

Resident Information Booklet

Glenview Residential Aged Care



Indigo North Health Inc acknowledges the Traditional Custodians of the land and pays respect to Elders both past and present.



Indigo North Health Inc acknowledges and respects the diversity of our community and our consumers.



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Introduction

Name: Indigo North Health Inc

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Email: inh@inh.org.au

Website: www.inh.org.au

Office Hours: Monday – Friday 8.30am – 5pm

The information enclosed has been written to provide information and to help answer questions you may have about moving into Glenview.

We recognise that making the decision to live in a residential care facility is not an easy one.

The Management and staff at Indigo North Health Inc. are committed to providing emotional support to new residents/representatives on admission, and on a day to day basis.

A mix of experienced staff is rostered 24 hours per day to provide person centred care and service to residents, in accordance with the Public Health Sector.

If you have any further questions, or would like a tour of Glenview, please contact reception during office hours to arrange an appointment.

About us

History of Indigo North Health Inc.

The Rutherglen Bush Nursing Hospital was established in 1938. In later years it became the Rutherglen District Hospital.

During the 1960's the District Nursing Service commenced servicing the Shires of Rutherglen and Chiltern.

Changes to the health landscape during the 1980's brought about the cessation of acute services at Rutherglen and the establishment of Glenview Community Care Inc. as a 23 bed nursing home and community health centre.

Between 1989 to July 2008 significant renovations and a major building program were undertaken at Glenview to enable its residential aged care facility to meet Commonwealth certification standards. Bed numbers were increased from 23 to 40 beds (including both high and low care) and significant expansion of its Primary Care Program and the services provided were introduced.

In July 2008 Glenview Community Care Inc. amalgamated with Chiltern and District Health Service to form Indigo North Health Inc., with campuses at Rutherglen and Chiltern, servicing the Indigo North region.



Black and white photograph of the laying of the Foundation Stone by Sir John Harris MLC for the Rutherglen Bush Nursing Hospital on 23rd April 1938.

Strategic Plan 2022-2024

Our Vision:

Assisting individuals and communities to achieve the best possible health outcomes.

Our Mission:

Deliver a range of services that improve the health and wellbeing of individuals and families in our communities.

We will deliver fair, equitable and person-centred care that responds to the health needs of the community through listening and empowering individuals and their carers to be involved in their own care,

- 1.1 Develop new programs based on evidence and engagement, including home-based care, social support and short-term restorative care
- 1.2 Expand the delivery of Neighbourhood House services to Rutherglen
- 1.3 Reassess the delivery of early childhood services
- 1.4 Develop options for how the current site can support services following the transition to the new greenfield development
- 1.5 Help the community be more empowered about their own health care
- 1.6 Improve awareness of all services delivered by Indigo North Health

We will support our team and community by promoting a culture of learning and development,

- 3.1 Develop workforce strategy
- 3.2 Identify key roles and skillsets required to meet current and future workforce needs to respond to community health needs
- 3.3 Develop partnerships to train, share and attract a skilled workforce
- 3.4 Explore partnerships with Registered Training Organisations to build and maintain a skilled workforce
- 3.5 Develop infrastructure to support training and development of the workforce and provide a community learning space
- 3.6 Engage with schools and training institutions to offer opportunities for work-based placements and teaching opportunities for current staff

We will build and maintain partnerships to deliver services that respond to the health and wellbeing needs of our communities,

- 2.1 Maintain positive relationships with all levels of government including regulators, funders and service delivery partners
- 2.2 Continue to work collaboratively with peer health care providers, both public and private
- 2.3 Foster and grow innovative partnerships with key stakeholders and individuals to further enable INH to respond to the health and wellbeing needs of its communities
- 2.4 Develop partnerships to enable INH to become a referral centre for specific types of care e.g. dementia care
- 2.5 Establish service agreements to broker the delivery of specialist services e.g. mental health, diabetes education to address community needs

We will be a sustainable, compliant and well-governed service provider through the adoption of contemporary business practices,

- 4.1 Continue to comply with all accreditation, safety, quality and governance requirements
- 4.2 Maintain awareness of regulatory and funding reforms
- 4.3 Adopt environmentally sustainable practices to minimise the organisation's impact on the environment
- 4.4 Adopt contemporary best practice and explore opportunities to trial new and emerging technologies to support both health care and business operations
- 4.5 Investigate the implementation of My Health Record

Accommodation Offered

Indigo North Health Inc. has 40 beds that are approved and certified by the Commonwealth Department of Social Services to provide ‘ageing in place’ residential aged care. This means that you don’t need to move to another facility as a result of changing care needs.

