



**Kilmore
District Health**



Aged Care Resident Information Booklet

Kilmore District Health (KDH) acknowledges the Taungurung people as the Traditional Custodians of the lands on which we walk, live and work. We pay our respects to their rich cultures and to elders past, present and future.

We are committed to embracing diversity and welcome all people.

KDH has Consumer Representatives on committees and volunteers who help us design and deliver our services. If you are interested in learning more about how you might be able to contribute, please contact KDH on (03) 5734 2000.

Our purpose

Providing safe, quality, accessible care and a dynamic place to work and learn.

Our vision

Caring together.
Better health and wellbeing for our community.

REACH



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Welcome

Kilmore District Health (KDH) has two Aged Care facilities – Caladenia Nursing Home, a high-level residential care facility and Dianella Hostel, an Ageing in Place residential facility.

Both Caladenia and Dianella offer Ageing in Place. Ageing in Place is about retaining our independence in the familiar places where we live. During the admission process, the multidisciplinary team engaging with yourself, your carers and loved ones will discuss any additional support requirements needed. This will determine the most appropriate care support service, being Caladenia or Dianella, to promote greater independence and mobility.

We trust your life with us will be pleasant and assure you that we will make every effort to make you feel at home in your new residence. We are committed to providing you with personalised care and have a strong philosophy that our consumers maintain existing social contacts and remain as independent in their daily living activities as possible. We want your friends and representatives to feel comfortable here and become part of the consumer community group. We encourage consumers and their representatives and friends to participate in creating a dynamic and friendly community who work together to build a welcoming and caring home.

While this booklet will answer many of your queries, please do not hesitate to ask any member of staff for assistance if you have any questions or concerns. For more detailed clarification of information, we suggest you read this booklet in conjunction with your copy of your Consumer Agreement and Schedules. Please do not hesitate to ask the managers at either facility if you require any clarification with your individual agreement.

We look forward to helping you settle into your new home.

History

Kilmore District Health has been a part of the community since 1854.

Caladenia Nursing Home opened in 1991 and is named after a native orchid that grows around the Monument Hill area just above the nursing home.

The name was chosen as our emblem after a competition was conducted within the community. A photograph of the caladenia orchid hangs proudly in the home.

Dianella Hostel, named after the Roman goddess of hunting, is a perennial herb which grows locally in the area.

Much like our consumers, dianellas are plants of character, displaying tremendous variation within the species as well as the traits of hardiness and beauty. While traditionally a native plant, dianellas are known to flourish when given just that little bit of extra attention in a space of their own.



Admission

We are ready to welcome you.

If you or a family member are seeking residence, your local doctor or our facility managers will be able to advise you how to contact the Aged Care Assessment Team.

An Aged Care Assessment Service (ACAS) assessment is a requirement of the Commonwealth Government. It provides teams who help people, and their carers, to work out what kind of care will best meet a prospective resident's needs.

This may include Commonwealth-funded residential aged care, home care packages, or residential respite care.

Once the ACAS is completed, prospective consumers may then contact their preferred facility to make an appointment to undertake a tour and discuss any issues relating to consumer living.

Consumers might then go on to complete an "Application for Respite Care or Permanent Entry" form and provide this to the facility. The application will then be waitlisted.



Following the tour, a consultation will be had with a member of the finance department to discuss financial matters.

Further information is also available in the booklet, "5 Steps of Entry into Residential Aged Care". This booklet will be provided at the time of your tour along with the application for Assets and Income Assessment form for submission to Centrelink, which is a requirement for all prospective consumers entering Permanent Residential Aged Care.

Remember: If you are unsure about any information you are given, you can always ask for a second opinion.

Admission (continued)

Additional identification information required when completing admission documents may include:

- Pensioner Health Benefit Card or Veterans Affairs Entitlement Card
- Safety Net (Pharmacy) Card if applicable
- Medicare card
- Comprehensive Medical Assessment from your doctor
- Current medications and any prescriptions you have Your vaccination history
- Name, address and telephone number of next of kin or your support person
- Copies of your Advance Care Plan and Directives
- Certified copies of Medical and Financial Power of Attorney Details or your appointed Medical Treatment Decision Maker

Ageing On Site

Kilmore District Health recognises the consumer's right to "age in place".

Consumers coming into Dianella Hostel have a higher priority listing for placement at Caladenia Nursing Home should their care needs increase. Alternatively, consumers will be assisted to transfer to any other nursing home of their choice.

Every effort will be made to provide continuing care on site, however if there is an inability by us to maintain adequate clinical care and/or the safety of the consumer, staff may override this intention.

