

The A-Z of life in Residential Care

ALCOHOL

Alcohol is allowed in moderation and if not contra-indicated by the residents medical condition. The resident purchases the desired beverage, which is then labelled and put into the resident's fridge, if available.

BANKING AND SHOPPING

This can be done either by personal arrangements with family or alternatively, contact the activities staff. A public bus services the Cameron Street facility according to current timetable, for those wishing to do their shopping or banking. A bus service is also available for Johnstone Street residents but a short walk is involved.

CATERING FOR SPECIAL OCCASIONS

Families and friends of residents wishing to celebrate a special occasion within one of Bundaleer's facilities will be welcome to do so and should discuss their requirements with the facility manager at least 5 working days (Monday to Friday) prior to the event. If meals are to be supplied by Bundaleer, a charge will be levied to cover expenses.

CLOTHING AND LAUNDRY

Residents' clothing is laundered by Bundaleer every day; however, woollens, delicates and items requiring dry cleaning are the family's responsibility. Families are asked to assist residents to sort clothes so that excess clothing can be stored with family and worn clothing replaced. It is the family's responsibility to renew and repair clothing.

On admission, Bundaleer will order standard name labels which will be applied to the resident's clothing. Please check with admitting staff for the current cost. Felt pens for naming clothing are acceptable for Respite Residents only. Handkerchiefs and other smaller items may be marked with a laundry marker, unless residents require a delicate item to be labelled with the pre-printed label. A charge will be made to label the item. Renewal stock of labels will be ordered automatically and the resident's representative will be notified accordingly.

COMMUNITY RESOURCES

The following are some of the facilities available to you:

- Shopping, (800m to C.B.D. Post Office, banks, supermarket, chemist)
- Lawn bowling and golf at Country Club (450m)
- Churches
- Ambulance
- Doctors
- Licensed clubs (Country Club, RSL)
- Library, Senior Citizens Centre

CULTURAL CUSTOMS

Residents from diverse cultural and religious backgrounds are catered for to the best of our ability, and with guidance from the resident and family.

DIETS AND MENU

A choice of menu is given at each meal and special diets are also catered for as ordered by the attending doctor. Any dislikes are considered and there is always an alternative. Please speak to the facility manager.

DOCTOR'S VISITS

You are encouraged to continue to visit your Doctor of choice at their surgery. If unable to do this, arrangements can be made for your Doctor to visit the Facility. Your Doctor will be notified if illness occurs.

DONATIONS

Residents should be aware that Governments no longer provide capital funds for building upgrades or replacement. To this end, depreciation and interest acquired on accommodation payments will be accumulated. Residents will appreciate that funds raised this way will take many years to amount to any substantial level. We would like to ask your help in considering a bequest of part of your accommodation payment to assist us to continue to provide quality accommodation.

ELECTRICAL APPLIANCES

Unless electrical equipment has just been purchased, Work Cover legislation states that it must be tested and tagged by a licensed tradesperson before it is used in the facility, and then every year afterwards. Residents are requested to either have their appliances tested by a licensed electrician or the facility will arrange this on their behalf, the cost being the responsibility of the resident. If the item has just been purchased a receipt must be provided as proof of purchase. The manager can provide further details.

EMERGENCY PROCEDURES

If the need arises, the facility manager and your treating doctor will arrange for these to be carried out, either in the facility or in hospital as determined by your treating doctor. Any outside services provided may result in an additional charge that is the Residents responsibility, i.e.: Ambulance etc.

FACILITY MANAGEMENT

Each Facility has a manager/supervisor who is in charge and is responsible for the care and day-to-day requirements of all residents, with the assistance of capable staff. To arrange an inspection of the relevant facility during office hours, please telephone and make an appointment.

FAMILY INVOLVEMENT

Throughout the Resident's stay, families are invited to participate in any aspect of their relatives' care in which both families and residents feel comfortable.