We have:

- 24 single rooms
- 8 shared rooms

Ensuites are available in 11 rooms. Couples can be accommodated in double rooms if available.

Respite Care at Glenview

Short-term respite care may be offered at Glenview depending on the availability of a bed and after an assessment by the Aged Care Assessment Service (ACAS in Vic, ACAT in NSW), who are required to approve any government-funded places at aged care homes. Anyone wishing to organise residential respite care, either for themselves or for the person they’re caring for, should contact an ACAS assessment team via My Aged Care on ph 1800 200 422. Once an appointment is made, a member of the local ACAS will visit the person you care for in their home or in hospital to assess their needs. The team will then talk to you about what services you and the person you are caring for may need.

In most cases, a person can have up to 63 days of respite care in a financial year. However if the ACAS thinks it is necessary, extensions of up to 21 days at a time are possible. Costs will vary depending on the type of care received and the amount of respite required.

There are also community agencies such as Villa Maria and Upper Murray Family Care that can assist with these financial expenses through Carer Support funding. Contact the **Commonwealth Respite and Carelink Centre 1800 052 222**.

Admission and Change of Address

We ask that a relative or representative accompany a new 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. If this is not possible we ask that someone close to the resident visit the facility shortly after her/his admission.

Please see ‘Checklist for Administration Purposes’ enclosed with this package for a guide on what to bring.

An orientation of the facility is provided to each new resident and their representative to assist them to adjust to the new living environment. This should be arranged with the Nurse Unit Manager, and may happen prior to admission if desired.

Pre-Entry leave of seven days can be arranged to assist the new resident/family to prepare for admission.

Following admission into the facility, it is necessary that all relevant authorities 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 Indigo North Health Inc. is the responsibility of the resident or their nominated next of kin/representative.

Security of Tenure

All residents are offered a Residency Agreement, which specifies:

- the rights and responsibilities of the resident
- the rights and responsibilities of the service provider
- fees and charges
- termination of the agreement

A resident's security of tenure is valid from the time of admission until the time of their departure unless otherwise specified in the Resident Agreement. This said, if your combined income and asset assessment is not completed at the time of your entry a change of room may be required when it is finalised.

Residents are free to move from the facility at any time, be it for reasons of re-locating 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 occurring.

If the move is initiated by staff you cannot be asked to pay a high fee for your room if it is a higher priced room if you are paying an accommodation payment.

You can change rooms through mutual agreement which may result in a higher or lower fee for the room if you are paying an accommodation payment

If 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. This decision will only be made after a thorough independent assessment has been performed by the Aged Care Assessment Services (ACAS) and the Medical Practitioner, and the need for transfer deemed absolutely necessary.

Fees and Charges

Fees and charges are prescribed by the Aged Care Act 1997 and associated principles. A Residential Aged Care –Calculation of your cost of care form conducted by Centrelink will determine the fees and charges residents are asked to pay. More information in relation to fees and charges can be gained from Centrelink on 13 23 00, the Indigo North Health CEO, or the "My Aged Care" on:

Freecall 1800 200 422 or their website: myagedcare.gov.au

Please refer to the INH Fees and Charges leaflet included with this package.

Accounts

Accounts are calculated in advance on a monthly basis and are direct debited from the nominated account on the 15th of each month. Please complete the Direct Debit Form attached with this package.

No money or cheques will be accepted outside office hours. All enquires related to accounts should be received at Reception during office hours.

Pharmacy Accounts

Pharmacy accounts are billed directly from the pharmacy to the resident/representative. Payments, as well as all enquiries related to the account are to be made direct to the pharmacy. Please ensure the pharmacy is notified of the nominated person responsible for the payment of the account.

Advance Care Planning and Powers of Attorney

Advance care planning allows those closest to you to make healthcare decisions on your behalf if you are not able to make decisions for yourself. It also enables health professionals to understand and respect your health care preferences, if you become seriously ill and unable to communicate for yourself. (Advance Care Planning Australia)

Victorian legislation (as at 12 March 2018) allows for a person to plan for the future, should they not be able to make their own decisions. They can do this by:

- Appointing a Medical Treatment Decision Maker (MTDM) and, or;
- Completing an Advance Care Directive (ACD) and, or;
- Making an Enduring Power of Attorney which may involve the appointment of an attorney for financial matters and or an attorney for personal and lifestyle decisions (but not health care matters).

