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**Resident**

**Information**

**Handbook**

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# INTRODUCTION

This booklet has been written to address questions you may have about moving to our facility. Please contact Reception during office hours if you have any further questions.

Our office hours and other details are as follows:

Office Hours: 9.30am – 4.00pm Monday to Friday

Closed Public Holidays

Experienced care and nursing staff are rostered 24 hours per day to provide full care and services to residents.

Office Address: 50 Butler Street

Armidale 2350 NSW

Phone: 02 67727533

Fax: 02 67726982

Email: admin@autumnlodge.com.au

Website: [www.autumnlodge.com.au](http://www.autumnlodge.com.au)

We recognise that making the decision to live in an aged care facility is not an easy one. Management and staff are committed to providing emotional support to new residents and their families at admission, and on a day to day basis.

**Accommodation**

Autumn Lodge has over 110individual rooms with ensuites which are approved and certified by the Commonwealth Department of Health and Ageing to provide residential aged care. These rooms are for varied levels of care between High, Low, Dementia or temporary Respite Care.

Rooms are availablein single roomwith ensuite. Couples can be accommodated in adjoining rooms, if available.

All linen and bedding is provided and laundered and serviced.

Various communal areas, lounge rooms and kitchenettes are located throughout the facility to provide privacy and quiet areas.

The village also includes 40 Independent living units.

# A HISTORY OF AUTUMN LODGE

*The notion of having a suitable place for people of retirement age, some of whom would need some form of care, evolved over 100 years ago, when a Mrs Rachel Moses, then President of the Armidale Ladies Relief Society, a body founded in 1887, wrote to the then Minister for Lands from her home at “Beaconsfield”, Millie Street, Armidale asking for a grant of land “to build a cottage home for {the} aged . . . opposite the infectious hospital” which stood at that time on the corner of Donnelly and O’Dell Streets.*

*The Minister approved the request, and in the Government Gazette of 23 April, 1895, two acres were notified as a “site for Benevolent Asylum, with three trustees being Messrs William Marshall Harris, Stephen Augustus Donnelly and Aaron Crossman appointed to look after the land.*

*The area was increased the following year from 2 acres to 10 acres “to enable a garden to be kept for the use of the institution and also a paddock in which a cow might be kept thus lessening the cost of the institution and at the same time increasing the comfort of the inmates”.*

*In 1896 a brick building was erected comprising two flats on this land, and in the Armidale Folk Museum is a stone reading “BENEVOLENT HOME – Memorial Stone laid by Mrs F. J. White Sep 10, 1896”. Sometime later, the Armidale Ladies Relief Society erected a second brick cottage alongside the first structure (on the corner of Donnelly and O’Dell Streets) and these were the only ones on the land for the next 60 years.*

*The Homes for Unemployed Trust about 1938 acquired enough of the land to build six cottages fronting Donnelly Street, and the rest of the land remained vacant and unused until 1952 when the then Mayor of Armidale (Ald T. G. Monkton) convened a public meeting with the object of forming a committee “for something to be done for the aged people of the City and district. He was elected chairman, with Mr P. A. Saunders honorary secretary and Mr N. P. A. Saunders honorary secretary and Mr N. P. Cameron honorary treasurer and the newly elected members set about finding ways and means of building a suitable dwelling to house aged persons.*

*It took many meetings, and much fundraising activities before, with some Commonwealth Government assistance, the hostel known as “Willowdene” was officially opened on 3 November 1956 by the Hon. H. S. Roberton MHR, Minister for Social Services. The organisation controlling the hostel was called the Armidale Homes for the Aged.*

*The building consisted of 10 rooms (two of which were larger than the others to accommodate a married couple), a flat, dining room, sunroom and kitchen. The demand for accommodation was so great that in 1965 a further four bedrooms were added.*

*History continued*

*In March, 1966, Mr R. H. Milson, then an alderman of Armidale City Council, became a member of the management committee. Seven years passed until another public meeting was called by the Mayor of Armidale (Ald D. A. Hewitt) with over 100 persons present. The meeting decided that there was a great need for further facilities to be provided for aged persons and a further committee was formed to plan an extension to the Homes for the Aged.*

*The two committees were combined in 1975 and adopted the name of Autumn Lodge War Memorial Home and set about seeking Commonwealth assistance to build eight self-contained units, which were opened as units 1 to 8 by the Hon Ian Sinclair MP, Minister for Primary Industry on 13 March 1976.*

*But there was still a requirement for hostel accommodation, and Wattlegrove Hostel which had 22 rooms complete with ensuites was officially opened by the Hon. Ian Sinclair, then Member for New England, on 9 October 1983.*

*On 1 May 1987 the then management committee became an incorporated body in terms of the Associations Incorporation Act 1984.*

*Rosemont Hostel was opened by Senator Stephen Loosley on 5 April 1992. Autumn Lodge then had 40 self-care units, and three hostels with 52 beds, a vast change from the accommodation for two aged persons and a family, of 99 years ago.*

*Armidale City Council was trustee of the Crown land until 1995 when the management committee was made trustee to manage the Village for frail aged persons.*

*All this has come about with careful planning and hard work by many people over the last 40 years who worked in a voluntary capacity to provide a much needed facility for the benefit of Armidale and surrounding districts.*

*Compiled by Mr C. C. Bradley, 1995 Member of Management Committee since 1973*

*ADDITIONAL BUILDING PROJECTS and improvements since 1995 have included; the Administration block, Fernbrook west, Fernbrook east (2002), merger and renovation of Ningana dementia specific care, addition of Wollemi Ageing in place and Internal Atrium (2007) connecting walkways for Butler Street site, upgrade of walkway to Fernbrook west, sunroom and additional office space(2011).*

*Autumn Lodge now provides 110 Aged care beds and 40 independent Living units.*

*Autumn Lodge is always looking to renovate and upgrade accommodation according to resident needs.*

# ORGANISATIONAL STRUCTURE

# PERSONNEL

Board of Directors……....................................Voluntary local Community Members

Chief Executive Officer/CEO........................................... .......................Chris Martin

Business Manager..................................................................................Greg Clarke

Executive Care Manager.....................................................................Kate deSouza

Clinical Care Coordinator Butler St........................................................Deb McKern

Clinical Care Coordinator Glass St...............................................Jacinta Sutherland

Reception/Administration...................Chris Askew, Kristy Whitton, Jacqui Stanberg

Maintenance Coordinator..................................................................David McMillan

Recreation Activities/ Lifestyle Coordinator..........................................Di McFarland

Care Team.....................................................Nurses andCare Service Employees

Hospitality team...............................................Catering, Laundry and Cleaning staff

Gardening..............................................................................................Ground Staff

# THE ORGANISATION

## Mission

*Autumn Lodge is committed to:*

* caring for the aged
* recognising residents’ dignity and living experiences
* recognising and reflecting residents’ rights and cultural differences
* ensuring residents’ maximum independence
* ensuring that residents are provided with a secure living environment
* providing quality care and services
* ensuring equitable access to our services
* maintaining a safe environment

## Organisational Objectives

* Provide a range of cost effective and efficient services which meet the needs of the residents of Autumn Lodge.
* Provide specialised dementia care
* Manage financial resources and operations as a not-for-profit organisation but maintaining sufficient surpluses to ensure on going viability through continual maintenance and improvement of facilities.
* Create a caring environment which is sympathetic to the needs of residents and their families.
* Ensure our services are provided fairly, are accessible and culturally appropriate.
* Ensure market share for aged care is maintained.
* Advance an aged care perspective in the local community on social, economic and environmental issues.
* Comply with the Commonwealth Government Accreditation Standards.

## 

## Management Philosophy

* community based, not for profit organisation
* excellence in aged care
* home-like environment
* motivated staff
* innovation and continual improvement
* stable working environment
* cross-functional management process

# OUR CORE VALUEs

Our core values shape our culture and define the character of Autumn Lodge. They guide how we behave and make decisions.