FEES

All fees are set by the Commonwealth Department of Social Services following a financial assessment on each resident by Centrelink or the Department of Veterans Affairs. A weekly

fee is charged to cover the services provided in the Facility (e.g. meals, electricity, cleaning). The basic daily fee (based on 85% of the single pension) is payable by all residents, with some residents asked to pay a little more if they can afford to do so. This is to ensure Residents are able to maintain some financial independence. The Facility Manager or Chief Executive Officer is available to ensure full understanding of services provided for fees paid. Accounts are issued every four weeks and are sent to the nominated person responsible for the payment.

FINANCIAL MANAGEMENT

Legal complications may arise if residents are not capable of managing their own affairs. If concerned, a visit to a solicitor about a Power of Attorney is advisable.

FOOD NOT PREPARED BY BUNDALEER

Visitors who wish to bring prepared food into the facilities are welcome to do so, however, because of stringent health regulations in respect to preparation, handling and storage of food, this food must not be shared with other residents and is to be consumed only by the resident for whom it was supplied. As visitors are not to enter the kitchen, please request a staff member to heat the food for you if applicable.

FUNERAL ARRANGEMENTS

A Funeral Director is to be nominated at the time of admission and the Supervisor advised of your choice. Bundaleer's legal responsibility ceases at time of death.

FURNITURE AND PERSONAL EFFECTS

Residents are encouraged, where possible, to bring their favourite furniture and effects with them, however, please check with the facility manager prior to bringing any items into the facility. Some units have a bed and wall unit supplied, but other rooms may be shared with other residents and consideration must be given to the size of furniture. Paintings etc. can be hung for residents, with safety of residents and staff being the only constraint. No electric heaters or hot water bottles are permitted. Requests for electric blankets are assessed individually; please check with the manager. In the Cameron Street Facility, sheer curtains are provided in each unit, however, residents are permitted to install heavier drapes if they wish; prior discussion with, and consent from, the Manager is necessary. When recliner chairs are being provided by the family it is requested that they be upholstered in vinyl.

GENERAL OFFICE

The office is open between 9.00am and 4.30pm, Monday to Friday and is located at 142a Cameron Street, Wauchope.

HAIRDRESSING

Hairdressers visit the Facility regularly. If you wish to make other arrangements, other hairdressers are welcome to call or you can visit their salon. Cost of hairdressing is the responsibility of the resident.

HAZARD ALERT

In an effort to control hazards which may cause harm, you are requested to inform the supervisor/person in charge so that an entry can be made in the hazards register.

HOSPITAL AND SOCIAL LEAVE

Unlimited hospital leave plus 52 days social per financial year. For further explanations of this entitlement ask the Facility Manager.

KEYS

Some rooms are fitted with locks. Residents may request a key to their room if available. The Supervisor and authorised staff hold the master key used only when no response is received to a knock, at the residents request or in the case of an emergency i.e.: fire.

MAIL

The residents are free to post and receive mail. The staff will help with posting and reading of mail if the Resident requires such assistance.

MANAGEMENT

Bundaleer Care Services Ltd has its own Management Committee and each facility has its own Manager who is responsible for your care and day to day requirements. Prospective residents and their families/friends are invited to inspect our facilities and chat with our residents. To arrange an appointment, telephone during office hours on 0265852811 and speak to the Manager.

MEALS

Three meals a day are supplied. Also supplied are morning tea, afternoon tea and supper if required. Family members are welcome to join their relative for a meal and a small fee is charged for this. There are tea and coffee making facilities available for visitors.

MEDICAL AND PERSONAL CARE RECORDS (See "Privacy Statement")

Confidentiality is assured. You have a right to request the information contained in your file at any time. Identification photographs are taken of the resident for inclusion in these records. This is to facilitate resident recognition, and to avoid any risk of mistaken identity. Release of any individual information outside the facility may have to be given as required by law or third party payment contract.

MEDICAL HISTORY

Residents and/or their families are requested to have the local doctor complete the attached medical history and assessment.

MEDICATION

Residents who are capable (judged by manager and Resident's doctor) of managing their own medication safely are encouraged to continue this practice otherwise Bundaleer's staff will assist residents who require support with medication. Dosages are loaded weekly by the chemist. Prescriptions requiring dispensing are to be left with the manager before each Tuesday. Medication, including Panadol and Aspirin, is charged to the Resident. Residents who have diabetes may be assisted and supported by care staff in their self-administration of insulin, provided staff are adequately trained and have the necessary skills to do so, using a dose administration. If you fall into this category you should discuss it with the facility manager.

