

# ***RESIDENT and FAMILY HANDBOOK***



**Revised October 2016**



## Contents

REDHS Vision .....	7
Philosophy .....	7
Cultural and Linguistic Diversity .....	7
Important Contact Details .....	8
Location Details .....	8
Mailing Address .....	8
How to apply .....	9
Applying for Respite Care .....	9
Room Types .....	9
Rochester Nursing Home.....	9
Bacchaus Wing.....	9
What we provide .....	10
Fees and Charges .....	10
Facility Tours .....	10
What Happens When a Place Becomes Available? .....	10
Decision Making and Powers Of Attorney .....	10
Advance Care Plans .....	11
Next of Kin / Preferred First Contact .....	11
Protecting Privacy.....	11
Consent to share information .....	12
Consent to use photographs or videos .....	12
Disclosure of information .....	12
Freedom of Information .....	12
Resident Rights and Responsibilities .....	13
Resident Agreements .....	13
Witnessing legal documents .....	13
Security of Tenure .....	13
Staff Identification .....	14
Greeting and Admission.....	14
What can I bring?.....	14
Bed poles.....	15
Valuables.....	15
Insurance.....	15
Maintenance .....	15
Electrical Checks - Testing and Tagging.....	16
Communal amenities .....	16
Café Red.....	16

Barbeque Facilities .....	16
Lifestyle Activities .....	17
Religious Services .....	18
Library Service.....	18
Staying Connected .....	19
Keeping in touch with family and friends.....	19
Mail .....	19
Telephone .....	19
Television / Pay TV .....	19
Internet access / Wi-Fi.....	20
Newspapers and Magazines .....	20
Visitor / Memory Book .....	20
Going Out .....	20
Day Leave .....	20
Social Leave (spending nights away) .....	20
Letting staff know .....	20
Laundry Services .....	20
Linen .....	20
Labelling.....	21
Caring for clothes .....	21
Dry Cleaning .....	21
Hairdressing .....	21
Toiletries .....	21
Lost Property .....	21
Voting and Census .....	22
Smoking.....	22
Pets .....	22
Visiting Hours .....	22
Visitor Code of Conduct .....	23
Mandatory Reporting .....	23
Parking / Pick up and Drop Off.....	23
Everyday Care .....	24
Sensory Aids .....	24
Medical and Other Allied Health and Specialist Services .....	24
General Practitioner .....	24
Allied Health Services .....	24
Specialist Medical Services .....	25
What happens if the resident becomes unwell? .....	25
Medications .....	25

Pharmacy.....	25
Medication Storage .....	25
Complementary Therapies, Medication .....	25
Communication.....	26
Noticeboards .....	26
Newsletter .....	26
Residents' Committee .....	26
Resident Forums.....	26
Facebook .....	26
Website .....	26
Volunteer Program.....	27
Catering and Cleaning .....	27
Meals .....	27
Meal times .....	27
Visitor meals .....	27
Meal selections / menus .....	27
Own food / bringing food into the facility .....	27
Refrigerators and Food in the Resident's Room.....	27
Alcohol .....	28
Cleaning.....	28
Infection Control.....	28
Flu Vaccinations.....	28
Hand Hygiene .....	28
Infections.....	28
Gastroenteritis and Viral Outbreaks.....	28
Electric Mobility Devices .....	28
Assessment of User .....	28
Safe driving .....	28
Purchase of Electric Mobility Device.....	29
Charging of Batteries in Devices .....	29
Disposal/Sale of Device when No Longer Required .....	29
No Lift .....	29
Emergency Procedures .....	29
Staff Gifts and Benefits .....	30
Student Placements.....	30
Death of a Resident .....	30
Do you have a concern? .....	31
Responsibilities of the proprietor .....	33
Rights and responsibilities of residents: .....	33

Appendix 1 Facility Tour Checklist-First Contact ..... 35

Appendix 2 Family checklist - Prior to moving in ..... 37

## REDHS Vision

Leading our community to better health

## Philosophy

REDHS will:

- create a friendly, homely environment while providing the best quality of life for residents through individualised, planned care
- respect the privacy and dignity of residents and encourage participation and choice in decisions affecting their wellbeing
- help to encourage independence and maximise the potential of every resident
- provide a place that all residents feel happy and proud to call home during the latter years of their lives

## Acknowledgement of Country



REDHS acknowledges the Dja Dja Wurrung Clans as the traditional owners and custodians of the land on which we are situated. We also acknowledge our neighbouring communities, the Yorta Yorta Nation and the Taungurung Clans, traditional owners and custodians of the lands in which REDHS provides services.

## Aboriginal and Torres Strait Islanders

Rochester and Elmore District Health Service is committed to *Closing the Gap* to improve the lives of Australian Aboriginal and Torres Strait Islander peoples.

Enabling all Aboriginal people to access the information, support and culturally appropriate services that maximises their wellbeing is a key priority at REDHS.

When you come into REDHS you will be asked if you are of Aboriginal or Torres Strait Islander origin. This question is asked of all residents regardless of appearance, country of birth, or whether they are personally known to REDHS.

This information is important because governments need good quality information to measure the health of the Australian population and to support the delivery of effective, efficient health services for all Australians.

Whether you answer 'yes', 'no' or 'both', you will receive the same high standard of health care that best meets your needs.

## Cultural and Linguistic Diversity

REDHS is committed to meeting the special requirements of consumers from culturally and linguistically diverse backgrounds.

Food, services, care and consideration for spiritual needs will be provided for all residents, bearing in mind their abilities, social and cultural backgrounds, values and beliefs, likes and dislikes.



If the resident is from a non-English speaking background, interpreter services are available upon request. Translated information will be provided as required and where available.

## Important Contact Details

Rochester and Elmore District Health Service (REDHS)  
1 Pascoe Street, Rochester VIC 3561  
(PO Box 202)

☎ (03) 5484 4400      Fax: (03) 5484 2291

WEB: [www.redhs.com.au](http://www.redhs.com.au)

Nursing Home:      ☎ (03) 5484 4429

Hostel:      ☎ (03) 5484 4403

Aged Care Administration (Business Hours) (03) 5484 4461

EMAIL:      [agedcareadmin@redhs.com.au](mailto:agedcareadmin@redhs.com.au)

Aged Care Fax (03) 5484 4463

## Location Details

Rochester Nursing Home  
Village Drive  
ROCHESTER VIC 3561

Rochester & District Hostel  
Village Drive  
ROCHESTER VIC 3561

## Mailing Address

We will ensure mail addressed as follows will reach residents:

C/- Rochester and Elmore District Health Service  
Residential Aged Care  
PO Box 202  
ROCHESTER VIC 3561



Aerial view of REDHS ~ July 2016

## How to apply

REDHS Aged Care Administration requests that prospective residents (or their representatives) provide the following documents so that they can be placed on the Waiting List:

1. Completed Application for Entry to an Aged Care Home
2. Current Aged Care Assessment Service (ACAS) assessment for permanent residential care
3. Power of Attorney (Financial) (if applicable)

Eligibility for residential aged care is determined after an assessment by a regional Aged Care Assessment Service is completed (i.e., Permanent Care and/or Respite).