***Person Centred Care***

* We listen to older individuals and seek to understand their needs.
* We respect their choices, and seek to meet their needs with creativity and flexibility.
* We seek to enable older individuals to engage in life through activities they enjoy, find satisfying and from which they derive dignity and self-respect.
* We encourage older individuals to remain involved in their community.
* We actively encourage family and friends to be involved as partners in their care.

***Our People***

* Our staff value older individuals and demonstrate this in their behaviour and attitudes.
* We provide support to one another, work co-operatively, respecting one another’s views.
* We endeavour to make our work environment fun and enjoyable.
* We respect each other and our different roles and value the diversity of team members.
* We encourage effective, open and honest communication.
* We are accountable for our actions and results achieved.

***Integrity***

* We always strive to do what is right for, those to whom we provide care, our community and each other.
* We are ethically unyielding, honest and inspire trust by saying what we mean, matching our behaviour’s to our words and taking responsibility for our actions.

***Excellence***

* We are committed to excellence in the services we provide.
* We exceed expectations and improve standards through innovation, learning, lateral thinking and measured risk taking.
* We are allowed to fail but we are not allowed not to try.

# RESIDENTS’ RIGHTS AND RESPONSIBILITIES

**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 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 keep the language of his or her choice, without discrimination;
* to select and maintain social and personal relationship with anyone else without fear, criticism or restriction;
* to freedom of speech;
* to maintain his or her personal independence;
* to accept personal responsibility for his or her own actions and choices, even though these may involve an element of risk, because the resident has the right to accept the risk and not to have the risk used as a ground for preventing or restricting his or her actions and choices;
* 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 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 that relates to the residents 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.

**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 work in an environment 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 current state of health.

Charter reproduced from Commonwealth Dept. Of Health and Family Services information.

# Privacy Statement

As an aged care service, Autumn Lodge is bound by the Aged Care Act 1997, to collect a range of personal and health information which is used to ensure that the appropriate level of care and service are provided to all residents. Information includes date of birth, next of kin/person responsible, assessments of care needs, care planning information, some financial information and other documents that form a resident’s medical record. The NationalPrivacy Principles are followed to safeguard this information.

Information is also used to monitor and assess the effectiveness of care through quality assurance and improvement activities.

## Systems are in place to ensure residents’ personal information and other confidential information related to the management of the organisation is safeguarded against loss, unauthorised access, modification or disclosure.

As an aged care service we are required by law to communicate some personal information to government agencies to enable the organisation to receive the correct level of funding for the care and the appropriate operation of the service. These agencies also safeguard Private information.

Private information is only shared with staff and allied Health members such as Physiotherapist, Pharmacist, Podiatrist, on a need to know basis.

Any questions you may have, relating to privacy of personal information, may be directed to the CEO, who will promptly assist you with any documentation requirements associated with your requests or concern.

Consumers may seek access to their personal information and may correct that information if they so wish. Application may be made to the CEO.

# SERVICES

A comprehensive range of services is offered to residents within the Facility and within the wider local community. Please find these listed below alphabetically, for ease of reference.

**Bus**

Residents are encouraged to participate in community activities, and AUTUMN LODGE bus outings will be organised on occasions to provide this opportunity. In addition the local community bus service operates from a bus stop a few hundred metres from the main entrance, on Donnelly Street and bus timetables can be accessed at the reception desk. Taxis are also available for more direct service.

**Care Planning**

Staff are very aware that Autumn Lodge is the resident’s home, and every effort is made to respect residents’ privacy and dignity and to meet individual needs.

During the first month, a comprehensive assessment of needs and individual preferences is completed. The assessment information is used to formulate an individualised care plan, in consultation with the resident or representative and other health care providers, as appropriate. The care plan is confidential and only accessible to those staff and healthcare providers providing care. Residents and relatives are encouraged to provide relevant information.

Regular evaluations are made in consultation with the resident or representative, to review any changes required to the care plan.

Care planning is a requirement of the Aged Care Act 1997. The Commonwealth Department of Aged Care and the Aged Care Standards Accreditation Agency regularly review the care planning process to ensure quality care is provided.

It is very important to document your ‘Advance Care Directive’ document so we know if you wish to have CPR in event of cardiac collapse.

**Chapel**

An interdenominational chapel is located at the Butler Street campus situated between Willowdene and the main Administration complex. The building is opened daily for use by residents andstaff for private contemplation and public religious services. Services occur at regular times each week; this is listed on the monthly planner.

**Hairdresser**

A hairdresser visits weekly and offers cuts or trims, perms and colours. Bookings/appointments can be made at reception and a list of current prices is also displayed at reception. Payment of the cost is the responsibility of the resident/representative.

**Influenza Vaccine**

Fluvax is offered to residents every pre flu season to minimise seasonal flu outbreaks, this can be discussed with your doctor and staff. If you have symptoms of cold or flu you may be requested to remain isolated from other residents till symptoms decrease.

**Laundry**

A laundry service operates, at no additional cost to residents. This service will wash all clothing items that can be washed by a commercial machine cycle and tumble dried. Items requiring special care, such as woollens and nylons, need to be attended to by the resident, their family or alternate arrangements made with drycleaners. For infection control purposes, sanitisers are used inthe washing machines, to prevent any cross infection.

All clothing must be clearly, but discreetly labelled with the resident’s name. This is the resident or relatives’ responsibility; labels can be purchased at reception. Please check items regularly for name labels, as no responsibility is accepted for lost clothing. There is a lost property collection at each laundry for residents/representatives to be able to check if an item has gone missing.

**Leisure and Interests**

A diverse range of individual, group and community focused activities are provided in the Lifestyle & Activities Program. Activities endeavour to take into account individual needs, interests and preferences. Questionnaires will be provided to resident and representatives to determine areas of interest. Suggestions are always welcome for ideas or changes to the activities on offer.A monthly calendar is available and on display in the main meeting/communal areas, or on request from reception.

**Mail**

Mail is delivered daily. Outgoing mail may be delivered to the reception area for posting. Emails may be forwarded through [admin@autumnlodge.com.au](mailto:admin@autumnlodge.com.au) .

Email and Skype service is available at the Butler St Craft room.

Postal address is:

Autumn Lodge 50 Butler St, ARMIDALE 2350 phone 02 67727533

Wireless internet connection is now available throughout the service; which enables skype and internet connection from any area.

**Meals and Meal Times**

A rotating nutritionally verified menu provides a variety of meals and refreshments.Individual food preferences and special dietary needs are taken into consideration.

Meals are served in the dining rooms

Meal times are approximately: Breakfast: 8.00 am.

Lunch: 12.00 pm

Dinner: 5.15 pm.

Tea service: Morning tea:approx. 10.00 am

served in the dining rooms, main lounge

Afternoon tea: approx. 2.30

Supper: 7.30 served from the dining /lounge room

Self-serve in kitchenettes is available 24 hours day

High care offers room service for non-mobile residents.

If you would like a guest to join you for a meal, contact the receptionist for payment and so an order may be placed with the catering department. We would appreciate 24 hour notice, for planning purposes.

**Medical Care**

Ideally, a resident’s own doctor will be able to continue to provide care following admission. If the preferred doctor is unable to continue to provide medical care, then we can provide a list of visiting Doctors. Arrangements MUST be made by resident or relatives prior to admission.

Preference is that All residents are reviewed by their own nominated Doctor at least every 3 months. The Facility requests that nominated Doctors of residents provide an emergency 24 hours a day phone number so that, should medical care be required immediately, it can be accessed at any time. Residents with a GP with no on call servicemay have to wait for the next available visitation day or be assessed by A&E at the hospital. Referral to appropriate specialists is made as discussed with the attending Doctor. Emergency situations may involve transfer to the local emergency department by ambulance, for treatment. Alternately a NEML Aged Care Emergency ACE registered Nurse Practitioner may attend for advice and management of issues.

Contact details for Doctors, specialists and Allied Health services are available from reception. All residents able to attend Doctors in their private practice are encouraged to do so, at GPs preferences.