Accommodation

We encourage residents to personalise their accommodation to help them feel at home.

Caladenia

Caladenia Nursing Home consumers, at the time of taking up residence, are those requiring more complex care.

Caladenia offers single and shared rooms with both ensuites and shared bathrooms.

In the event of a husband and wife or partners preferring to stay together in a shared room, inquiries can be made about possible options and availability.

Dianella

Dianella Hostel consumers, at the time of taking up residence, are those requiring less complex care in regard to their personal care needs.

Dianella provides single room accommodation with ensuite facilities.

We encourage all residents to personalise their room by displaying photos and memorabilia. Residents are welcome to make use of the communal areas and entertain visitors within the facility.

Both Caladenia and Dianella offer a type of short-term care, called respite care. Respite supports the resident and carer by giving both individuals a break for a short period of time allowing both parties the space and time to do things independently.

Respite can be planned in advance or in some emergency circumstances dependent on bed availability. This can be discussed with the appropriate facility manager.



For the most up to date information and additional resources please see:
<https://www.myagedcare.gov.au/short-term-care>

Consumer's rights and responsibilities

Being involved in your own health care means taking part in every decision possible. This will give you greater control over your situation.



As a consumer of Kilmore District Health, you have certain rights and responsibilities.

Important information about the Charter of Aged Care Rights is included at the end of this booklet and the Charter is displayed in our Aged Care facilities. Consumers also have the option to have a copy posted in their rooms.

Everyone has the right to play an active role in making decisions that affect them, and to receive the support they need to do so. The law states that adults are presumed to have capacity to make their own decisions, unless it can be shown that they do not.

When planning for the future, should there come a time when you are unable to make your own decisions, having a plan in place is crucial for future decision making.

Only you can plan for your future. No-one has the right to do this type of planning for you, but you can receive support from others.

Information to help inform and guide individuals through this process is available via the Office of the Public Advocate.

Office of the Public Advocate:

www.publicadvocate.vic.gov.au or telephone 1300 309 337

Diversity and Inclusion

Our service provides safe, sensitive and high-quality care for everyone.

In order to foster a sense of belonging and ensure inclusive care for all, KDH actively engages with various diversity groups, embracing their unique perspectives and needs, including Aboriginal and Torres Strait Islander communities, people with disabilities, members of various faiths, refugees and asylum seekers and various age groups. We aim to ensure individual and groups from diverse backgrounds in our Aged Care facilities will be:

- Informed about health issues and service options
- Able to participate fully in determining their personal health care decisions
- Content with the cultural sensitivity of health care services and health promotion and prevention programs
- Satisfied with the quality of communication in the health care services and the health promotion and prevention programs
- Able to participate equitably in all aspects of health planning and review

- Able to access an interpreter service
- Assured that the lifestyle and wellbeing program will be inclusive, relevant and respectful of their cultural background.

We aim to provide an environment that is:

- An inclusive environment where LGBTIQ+ people feel physically, spiritually and emotionally safe
- Using appropriate language that is respectful and aligned with how a person identifies themselves
- Provides LGBTIQ+ sensitive practice by providing education and training for staff to equip them with the skills and knowledge required to support and work with LGBTIQ+ people.

For more information, contact:

LGBTIQ+ Health Australia

www.lgbtiqhealth.org.au/silver_rainbow

We know that pronouns are important and using the language people ask us to use for them is not only polite, it's the right thing to do.

Complaints and Feedback

We encourage an open door policy for consumers to share their concerns with staff.

Consumers and relatives can be assured we take complaints seriously. Management and staff welcome feedback as opportunities to improve the care and services that we provide.

Should you have any complaints, we recommend in the first instance you discuss them with the person in charge at the time. If you feel the issue is not resolved, the consumer or their representative is invited to convey their complaint to the Nurse Unit Manager or our Consumer Experience team.

Complaints do not have to be in writing. However, if you are seeking a written response you may present your complaint either in a letter, or on the facility's feedback form, available within the facilities or by using the 'Contact Us' page on the Kilmore District Health website: www.kilmoredistricthealth.org.au/contact-us.

The suggestion box, located in the front foyers and at consumers' meetings provide alternative means of raising an issue or sharing ideas for

improvement to our services.

If the issue cannot be resolved within the organisation, consumers may seek the support of the Aged Care Quality and Safety Commission, a cost-free service specific to the care of elderly people:

The Aged Care Quality and Safety Commission

Write: GPO Box 9819

Melbourne Vic 3000

Phone: 1800 951 822

Web: www.agedcarequality.gov.au

Protecting Your Privacy

We are required by law to follow documented record keeping standards that specify the time for which all health records must be retained. All documents containing consumer information are stored and destroyed as per legal requirements.