To complete these legal documents the person must have the capacity to make a decision including:

- An understanding of the information related to the decision and the effect of the decision
- The ability to retain the information for the decision to be made and;
- Be able to communicate the decision in some way.

Medical treatment should only be provided with informed consent. A health practitioner must seek informed consent from the resident or if the resident does not have decision making capacity, the resident's medical treatment decision maker.

The only exception is where urgent treatment is required to save life or prevent serious damage to a person's health or; to prevent or to alleviate pain or distress.

The medical treatment decision maker for a resident is the first person in the below list who is reasonably available, and willing and able, to make the decision:

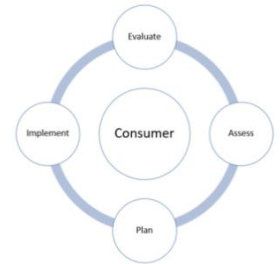
- The resident themselves where there is decision making capacity
- The resident's appointed medical treatment decision maker
- The resident's guardian appointed by VCAT to make decisions about their medical treatment
- The first of the following people who is in a close and continuing relationship with the resident:
 - spouse or domestic partner
 - an adult child (eldest first)
 - parent (eldest first)
 - an adult sibling (eldest first).

Further information can be obtained from the Office of the Public Advocate and Advance Care Planning Australia.

Consumer-focussed care and services

We are committed to providing care and services that meet your needs and preferences for your health and well-being.

To enable this to occur we work in partnership with you and your nominated representative to conduct an initial assessment and develop an individualised Care Plan that takes into consideration your needs, preferences, safety and your right to take risks. The plan is put into action and monitored on a day to day basis.



A monthly evaluation of the Care Plan is conducted with you to see if the plan is working.

Where things change, a reassessment is conducted with you and or your representative and if needed, the Care Plan is changed.

If referral to another service may assist to maintain your health and or wellbeing, this will be discussed with you and or your representative.

Consumer Rights

We respect each resident's right to:

- Personal privacy
- Be treated with dignity and respect
- Have identity, culture and diversity valued and supported
- Safe and quality care and services
- To be involved in decisions that affect you
- Complain and be involved in the resolution process
- Advocacy support.

Tolerance, understanding and respect for diversity is upheld regardless of age, race, cultural customs, religion, physical ability or attributes and sexual identity. Discrimination of any kind shall not be tolerated.

Refer also to attached –Charter of Aged Care Rights.

Cultural and Religious Requirements

Please discuss with staff any cultural or religious requirements. A cultural plan addressing the key areas of healthcare provision can be developed that consider the environment, communication, religious and spiritual needs, dietary customs and emotional well-being.

Australian Privacy Principles Policy

As an aged care home we are bound to collect a range of personal information according to the Aged Care Act 1997. The organisation is also bound by the Australian Privacy Principles within the Privacy Amendment (Enhancing Privacy Protection) Act 2012 which amends the Privacy Act 1988 and the Victorian Health Records Act 2001. Both these acts set out the requirements for ensuring systems and processes are in place to appropriately manage personal information.

A copy of our full Australian Privacy Principles Policy is attached and will explained to you on admission.

Secure Environment

Safety and security of Glenview's residents is of utmost importance to us therefore internal entry doors to the Aged Care facility are locked. Access is available through the use of a proximity security tag.

Security Cameras

The building has security cameras located at each entry and exit, in the car park and the common areas such as; corridors, dining rooms and lounges for safety and security.

These cameras record images that are kept for 1 week for review should an incident occur. Staff also monitor the images throughout each shift to identify potential or actual incidents related to resident safety and or security. The cameras and images are not used for any other purpose.

Staff Privacy

Residents and their visitors are requested to respect staff privacy and not take staff's photos or video them at work and do not post images on social networking sites including but not limited to: Facebook and YouTube without staff consent.

Leisure, Interests and Activities

Leisure and Lifestyle

A diverse range of individual, group and community focused activities are provided in the Activities Program. Activities endeavour to take into account individual needs, interests and preferences.

The weekly activity program and information about special events and other points of interest is placed on notice boards throughout the home. A monthly newsletter is published to keep you and your family and staff informed on news and happenings. We welcome your contribution.

Sun Protection

Residents are encouraged to wear wide brimmed hats, long sleeves and sunscreen 30+ in the summer months prior to going outside. If a resident does not have sunscreen it will be purchased on their behalf through the pharmacy.