To organise an ACAS assessment, contact the My Aged Care Contact Centre on 1800 200 422, ask the resident's GP to make an appointment or go to *agedcare101* at <https://www.agedcare101.com.au/aged-care-homes/get-assessed/how-do-you-get-acat-assessment>

Prior to permanent entry, a current *Income and Assets Assessment* from Centrelink/Department of Veterans Affairs is requested. Please note, however, that it is not compulsory for everyone entering aged care to undergo this assessment. *Income and Assets Assessments* are necessary only if a person wants to establish their eligibility for an Australian Government subsidy for all or part of their aged care accommodation costs. If the resident chooses not to provide REDHS with the assessment, they will be asked to pay the maximum room price. Means tested care fees may also be applicable.

Whilst it is not compulsory, we highly recommend that residents have an Advance Care Plan prior to entry (see Advance Care Plans details on page 11).

If a potential resident or their representative would like assistance to complete the application process and/or an Advance Care Plan, a social worker is available. Bookings can be made on request to REDHS Aged Care Administration or REDHS Primary care can be contacted directly on (03) 5484 4465 to make an appointment.

## Applying for Respite Care

The process is the same as points 1 and 2 above only. The ACAS assessment must indicate Respite care is approved.

## Room Types

### Rochester Nursing Home

- 30 beds including six shared rooms and eighteen single rooms. Respite is available subject to bed availability.

### Rochester and District Hostel

- 30 single rooms. Respite is available. Advance bookings are preferred.

### Bacchaus Wing

- 20 single rooms
- Six (6) rooms can be converted to three double rooms if required through an adjoining door (subject to availability).

### Deravin Wing

- Ten (10) single room secure unit to support people living with dementia

Further details on rooms are available at:

<http://www.redhs.com.au/residential-aged-care.html>

## **What we provide**

By law REDHS is required to provide certain services to all residents. Most of the services will be covered in the resident's daily fees / accommodation payments; however additional charges for some services may apply if the resident is classified as "Low Care". For further information regarding classifications, contact Aged Care Business Administration on ☎ (03) 5484 4453.

REDHS Aged Care facilities are staffed 24 hours, seven days a week by a team of appropriately qualified and skilled staff. This includes Registered and Enrolled Nurses and Personal Care Attendants. Support Services staff (catering, cleaning and maintenance services) provide services seven days a week and Activities and Administration staff are available during business hours. Any of these staff are happy to ensure that resident needs are met and will seek assistance from the appropriate team member if not able to assist the resident themselves.

## **Fees and Charges**

Fees for residents residing permanently or for respite stays in Residential Aged Care are set by the Commonwealth Department of Social Services. The fees are varied from time to time in accordance with movement in pension rates, and are invoiced in advance on a monthly basis.

REDHS' preferred method of payment of fees and charges is by monthly direct debit. On admission the relevant direct debit paperwork will be provided to the resident or their representative.

Appointments can be made to discuss fees and charges or the direct debit arrangements with:

REDHS Aged Care Business Support on ☎ (03) 5484 4453

or via

Email: [agedcareadmin@redhs.com.au](mailto:agedcareadmin@redhs.com.au)

Further information about fees can also be found on the My Aged Care website at <http://www.myagedcare.gov.au/estimate-fees-for-aged-care-services>

or by phoning the My Aged Care Information Line on 1800 200 422.

## **Facility Tours**

The resident and/or their representative/s are welcome to tour the facility but we ask that an appointment be made so that sufficient time can be spent showing them around.

To make an appointment, contact Aged Care Administration on (03) 5484 4461.

## **What Happens When a Place Becomes Available?**

After consideration by REDHS Coordinated Care Committee, the resident (or their preferred contact person) will be contacted with an offer and they will have 24 hours to consider it and accept or reject the offer.

If more time is needed, this can be discussed at the time of offer. The management and staff of REDHS Aged Care are well aware that for a person about to enter any long-term care facility, it can be a time of apprehension and uncertainty for all concerned.

## **Decision Making and Powers Of Attorney**

Some residents may require assistance to make decisions.

They may:

- have relatives/representatives who are legally capable of making decisions on their behalf;
- or a legal representative may have been appointed for them including:
  - Enduring Powers of Attorney (financial and/or enduring medical)
  - Legal Guardian / Administrator

We recommend that before entering residential care that the resident have both an Enduring Power of Attorney and Enduring Power of Attorney (Medical Treatment) Please provide a copy before or on Admission. This ensures that we can adhere to the resident's wishes, and can seek advice from the person the resident nominates in the event that the resident is unable to speak for themselves

## Advance Care Plans

An Advance Care Plan helps us understand the resident's wishes about future treatment. It is completed in consultation with the doctor, family members and important others that the resident chooses. Having this information documented, particularly if the resident becomes seriously ill and is unable to make decisions for themselves, can help the people who care for them, including family and friends.

An Advance Care Plan only comes into effect if the resident loses the capacity to make medical treatment decisions themselves.

REDHS Aged Care facilities have trained staff who can help residents and families think about, understand and make decisions about what is important to the resident with regard to medical treatment, their values and preferences and particularly about life prolonging treatments. They can assist with completing the form. If the resident or representative would like to speak with an Advance Care Planning consultant to provide further information and support, please speak to the Aged Care Manager or REDHS social worker.

If the resident has an Advance Care Plan prior to coming in to REDHS Aged Care, please notify the Aged Care Administration staff member or any of the nursing staff to support us receiving a copy.



## Next of Kin / Preferred First Contact

The resident's preferred contact person will be recorded on admission. The resident may nominate more than one person but REDHS will need to be advised of the nominated first contact.

It is important that the resident's Next of Kin details are kept up to date. Please make sure the resident informs Aged Care Administration or the Nurse in Charge of any changes to personal details.

## Protecting Privacy

In order for us to provide the resident with the best possible service and care, it is important for us to know specific personal details and health information about them.

In keeping with the Australian Privacy Principles under the Commonwealth Privacy Act 1988, we recognise the importance of protecting the privacy of the resident's personal details and information that we collect, hold and administer in the process of providing services.



We are committed to ensuring that all information we hold is treated with sensitivity and confidentiality.

If the resident or their representative believes we have breached our policy in regards to the resident's personal information, please raise any concerns with the Aged Care Manager (☎ 5484 4461) or Chief Executive Officer (☎ 03 5484 4451).

Privacy and Confidentiality information brochures are available in communal areas or on request from staff.

### **Consent to share information**

On admission we seek the resident's consent to exchange information regarding the services/medical information received by the resident from general practitioners, specialist medical practitioners, hospitals, care and support agencies and allied health professionals.

*The Health Services Act 1988 (Vic), Privacy and Data Protection Act 2014 (Vic), Health Privacy Principles (Public) and the Health Records Act 2001 (Vic) and the associated principles, and REDHS Privacy and Confidentiality Policy, provide guidance for our systems to safeguard the resident's personal information.*

The resident's power of attorney is able to sign on the resident's behalf.