**Meetings for Residents and Family**

Resident group meetings are conducted several times per year and dates will be advertised. All residents and their family members and representatives are welcome to attend this meeting. The date of the next meeting is displayed on the last page of the previous months’ resident meeting minutes, and advertised a week prior on information notice Boards. Dates can be checked with the Lifestyle and Activities Officer. Copies of the minutes are available on request, and are also posted on notice boards.

The purpose of meetings is to provide an opportunity for residents and their family members/representatives to comment on matters relating to the facility and be involved in decision making with regard to the operation of the facility, and be informed of changes.

Individual resident needs are best discussed with relevant supervisor at times other than resident meetings so they can be dealt with quickly and not wait till a public meeting.

**Music Therapy**

Music enjoyment is beneficial for all age groups. Entertainment and participation is provided by a number of methods including, sing-a-longs, dance and movement exercises.

**Newspapers**

Papers and magazines can be ordered for delivery and charged to individual residents, by personal arrangement with the local newsagent. Please enquire at reception.

**Pastoral Care**

Church services are conducted weekly in the Chapel. Lists of service times are available from the Staff.

Residents also have access to other Ministers of Religion as required; details can be collected from reception.

**Pharmacy Delivery**

This Facility uses one pharmacy for the provision of medications to residents.One pharmacy is contracted to this home to provide an efficient, safe, timely and accurate service that includes dispensing, labelling, delivering, disposing of and documenting residents’ medications and management of resident medication charts/lists. The pharmacy also organises follow on scripts from the GP. Medications are packaged into the Webster Pack administration system, in which staff are trained and have competencies for managing. Autumn Lodge pays for the packaging, medication chart system and delivery. Resident/representatives continue to be responsible for payment of the dispensing of scripts.

This Pharmacy will also deliver over the counter items at resident request e.g. deodorants, makeup, gifts, sweets etc. This will be added to your monthly account from the Pharmacy.

Residents, that are assessed as being able to safely self-medicate, may use the pharmacy of their choice until such time as an assessment identifies that it is not safe for them to administer their own medication. Arrangementof this service is up to the Resident or their representative to organise including delivery and medication charts.

**Pharmacy accounts**

Pharmacy accounts are billed directly from the pharmacy. Payments are to be made directly to the pharmacy. The Pharmacy is not able to pack into the Webster Packs, opened medications or medications dispensed by other pharmacies. They therefore requireprescriptions from your doctor to pack Webster packs for new admissions.

**Physiotherapy**

If required, an assessment will be performed by a qualified physiotherapist. An individualised care plan is then developed for the resident, depending on their particular needs. The program is carried out by staff and reviewed regularly.

**Podiatry**

A Podiatrist visits every 8-12 weeks for those residents with an assessed need. Low level care residents will be required to pay the Podiatrist fee. No charge exists for this service for residents assessed as high level care.

Normal nail care and filing can be done by care staff. Residents are asked to provide the basic nail care kit for themselves, including nail brush, nail file and clippers of choice.

**Staffing**

A mix of trained and experienced staff is rostered 24 hours per day to provide contemporary care and services to residents. There is a Registered Nurse on duty or available 24 hours per day for clinical care advice.

**Telephone**

A public coin phone is installed in the main dining/entertainment hall at Butler Street. This is a public phone which may be used for both incoming and outgoing calls. Outgoing local calls are charged at a rate of 50 cents per call. Alternately, phone calls made to the main office on 02 667727533 will be transferred to a phone and staff will advise residents of calls. Private phones may be installed into residents own rooms. Private phones are at resident cost. Mobile phones may also be used without installation costs. All fees and ongoing charges are the responsibility of each resident.

**Television and Radio**

A communal television, radio/tape player is available for use seven days a week in the day lounge rooms. Residents may bring their own radio and television. Residents who choose to have their own television are requested to provide a set of earphones or an earplug, or keep their door closed to ensure there is no disturbance to other residents. A sturdy television stand is also required. Aerial installation, any ongoing reception issues and repair costs are the responsibility of the resident if they choose to have a television in their own room.

Electrical appliances and cords need to be checked by a qualified electrician regularly and tagged accordingly. This is a safety requirement by law. Tagging can be done externally with a local contractor or use of the internal tagging system at a reduced cost can be utilized. Double adaptors are not allowed. Power boards, with trip switch buttons, are suggested. Requests for TV to be wall mounted are considered and mounting appliances will be required to be left in place on vacating of the room or repairs made to the walls at resident cost, requests to be made in writing or sign the appropriate form.

**Transport**

**Town Bus** This service passes the village at Donnelly St. A timetable is available from main reception. The bus stop is on Donnelly Street.

**Taxi** The phone number to call is 131008. Reception can do this for you. Half price vouchers are available from your GP.

**Autumn Lodge Bus** offers a shopping run at various times. Enquire from the Lifestyle/activities staff for this.

**Volunteers**

Volunteers contribute to the residents’ quality of life. If you know of people who would like to be involved formally as a volunteer, on a regular basis, please organise an appointment with the Lifestyle/Activities officers, or enquire at reception.

Police checks of all staff and volunteers are now mandatory for all Aged Care facilities. These must be renewed every 3 years. Police checks for volunteers are paid for by the Facility. Police check certificates are not given to individuals but are held for internal use only.

# IMPORTANT POINTS YOU SHOULD KNOW

**Accounts**

Accounts are calculated fortnightly in advance and monthly statements posted directly to the person nominated as responsible for the account. Preferred method of payment is by direct debit/credit. All enquiries, relating to accounts, should be directed to the Receptionist during office hours.

**Accreditation**

Autumn Lodge is fully accredited with the Aged Care standards and Accreditation Agency. Accreditation reports are available on the agency website [www.accreditation.org.au](http://www.accreditation.org.au). Residents and carers may be involved in visits by the accreditation team. Your feedback on suggestions forms contributes to the ongoing Continuous Quality Improvement process, and is appreciated.

**Admission**

We ask that a relative or friend accompany a resident on admission to our facility. This provides additional moral support during re-location and allows for personal representation, particularly in relation to individual likes and dislikes. A pre-admission orientation and additional information is provided. We recommend you read these. Orientation is provided to each new resident and their family to assist them to adjust to their new living environment. Staff will escort you on a tour and introduce residents to key staff in the area in which they reside. A list of what is required to bring on admission is listed under ‘what to bring’ under ‘w’ of this handbook.

**Advance Care Directive**

It is recommended that a written document called an Advance Care Directive be completed. This will document your wishes in circumstances when you are unable to give verbal consent to treatment eg unconsciousness, Heart Attack, major stroke, etc.

As Autumn Lodge Policy states that no care activity or treatment will be undertaken without the consent of the resident; it will be required to document on an Advance Care Directive if Cardiopulmonary resuscitation is requested in event of cardiac collapse.

**Aged Care Act 1997**

Aged care homes must be accredited under the Accreditation Standards for Residential Aged Care, in order to receive subsidies from the Australian Government. The standards cover such things as management, care, lifestyle, quality and safety issues.

**Alcohol**

Residents may consume minimal amounts of alcohol, unless consumption results in behaviour that infringes on the rights of other residents.

Visitors are not permitted to consume alcohol on the premises unless it is part of a celebration or activity, in which the residents are participating.

Some alcohol is provided by the facility for special celebrations and ‘happy hours’. All other requirements must be purchased by resident or their family.

We ask family members to notify the staff member in-charge when bringing alcohol onto the premises, it is best stored in the locked cupboard or fridge in the carer area to prevent other residents using or over use by individuals in their own room.

**Change of address**

Following admission into the facility, it is necessary for all relevant authorities to be notified of the change of address, regardless of whether the resident still has a spouse living at home in the community.

The change of a resident’s address from her/his previous place of residence to Autumn Lodge is the responsibility of the resident or their nominated next of kin or representative.

**Clothing**

Residents require varied changes of clothing so it is important to ensure an adequate supply of clothes for day to day use. The up-keep of residents’ clothing, including underwear, remains the responsibility of the resident/family. Discuss with staff recommended clothing needs and see the list of ‘what to bring’ in this booklet.