In accordance with current privacy legislation, access to your clinical information is strictly limited to health care professionals involved in your care.

Under this legislation you have the right to access your medical record and personal information. A written application is necessary and you may be required to pay a fee to cover the costs involved. If you identify information that is incorrect you have the right to request it be amended.

Should you have concerns relating to privacy or requesting access to your records, please contact Call Kilmore District Health on (03) 5734 2000 and ask to be forwarded to Health Information.

Further information is also available from:
Office of the Victorian Information Commissioner

Telephone: 1300 006 842

Web: www.ovic.vic.gov.au



Fees and Security of Tenure

Fees for individual consumers are calculated in accordance with the guidelines set by the Commonwealth Government.

Fees

Fees are reviewed annually in March and September. Any issues relating to fees are directed to the Accounts Receivable, Aged and Community Care at Kilmore District Health.

Issues relating to day to day expenses may be discussed with the manager of the facility.

Security of Tenure

Consumers will be provided with a copy of their Residential Agreement and Schedules.

Representative Contact Details

Representatives, family and friends of residents are asked to keep the facility manager informed of any changes to their address, telephone numbers or email contacts in the event we need to contact them. Two contact numbers are preferred where possible.



Commitment to Continuous Quality Improvement

Kilmore District Health's Aged Care facilities are committed to actively pursuing continuous improvement.

This means that we are always seeking ways to identify and correct problems and looking for ways to do things better - not just once, but continually.

It involves everyone – management, staff, consumers and their representatives.

Please take the opportunity to help us improve our service by utilising the suggestion box, by attending Consumer and Representative meetings, completing and returning the various surveys conducted throughout the year, or by simply availing yourself of the opportunity to communicate via our open door policy.

Your feedback helps us identify areas for improvement.

Health Care

Our facilities consider a range of aspects when it comes to your health care.

Health Literacy

Health Literacy relates to the consumer being able to gain access to, understand and use information to achieve and maintain good health.

Kilmore District Health recognises that consumers have a right to information and to be involved in decision making about their health and wellbeing. As a healthcare provider, we have a responsibility to communicate information in a way that helps you understand your health status and the choices available to you to manage your care.

We therefore encourage you to work in partnership with us and members of your health care team in planning your care.

Care Planning

Care Plans identify the consumer's needs and preferences. They are developed for each individual consumer based on input from the consumer, their family, their doctor and other health professionals as well as our staff observations. The plans are reviewed and revised regularly by staff or as the consumer's care needs change.

Representatives will also be kept informed of changes in the consumer's condition as they occur.

Advance Care Plan

Advance care planning is about you and your family thinking about and planning for the health care you may need in the future. By planning ahead, and writing down what you want, you can make your preferences known to your family, doctor and legal representative. This is particularly important should you become incapable of participating in decisions regarding your medical treatment at a later date. We have trained staff who can give you more information on this process and who can assist you in setting up your advance care planning.

Your Advance Care Directive only comes into effect if you lose the capacity to make decisions about your medical treatment. This approach reflects important ethical principles of autonomy, informed consent, dignity and prevention of suffering. If you would like to speak with an Advance Care Planning consultant to provide you with support and further information please speak to your facility manager/nurse in charge.



Health Care (continued)

Medical Support

Consumers have the right to choose their medical practitioner and are able to continue to be attended to by the doctor who cared for them prior to admission, providing they have approval to work in our organisation.

It is important to arrange your doctor prior to moving into the facility.

Alternatively, any consumer may choose to attend their doctor's clinic for an appointment. It is the responsibility of the family/representative to arrange transport to and from any external appointments. Staff will assist with arranging ambulance transport via Ambulance Victoria should it be necessary.

It is common practice for doctors to arrange routine visits to suit their usually-full schedules. If consumers or their representatives are worried about any health-related issue, notice a change in a consumer's condition, or they become unwell, please do not hesitate to inform our staff immediately. We will arrange a timely consultation with your doctor.

If urgent medical review is required and your regular doctor is unavailable, nursing staff will utilise the Victorian Virtual Emergency

Department or Residential in Reach service. In emergency situations, we would also consider transfer via ambulance to a hospital.

Please let us know when you are visiting health professionals. It is important that we support you to stay well and manage treatment and adjustments to medication management safely.

Falls Management

Falls can be prevented. Some risk factors for falls are easy to manage and, when falls occur, the severity of injuries can be reduced.

Taking safety measures around your home, or in hospital, and looking after your health and physical wellbeing can make a big difference.