### **Disclosure of information**

In addition to care provision, planning, quality, research and billing, personal information relating to the resident can only be disclosed subject to:

- The law requiring disclosure, for example:
  - Notification of infectious diseases and some types of cancer
  - Subpoena of information for court hearings
  - Under other legislation such as *Mental Health Act 1986 (Vic)*, *Children and Young Persons Act 1989 (Vic)*
- The resident (or their authorised representative) consenting to the disclosure of information.

### **Freedom of Information**

The REDHS Privacy Officer is available to assist the resident with their right to access their medical record under the Victorian Health Records Act 2001. For further information, see the privacy brochure, available in communal areas or from staff on request, or contact the Director of Clinical Services on ☎ 03 5484 4451.

## **Consent to use photographs or videos**

Rochester and Elmore District Health Service (REDHS) promotes the services and activities it carries out within both the local and wider communities. Any such promotion is done in a way that maintains dignity and highlights positive aspects of the care provided by the health service.

With the availability of both printed and electronic publications, it is not possible to limit consent to only some forms of media. For example, printed publications such as newspapers are also available on the internet.

When the resident/representative gives consent to use their image (photograph/ video), they are agreeing that it can be used for the following purposes:

- Identification in resident medical records and medication packs
- Internet articles (REDHS website)
- Special events or occasions
- REDHS Publications such as the Resident Handbook / Volunteer Handbook
- Newspaper articles
- Television item
- Photographic displays
- Newsletters to the public

By providing consent for the use of the resident's image:

- the resident / representative agrees to its use by REDHS without any expectation of personal compensation and acknowledge that the images will be owned by REDHS.
- REDHS agrees to maintain the resident's dignity at all times and, even if consent has been given, will reconfirm the resident's general consent if REDHS management or staff feel that the resident may not be comfortable with the subject matter of particular images.
- REDHS warrants that it will not commercially exploit the resident's images.
- REDHS agrees not to provide the resident's images to any other government or non-government agencies for their use without contacting the resident/representative to gain their express permission.

## **Resident Agreements**

On admission, the resident is provided with the Resident Agreement that sets out their rights and responsibilities, the initial fees and charges. It also sets out REDHS' responsibilities for service provision and support.

## **Resident Rights and Responsibilities**

Resident Rights and Responsibilities are listed in the back of this handbook.

## **Witnessing legal documents**

Executive Staff (Chief Executive Officer, Director of Clinical Services or Director of Medical Services) are the only staff who may witness any documents, and only at their discretion.

No other REDHS staff members are permitted to witness any documents for any users of the Health Service.

## **Security of Tenure**

Every effort is made to ensure that the resident is able to stay in their original room, however some room changes may be recommended due to changing care needs. This is always done in consultation and discussion with the resident and their representative/s.

## Staff Identification

Any staff member can assist you to identify the most appropriate person to respond to any of your queries.

As a general guide, staff/ volunteer groups wear shirts in the following colours:

- Blue – nursing and other care staff
- Purple – catering, cleaning and laundry staff
- Burgundy or Red – administration staff
- Grey – allied health (e.g. podiatrist, physiotherapist)
- Pink - activities coordinators
- Jade Green - volunteers

## Greeting and Admission

Any family or friends of the resident's choosing can come with them when they move in and help them set up their room.

Admission time is 11.00am. This allows the staff sufficient time with the resident and their family/representative to get to know the resident and show them around. Alternate times may be negotiated if this time does not suit.



The resident will be shown how to call for assistance, operate lights and air conditioning as well as the location of tea and coffee making facilities for the resident and their visitors.

The resident's initial care needs will be discussed on admission and over the next month, the resident/ representative will be encouraged to participate in the development of the care plan, based on their individual requirements.

## What can I bring?

A typical room is furnished with an adjustable single bed, built in wardrobe, bedside drawers, an over-bed table, a lounge chair, television and telephone connection points, heating and cooling.

We encourage a home-like atmosphere. Some personal belongings that the resident may like to consider bringing with them are:

- Photos
- Pictures
- Pot Plants
- Ornaments / Vases
- Clock
- Books
- Calendar
- Radio / Media Player (with Head phones)
- Television – small / medium – with remote control (headphones are often a good idea to reduce disturbance to other residents).

Please label these clearly but discreetly with the resident's name prior to bringing them in.

Some items may not be considered suitable if they present a risk to the health and safety of other residents or staff. Large items of furniture will have to be discussed with the Aged Care Manager to ensure adequate space, safety and other regulatory requirements are met.

Note: In order to maintain safety for the resident, their visitors and the staff, it is really important that:

- Rooms are not crowded to the extent that placement of furniture and other belongings creates a safety risk to either the resident or staff or impedes access or effective cleaning or changing of bed linen.
- Items from home may need measurements taken prior to entry to ensure they will fit in the resident's room.
- Casters or wheels with brakes must be on some items (e.g. armchairs) prior to delivery. This is to ensure easy movement for the purpose of cleaning or in an emergency.
- It is also important to realise that as the needs of residents change, some items may need to be removed or re-arranged.

## **Bed poles**

Bed poles have been associated with injury and death. If the resident requires the use of an assistive device for bed mobility, please discuss this with the nurse in charge. They will organise for an occupational therapist to assess the resident's needs and ensure that appropriate equipment is provided.



Please note: KA524 bed poles are no longer to be used in aged care facilities.

## **Valuables**

It is advisable that residents avoid keeping large sums of money or other small valuables at the aged care facility. If this cannot be avoided, please ask Aged Care Administration for advice.

Residents and/or their family members who would like to leave valuables in their room may do so after releasing REDHS from any responsibility. REDHS provides a drawer in each room and recommends it is used for safe keeping of special items and money.

## **Insurance**

REDHS takes all reasonable measures to protect the resident's personal effects, which includes electric mobility devices, furniture, clothing, footwear, jewellery and valuables.

Depending on the resident's individual circumstances the resident/representative may wish to consider Personal Contents Insurance.

REDHS does not take responsibility for the loss or theft of valuables or money despite all endeavours to maintain and promote a secure environment.

## **Maintenance**

Day to day maintenance is included in resident fees. Maintenance of the resident's personal property is the responsibility of the resident/representative.

The cost of any damage caused by a resident to the facility, that is not considered fair wear and tear, will be the responsibility of the resident, in accordance with the Rights and Responsibilities outlined in the Resident Agreement and in this Handbook.

## Electrical Checks - Testing and Tagging



We ask that the resident or their representative arrange for an electrician to check all electrical items that they are bringing with them. This also applies to equipment that may be brought in at a later date. A small sticker of approval must be applied to the item once deemed safe to use.

Items may include:

- Electric-powered chair
- Razor
- Hairdryer
- Television
- Clock
- Cordless telephone
- Phone or I-pad chargers

Subsequent, scheduled tagging and testing will be arranged by REDHS. Costs for the subsequent testing will be met by REDHS.

No portable heaters, electric blankets, double adaptors or extension cords are permitted.

## Communal amenities

Communal lounge areas are available to all residents. Consideration should be given to other residents when utilising these areas. Small, quiet areas are available for residents and their families who desire privacy to socialise, or conduct personal or legal business.