A labelling service is available through reception, at a reduced rate to external services of similar quality. It is recommended that clothing be brought to the facility and labelled prior to admission, as this is the only means of identifying clothing by laundry personnel. Any clothing identified as unnamed/unlabelled will be kept for 3 months. Residents and relatives are asked to contact the laundry to check through unnamed articles to claim lost property. All unnamed and unclaimed clothing will be sent to charities if not claimed within 3 months.

All clothing must be clearly, but discreetly labelled with the letter of Christian and full surname. Please place labels on the clothing at the back of the neck or back of the waist. On socks, place the label sideways to allow for stretch. No responsibility is accepted for lost clothing. Relatives are welcome to take clothing or delicates home for laundering.

**Clothing selection guide**

Clothing should be selected considering comfort, dignity, individual preference, ease of dressing/undressing and going to the toilet. Ease of dressing also allows for independence and helps reduced risk of injury to the resident and staff.

Consideration should be given to reducing the risk of tripping e.g. nightie or dressing gown not dragging on the floor.

Consider Fabric choice. Woollens and delicates are not appropriate for commercial laundries, and should not be used. Otherwise arrangements can be made to take these items home to wash. No responsibility can be taken for these items. Due to the large amount of washing on site, items are not separated into delicates or woollens.

When selecting footwear, including slippers look for:

* Non slip sole
* Wide, flat heel, no higher than 2.5cm
* Support over the top and back of the foot
* Velcro or adjustable straps
* Correct / firm fit
* 1 finger width between the end of longest toe and the end of the shoe.

It is best to purchase shoes in the afternoon as feet can swell during the day.

**Comments & Complaints**

We value feedback, both on what we do well, where you feel we could improve our service. Please complete the suggestion forms located at front reception or in the lounge area. (a copy is also attached at the back of this booklet.

**Complaints Resolution Procedure**

If the Resident or their representative has any complaints concerning the services or accommodation offered, the Resident/Representative may raise the complaint with the RN in Charge, or the Clinical Care Coordinator. The sooner an issue is brought to the attention of staff, the sooner the concern can be managed.

Any suggestions for improvement, comments or compliments can be documented on a form, located at the front foyer. This can then be given to the receptionist or placed in an envelope and placed in the suggestion box, which is emptied weekly.

If the complaint is not satisfactorily resolved in 30 days from the date of submission of the complaint, the Resident/Representative may submit a written complaint to the Chief Executive Officer.

**A written complaint should include:**

* the nature of the complaint;
* the date that the complaint was first raised with the Registered Nurse or Clinical Care Coordinator
* the reasonwhy the Resident or relative is of the view that the complaint has not been satisfactorily resolved.

## Following receipt of the written complaint, the CEO will discuss the complaint with Executive Care Manager or the Clinical Care Coordinator. Management will further investigate the complaint and make recommendations as to what actions would be necessary to resolve the complaint.

## If the Resident or their representative is not satisfied with the recommendations of Management, the complaint or dispute may be referred to the State Advocacy Service (see below) set up by the Department to deal with complaints.

The Aged Care Complaints Scheme

(The Complaints Principle 1 Sept 2011)

The Department of Social Security

GPO Box 9848

SYDNEY NSW 2001

Toll Free 1800 550 552

Website [www.agedcarecomplaints.govspace.gov.au](http://www.agedcarecomplaints.govspace.gov.au)

Alternatively you could contact:

The Aged Care Rights Service

Level 4, 418a Elizabeth Street

SURREY HILLS NSW 2010

(02) 9281 3600

**Complimentary Therapies**

Autumn Lodge health professionals will only arrange and/or provide complementary therapies following consultation with the resident or person responsible and the resident’s medical practitioner and following written authority from the resident’s medical practitioner. Accounts and payments for these services must be settled independently to Autumn Lodge accounts.

**Continuous Quality Improvement**

Autumn Lodge staffstrives to be proactive in quality improvement projects. Residents and representatives are encouraged to participate, with ideas or suggestions for improvement, by completing the ‘Comments &Suggestions/ Quality Improvement Forms’. A sample is attached to this document.

**Continence Aids**

The cost for any continence aids is met by the resident when in low band care. Residents may be eligible for assistance through Government schemes. High care residents are supplied with continence aids by the facility as assessed necessary. Staff will assist in obtaining materials if the resident wishes. Residents may choose and pay for their choice of aid.

**Cultural and Religious Requirements**

Please discuss with staff any cultural or religious requirements. Our aim is to encourage continuation of personal lifestyle choices. Church services occur in the chapel at advertised times. Please enquire if assistance required.

## Donations and Bequests

Autumn Lodge is a holder of an Authority to Fundraise for Charitable Purposes under the Charitable Fundraising Act 1991 and the Charitable Fundraising Regulations 2008.

Your tax deductible donation will be an investment in the future of Aged Care in Armidale, and gratefully appreciated to provide improved equipment and services to our residents.We hold “Gift Deductible” status under the Income Tax Assessment Act 1997. Receipts will be issued on request.

**Elder Abuse & Compulsory Reporting**

Elder abuse is any act occurring within a relationship, where there is an implication of trust, which results in harm to the older person. Elder abuse can include physical, verbal, psychological, financial, sexual and social abuse and / or neglect1. Abuse may be perpetrated by acquaintances, family, friends or carers.

Management and staff do not tolerate abuse of any kind to residents and have procedures in place to reduce the risk of abuse occurring. For example, police checks of staff and volunteers are mandatory prior to employment, and then at least 3 yearly. Staff training is carried out, related to behaviour management and elder abuse reporting.

Residents are encouraged to report any concerns they have regarding their wellbeing or safety. If you experience or observe any form of abuse, you are encouraged to discuss the issue with the Registered Nurse in Charge, or Management. We treat any concerns, related to elder abuse, very seriously and will follow up any reports of abuse.

Concerns can also be raised with the Aged Care Complaints Scheme if you do not feel comfortable raising a concern with staff or management. The toll free phone number is 1800 550 552.

Management will comply with the requirements of compulsory reporting, required by Approved Providers of aged care, for allegations or suspicions of unlawful sexual contact or unreasonable use of force. This means notification of the local police service and the Department of Health and Ageing within 24 hours of the allegation. This will be so even if a reportable assault is suspected. Special circumstances apply when alleged assaults are perpetrated by a resident with an assessed cognitive or mental impairment2.

1National Healthy Ageing Taskforce, 2001 in Sadler P., Abuse of Older People: Practical Policies or Moral Panic.

AAG Abuse of Older People Symposium, Sydney, June 2006.

2 Department of Health and Ageing, June 2007, Compulsory Reporting Guidelines for Aged Care Providers: Identifying, reporting and responding to allegations of assault in residential aged care, Office of Aged Care Quality and Compliance.

**Electoral arrangements**

Residents are asked to advise the electoral office of their change of address to remain on the role. Relatives may need to consider removing a resident’s name from the electoral role when the resident enters Ningana or their health deteriorates markedly, and decisions are no longer based on informed decision making.

“An elector may be removed from the Commonwealth roll where a registered medical practitioner has certified, in writing, that the person is incapable of understanding the nature and significance of enrolment and voting because of unsound mind. (Section 93(8) of the CEA 1918). If a person believes a relative or friend should be removed from the roll for this reason, they need to include with the certified document, a completed ‘Claim that an elector should not be on the electoral roll’ form. “

**Electrical equipment and tagging**

Residents may have small electrical appliances e.g. TV, stereo, clock radio, in their rooms. These items **must** have been inspected by a qualified technician, and each item ‘tagged’ as safe and dated and signed by the technician, to ensure safety. The Executive Officer reserves the right to remove any appliance on the grounds of safety, or lack of ‘tagging’. Double adapters are not permitted under any circumstances. Power boards with trip switches are permitted, once tagged.

