or another care recipient.
- The care recipient is away from the service for a continuous period of at least seven days for a reason other than permitted by the Aged Care Act 1997.
- In the event the care recipient is asked to leave the service, THS agrees to provide all reasonable assistance with locating and transferring the care recipient to alternative accommodation in accordance with The Aged Care Act 1997.
- A care recipient may be moved to another bed or room within the service only;
 - If the move is at the care recipients request and there is availability to do so.
 - The care recipient agrees to the move after being fully consulted without any pressure.
 - The move is necessary on genuine grounds as assessed by an aged care assessment team, or at least two medical or other health practitioners who meet defined criteria.
 - The place occupied by the care recipient becomes an extra service place and the care recipient elects not to pay the extra service fee.
 - The move is necessary because of the need to carry out repairs or improvements to the service and the care recipient has the right to return to the bed or room, if it continues to exist as a bed or room for care recipients.

Accreditation Process for Aged Care Providers

Commonwealth legislation requires all aged care facilities to undertake accreditation. Assessors from external accreditation agencies conduct unannounced visits. This ensures all residential aged care facilities meet a minimum level of standards.

Whenever the accreditation agencies visit THS, the assessors review documented policies and procedures, observe the practices at THS, look at resident records, incident reports, care plans, feedback registers and more. The assessors also talk to staff, residents and family members to gain feedback, look at training and experience of staff and how well the home is cleaned and maintained.



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"Empowering people for health"



integrity



caring



adaptable



respect



excellence