There are tea and coffee making facilities for residents and their visitors. Staff will show them where these are and can assist if required. For safety reasons, we ask that kitchen areas are not entered during meal services.

The inner courtyard is used for a variety of activities including bowls, golf putting, barbeques, exercise groups, gardening or the resident and visitors can just sit and enjoy the garden. There is also a community garden for growing vegetables, some of which are harvested and incorporated into resident meals. A network of paths and seating is found throughout the garden areas.

## Café Red

Café Red is located in the foyer at Main Reception. Café Red offers a diverse range of foods and beverages including freshly made wraps, sandwiches and rolls (with a variety of fillings), homemade salads, and some hot items.

There are many snack options including fresh fruit, muesli and protein bars, portion controlled muffins and cakes and freshly made yoghurt, fruit and muesli tubs. There are also a number of vegetarian, lactose free, dairy free and gluten free main meal and snack options available.

### Hours of Operation

- 9.30am – 2pm Monday to Friday (Closed on Public Holidays)

Residents and families are able to access the adjacent courtyard via the café during operating hours.



## Barbeque Facilities

A barbeque is located in the central aged care courtyard for resident and family use. Please let Aged Care Administration know at least one business day ahead if residents or visitors would like to use it.

## Lifestyle Activities

The lifestyle team assists residents to enjoy social and leisure activities Monday to Friday, often with the assistance of our wonderful volunteers.



Family involvement and inclusion is always encouraged. Our activities are designed to stimulate the resident's physical senses to help them achieve maximum independence in a safe environment, while developing friendships and providing enjoyable social activities.

We also welcome family and friends to the many special events, celebrations and commemorative days.

Programs may include:

Art Group	Outdoor bowls in courtyard	Bingo
Pet therapy	Special interest activities tailored to the individual	Book Club
Beauty care	Concerts and sing-a-longs	Happy hour
Men's shed	Board games / Quizzes and Puzzles	Cooking
Crafts	Church services and pastoral care	Gardening

Happy Hour is held Friday evenings between 3.00 pm and 4.00 pm. Families and friends are welcome to attend.

The resident is encouraged to maintain their community involvement and, where possible, staff will assist the resident to attend.

Bus trips and local outings occur throughout the year.

An activities calendar is available on noticeboards and can be displayed in resident rooms on request.

The Activities Team can be contacted on ☎ (03) 5484 4439 during business hours. Please leave a message and a team member will contact you as soon as possible or by ✉ [activities@redhs.com.au](mailto:activities@redhs.com.au)

## **Religious Services**

Residents are encouraged to continue attending church services if they so desire, either at REDHS or in the community. Assistance will be arranged to help residents maintain this connection.

All clergy are welcome at our aged care residences. Clergy from various denominations visit on a regular basis.

Weekly, interdenominational church services are held on Tuesdays. Communion services or administration of the sacraments is also available to residents.

## **Library Service**

The Shire of Campaspe Library Service can arrange for regular and large print books on a wide variety of topics to be delivered every fortnight.

The Talking Book Library Service is available through local library facilities. Vision Australia can also supply a range of books/ recordings for visually impaired / legally blind residents.

REDHS takes no responsibility for the safe keeping, distribution or return of library books.

## **Staying Connected**

### **Keeping in touch with family and friends**

Maintaining a community connection is vital to the wellbeing of everyone. We actively encourage the involvement of family, friends and the broader community in our residences. Ongoing support and the involvement of family and friends goes a long way to supporting the resident's social and emotional needs.

It's important for the resident to maintain their personal friendships as well as make new ones. The resident's family and friends are always welcome and have unrestricted visiting hours. They are also encouraged to participate in planning and care through our various committees and forums.

### **Mail**

The resident's personal mail can be posted for the resident each week day. Any incoming mail will be delivered to the resident each business day.

Stamped, outgoing mail can be left with staff to post. A mail box is provided in the Hostel.

Residents are encouraged to maintain control over their personal and financial affairs. Where this is not possible, business mail should be directed to the resident's representative or Enduring Power of Attorney. The resident can still have their personal mail directed to them.

### **Telephone**

The Nursing Home has a communication system which offers private phone usage for residents for a monthly fee. Fees for this service can be discussed with the Aged Care Business Support Officer on ☎ (03) 5484 4453.

The Hostel has some rooms with an existing phone point; however all phone connection, installation and call costs are the resident's responsibility.

When arranging connection, the address to be provided to the telephone service provider is:

1 Pascoe St  
Rochester VIC 3561

If the telephone service provider requires a contact number for reference prior to connection, please quote Aged Care Administration on ☎ (03) 5484 4461.

Incoming calls for residents can come through Aged Care Administration. The call will be forwarded to a cordless phone and brought to the resident in the privacy of their room, if this is the resident's preference.

Residents may also choose to use their own mobile phone.

### **Television / Pay TV**

Televisions are provided in lounge areas. The resident is welcome to bring in their own television for their room. This can be wall-mounted if the resident provides an appropriate bracket, however the bracket must remain when the resident leaves.

To prevent the resident disturbing others, the use of earphones or headphones are suggested.

Pay TV access is available in the facility. Connection and all ongoing costs are the resident's responsibility. For further information, contact Aged Care Administration.

## **Internet access / Wi-Fi**

Wi-Fi service is available. A password will be provided to the resident upon completion of application for this service. Please contact Aged Care Administration for more information.

## **Newspapers and Magazines**

These can be ordered through the Rochester Newsagency (☎ 03 5484 1879) and will be delivered to the resident each morning. Please arrange this service with Aged Care Administration. An account for payment is arranged between the local newsagent and the representative responsible for the resident's accounts.

## **Visitor / Memory Book**

Some families and residents like to have a book in their rooms in which visitors can record the details of their visit. This is useful for residents and families to keep track of who has called in, can prompt memories and facilitate conversations. It is the resident or their representative's responsibility to provide the book.

## **Going Out**

### **Day Leave**

Residents are encouraged to go out as often as possible and are able to go out on unlimited day leave. Please check with staff regarding any medications the resident needs to take while they are out so that suitable arrangements can be made.

### **Social Leave (spending nights away)**

If the resident is away overnight, this is called social leave. The resident can spend up to 52 nights a year away from the aged care residence, per financial year, without affecting any government financial assistance. If the resident spends more than 52 nights away from home, the government will cease to pay any subsidies for the extra time and REDHS will request that the resident supplement this loss of income.

If the resident is going to be away overnight, it is desirable that a few days' notice be given to the Aged Care Manager, or the nurse in charge, to allow for arrangements to be made for the resident's medications.

Please note: if the resident needs to have a hospital stay, this is called Hospital Leave and is unlimited.

### **Letting staff know**

In case there is an emergency, when residents go on day leave or social leave they (or their representative) must tell staff as well as fill in the in/out book located at the entrances to the residences. The staff need to be told:

- The resident's time of departure
- The resident's name
- The resident's carer's name (the person taking the resident out)
- The resident's estimated time of return

When the resident returns, staff need the time the resident returned entered in the in/out book.