If the tagging has not been done prior to admission, a resident entering Autumn Lodge can agree to have all electrical equipment tagged by our qualified maintenance staff. Initial cost on admission is $5.50 (incl. GST) per item. Thereafter, items have to be retagged every two years at a cost of $5.50 (inc. GST) per item. All new electrical items purchased after the initial/annual tagging will be checked and tagged at $5.50 (incl. GST) per item.Residents and relatives may also organise this externally if preferred.

Residents may NOT purchase, or bring into the facility, any electric blanket or heater without the prior approval of the Executive Care Manager or CEO or their delegate. For those residents who wish to use an electric blanket, we recommend those that are machine washablee.g. Sunbeam BL 1421A. Additional Heaters must be approved prior to purchase, tagging and installation.

**Electric wheelchairs or motorised scooters**

A resident may not bring such a vehicle into the facility without prior approval by the Executive Care Manager. Such vehicles may NOT be driven within any building of Autumn Lodge without the express permission of the Executive Care Manager or the CEO. Pedestrians always have right of way over such a vehicle within the grounds of Autumn Lodge. Normal road rules apply. Inside walkways and passages the scooter MUST be at the slowest speed possible.

The CEO reserves the right to withdraw the resident’s right to use such a vehicle on the property, if he/she deems the driver to be incapable of managing such a vehicle, without risk of damage to walls, furniture, other residents or their own safety.

Due to safety for ALL residents, either frail, visually or hearing impaired, there is restricted use for electric wheelchairs ONLY within the buildings, and Motorised wheelchairs outside the buildings on the property and designated walkways; and will only be approved after assessments, copy of insurance policies and strict guidelines. This decision also remains at the discretion of the Executive Managerswith Work Health and safety provisions.

Generally if a resident could not pass a road test license they may not pass the assessment for inside a building in narrow corridors with some closed doors, ramps, slow walking residents, trolleys and other equipment in use in these corridors. Risk needs to be considered. Unfortunately this rule comes from experience of damage to equipment, walls, doors, furnishings and to other persons.

Copies of resident Private Insurance documents for these vehicles are to be forwarded to reception prior to use on the property and renewed annually (must cover cost of damage or injury to persons) Costs above this insurance will be the responsibility of the resident/representative.

**Emergency and Evacuation**

If you hear a fire alarm- stay where you are if there is no smoke or danger.

Staff will advise residents if there is an emergency and where they should gather or move to. If evacuation is required, it will be organised by staff. Relatives will be informed of the reasons and the location of their resident if evacuated outside the premises.If there is a health issue, then Emergency medical care would be provided on site then if necessary, transfer by ambulance to hospital.

**Escort of resident to appointments**

It is the family’s responsibility to organise escorts to external appointments. If there is absolutely no alternative, the Clinical Care Coordinator can be approached, to request a possible staff escort. This may be possible if staff are available, at least a few days’ notice is required.Staff will need to be employed to be on duty as an extra, and paid the hourly rate, thus a fee will be charged to the resident. Staff are not permitted to provide escort to residents out of work hours. Forms are required to be signed by the resident/representative to indicate an agreement to cover the costs, if approved by CareCordinators/ECM.

**Fees and Charges**

The Government stipulates that each individual resident’s income and assets will determine the fees and charges they are required to pay.

Calculating these charges can be quite complex and is different for everyone. You are therefore required to document all your asset information on the Assets Form. Take this to the Receptionist and make an appointment to discuss the finances with the Business Manager. We are not able to give financial advice but can explain the process. There are financial advisers who specialise in Aged Care, or your personal Financial Advisor should be able to direct you. We therefore suggest you do this to find the best scenario for your personal financial situation. Centrelink also provide an advice service.

 There are three parts to the fees charged:

 1. The **Daily accommodation payment (DAP) and or daily fee** is paid by all residents and is their contribution towards costs. This figure is adjusted periodically by the Commonwealth Government in line with the pension changes.

2. An **income-tested fee** occurs if income is above a certain amount. Centrelink or DVA assess this.

3. A**RefundableAccommodation Deposit (RAD) or Bond** may be requested, according to a calculation based on a person’s assets. There are rules around the refund of this amount.

The Aged Care Facility can give you an estimate of these fee amounts. It will be based on information you give them about your assets or the copy of the completed assets assessment form that you need to send to Centrelink or DVA. When Centrelink have processed your information, they will send you a letter stating the dollar value of your assets. This amount indicates to the Aged Care Facility if you can afford to pay anrefundable accommodation deposit, payment, chargeor bond amount. Accommodation Deposits or Bonds are a temporary payment, held in trust for you, while you are at the facility. To be refunded when you leave.The Accommodation deposit or Bond and all transactions are recorded in a register, with any deductions recorded, and explained. Smal retentions may occur for a period of time.

The Department of Social Security and The Aged Care Act 1997 requires all residential aged care facilities in Australia to abide by strict regulations with regard to charges.

More information in relation to fees and charges can be gained from Reception, Management, the Department of Social Security or Centrelink on 13 23 00.

**Fire Protection**

The buildings are protected by smoke detectors and water sprinklers. If activated the fire brigade is automatically alerted and will respond. Usually the first warning you would get, of a possible fire, is the continuous audible sound of the fire alarm, and compartment fire doors will close to isolate smoke to one area.

Remain where you are if there is no smoke and staff will direct you, if required. If there is smoke in the immediate vicinity, you are advised to move to the next area behind a closed corridor smoke door and buzz the closest nurse call alarm. Staff will approach and assist. There are also direction maps behind the doors in resident rooms and in corridors advising of evacuation routes if required.

**DO NOT PANIC.**

If there is a fire in your room, you must leave your room, close the door and exit through the closest smoke/fire door. You then proceed inside the building, to a safe area or out of the building via the nearest illuminated exit and assemble in the designated area. Residents may return to their rooms only on instruction from a senior staff member or a fire officer. If you are unsure of the reason for the alarm, and there is no smoke or fire obvious, wait where you are until instructed by a staff member.

It is the policy of the organisation to have Staff Fire Evacuation Training. Be assured all staff are prepared for this unlikely event. Most Fire alarm activations are faults, testing or false alarms, but each is treated seriously till the Fire Brigade inform staff otherwise.

Please familiarise yourself with the fire evacuation plan in your section of the facility and the instructions behind your door. Your cooperation and assistance in this emergency procedure is essential. Staff will direct you to locations for safety and evacuation if required.

**Food safety regulations**

Whilst the residential care facility is the residents’ home, staff cannot be responsible for food brought in by residents or their relatives. Foods of high risk such as, poultry, fish, dairy products, meat, eggs, rice, and pasta, brought in by the resident or relatives /friends, must be consumed at the time of being brought to the facility. It must not be stored for later consumption. Staff will not store these food items or reheat them. Food of low risk such as, biscuits, unfilled cakes and fruit are acceptable to be stored and served. Please alert staff regarding perishable food brought in for residents. Sealable containers are recommended for any food to minimize ants and rodent activity.

Food safety is a NSW health requirement and we each have a responsibility to reduce the risk of gastric upset to others by reducing the risk of introducing any at risk foods into the facility. Some of our residents have vulnerable health, and the NSW Health Department requires that we take extra care. New Guidelines were released in March 2011.

**Financial Issues and Powers of Attorney**

Residents and their representatives are encouraged to manage their own financial affairs. However, an ‘Enduring’ Power of Attorney is strongly advised before the health status of an individual alters, as this sometimes renders people ineligible from nominating the person of their choice to act on their behalf.

If an individual in unable to nominate an Enduring Power of Attorney, due to their current level of health, application must be made to the Guardianship and Administration Board. This requires going before a board and is quite involved. For further information, the board’s number is Free call 1800 136 829. Information regarding financial management of individuals can also be obtained from the State Trustees on Free call 1800 133 095.