Bus

Indigo North Health Inc. has its own 17 seat bus with a wheelchair lift to give residents the opportunity to participate in community programs. A risk assessment is completed where deemed necessary. Payment for the purchase of a meal may be required on some bus outings.

Access to the Sensory Garden

Residents are able to freely access the sensory garden from 7 am until 10 pm. Outside of these times the doors are locked, to ensure the safety of all Residents and Staff. Any Resident, who wishes to access the Sensory Garden outside of these hours, can do so by requesting a Staff Member to unlock the doors.

Music Therapy

Music therapy is regularly provided with a number of techniques used including sing-a-longs, dance and movement, the playing of instruments and school and dance concerts.



If you know a resident's music preferences please let the Leisure and Lifestyle Team know so that their individual choices will be downloaded onto our iPods for their individual listening. A list of preferences is available in the nurses' station.

Residents wishing to continue other complimentary therapies will be supported to do so, within regulatory requirements.

Pet Therapy

To enhance quality of life and general well-being residents/representatives have the opportunity to interact with pets daily. Pets may be also brought into Indigo North Health after completing the assessment form: Assessment Guidelines for bringing an animal to visit at Glenview form (see staff for a copy of the form).

Resident / Representative Meetings

Resident/representative meetings are conducted every month. All residents and their representatives are welcome to attend this meeting. The date of the next meeting and agenda is displayed on the notice board located in the day room. The purpose of each meeting is to provide an opportunity for residents/representatives to comment on matters relating to the facility and be involved in decision making about the operation of the facility and other matters that may affect the residents.

Information sessions are also provided at the meeting about aspects of care and safety for example; falls prevention and emergency procedures. A copy of the minutes of the meetings is displayed in the Resident/Representative Meetings folder held at reception.

Grapevine Newsletter

The Grapevine Newsletter is edited monthly by the Leisure and Lifestyle Team. The newsletter is forwarded to the resident/representatives via email, is available at reception, and is displayed on the noticeboard in the dayroom.

Please contact a Leisure and Lifestyle Team member if there are items of interest that you would like included or if you would like this newsletter emailed to you. Input from residents/representatives is encouraged.

Volunteers

Indigo North Health Inc. could not continue to function if not for the support it receives from community members and service groups. This generosity extends to the volunteering of time and financial support

Volunteers contribute greatly to the resident's quality of life as well as assisting in our Community Programs. If you would like to be involved as a volunteer please organise an appointment with the Volunteer Coordinator or ask at reception for a Volunteer Information Pack.

Valuables / Spending Money

Residents are discouraged from leaving valuables or large amounts of cash in the facility. Indigo North Health Inc. will not take responsibility for the loss of valuables or money despite all endeavours to maintain and promote a secure environment.

Residents may require spending money for various outings, hairdresser, shopping etc. Money may be deposited to the Resident Suspense Account or kept in a secure pocket in the safe in the office. Access to these monies is available during business hours. Please ask reception staff to explain the process.

Residents/Representatives who insist on leaving valuables in the facility may do so after exonerating the facility from any responsibility. A locked draw can be provided in a resident's room upon request.

Visiting, Outings and Leave

You are entitled to take up to 52 nights of social leave away from the home without losing your right of occupancy. This does not include time spent in hospital.

We encourage family and friends to visit residents anytime. Quiet time is between 1.30pm and 2.30pm daily.

To help us know who is in the facility at any given time, and in case there is an emergency, please make sure you sign in and out through the online system 'Zipline' situated near reception.

Visitor access during business hours Monday to Friday 8.30am-5pm is via reception.

Outside business hours: ring call bell outside the front entrance doors and a staff member will admit you to the building.

Car parking for visitors is available in the car park (entrance in High Street), as well as kerbside parking, though some restrictions may apply.

Please do not block the front door, this area is for emergency vehicle use and for family and visitors picking up or dropping off residents.

If a resident is leaving the facility, for example an outing with a family member/friend, or for an appointment etc. please inform the nursing staff prior to leaving. Please state the expected time of return. This helps us to know where residents are should there be an emergency and we can also advise catering staff if a resident will not be at the facility for a meal.

Please Note - When leaving the building please check with staff before opening the door for anyone else as there are some residents who could wander off and are not safe on their own.

Please do not visit if you are unwell particularly if you have had COVID symptoms, vomiting or diarrhoea (gastro) or the influenza ('flu'). These diseases can spread quickly and the elderly are at a higher risk of becoming very ill and these diseases can be life threatening for the elderly. Do not visit for 48 hours after vomiting or diarrhoea has ceased or for 5 days from the onset of flu symptoms.