At our residential Aged Care facilities, falls prevention is a priority for our staff and we will work closely with you, your loved ones and all members of your care team, including your GP, pharmacist, physiotherapist and care staff to develop an individualised care plan to prevent falls and harm from falls.

Remember: Tell a nurse if you have had a fall in the last year.

Health Care (continued)

Dignity of Risk

We respect a person's right to make decisions about their care and services, as well as their right to take risk.

Dignity of risk is another way of saying you have the right to live the life you choose, even if your choices involve some risk. If something you want to do involves some risk to you, we will support you and your representative to understand the risks and manage them. We will respect your wishes and preferences.

Appointments

Staff will assist consumers to make appointments for visits to external health providers, such as dentists, opticians etc.

Unfortunately, our staff are unable to accompany or transport consumers to their appointments. The consumer and/or their representative will need to arrange transport and payment of the service being attended.

If ambulance transport is required for medical reasons, our staff are able to assist in arranging this.

Health Care (continued)

Medications

Our staff have a duty of care to store and manage medications within a policy and procedure framework. Doctors prescribe medications supplied by pharmacists and our staff manage or supervise storage and administration of medications for consumers.

The facilities offer a pharmaceutical service to consumers that includes the supply of pharmaceutical benefit items, medication reviews and advice to staff, consumers and representatives via the contracted community pharmacist.

The community pharmacist monitors the Medicare Safety Net Scheme to ensure your entitlements are met, and arranges for prescriptions to be obtained from your doctor. On admission, please supply your Medicare number, Pension number and any Safety Net details, or advise us which pharmacy will have this information.

Consumers are billed monthly from the pharmacy. A copy of your itemised account is sent to the nominated person for your records. A direct debit option is preferred. This is an arrangement between the consumer and the Pharmacy. The facility has no responsibility in relation to pharmacy billing.

Consumers may choose to continue to manage their own medications. Your doctor will guide you if this is practical for you.

If medication is required and cannot be obtained from your usual service, such as on a weekend or when a representative is not available, the contracted community pharmacy will be requested to supply your medication and you may be charged a service and/or out of hours delivery fee.

Our facilities use a pre-packed “sachet” medication management system. A doctor’s orders for medication are sent to the pharmacy where regular medications for each individual are prepared and delivered on a weekly basis. Day to day changes are notified to the pharmacy for same day delivery.

In line with legislative requirements and in keeping with approved medication guidelines for consumer facilities, please understand that our staff are required to request that you take your medications when they are distributed. They cannot be left to be taken at a later time.

Allied Health Providers

Our Aged Care facilities have a range of allied health professionals who support the wellbeing of our consumers.

Dietetic Service

Our dietician assesses every consumer on admission and when care needs change. There is no charge for this assessment.

Physiotherapy

A physiotherapy assessment is conducted for all consumers on admission and if clinical staff identify a need for review. Not all consumers will require ongoing physiotherapy care.

It is recommended that consumers who decide to use private physiotherapists discuss their intentions with the facility manager first. Weekly exercise classes to improve strength and mobility are offered and all consumers are encouraged to attend. There is no charge for this class.

Podiatry

A podiatrist visits both facilities on a regular basis. Appointments may be made through staff and managers will advise of any costs involved.



Remember: Our own kitchen serves carefully selected and freshly cooked meals daily to our inpatients. We have Dietitians at KDH who can help you make the right food choices for you in our Health Service and at home.

Allied Health Providers (continued)

Social Work

Everyone experiences personal and emotional stress at different times in their life, and we understand that leaving the familiarity of your home, representative and community can be a stressful time.

KDH's social worker is available to support you. Our staff will contact the social worker on your behalf. All interactions will be kept confidential and there is no cost to you for this service.

Visiting Allied Health Services

- Optometrist: Visits annually
- Hearing aid specialist (audiologist): Attends by appointment
- Dental treatment is usually conducted in dental clinics

Please discuss your requirements with the facility manager or your doctor. Staff will advise you when these services are available and will arrange appointments.

There may be some costs associated with accessing these services. Consumers are not obliged to use the in-house services and are free to make their own arrangements with private providers.

Private external consultations remain the financial responsibility of the consumer. Any private allied health service is able to visit the facility to conduct the review on site. Alternatively, the consumer is able to attend visits at their discretion organised by the consumer or their representative.

It is asked that information about treatment and care reviewed outside of KDH facilities is communicated to the nursing and medical team post review to ensure transparency and effective continuity of care.

Daily Living

Let us tell you about the ins and outs of living with us.