**Gifts to staff**

To preserve professional relationships, staff are advised not to accept gifts from residents. However it is appreciated you may want to give a compliment, to indicate to staff, your appreciation of particular events. This could be done in the form of a written card or letter. It is acknowledged that general gifts of chocolates, sweets, to all staff involved in care, is appropriate and gratefully accepted on special occasions such as Christmas and Easter. However, please note this is not expected, and staff are encourage to share such gifts with other staff.

**Guardianship**

This is different and separate from Power of Attorney. An ‘Enduring Guardian’ is a legally accepted spokesperson with details documentedon appropriate forms signed and registered by the Coaurthouse; this approves a nominated person to make health and lifestyle& accommodation decisions on your behalf when you are unable to do so. The Enduring Guardian has the same powers as a parent has in relation to a child.(does not cover financial decisions)

It is recommended that all residents nominate an Enduring Guardian so any previous wishes for care and lifestyle can be implemented. As is the case for the Enduring Power of Attorney, the person must be appointed prior to any alteration in health or memory status.

**Improvements and suggestions**

To assist us to ensure our systems are working well, residents and visitors are encouraged to complete a Suggestion/Improvement Form when they identify an area in which they feel we can improve. This form is located at the front foyer and in communal lounge rooms. Completed Improvement Forms can be handed to the manager or placed in the suggestion box located at the front foyer.

The manager is available by appointment, during office hours, if you wish to discuss any concerns that cannot be dealt with by other staff on a more immediate basis. If you would prefer to speak to someone independent of the facility, contact details are available on brochures as listed in the front foyer. We are proactive in continuous quality improvement and take your concerns seriously. This is your home and we wish to include you in decision making.

**Infection Control**

Hand washing facilities are available in every room. Residents are reminded thatthe NSW Health Department has advised that hand hygiene is the single best method of preventing infection. Alcohol based hand rubs are also available throughout the facility.

Gastric upset is a concern when living with others in a close community. We ask for your understanding concerning any advice to remain in your room, isolated from others for 48 hours after the last symptom, if you have a gastric upset or infection. This is the best way to prevent the spread throughout the facility. If there are a number of residents with gasto upset the public health unit advises Aged care facilities to go into ‘lock down’, this means resident and relatives are advised of the gastro outbreak and advise visitors to not attend the facility till the gastro has cleared, and residents within the facility to avoid group gatherings to try to contain the outbreak to smaller areas and enhance control of the concerns. Most occasions there is an outbreak in the general community as well so avoiding potential of more symptoms coming in with visitors is reduced. This is taken very seriously as the elderly are more vulnerable to complications from these infections.

**Information line about aged care**

National information about aged care is available on

Free call 1800 200 422.

**Labelling of belongings**

It is recommended that all belongings are labelled with your name. Clothing must be labelled if being sent to Autumn Lodge laundry. Labels may be ordered at Reception by completing an order form.

No responsibility is taken for any lost or missing items. Valuable missing items will be reported to the police, but residents are responsible for insuring their own valuables.

**Leave**

**Day Leave** Any amount of daytime leave is available without incurring costs or fees. Please sign out in the book at reception corridor stating the date, your name and expected return time and contact details or whereabouts for use in emergency; and sign in the time and signature when you return. This leave information is required if you are leaving the grounds of Autumn Lodge and a requirement for fire evacuation purposes to know who is in the building and also for your personal welfare.

**Hospital Leave** Time spent in hospital is not counted as part of social leave.

**Pre-entry Leave** up to 7 days may be arranged to assist the new resident and their family to prepare for admission. This is not available if transferring from other care facilities.

**Social Leave** Residents are entitled to take up to 52 nights of social leave away from the facility without losing their right of occupancy, residents and relatives are asked to inform staff of leave arrangements and document in the register at reception areas if a resident is leaving the building. More than 52 days social leave per year does involve extra fees payable as per Resident agreement details.

**LGBTI**

See sexuality. The government encourages equality for all persons and their choice of relationships, and Autumn Lodge acknowledges these rights.

**Mail**

The Department of Social Security and Centrelink normally send any mail or notifications to the resident. You can elect to have this mail sent to a nominee on your behalf e.g. your next of kin or guardian. If you require this, you must complete a ‘nominee’ application and send it to the relevant government department, informing them of your wishes. If you or your representatives wish to change who receives notifications, please ask the receptionist for a ‘nominee’ form to complete and post to the Department. This prevents mail being lost if the residents’ health is deteriorating or likely to deteriorate.

**Nominee for Centrelink or Department of Health & Ageing**

Completion of application by relative/representative is required to become a nominee for Centrelink so communication is addressed to the appropriate person. Centrelink will not share information with relatives if they are not the nominated person.

**Pets**

Pets for therapy are part of the lifestyle program. If you wish visits from pets from the community or home, please organise this with the Clinical Care Coordinator or Leisure and Lifestyle staff. If you are not comfortable with animal visits, or animals inside, please alert the Leisure and Lifestyle staff. All pets must be on a lead.

**Resident meetings**

These meetings afford opportunity to share ideas and give feedback and information about relevant resident matters.

Meetings are open to residents and their representatives and can be monthly or quarterly. Times for these are on the monthly calendar.

Please share your individual concerns with Supervisors at any time these do not have to be recorded in the public meeting and can be dealt with before waiting for a public meeting time.

**Rules of Occupancy**

These rules are clearly stated in the Resident Agreement signed by the resident or representative on admission and in this Resident Information Handbook. The wishes of residents and carers are balanced with our duty of care and Work Health and Safety responsibilities. Residents have rights AND responsibilities.

**Safety and Emergencies**

The facility has an active Work Health and Safety Program and has systems in place to identify, eliminate and control hazards. If a resident or visitor identifies a hazard, please inform staff verbally or complete a Suggestion/ Quality Improvement Form available at reception. Please ensure your own safety and that of other residents and staff by being mindful of locking external doors, placing rubbish in bins and removing trip hazards or reporting concerns.

Staff have been trained for emergency procedures. In the event of an emergency, for example fire alarm, wait in your room, or wherever are, and follow staff instructions. If fire or smoke is in your room, then leave the room immediately, close the door behind you and move to a lounge area. Follow staff instructions.

Residents and visitors are expected to willingly co-operate with the objective of making Autumn Lodge a healthy and safe place in which to live.

**Security of Tenure**

All residents, including respite residents, are offered a Residency Agreement, which sets out:

* the rights and responsibilities of the resident and the service provider
* fees and charges;
* the process for termination of the agreement, if required.

Residents are free to move from the facility at any time, be it for reasons of relocation to another care environment or returning home to live with their family.

Every effort is made to ensure residents move into the most appropriate room which is reflective of their care needs. As circumstances change, it may be necessary to move a resident from one room to another for medical or other care needs. Any such move would be made in consultation with the resident and their family, prior to the move.

A situation could arise where we are unable to continue to provide an adequate level of care for a resident, whose care needs have grown beyond the capacity of our staff to manage. This would be discussed with, both the resident and the resident’s family / representative, with a view to assisting in arranging appropriate alternative accommodation. A resident’s security of tenure is valid from the time of admission until the time of their departure. A signed letter will indicate your agreement to change any previous agreements.

**Sexuality**

Residents individual preferences are supported. Discussion may be directed to the Executive Care Manager. Heterosexual or same sex partners continuing relationships are supported, in keeping with Government (LGBTI) requirements.

**Smoking**

Autumn Lodge is a No Smoking Zone. New admissions will be advised of this. At present, there is a ‘no smoking policy permitted on the grounds of Autumn Lodge in or outside of buildings’. Residents and visitors, who choose to smoke, may do so outside of the grounds away from gateways and entrances that may enable smoke to enter the buildings or for others passing by to be in passive smoke areas.Staff are not available to assist transfers to off-sitesmoking areas, and not permitted to stay with residents in these areas. Residents will be encouraged to discontinue smoking and encouraged to utilize other alternatives such as patches and gum. Breech of this safety guideline places the resident at risk of breech of the agreement to reside at Autumn Lodge.