If there is an illness outbreak, management and staff will act quickly to stop the spread and to protect other residents, staff and visitors. A number of extra precautions will be taken such as increased use of gloves, gowns/aprons and or masks, increased hand hygiene, increased cleaning in some areas, collection of specimens, isolating affected residents who may be allocated dedicated staff, notifying relatives and friends using signs throughout the building, restricting activities and visitors if necessary.

Such outbreaks must be reported to the Communicable Disease Prevention and Control Unit who will monitor the outbreak and provide advice about managing the outbreak as required.

Please talk to a nursing staff member or the Nurse Unit Manager if you have any questions related to visiting when you or a family member or friend are unwell or if there is an outbreak. (Refer also to the Infection Prevention and Control section).

Transport

Indigo North Health Inc. has a Community Transport Service with volunteer drivers using Indigo North Health vehicles to take residents to appointments if they have no other means of transport. This service is only available to those residents who are able to mobilise to and from the vehicle and attend the appointment unaided.

Cost for the service is determined on the distance travelled. Payment is made for the service provided from either funds held in the safe for the resident or an invoice may be raised for payment. Please inform the Nurse Unit Manager if you require this service.

Bus: - A private bus line operates between Corowa-Rutherglen-Wodonga and Albury.

Train: The nearest railway stations are located in Springhurst and Chiltern.

Taxi (includes wheelchair taxi): Corowa Taxi Service Phone: 02 6033 1634.

Television, Radio and Telephone

Television and Radio

Television and radio/CD players are available for use in communal lounge rooms.

Residents may bring their own radio. Wall mounted televisions are provided in each resident's room

Telephone

Telephone connections are available in all rooms with an initial connection fee of \$250.00.

Residents are responsible to pay a monthly telephone line rental (\$40.00 plus GST). This fee includes all outgoing calls. Please ask at reception for further information.

A portable phone is available from the nurses' station for residents to receive incoming phone calls. This number is: (02) 6033 6210

Furnishings, and Electrical Appliances Tagging

Residents are encouraged to personalise their rooms and may bring some small items of furniture and personal effects following approval from the Nurse Unit Manager. Personal lounge chairs must remain in the resident's room. Due to Occupational Health and Safety concerns, ottoman foot stools are not allowed as they pose a tripping hazard to both residents and staff.

A Resident Belongings Form is completed as part of the orientation process. Please discuss with Nurse Unit Manager any specific needs.

For electrical safety all electrical appliances and cords need to be checked and tagged by Indigo North Health Maintenance staff upon admission, and prior to their use in Glenview. Appliances are also labelled with the resident's name. As per safety rules as all electrical appliances have to be tested and tagged annually.

When a resident departs Glenview, nursing staff should confirm with the resident representative that all items as listed on the Resident Belongings Form completed upon entry to Glenview are present and accounted for. We request that all items are removed from the resident's room with 24 hours; however we understand that this can be a very difficult time, and we will retain the items for seven days, after which a retention fee will be charged on a weekly basis.

If the family/representative prefers Indigo North Health to dispose of unwanted larger items of furniture, then a fee of \$50 per item will be charged, to cover transport and disposal costs.

Sexuality and Intimacy

Sexual health which includes sexual identity (maleness, femaleness), sensuality (body image, grooming, touch, erotica, romance), intimate relations and expression of sexuality (hugging, kissing, holding hands, flirting, masturbation, sexual intercourse) is supported in a private environment.

This includes lawful, consensual and private intimacy between opposite and same sex residents and or partners/community members but does not include sexual relationships between a staff member, volunteer or contractor.

You must be aware that when forming relationships with other residents, the other resident may not have the mental capacity to give informed consent to sexual activities due to a medical condition such as; dementia, stroke. Refer also to the Elder Abuse section of this booklet.

Where complex situations arise related to sexuality and residents who suffer from memory loss these will be managed on an individual basis with relevant health team members and the resident's representative/s and if required legal representatives

Smoking

There is a no smoking policy within all buildings and vehicles owned by Indigo North Health Inc. this includes staff, resident representatives, visitors and contractors.



Staff will conduct a Risk Assessment for all residents who wish to smoke to identify if the resident is able to smoke safely and independently. A designated smoking area is located in the garden area of the Residential Aged Care facility for residents only.