## **Laundry Services**

Resident laundry is done on site in commercial washing machines and dryers.

### **Linen**

All bed linen is supplied and changed weekly or more often, if required.

Fresh towels and bathmats are provided two to three times a week, as required.

The resident may use their own doona and the health service will launder the cover for them.

### **Labelling**

It is required that all of the resident's clothing be legibly marked with REDHS labels, preferably prior to moving in, to avoid clothing being misplaced. Please note that laundry marking pens are unsuitable. We provide a labelling service for the resident at an additional cost. Label orders can be placed with Aged Care Administration. No responsibility will be taken for loss of clothing that has not been clearly marked with REDHS labels.

### **Caring for clothes**

All care is taken during the laundering process; however residents / families are responsible for general maintenance and provision of adequate clothing.

All clothing (especially outer garments) must be able to be laundered in commercial washing machines at high temperature and dried in commercial dryers.

To avoid shrinkage, we recommend the purchase of garments made from synthetic material e.g., polyester and cotton, or acrylic – in preference to wool.

Families are encouraged to take woollen and other delicate clothing home for washing.

The resident can attend to their own laundry if they wish and this can be arranged if desired (at no charge).

### **Dry Cleaning**

Dry cleaning can be arranged locally; however the costs and coordination are the resident/representative's responsibility.

### **Hairdressing**

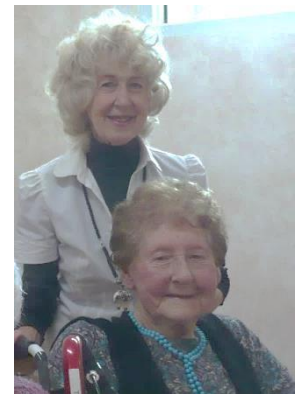
REDHS approved hairdressers regularly visit the facility. All costs incurred are the resident's responsibility.

Residents wishing to visit their own hairdresser outside REDHS can do so, with assistance from their family or representative.

### **Toiletries**

All basic toiletries are provided, including:

- Soap
- Deodorant
- Toothpaste
- Toothbrush
- Shaving cream



If the resident prefers a specific brand of an item or additional toiletries, it is the resident's responsibility to purchase it.

It is preferable that residents who require a razor have a cordless one (remember to have it tested and tagged).

### **Lost Property**

Please report any lost property to Aged Care Administration or the nurse in charge immediately to assist in its location.

## Voting and Census

Residents, who are able, can vote at local polling booths, but a Mobile Polling Booth will also visit the aged care facility prior to polling day for state and federal elections.

It is the responsibility of residents or their representatives to notify the Electoral Office of Change of Address or if they wish to have their names removed from the Electoral Roll.

A Census Officer is appointed and coordinates the completion of the Australian Bureau of Statistics census.

## Smoking

In the interest of good health and safety, REDHS is a smoke free environment. However, residents retain the right to smoke and are encouraged to do so offsite or, if necessary, in designated external areas within the grounds.

This exemption does not apply to visitors who are reminded that they are not allowed to smoke on site.

We encourage the resident to consider giving up smoking and offer access to a QUIT facilitator through Primary Care on ☎ (03) 5484 4465.

## Pets

Residents are unable to bring their pets in permanently; however, they are welcome to have them brought in for visits, provided they are under the control of a responsible person. Some of the resident's fellow residents may not welcome visits by animals so their rights must be respected.



## Visiting Hours

Whilst visiting hours are unrestricted, visiting between 10.00am and 8.00pm is encouraged.

Residents' personal visitors can call on the resident in the resident's own room or the resident can use any communal living area of the residence. Small sitting rooms are also available for resident and visitor use.

External doors are locked from evening to early morning for security purposes. Visitors are asked to contact the residence if they will be visiting outside of normal visiting hours so that they can gain access. Contact numbers are listed at the front of this Handbook. After Hours access can also be gained via the After Hours Entry in the Acute Ward.

## Visitor Code of Conduct

Visitors are very welcome but we ask that they abide by the Visitor's Code of Conduct. This is displayed in the facilities and is available in print form on request.

Visitors are requested to respect the rights and privacy of all residents and are asked to knock before entering a resident's room.

The resident has the right to refuse visitors.

Staff have the right to restrict visitors to protect the privacy/rights of residents on their request, or in times of ill health.

## Mandatory Reporting

Current legislation requires REDHS staff to report any incidence of:

- a) Elder Abuse. This includes abuse by staff, volunteers, visitors or relatives. Witnessed or suspected sexual or physical assault must also be reported to police and the Department of Social Services. All REDHS staff receive training in this area. Should the resident or their representative require clarification of this legislation, please consult with the nurse in charge.
- b) Absconding Residents

## Parking / Pick up and Drop Off

There is free parking available in the health service grounds and in surrounding streets. Disabled parking bays are located adjacent to the residences for people holding current permits. There are five minute pick up/drop off areas at both the health service and hostel main entrances.



Disabled parking adjacent to REDHS Main entrance and after-hours entrance to the Nursing Home



Pick up and drop off point at the Hostel entrance

## Everyday Care

On admission to REDHS Aged Care, a comprehensive health and social history is obtained from the resident or the resident's family member/ contact person. This information provides the basis on which care plans are developed to meet the resident's individual needs.

Registered and Enrolled Nurses conduct the assessments and coordinate the clinical care provided to the resident. They also support personal care staff to provide care that is based on the resident's needs and preferences. If the resident or their representative has any concerns about their care, please speak to the nurse in charge or team leader.

Resident care plans are reviewed regularly and residents and their families are encouraged to contribute to the review of care plans. This is done monthly as the "Resident of the Day". The date will correspond with the resident's room number. If there are any changes in the resident's needs, staff will make sure the resident and their nominated contact person or Next of Kin are made aware. However, the resident/ representative doesn't have to wait for the "Resident of the Day" to ask staff about the Care Plan.

The resident/representative is able to have a formal consultation about all aspects of care with one of the senior nurses shortly after admission and at least annually thereafter. If the resident has not been offered a meeting time, please feel free to ask for one to be made.

Note: All staff acknowledge and respect resident rights to privacy. The information provided by residents and representatives will be treated confidentially and will not be divulged to any unauthorised person without resident or representative consent.

## Sensory Aids

Glasses prescriptions need to be reviewed annually and labelled. Dentures should fit well and be clearly identifiable. Hearing aids should be accompanied by user instructions and marked with the resident's name. Staff will be able to assist residents in their use.

Residents may continue to use their current provider however REDHS has visiting optical, audiology and dental services that visit annually. Some costs may be incurred. Contact Aged Care Administration for details.

## Medical and Other Allied Health and Specialist Services

### General Practitioner

Residents have the right to choose their medical practitioner and are able to continue consulting with the doctor who cared for them prior to moving into residential aged care. Please check with the resident's doctor that their medical services are available to the resident prior to admission. If this is not the case, the doctor may be able to make a referral to another GP, or admission staff will assist.

Campaspe Medical Centre, Rochester Medical Centre and Elmore Primary Health Service all have doctors who can visit the resident at REDHS.

It is the responsibility of family members/delegate to take residents to visit general practitioners and other health specialists if they are not able to visit the resident on site.