Furniture and Furnishings

Consumers can bring some of their own furniture to personalise their residence. Please discuss this with the manager as the amount and size of furniture needs to meet work health safety and fire safety requirements. Staff are not permitted to move or carry furniture, so it will be the responsibility of family to manage installation and/or removal of items.

We ask consumers to protect the integrity of the walls by not using nails, hooks, adhesive tape or any sticky-backed hooks or hangers. Picture rails are provided in each room as an alternative possible.

While every care will be taken, the facility and staff cannot accept responsibility for loss of personal items or valuables. In some cases, depending on a consumer's mental state, it may be advisable for family members to take valuable items home. The contents of a consumer's room are not covered by the organisation's insurance and it is recommended you consider personal contents insurance.

Bed linen and towels are supplied, however personal bed linen that consumers may wish to have are unable to be laundered.

Personal Hygiene, Clothing and Dress

Consumers are encouraged to be as independent as possible in relation to personal hygiene but will be assisted by staff as required.

Each facility is a shared community. When outside your room, individual consumers are requested to dress appropriately for community living.

Consumers are encouraged to choose their own clothing for daily wear. Our caring staff will help those consumers requiring assistance.

You will require enough clothing for five days' wear to accommodate for items to be returned from the laundry. All items of clothing should be clearly marked with your name. It is recommended to have all your personal clothing items labelled prior to moving into either facility. Self-adhesive/iron-on labels are best suited for personal clothing.

Footwear should be comfortable, functional and in good condition. Good footwear has been shown to decrease the risk of falling.

Consumers are asked to keep their rooms and wardrobes tidy. Consumers and their family are also asked to keep clothes in good repair,

Daily Living (continued)

remove clothes no longer seasonally suitable and supply new clothes as necessary.

Toiletries

Each facility supplies basic toiletries to consumers, however consumers are free to purchase preferred products of their choice.

Continence Aids

The continence status of all residents is routinely assessed with individual continence management programs developed. Continence aids are recommended and supplied for all consumers.

Depending on the accommodation agreement, some consumers may be required to purchase their own continence items. Please discuss your personal circumstances with the nurse in charge or facility manager.

Meals

All meals are provided by the facility. Consumers are encouraged to attend for

regular meals at designated times. If you wish to have your meals at a different time or in your room, this choice will be supported and facilitated where possible.

Special diets, based on medical, cultural or religious needs are available.

Caladenia and Dianella aged care facilities continue to ensure that the dining experience is right and includes understanding consumers' preferences, supporting choice to create mealtimes that respect consumer dignity and choice, and involving each consumer in the planning of their dining experience.

Caladenia

Consumers are able to express their dining preference. This includes the choice of location to take their meals, morning and afternoon tea.

Lunch and dinner can be served in the dining room, lounge room or a consumer's private room.

Daily Living (continued)

Dianella

Consumers in Dianella can choose to have breakfast served in the kitchen area of each house between 8am and 8:30am. Consumers who wish to prepare their own breakfast may do so at off peak times and use any of the provided appliances located in each kitchen area. We ask that you leave the kitchen area clean and tidy. Cooking is not allowed in the rooms as it will set off the smoke detectors.

Morning tea, afternoon tea and supper are served from individual kitchens.

Consumers are welcome to make themselves refreshments from the kitchens whenever they wish, but are asked to ensure dishes are washed and replaced and the area left clean and tidy.

We encourage all consumers to attend the kitchen areas. Tray service to rooms is not routinely provided but will occasionally be necessary for medical reasons, and then only for conditions of a temporary nature.

Alcohol and Food

Consumers are welcome to enjoy a social drink in the dining room at meal times at their own cost. We strongly advise that you first discuss this with your doctor to ensure there is no detrimental interaction with your medical condition or current medications.

The consumption of alcohol must not disrupt other consumers, visitors or staff. We discourage excessive drinking and the consumption of alcohol in consumers' rooms.

Consumers are welcome to keep a supply of their favourite snacks and food items, however we ask that these are kept to minimal amounts.

To ensure we provide a safe environment for our residents to enjoy food from outside the facilities we have a register for food. The register is located at the front nurse's station and we kindly ask that you complete this on arrival.

We also ask that you label the food you bring into Caladenia with the following

Daily Living (continued)

We also ask that you label the food you bring into Caladenia with the following to ensure residents can enjoy the food safely:

- The name of the food item
- List all of the ingredients
- The date the food was prepared
- The name of the resident the food is for.

Food should not be kept for more than 48 hours and should be discarded once the use-by date or best before date has been exceeded.

Please note, the disposal of residents' food is the responsibility of the resident, family or friends.

Newspapers

Consumers can arrange newspapers and magazines to be delivered regularly through the local newsagent at their own cost.