**Sun Protection**

Residents are encouraged to wear wide brimmed hats, long sleeves and sunscreen 15+ in the summer months, whilst outside. Dehydration is discouraged by utilising further fluid intake in hot weather.

**Transfer within Facility**

Management reserves the right to transfer a resident within the facility, to allow for optimum care and surveillance. This strategy is in conformity with “Ageing in Place” legislation. Management will always discuss such transfer with resident (if possible), their legally nominated representative, next of kin and their doctor. Transfer to an area with 24 hour trained carers or Registered Nursing staff may be appropriate in some cases.

Some rooms are not built for or set up to manage residents requiring wheelchairs, lifting machines, special walking frames, additional equipment or for those residents wandering and at risk of being lost or causing concern to others. Due to Workplace Health and Safety requirements, some areas are not suitable and alternative arrangements may be required. This will be fully discussed with the resident and their family. Safety of staff working in these areas is also a consideration.

**Valuables and Spending Money**

Residents are discouraged from having valuables or large amounts of cash in the facility. Autumn Lodge will not take responsibility for the loss of valuables or money, despite all endeavours to maintain and promote a secure environment. Residents are responsible for insurance for their own valuables and belongings, if required.

Residents often require some spending money for the purchase of small items or services such as hairdressing and outings. A petty cash system, for small amounts of money for residents, who require such a service, is available. Please enquire at reception. Alternately a locked drawer is available in each resident bedroom. Keys for locked drawer and room door are available following payment of a refundable deposit of $50 per key.

**Visiting hours**

We encourage family and friends to visit residents anytime within reason,with consideration to all other residents sharing this home, usually between 9am and 8pm.Please sign the visitors’ book on arrival and departure. This is conveniently located at the entrance to the building. This is a safety requirement, so that we know, at any one time, who is in the building.

Please do not park at, or block the front entrance door. This area is for family and visitors picking up or dropping off residents and is for short stop times only. This area must remain clear for emergency vehicle access.

Security measures include the locking of the entrance doors from 6pm till 8am. Visitors outside these hours are advised to press the call bell, on the side wall, to speak to staff, for after hours and weekend entry, or phone to inform staff of your arrival or need to enter, 02 67727533. Families may make arrangements to be with residents who are unwell or palliative care, by discussion with the Supervisor on that shift.

# What to bring on admission

**Administration Items**

* Medicare Card, noting what your position number is on the card e.g. 1 or 2, and expiry date
* Pension Card or Health Care card
* DVA Repatriation Card (if applicable)
* Pharmaceutical Benefits Scheme (PBS) Card
* Taxi Card (if applicable)
* Private Health Insurance Card (if applicable)
* Ambulance cover detail if not a pensioner
* Current nominated Doctor’s name
* Doctor’s address
* Doctor’s telephone number
* contact details for Nominated Person responsible
* Next of Kin’s address and telephone numbers
* Nominated Funeral Director
* Details of any prepaid funeral benefits
* Nominated Religion
* Name of person responsible for paying accounts
* Contact details of the person paying accounts
* Enduring Power of Attorney (if completed)
* Enduring Guardianship (if completed)
* Guardianship Administration Board orders (if applicable)
* State Trustees details (if applicable)
* Advance Health Care directive (completed with your doctor)
* Medical history from your doctor
* Medication chart, completed by your Doctor
* Prescriptions to be given to Pharmacy
* Copy of your last Willfor filing, or the details of its location
* Latest Assessment from ACAT, called ACCR
* Centrelink or DVA assets assessment

# What to bring (continued)

**ClothingRecommended**

**Night Wear**

* Winter nighties/pyjamas 4
* Summer nighties/pyjamas 4

**Under Wear**

* Singlets 4
* Spencers 3
* Petty coats (female) 2 if usually worn
* Underpants 8- 12
* Socks/Stockings 6 pair

**Footwear**

* Slippers 2 pair
* Casual Shoes 1 pair
* Formal Shoes 1 pair optional

**Shirts**

* T-Shirts 4
* Summer Shirts/Blouse 4
* Winter Shirts/Blouse 3

**Leg Wear / Dresses**

* Winter pants/Slacks/Trousers 4 pair
* Dresses/Shorts 4-6
* Track pants 4 pair

**Jumpers / Tops**

* Jacket/Windcheaters 2
* Machine washable cardigan/Jumper 3

**Winter Clothes:**

* Jacket for outings 1
* Scarf/ leg warmers 1

**Sun Protection:**

* Wide brimmed hat 1
* Sunscreen 15+ 1 tube

Because oflimited storage, some families bring clothing in according to the season. This way, cupboards are not cluttered, and residents havebetter access for choosing appropriately. Residents with issues ofspilling food, or incontinence, may require extra clothing.

# What to bring (continued)

**Furnishings**

Workplace Health and Safety recommend approved beds, a bedside locker and chair are provided**.**

Residents may bring other small items of furniture and personal effects e.g.

* Own bed spread to make room homey (if preferable)
* Recliner lounge chair
* TV on cabinet ***or***
* Low boy chest of drawers ***or***
* Hutch or cabinet
* Personal photos and picture frames
* Photo albums

Items should be able to fit within the space available, leaving access for walking frames, wheelchairs and trolleys.

Beds need to be able to be moved for cleaning and change of linen.

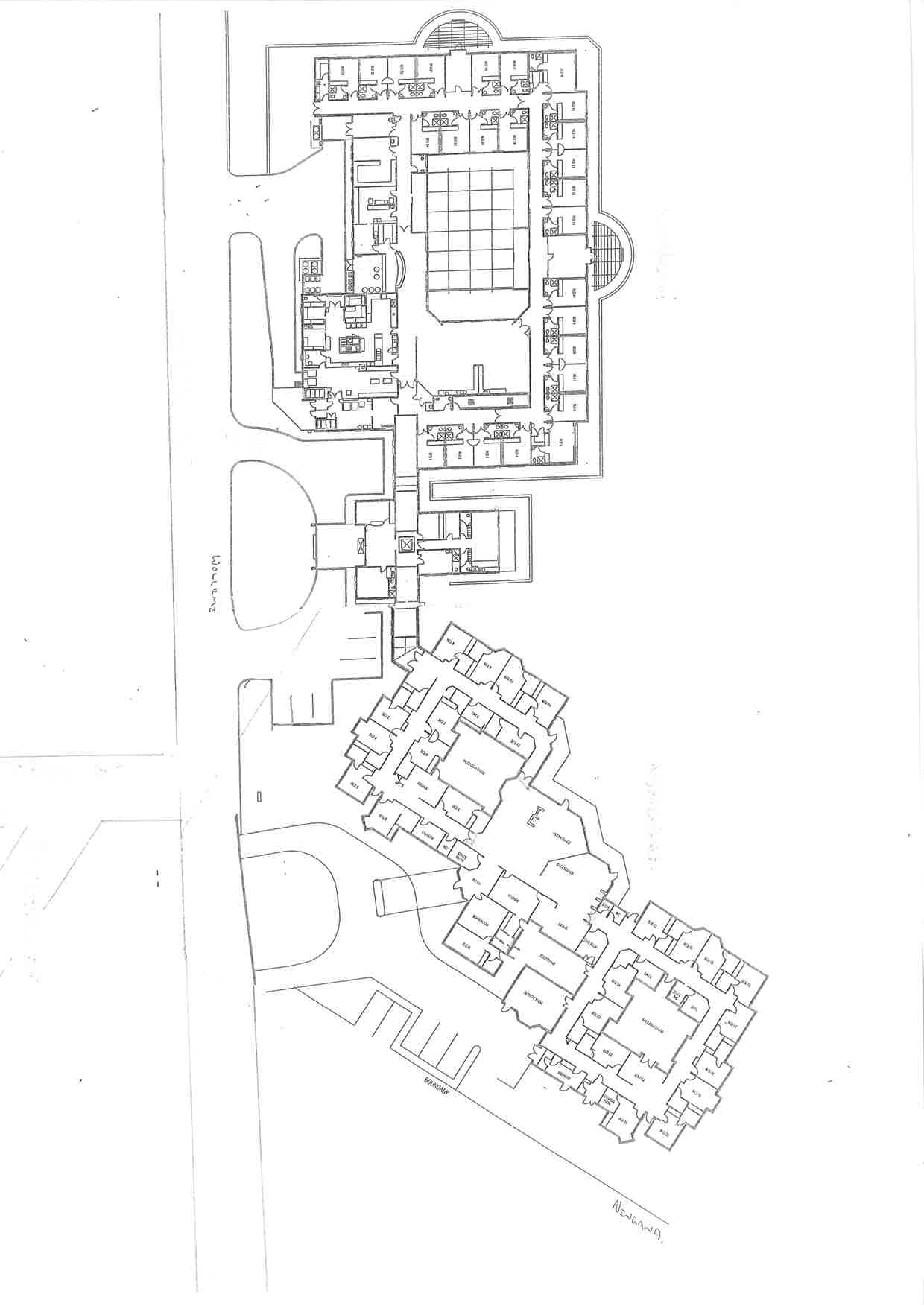
Please discuss any additional items with the Care Manager.