### Allied Health Services

REDHS employs or engages the services of a wide range of allied health services, including;



- Physiotherapy
- Speech Therapy
- Podiatry
- Dietetics,
- Diabetes Education
- Occupational Therapy
- Social Work

Radiology and some pathology services are available on site. Participation in a pain management program can be organised via a physiotherapy referral.

Staff will arrange referrals to these services as the resident needs them. Fees may apply in some circumstances. Contact Aged Care Business Administration for details.

Visiting Dental, Vision and Hearing appointments can be also be arranged, and these services usually visit 6-12 monthly.

Palliative Care Services and Advance Care Planning can also be arranged as and when the resident needs them.

### **Specialist Medical Services**

Referral to Specialist Medical Doctors can be arranged by the resident's doctor.

### **What happens if the resident becomes unwell?**

If the resident becomes unwell, care staff will conduct appropriate observations and assessments and liaise with the resident's doctor as required. The resident may make an appointment with their doctor if they wish. In the case of serious illness, the appropriate care will be provided, either in the resident's room, within REDHS or another health service if appropriate. If deemed necessary, an ambulance may be required or a visit to REDHS Urgent Care Centre for further assessment.

The person/s recorded as "next of kin" will be contacted. It is the responsibility of the next of kin to notify other persons.

Family and visitors are encouraged to speak with care staff if they notice any changes in the resident or feel that something is "not quite right".

## **Medications**

### **Pharmacy**

Medications are generally purchased through the Rochester Chemmart pharmacy (☎ (03) 5484 1025). The resident or their representative is responsible for payment of medications and can choose a different pharmacy if they so desire, providing delivery to the facility is able to be arranged.

### **Medication Storage**

Residents can be assessed as being competent to self-medicate. Residents who self-medicate will be assisted to ensure medications are stored safely, securely and correctly at all times. Please speak with the nurse in charge for further information.

### **Complementary Therapies, Medication**

For the resident's safety, it is essential the resident inform the staff of any medications or assisted therapies the resident may be taking (e.g. vitamins) other than those ordered by the resident's doctor. These may have been purchased over the counter at a chemist or supermarket or provided to the resident by a visitor. Many medications, lotions and

creams can have adverse effects when taken with the resident's prescribed regular medications; therefore it is essential that the resident's doctor and aged care staff are aware of all therapies that the resident is using.

## **Communication**

It is important that we communicate to residents and their representatives. Staff will inform the resident and the resident's nominated next of kin of what is happening as appropriate.

We communicate in a number of ways. Direct communication can be face to face, by phone or by email. Please provide the preferred contact details to Aged Care Administration. Other methods are explained below.

## **Noticeboards**

The noticeboards around the homes display the latest information regarding activities, important news and events.

## **Newsletter**

The "Grey Natter" newsletter is published regularly for resident and representative information and entertainment. It is delivered to the resident's room and copies will also be sent via email to the resident's representative contact.

## **Residents' Committee**

The Committee meets at least four times a year in the Activities Room. Information regarding meeting dates is available from Activities staff or Aged Care Administration. Dates will also be emailed to the resident or their representative or be accessed via the Facebook page.

All residents and their families are welcome to attend the meetings. The resident will be kept informed of general issues relating to the resident's care or the health service and have the opportunity to have any issues or concerns discussed. To maintain resident privacy, issues around personal care should be discussed directly with care staff and not in the committee meeting.

## **Resident Forums**

A number of discussion forums are regularly held throughout the year. Dates and times are advertised in advance. Forums include food services, grounds/maintenance and cleaning/laundry at which residents / representatives can speak with the staff members responsible for these areas of service delivery. Issues of concern or suggestions for improvement are most welcome.

## **Facebook**

REDHS has an Aged Care Activities Facebook page. It is a Closed Group for residents and families and all comments are monitored before they are posted.

## **Website**

REDHS' website is regularly updated with information about the health service and upcoming events and activities. [www.redhs.com.au](http://www.redhs.com.au)

## Volunteer Program

REDHS is fortunate to have many volunteers who support staff in providing a wide range of activities and appreciates the support provided by these families, friends and community members. If the resident or a family member would like to learn more about REDHS' Volunteer program, Aged Care Administration can be contacted or go to [www.redhs.com.au](http://www.redhs.com.au)

## Catering and Cleaning

### Meals

Meals provided include breakfast, morning tea, lunch, afternoon tea, tea and supper. All meals are served in the dining rooms. Room service will be provided during periods of ill health, by choice or to meet specific care needs.

Sandwiches, sweet or dry biscuits and hot or cold drinks are available at all times on request.

### Meal times

Meal start times are as follows:

- Breakfast 7.30am
- Morning Tea 10:15am
- Lunch 12:00pm
- Afternoon Tea 2.30pm
- Tea 5:00pm
- Supper 7:30pm



### Visitor meals

Residents are encouraged to invite family and friends for lunch or dinner (a small charge will apply if meals are supplied by the Health Service kitchen). Please advise staff in advance, to assist with catering. Meal tickets can be purchased in advance from Main Reception. If it is late notice, only sandwiches can be supplied.

### Meal selections / menus

Menus work on a four weekly rotational basis, with the resident being able to choose from a variety of foods for all meals. Menus can be adapted for special dietary requests.



### Own food / bringing food into the facility

Visitors may bring food into the facility for a resident, but all food must be given to a staff member to be labelled with the date, use by period and the resident's name. For further information about bringing food into the facility, please contact Aged Care Administration.

### Refrigerators and Food in the Resident's Room

If the resident has a refrigerator in their room, cleaning, maintenance and complying with Food Safety Regulations is the responsibility of the resident or the resident's family. All perishable food must be covered and contain "Use by" and "Opened" dates. Fridges must be cleaned regularly, preferably at least monthly.

If the resident keeps sweets or biscuits in their room, we request that these be kept in an airtight container.

## **Alcohol**

Residents are permitted to consume alcohol in moderation. If the resident wishes to consume alcohol, we strongly advise the resident / representative to consult with their doctor to make sure it is safe to have alcohol with any medications they may be taking.

The consumption of alcohol must not disturb or disrupt other residents, staff or visitors.

## **Cleaning**

- All communal areas are cleaned daily.
- The resident's room is vacuumed several times per week.
- The resident's bathroom, shower and toilet areas cleaned several times per week.
- Residents are welcome to tidy and dust own rooms, if desired.

## **Infection Control**

### **Flu Vaccinations**

All residents of the residential aged care facility are advised to have an annual vaccination to guard against contracting the flu, unless the vaccination causes adverse effects.

### **Hand Hygiene**

Visitors are advised to wash hands thoroughly and to use the liquid hand rub provided throughout the facility upon entry and before visiting the resident.

### **Infections**

Visitors / families are requested not to visit if they have an infection (e.g. colds, diarrhoea, or any other infectious disease) as the risk to residents increases due to their age and frailty.

### **Gastroenteritis and Viral Outbreaks**

Outbreaks of gastroenteritis and viral outbreaks such as influenza can occur at any time. As the gastroenteritis and influenza infection can be spread easily between the residents, we automatically commence implementing a planned response to minimise spread.