Relatives are asked not to bring unauthorised pharmaceutical items into the Facility. The Facility and the local pharmacies will keep records of prescriptions dispensed and advise you when the threshold has been reached.

MENDING

See CLOTHING AND LAUNDRY

NEWSPAPERS AND MAGAZINES

Papers and magazines can be delivered daily. To arrange this, see the Facility Manager or Activities Officer.

NEWSLETTER

A newsletter is published every six months by Bundaleer staff. Residents and families are welcome to contribute news articles or items of interest.

NEXT OF KIN OR RESPONSIBLE PERSON

The above must be nominated at time of admission, however, family are encouraged to participate in the decision making process. In cases of changes in resident's condition, the responsible person is notified and it is up to that person to contact further relatives.

PALLIATIVE CARE

A resident whose condition deteriorates to the extent that they require "extra hands-on" nursing care or breakthrough medication beyond the scope of available general trained nurse and care staff, may need to be transferred to either another facility or district hospital. However, if practical, and if it is the wish of the resident or their next of kin, arrangements may be made for the resident to remain in care until death. Consideration can then be given for extra nursing care to be obtained, at the cost current at the time, following discussion between the relatives and the facility Manager and through consultation with the CEO.

PENSIONS – PAYMENT OF FEES

Basic care fees are set at 85% of the full single pension. A resident may be assessed by the federal government as being able to contribute further to the cost of their care (means tested fee). A monthly statement will be issued itemising charges. A resident has the following options for payment:

- Have pension paid directly to Bundaleer
- Authorise a direct debit from your bank account
- Arrange a bank transfer
- Pay the account at our office

It is your choice how you wish to have your pension paid. If you choose to receive your pension yourself, we would request (for convenience sake) you to arrange your bank to make an automatic transfer to our bank account. The administration staff can give you more details on all your options.

PERSONAL REQUISITES

Basic toiletries will be supplied such as soap, talc, shampoo and conditioner to residents who need them. However, if a particular brand of any of these items is preferred, the Resident is asked to supply these. The Resident supplies all other personal requisites.

PERSONAL EFFECTS

Bundaleer will take every care of clothing and personal effects, but take no legal responsibility for same. Maintenance of personal items is the responsibility of the resident/relative/advocate.

PERSONAL HISTORY

It is helpful on admission if the family of the new resident could bring with them a short life history of their relative e.g. place of birth, type of work, children, interests, community involvement. This helps staff to get to know your relative and will help to form friendships and to enhance your loved ones quality of life.

PETS

Bundaleer has a flexible policy on pets. Each individual case will be considered on its merits. Please speak to the manager.

PHYSIOTHERAPY, PODIATRIST, DENTISTRY

These services can be arranged by contacting the Facility Manager. There may be a charge attached to these services, so please consult the facility Manager for clarification. Alternatively, family may arrange them, the Manager can advise you of these services.

QUALITY IMPROVEMENT

We strive for continuous quality improvement in management and practices and operate a Continuous Quality Improvement program with regular meetings to assess goals and progress. Your suggestions and comments are sought to help identify areas in which we can improve. Suggestion boxes are available in the foyers for your use.

REFUND OF MONIES

Any refunds of board or trust accounts, paid in advance will be made approximately six weeks after date of resident's departure from the facility. All accommodation payments will be refunded subject to the terms of our agreement and dependant on the amount of any refund.

RELIGIOUS AND SPIRITUAL CARE

Ministers of Religion visit the Facility regularly. Services are held for all denominations every month. Residents are also free to attend their Church in the community with friends or family.

RESIDENTS COMPLAINTS/CONCERNS

Residents are encouraged to offer opinions about the running of the facility or to complain if they feel they need to. The manager has regular meetings with Residents, and they are all given the opportunity to voice their opinions on matters pertaining to the facility. There is also a suggestion box.