Mail

Mail is delivered daily. Outgoing mail may be left at the office by 9am for same day posting.

Telephones

Private landline telephones may be installed in rooms at the consumer's expense and subject to line availability. Please see the manager who will advise the necessary information and requirements.

Consumers without telephones may use the facility's telephone for a small charge.

Mobile phones can be used, although there are some areas of the facilities where reception is not reliable.

IT and Wi-Fi Access

Free Wi-Fi is available for all consumers. Please ask the facility manager for the login details.

Televisions and Radios

Televisions, radios, DVD and CD players are available in all communal areas. Consumers are asked to respect the comfort of others by ensuring that the volume of TVs and radios is kept at an acceptable level.

Daily Living (continued)

Connection to subscription-based streaming services such as Netflix and FOXTEL, and telephone land lines is the responsibility of the resident and/or family. External providers can be organised to come into the facility to set up at a cost to the resident, with ongoing payment being arranged with the resident and or nominated family/representative.

Laundry

Personal laundry suitable for machine washing and drying will be attended by staff. While all care will be taken, the facilities cannot accept responsibility for the loss of or damage to clothing.

Representatives are responsible for non-machine washable or non-dryer appropriate clothing, including delicate items such as silk or wool. The facilities do not provide dry cleaning services. This is a responsibility of the consumer and/or their family to arrange.

We ask that clothes are not washed or dried in the consumers' rooms. All items of clothing must be named.

Hairdressing

A hairdresser visits regularly, or by appointment. Staff will accept appointment bookings. Alternatively, consumers may make their own arrangements. The cost of

Remember: Your feedback is used to improve our services. We are always interested in hearing your thoughts on the care we provide.

Leisure and Lifestyle

Our philosophy is to encourage consumers to continue to do tasks that they were capable of doing independently at home, optimising their existing physical and mental capabilities.

Entering into an Aged Care facility should not mean that consumers become totally dependent on others.

It is also our policy that consumers retain their personal, civic, legal and consumer rights. Consumers are assisted to achieve active control of their own lives within the residence and the wider community.

We encourage our consumers to maximise their life experiences and continue to participate whilst a member of our aged care community. We ask representatives and friends to participate in the consumer aged care community at Kilmore.

The facility also recognises your right as an individual to engage in activities which involve a degree of risk, providing it does not impinge on the privacy of other consumers, or threaten the safety of yourself or others.



Leisure and Lifestyle (continued)

Leisure Activities

Whilst your physical health and wellbeing is our highest priority, we are also committed to supporting emotional wellbeing through an 'all of life' focus. This means acknowledging your individual interests, preferences and relationships and seeking ways to support this informally through the routines and rhythms of everyday activity, and more formally through various organised programs and events.

Each person comes with a lifetime of experiences through their connections with family and friends, work and community. We endeavour to identify each consumer's unique interests and qualities.

Soon after your arrival, along with developing a comprehensive medical care profile, we will also complete a personal social and leisure profile with you. Staff will work with each person to support their individual emotional needs and give assistance with hobbies and activities.

We also have a committed group of volunteers who enjoy conversations and hobbies

with individual consumers as well as facilitating a variety of group activities.

However, we encourage you to actively maintain your connections with family, social and cultural activities which you may have pursued prior to moving into our facility.

Family and friends are welcome to join you in any activities that are happening and to share a meal with you.

You are also welcome to spend private time away with family or friends in a quieter area, whether that is relaxing, pottering or having a BBQ or picnic in the garden.

Wherever possible, we also encourage you and your family to participate in your community through visits to the local shops, coffee and cake at one of the local bakeries, or other local activities and events. If you are leaving the facility, we require you to please sign the register when you go and let us know when you return.

Leisure and Lifestyle (continued)

Pastoral Care

We encourage you to maintain your spiritual wellbeing. While we support regular in-house services, they are dependent on availability of clergy or their representatives. Services are conducted each week.

Consumers can access a Minister of religion of their choice for personal visitations, spiritual ministration and counselling. Staff will assist if needed.

Voting

Consumers are supported to continue to vote if they choose to do so.

The Victorian Electoral Commission provides in-house opportunities or postal votes for consumers to vote a few days before the official voting day. Alternatively, consumers may vote externally at any designated polling booth.

Visitors

Visitors are welcome at any time. There are no specified visiting hours however we expect that consumers' privacy and dignity is respected. In the interests of other consum-

ers' comfort, it is appreciated that visitors do not visit before 9am or after 10pm. We recognise that at times there may be exceptions to this request.

All visitors must adhere to any guidance regarding personal protective equipment including the use of supplied masks as required.