If we have an outbreak, we are in daily contact with the Department of Health and Human Services and the Shire of Campaspe to ensure best care and service is being provided. REDHS keeps all parties, including the resident and the resident's representative, informed of how the infection is being contained and/or spreading. To restrict the spread of the infection, the measures required may include isolating the resident in their room and restricting access of visitors to the facility. We appreciate that this can be limiting however resident health is our priority.

## **Electric Mobility Devices**

Note: Electric mobility devices include motorised wheelchairs and scooters

### **Assessment of User**

The resident will be required to have an assessment by an occupational therapist to determine if the resident is able to drive the device safely. This assessment will occur when the resident first moves in, and periodically thereafter as required.

### **Safe driving**

It is important that the resident is able to use the mobility device safely at all times. On occasions there may be reason for staff to discuss concerns with the resident. The resident may be considered temporarily or permanently unfit to use the mobility device.

Electric wheelchairs and scooters have been known to cause accidents and harm to users, other residents or members of the public, as well as damage to property.

Staff will discuss with the resident where the resident may drive, appropriate speed (walking pace only), safe parking and re-charging facilities.

### **Purchase of Electric Mobility Device**

If the resident is assessed as safe to drive the device and is looking to purchase an electric wheelchair or scooter, please discuss this with the Aged Care Manager. The resident will be given advice regarding suitable models for purchase.

Purchase, payment and maintenance are the resident's responsibility. Any liability incurred arising out of the use of such devices rests with the resident. All electric mobility devices are to have dry cell batteries.

### **Charging of Batteries in Devices**

Staff are able to assist with docking of the devices for re-charging overnight in the designated location, adjacent to the Hostel.

### **Disposal/Sale of Device when No Longer Required**

It is the responsibility of the user or support person to remove the device when it is no longer required as REDHS is unable to provide storage.

### **No Lift**

In accordance with Victorian Health and Safety legislation, REDHS is committed to controlling the risk associated with transferring and handling of residents in order to reduce the risk of injuries to staff and others involved in this activity.

Manual handling of residents is eliminated or minimised wherever possible. A range of equipment is available to staff to assist in the safe transfer of residents to help reduce the risk of injury. A No Lift Coordinator will work with the resident and staff to develop an appropriate plan for safe manual handling.

Encouraging residents to maintain their ability to mobilise is a priority. The resident will be encouraged to assist in their own transfers, including bearing their own weight, as much as possible.

### **Emergency Procedures**

REDHS has a comprehensive emergency system in place.

In the event of an emergency, residents and visitors must follow the instructions of staff. If an alarm sounds, the smoke and fire doors will automatically close but external doors will unlock. Note: fire alarms are checked monthly – an announcement will be made over the PA system.

In the event of a bushfire threatening our facilities, our preferred course of action is to "Stay and Shelter" as we have been deemed a low risk area and have defensible facilities. Evacuation can, however, be ordered by state authorities.

## **Staff Gifts and Benefits**

REDHS employees cannot accept gifts, benefits or hospitality for services performed in connection with providing resident care.

Staff do, however, enjoy receiving compliments from the resident or their representatives. We welcome written compliments so that we recognise and celebrate staff's good work.

## **Student Placements**

Rochester and Elmore District Health Service (REDHS) works in partnership with a number of educational institutions to provide clinical placements for students enrolled in personal care, nursing and allied health courses. These placements provide students with essential opportunities to gain on-the-job experience and develop their resident care skills, under the supervision of experienced and suitably qualified clinicians.

Student placements take place throughout the year. Depending on the course and the year level of the student, the involvement of the student in the resident's care will vary.

If the resident would prefer not to have a student involved in their care at any time, please advise the care staff.

## **Death of a Resident**

Relatives are most welcome to remain with the resident overnight if the resident is terminally ill. Staff will make this option readily available at this time.

Following the resident's death, aged care staff are able to support the resident's family or representative in many ways. This can include:

- assisting in appointing a funeral director if this decision has not been made in advance
- arranging for the transfer of the resident's care to the nominated funeral director
- packing up the resident's personal belongings if family members require assistance

Staff will seek the permission of the Next of Kin to display a photograph of the resident in remembrance and to inform fellow residents/ family members of the resident's passing.

There is no urgency to clear the resident's room. Daily fees will continue to be charged as normal until the resident's personal belongings have been removed.

## **Do you have a concern?**

If the resident or their representative has a concern about the care the resident or someone else is receiving, it is important that the resident or their representative talks about it.

We encourage the resident/ representative to raise their concerns with care staff or the Aged Care Manager as soon as possible so that the resident can get a timely response. The resident/ representative can also use one of the feedback forms located throughout the facility and place it in the box provided or mail it (postage free) or an email can be sent to [rochhosp@redhs.com.au](mailto:rochhosp@redhs.com.au)

Note: strict confidentiality is maintained throughout the complaint resolution process. The complaint will not be discussed with other staff unless permission is sought from the person lodging the complaint.

Resident care will not be adversely affected by the lodging of complaints.

REDHS encourages you to work with us towards a resolution however, if REDHS is unable to resolve the resident's concern, the resident can contact the Aged Care Complaints Commissioner.

- Anyone can lodge a concern
- It is free
- The resident/representative can be anonymous or confidential
- The resident/representative can call them or go to their website for more information:

My Aged Care Phone: 1 800 200 422 or

<http://www.myagedcare.gov.au/financial-and-legal/how-make-complaint>

## **USEFUL CONTACTS**

### **Victorian Civil and Administrative Tribunal**

Guardianship List  
55 King Street  
Melbourne, Victoria 3000  
(Inquiries at Ground floor)  
Office Hours: Monday to Friday - 9am to 4.30pm

Postal address:  
GPO Box 5408  
Melbourne VIC 3001

Telephone: (03) 9628 9911 or 1800 133 055 (within Victoria)

Facsimile: (03) 9628 9932

Email: [vcat\\_hrd@justice.vic.gov.au](mailto:vcat_hrd@justice.vic.gov.au)

Website address: <http://www.vcat.vic.gov.au/banner/guardianship-list>

### **Office of the Public Advocate**

(Street and postal address)

Level 1, 204 Lygon St  
Carlton VIC 3053  
24-hour emergency service

Local call: 1300 309 337

Fax: 1300 787 510

Website address: [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

## **Responsibilities of the proprietor**

The Rochester and Elmore District Health Service is the Proprietor of the Rochester and District Hostel and the Rochester Nursing Home Annexe and as such is responsible for:

- Ensuring the “Philosophy of Care” outlined in this statement is understood and adhered to by all staff at all times;
- Providing all direct care services as outlined in the Residential Statement;
- Assisting, where possible and practical, with all indirect care services as outlined in this statement;
- Consulting with residents at all times on any changes that may affect them;
- Respecting the rights, privacy and property of the residents;
- Running the facility in accordance with the regulations as stipulated in the Occupancy (Resident) Agreement.

## **Rights and responsibilities of residents:**

Note: Below the term “residential care service” means the same as “aged care facility”.