Residents/Resident's representatives are free to complain or make comment, to staff. Action will then be taken to identify the cause and wherever possible, steps taken to remedy the situation. If the situation is not resolved and the complainant is not satisfied, the matter can be referred to the Management Committee through the appeals process (outlined in Schedule 5 of your agreement). The Department of Health and Ageing also has a complaints unit, which is available to Residents, but initially disputes or complaints should be dealt with at a local level.

RESIDENTS CARE PLANS

Care Plans are developed after discussion with Resident/Resident representative and seeking staff input. This is to ensure an individualised care plan and optimum quality of life.

RESIDENTS MEETINGS

Meetings are held regularly and residents are encouraged to participate in the decision making process of the facility.

RESTRAINTS

Bundaleer aims to avoid the use of restraints, however, should restraints be necessary, procedures are in place to minimize their use. Bundaleer consults with the resident's doctor and where appropriate the resident and/or their next of kin (responsible person), to ensure the resident's safety.

SECURITY

We aim to provide an environment within the facility that ensures resident security. Staff monitors residents' activities to prevent the departure of residents who are likely to endanger themselves. The buildings are also protected from illegal entry and there are regular nightly security patrols.

SMOKING

Smoking is not permitted inside either facility; however, there are ample outdoor areas for smokers. Residents are prohibited from storing matches, candles of any other device capable of providing a naked flame in their room.

TELEPHONES

In some cases residents are able to have their own telephone in their unit if they wish with normal charges levied. Facility Manager or administration staff can provide further information.

TELEVISION and RADIO

At least one television set is located in the facility for the benefit of residents; however, a small portable TV and/or radio may be brought in for personal use. Earphones may be required to prevent disturbing other residents. See details under ELECTRICAL EQUIPMENT FOR TESTING OF TVs and radios.

THERAPY SERVICES AND ACTIVITIES

Activity Officers are employed to help residents participate in activities. A wide variety of social activities and crafts are provided for those who wish to participate. Relatives are encouraged to join the residents in these activities and to assist with activities under the direction of the therapy staff.

TRANSPORT OF RESIDENTS

Residents who need to see health or other professionals will need to use private transport provided by family or friends. If family or friends are unable to provide transport, the manager is to be informed and s/he will arrange transport and an escort if necessary. This cost is to be met by the Resident or family.

TRUST ACCOUNTS

This facility is available to all permanent residents for convenient purchase of personal items and if an outing incurs a fee. Accounts will be issued monthly and mailed to the person nominated as responsible for payment.

VACATING ROOM

Family or next of kin should instruct staff to open unit so family members can remove the Resident's belongings. On the same day, family are to advise the administration office of the termination of agreement and arrange financial matters. Bundaleer will not be responsible for storing residents' belongings. There will be a charge made if personal effects are stored by Bundaleer.

VACCINATIONS

The facility manager shall arrange for residents to be vaccinated for influenza by their own doctor every year, unless a medical condition prevents them being vaccinated. Residents who are not present during the annual vaccinations shall be offered influenza vaccination on admission or in the event of an outbreak.

VALUABLES

Valuables being brought in are the responsibility of the Resident and Residents are advised not to keep large sums of money in their rooms. Valuable jewellery should be sent home.

Please note that our insurance does NOT cover the personal belongings or money of residents. If you wish to have valuables insured, please make your own arrangements. It is suggested that no more than \$20 be kept at any one time. We do have provision for sums of money to be deposited in the safe and withdrawn when required. All valuables kept by the resident do so at their own risk.

VISITING HOURS

Hours are flexible, however, visitors must remain mindful of the possibility of disturbing other Residents and that the facility is secured at 9.00pm each evening. You may be asked to wait in the waiting area if your relative or friend is receiving treatment. Please check with staff beforehand. In the event of any problems, visiting may be restricted.

VOLUNTEERS

Several volunteers call each week to attend to personal shopping, assist activity officer and staff in providing for the care of the Residents. Other volunteers give their time on an individual basis. If you would like to become a volunteer, please speak to the facility manager.

VOTING AT ELECTIONS

Mobile Polling Booths are provided at the Facility for all Local, State and Federal Elections for those residents who wish to exercise this right.

We appreciate that this can be an overwhelming time so our friendly staff at Bundaleer are only too happy to assist you in any way we can. Call us on (02) 6858 2811 to let us know how we can help.