**Toiletry Requirements**

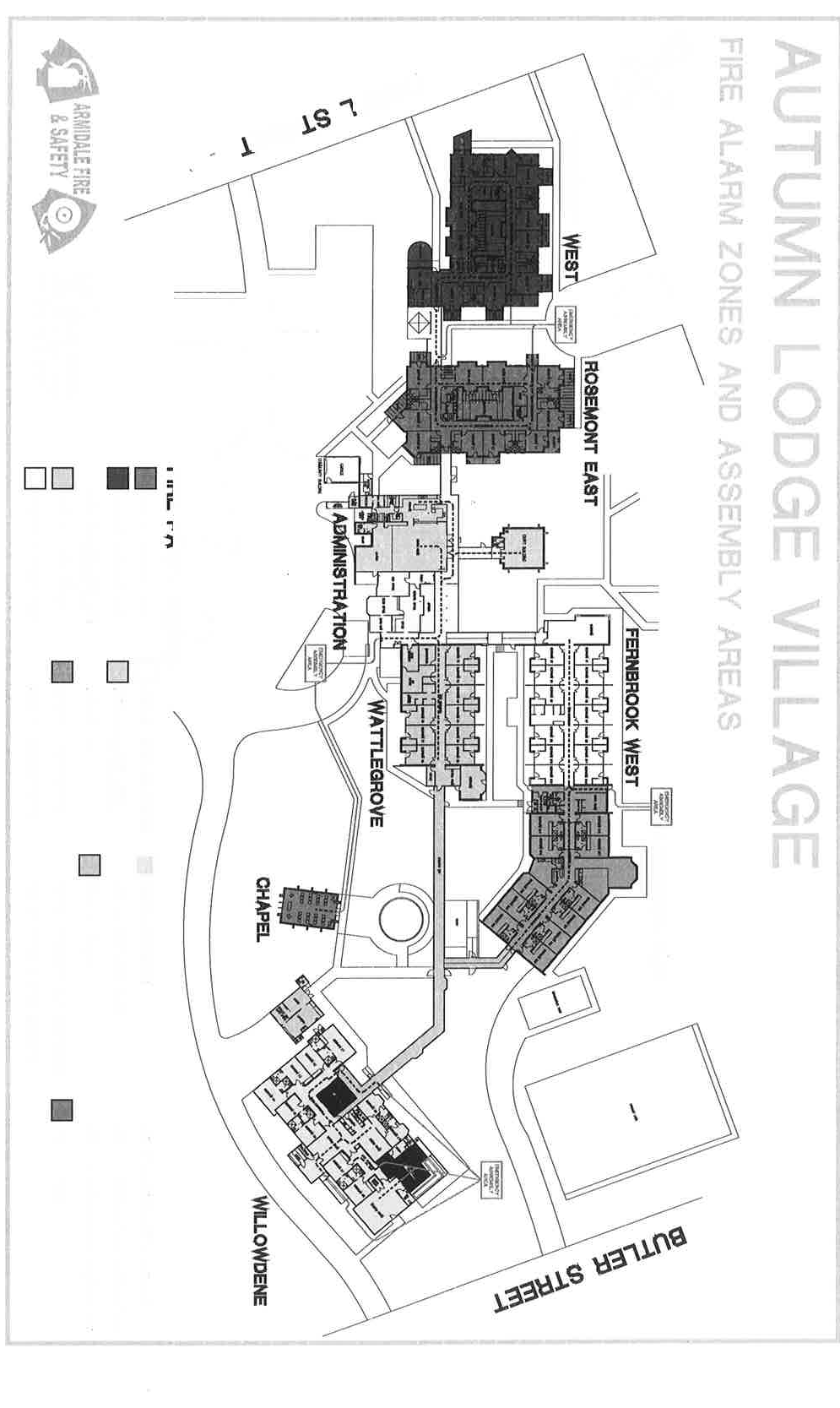
All items must be clearly labelled(and will need to be replaced as necessary, either by relatives or purchased from the pharmacy and placed on the residents account)

* Large sized toilet bag, tissues.
* Comb, brush, tooth/denture brush
* Soap container ,
* Deodorant, Body sprays, perfumes or after shave
* Soft nail brush, nail file
* Nail clippers –please name with key ring tag.
* Electric shaver – disposable razor blades are discouraged due to sharps hazard,
* Moisturiser
* Ladies, makeup as preferred
* You may wish to supply soap, toothpaste, shampoo and conditioner **of your choice**, or generic brands may be supplied

# AUTUMN LODGE, GLASS STREET -WOLLEMI & NINGANA PLAN



# BUTLER STREET PLAN



**Autumn Lodge**

**Autumn Lodge**

**Quality Improvement Form *O-F 001***

*Feedback is welcome and helps us with our continuous quality improvement initiatives. Your input is valuable*.

**Comment [ ] suggestion [ ] compliment [ ] complaint [ ] other­­­­**\_\_\_\_\_\_\_\_

**Area**: Ningana [ ] Wollemi [ ] Willowdene [ ] Wattlegrove [ ] Fernbrook [ ] Rosemont [ ]

Date: Name (optional): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_

By Employee❒Contractor❒Resident❒Volunteer ❒Visitor ❒other\_\_\_\_\_\_\_

**Comment**s:

Describe the **Suggested Solution**: *(if applicable)*

Immediate Action/ Taken by Team Leader/RN:

(PTO if needed )

name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ date \_\_(then give this form to CCC/Manager)

***Follow Up*** Investigation and Action by Management:

NameSignature: Date:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***FEEDBACK***provided to the individual ❒ via resident meetings❒ via staff meeting❒

via memo❒ via newsletter❒ other means❒

details

Name of person completing form: Signature : Date:

I HAVE BEEN SUPPLIED WITH A COPY OF THE AUTUMN LODGE HAND BOOK.

I HAVE READ, UNDERSTOOD AND AGREE TO ABIDE BY THE CONTENTS OF THE AUTUMN LODGE HANDBOOK.

NAME: ...................................................................................

SIGNATURE: ..........................................................................

DATE: ........................................................

***## SIGN BOTH AND RETURN BOTTOM COPY TO the RECEPTIONIST at ADMINISTRATION WITHIN A WEEK OF RECEIPT OF THIS HANDBOOK***

Cut here > - - - - - - - - - - - - - - - - -- - - - - - - - - - - - - -- - - - - return bottom portion to Admin

I HAVE BEEN SUPPLIED WITH A COPY OF THE AUTUMN LODGE HAND BOOK.

I HAVE READ, UNDERSTOOD AND AGREE TO ABIDE BY THE CONTENTS OF THE AUTUMN LODGE HANDBOOK.

NAME: .....................................................................................

SIGNATURE: ............................................................................

DATE: ........................................................

Amendments

2013/6 Smoking

2013/6 Toiletries

2013/6 font for history additional building projects.

2013 LGBTI

2013/2014 DoHA to DoSS

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