A. Each resident of a residential care service has the right:

- to full and effective use of his or her personal, civil, legal and consumer rights;
- to quality care which is appropriate to his or her needs;
- to full information about his or her own state of health and about available treatments;
- to be treated with dignity and respect, and to live without exploitation, abuse or neglect;
- to live without discrimination or victimisation, and without being obliged to feel grateful to those providing his or her care and accommodation;
- to personal privacy;
- to live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction;
- to be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect;
- to continue his or her cultural and religious practices and to retain the language of his or her choice, without discrimination;
- to select and maintain social and personal relationships with any other person without fear, criticism or restriction;
- to freedom of speech;
- to maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions and choices, even though some actions may involve an element of risk which the resident has the right to accept, and that should then not be used to prevent or restrict those actions;

- to maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions;
- to be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service;
- to have access to services and activities which are available generally in the community;
- to be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service;
- to have access to information about his or her rights, care, accommodation, and any other information which relates to him or her personally;
- to complain and to take action to resolve disputes;
- to have access to advocates and other avenues of redress; and
- to be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

B. Each resident of a residential care service has the responsibility:

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

## Appendix 1 Facility Tour Checklist-First Contact



Visiting and Access	
	<input type="checkbox"/> Anytime within reason <input type="checkbox"/> Staffing RN 24 hours <input type="checkbox"/> Contact Details
Laundry	
	<input type="checkbox"/> Laundry Tour (on request)
Labels	<input type="checkbox"/> Example Shown <input type="checkbox"/> How applied <input type="checkbox"/> Cost- \$60/100 labels- Industrial
Cleaning	<input type="checkbox"/> Cleaning of clothing
Dining Experience	
Options	<input type="checkbox"/> Kitchen Tour <input type="checkbox"/> Eat in Resident Room <input type="checkbox"/> Dining Room/s <input type="checkbox"/> Families sharing meals <input type="checkbox"/> Purchasing meals <input type="checkbox"/> Meal selection
Furniture	
Personalisation	<input type="checkbox"/> Fabric – able to be wiped clean
	<input type="checkbox"/> Furniture requires wheels
Accommodation Type	
Rooms	<input type="checkbox"/> Shared <input type="checkbox"/> Single <input type="checkbox"/> Locked draws <input type="checkbox"/> Valuables <input type="checkbox"/> Phone arrangements <input type="checkbox"/> Internet / WIFI / Pay TV <input type="checkbox"/> Electrical testing and tagging
Allied Health Services	
	<input type="checkbox"/> Physiotherapy, Podiatry, Occupational Therapy, Social Work, Dietetics, Diabetes Education
Other REDHS Services	
	<input type="checkbox"/> Lolly Trolley <input type="checkbox"/> Hairdresser and payment arrangements <input type="checkbox"/> Café RED <input type="checkbox"/> Information Sessions / Resident Meetings <input type="checkbox"/> Aged Care Activities Facebook page

Medications	
	<input type="checkbox"/> Webster Pack requirement
Social Leave	
	<input type="checkbox"/> Notification
Men's Shed	
	<input type="checkbox"/> Access
Activities	
	<input type="checkbox"/> Concerts <input type="checkbox"/> Church Services <input type="checkbox"/> Celebrations- Birthdays <input type="checkbox"/> Commemorations- ANZAC Day, Christmas Day, Valentine's Day etc <input type="checkbox"/> Other
Admission Pack	
	<input type="checkbox"/> Application for permanent entry <input type="checkbox"/> ACAS assessment application <input type="checkbox"/> Residential Aged Care Handbook <input type="checkbox"/> Centrelink / Assets assessment <input type="checkbox"/> Advance Care Planning information <input type="checkbox"/> Respite and aged care brochure <input type="checkbox"/> Finance brochures- assistance <input type="checkbox"/> Room Costings

## Appendix 2 Family checklist - Prior to moving in

Medical information	
	<input type="checkbox"/> Medical Summary from the GP <input type="checkbox"/> Medication Chart <input type="checkbox"/> Contact Details
Medications	
	<input type="checkbox"/> WebsterPak <input type="checkbox"/> Consent form completed for billing of medication costs
Laundry	
Labels	<input type="checkbox"/> Payment
Furniture and Electrical Equipment	
Options	<input type="checkbox"/> Large items such as armchair discussed with staff <input type="checkbox"/> Armchair has wheels and brakes <input type="checkbox"/> All electrical items tested and tagged
Meals	
	<input type="checkbox"/> Discussed meal preferences / food allergies / dislikes

## **A**

activities.....	14, 15, 18, 19, 28, 30, 37
Advance Care Plan.....	9, 11
Advance Care Planning .....	11, 27, 39
After Hours Entry .....	24
Aged Care Assessment Service (ACAS) .....	9
Alcohol.....	5, 31
Application for Entry.....	9
Australian Government subsidy .....	9

## **C**

care plans.....	26
Catering and Cleaning .....	5, 30
Centrelink .....	9, 39
Communication.....	5, 28
complaint .....	34
compliments .....	33

## **D**

Death of a Resident .....	6, 33
Department of Veterans Affairs.....	9
Details .....	3, 8, 38, 40
Disabled parking bays.....	25

## **E**

Electric Mobility Devices .....	5, 31
Electrical Checks - Testing and Tagging .....	3, 18
emergency.....	16, 22, 32, 35
Enduring Power of Attorney .....	11, 21

## **F**

Family .....	6, 19, 27, 40
Fees and Charges .....	3, 10

## **H**

Hairdressing .....	4, 23
Happy Hour .....	19

## **I**

<i>Income and Assets Assessments</i> .....	9
infection .....	31
Infection Control.....	5, 31
Internet access / Wi-Fi .....	4, 22
interpreter .....	7

## **L**

Labelling .....	4, 23
laundry.....	15, 23, 28

## **Notes:**

Library .....	4, 20
---------------	-------

## **M**

mail.....	8, 21, 34
Maintenance .....	3, 16
meals.....	30
Medical and Other Allied Health and Specialist Services .....	4, 26
Medications .....	5, 27, 39, 40

## **N**

Newspapers and Magazines.....	4, 22
next of kin .....	27, 28

## **P**

Pets .....	4, 24
------------	-------

## **R**

Religious Services .....	4, 20
Resident Agreement .....	14, 17
Resident Rights and Responsibilities ...	3, 14
Residents' Committee.....	5, 28
Room Types .....	3, 9

## **S**

safety.....	16, 18, 24, 28
security .....	24
Smoking.....	4, 24
Staff Gifts and Benefits .....	5, 33
Staff Identification .....	3, 15

## **T**

tea and coffee .....	15, 18
Telephone.....	4, 21, 35
Television / Pay TV .....	4, 21

## **V**

Valuables.....	3, 16, 38
Visiting Hours .....	4, 24
Visitor Code of Conduct .....	4, 25
volunteers .....	15, 19, 25, 30
Voting and Census .....	4, 24

## **W**

Waiting List .....	9
Website.....	5, 28, 35
What can I bring.....	3, 15
Witnessing legal documents .....	3, 14