Pet visits

Pets are welcome to visit under the following conditions:

- prior notification to the nurse in charge/manager
- the pet will be appropriately restrained and under the control of the handler at all times
- the pet will be clean, vaccinated and wormed with evidence of this to be provided to the facility manager
- the handler will be responsible for cleaning up after the pet
- the pet will not be allowed in any areas where food is being prepared/served.

Volunteering: Did you know that Kilmore District Health has a volunteer program? Family and friends of consumers are some of our volunteers who donate their time to support the experiences of our residents. If you're interested in volunteering, contact Susan Palmer on (03) 5734 2092.

Leisure and Lifestyle (continued)

Leave of Absence

The Department of Health allows consumers a maximum of 52 days' social leave per year.

Absence from the facility is only deemed as social leave if the consumer is away overnight. Consumers intending to take extended leave are asked to advise the nurse in charge or manager as soon as possible. If a consumer takes more than the allotted 52 days an extra fee will be charged.

Consumers may take unlimited days of leave for purposes of receiving hospital treatment. However, after 30 days of continuous hospital leave, management will review the consumer's care needs with the consumer or representative, the attending medical officer and the Aged Care Assessment Team.

Consumer Meetings

The purpose of consumer meetings or forums is to provide an opportunity to make decisions about how the consumer community functions. All consumers and representatives are encouraged to attend. Dates and minutes of the meetings will be posted in various locations throughout the facility to enable those who missed the meeting to know what was discussed.

Environment, Safety and Emergency Preparedness

Safety is key. We want everyone to feel safe in our facilities. We all have a role to play.

Our consumer facilities are both working and living environments and as such, a balance between consumers' needs, the safety of other consumers and the occupational health and safety of staff is essential.

Our organisation has a zero tolerance of verbal and physical aggression towards co-consumers and staff.

Cleaning of Rooms

We encourage consumers to take pride in their rooms and display their individuality by furnishing the room with their own bedspread, knick knacks, photos and other memorabilia.

Rooms are cleaned every second day or as necessary by staff, but consumers are encouraged to dust their own rooms and tidy up daily, if possible.

Drugs

The presence or use of illicit drugs is illegal. Identification of such practice will be reported to police.

Smoking

Kilmore District Health and our Aged Care facilities are smokefree workplaces, however, in keeping with our philosophy of providing a home-like atmosphere, consumers may smoke in the designated outdoor smoking areas. This exemption does not apply to visitors or staff.

Consumers wishing to smoke must agree to smoke only in the designated areas, must be accompanied by a staff member and may be required to wear heat/fire resistant protective clothing. A smoking assessment will be completed for consent and safety purposes.

Environment, Safety and Emergency Preparedness (continued)

At times a consumer's smoking breaks may need to be timed to coincide with staff availability.

We ask that smokers preserve the tidiness of the facility by disposing of used butts into the receptacles provided.

Smoking inside buildings is strictly prohibited.

Fire Safety

All buildings are fitted with alarm systems, smoke detectors, fire doors and an automatic sprinkler system.

In the event of fire, a plan of action will be executed immediately. All staff undergo continual training in fire and emergency procedures.

In the event of a fire or emergency, staff will direct consumers in the appropriate response.

Please note, due to the risk of fire, therapeutic wheat bags are not allowed in the facility.

Manual handling/Lifting/Assisting

As an organisation, we are committed to reducing injury in the workplace while at the same time delivering quality care. In order to keep our staff safe, we have adopted a "no lift" policy referred to as "Back Off".

The Back Off program:

- aims to benefit staff and consumers by preventing and reducing the amount of musculoskeletal and skin integrity injuries sustained
- involves the use of various types of procedures and equipment to manoeuvre consumers, both on and off the bed or chair. Some of this equipment includes slide sheets, standing machines, lifting machines and leg lifters
- enables staff to assist consumers to move on and off the bed or chair. Staff may use this equipment and/or aids to facilitate your movement, improving both your comfort and safety.
- ensures all nursing staff are trained and are competent in manual handling procedures and equipment.

Environment, Safety and Emergency Preparedness (continued)

Your nurse will assess your ability to move yourself about in bed, sit up, stand and walk and progress will be monitored on an ongoing basis.

If you have any questions regarding the Back-Off program please ask your nurse.

Infection Control

We have infection control strategies in place to assist with minimising and managing the spread of infection from person to person in the facility.

Strategies to assist with minimising infection spread:

- All consumers and visitors are requested to maintain good personal hygiene practices, especially hand hygiene. You are encouraged to frequently use the hand hygiene products located in every consumer's room and at various locations throughout the residence.
- Informing staff of any known or suspected infection.
- Visitors experiencing flu like or gastro-enteritis symptoms should not visit until their symptoms have subsided.

- If potential risks to consumers or visitors are identified, specific strategies will be implemented and those at risk will be informed to minimise the risk of infection transmission.
- If there is an infection outbreak, strategies will be initiated to ensure consumers are not exposed to infection. Notices advising visitors of the recommended guidelines will be posted on the front door and consumers and their representative will be notified via phone call or email regarding an outbreak of an infectious disease in the facility.
- Any food brought into the residence should be cooked, stored and transported safely. Food brought into the residence must be properly stored, labelled and dated.
- If a staff member, consumer or visitor sustains a needle stick injury or blood splash, procedures will be implemented to assess any potential risk of infection.

Influenza and COVID-19

An influenza / COVID-19 vaccination is strongly recommended and is free for residents in residential aged care facilities.

Environment, Safety and Emergency Preparedness (continued)

Annual information and consent is discussed and disseminated by nursing staff and your GP.

Electrical Appliances

All electrical equipment in residential aged care facilities must be tested to ensure that it is safe for use. This includes extension cords and power boards. We provide testing of electrical appliances on an annual basis.

When residents are first admitted, any electrical equipment they bring with them must be tested and tagged as safe prior to entering the premises. The exception is new equipment, which is deemed by the current Australian standard to be electrically tested and safe for 12 months. The use of double adaptors is not permitted in Dianella.

For the safety of all residents, staff and visitors, it is important that facility staff be informed of any electrical equipment brought into the residence.

The person in charge may remove any item of electrical equipment if its use is considered hazardous or has not been approved.

Repair of personal electrical appliances is the responsibility of the resident. Dianella is unable to accept responsibility for any injury or damage sustained as a result of the use of a personal electrical appliance.

Purchase/Maintenance of Motorised Scooters

Purchase, payment and maintenance of electric scooters is the responsibility of the resident. Any liability arising out of the use of scooters lies with the resident.

Safety for All

Aged care homes are unusual workplaces. Residents require increased support, making care homes a complex and demanding working environment.

At KDH we pride ourselves on the safety of our residents and staff. We recognise that aged care facilities can be a challenging space, for those who reside, work and visit. The safety of our residents and staff is our priority and take seriously any perceived threatening, abusive, racist, sexist or violent behaviour towards any member of our staff. This includes phone conversations and physical visits to the facility.

For further information on how we continue to provide a safe work environment, including implementing measures to eliminate or minimise risks please visit: www.worksafe.vic.gov.au/aged-care

Charter of Aged Care Rights

The Charter of Aged Care Rights (the Charter) is a requirement of the Aged Care Act 1997. It describes your legislated rights as a consumer of a Government-subsidised aged care service. These rights apply to all consumers, regardless of the type of care and services they receive.

The Charter makes it easy for you, as well as your family, carer or representative, to understand what should be expected from the care and services you receive from your aged care provider.

Provider responsibilities

Your provider must help you to understand the Charter and give you a copy that they have signed. You can choose to also sign the Charter to acknowledge that your provider has given you a copy and helped you to understand:

- your rights about the services you receive
- your rights under the Charter.

You do not have to sign the Charter. You can start or continue to receive care and services even if you choose not to sign it.

Charter of Aged Care Rights

As someone who receives aged care and services, I have the right to:

1. safe and high-quality care and services
2. be treated with dignity and respect
3. have my identity, culture and diversity valued and supported
4. live without abuse and neglect
5. be informed about my care and services in a way I understand
6. access all information about myself, including information about my rights, care and services
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. my independence
10. be listened to and understood
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. personal privacy and to have my personal information protected
14. exercise my rights without it adversely affecting the way I am treated.

For further information on Charter, please see the User Rights Amendment (Charter of Aged Care Rights) Principles 2019 and the User Rights Principles 2014.

Charter of Aged Care Rights (continued)

Aged Care Quality Standards

All providers of aged care are required to comply with the Aged Care Quality Standards (Quality Standards), which provides sets out the requirements of quality and safety in services.

The Charter of Aged Care Rights (Charter) is a commitment by providers to uphold the Quality Standards through the Charter's consumer rights.

Resources

- [Charter of Aged Care Rights - poster](#)
- [Charter of Aged Care Rights - booklet](#) (available in 18 languages)
- [Charter of Aged Care Rights - template for signing](#) (available in 18 languages)
- [The Older Persons Advocacy Network \(OPAN\)](#) has a range of resources to support you to better understand the Charter of Aged Care Rights
- [Making a complaint](#)

Kilmore District Health

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