The sale, use and possession of e-cigarettes containing non-nicotine products is legal within Victoria however those containing nicotine are prohibited in Australia.

E-cigarettes that do not contain nicotine are regulated in the same way as tobacco products and must not be used in a smoke-free area.

The organisation is required to meet its legislative obligations to provide a safe work environment for staff as far as is practicable and cannot allow or expect staff to passively smoke whilst supervising a resident who wishes to smoke. Monitoring is by distant observation.

If a risk to safety is identified, strategies will be discussed with the resident or her/his representative to work out ways of eliminating and or controlling the risk, for example, scheduled smoking times so that staff can monitor, cigarettes and lighter/matches stored safely by staff and / or the use of a fire retardant apron.

Agreed strategies will then be implemented, monitored and evaluated. If the risk increases, changes will be discussed and made to protect the resident and others within the facility. The only option may be for Residents to "Quit Smoking" and ways to facilitate this can be discussed with a medical practitioner and implemented.

Alcohol

Residents may consume moderate amounts of alcohol unless consumption results in behaviour that infringes on the rights of other residents or staff, or the doctor advises against this.

Visitors are not permitted to consume alcohol on the premises unless it is part of a celebration or activity, which the residents are participating in. Alcohol requirements must be purchased by the resident/representative.

We ask family members to notify nursing staff when bringing alcohol onto the premises. All alcohol is stored in a locked cupboard/fridge.

Meals, Snacks and Food Safety

A four week rotating menu with three meals a day provides a variety of meals, beverages and snacks from the 5 food groups to promote healthy eating and to meet residents nutritional and hydration needs and preferences. Individual food preferences and specific dietary needs are taken into consideration.

The menu is reviewed with resident input through an annual survey, through resident meetings, analysis of Feedback Forms and current residents' needs and preferences.

A Dietitian reviews the menu when there are significant changes in residents' needs and preferences to ensure it meets nutritional requirements, including for those residents with special dietary requirements.

Meal Times

Breakfast:	8.30 am
Lunch:	12.30 pm
Dinner:	5.00 pm

Tea and coffee and meals for visitors

Tea and coffee making facilities for residents and visitors are available in the Quiet room.

Families may book to have a meal with their family member. To ensure we are able to accommodate your request we ask that you advise us 24 hours prior to the required meal time. Payment can be made at reception during business hours.

Whilst this is your home, due to food safety requirements staff cannot be responsible for food brought in by you or your family and friends.

The Register of Food Brought into Indigo North Health, located at the reception desk, must be completed when bringing any food or drinks into the facility for a resident. Please also advise the Registered Nurse (RN) on duty so that it may be determined if the food/drink is suitable for their dietary needs.

Foods of *high risk* such as, poultry, seafood, dairy products, meat and small goods (e.g. sliced ham, roast beef, chicken), eggs, rice, pasta brought into the home must be kept at an acceptable temperature by bringing it in a suitable container such as; insulated bag ± an ice brick or a thermos flask and consumed at the time of being brought to the facility. Staff must not store these food items or reheat them.

Food of low risk such as; biscuits, unfilled cakes, fruit and lollies are fine to be stored and served.

You must not offer/give brought in food to other residents not only because of the food safety requirements but because the resident may have an allergy or a medical condition that may prevent them from eating the food including the possibility that they may choke. Refer also to the attached 'INH Food Safety Information for Residents' and the 'Food Safety Tips' fact sheet.

Clothing and Laundry

A full laundry service operates at no additional cost to residents. This service will wash all clothing items that can be washed by a standard machine cycle and tumble dried. Items requiring special care, such as woollens, need to be attended to by the resident representative.

All clothing must be clearly and discreetly labelled with the resident's name including socks and underwear. Labelling of clothing will be arranged by the Laundry staff. Please ensure new clothing is given to staff to arrange for labelling before it is placed in a resident's room as no responsibility is accepted for lost clothing not labelled. .

Residents generally require frequent changes of clothing therefore it is important to ensure residents have an adequate supply of clothes for day to day use. Clothing should be adequate in size, design and material to accommodate ease of dressing and undressing. Non iron clothing is encouraged. The up-keep of resident's clothing, including underwear, remains the responsibility of the resident/representative. Nursing staff can be consulted and may alert representatives of the residents clothing needs. (Refer to the list of suggested recommended clothing attached).

Clothing Selection

Clothing should be selected with the following considerations:

- Comfort
- Dignity
- Individual preference
- Ease of dressing, undressing and going to the toilet. Ease of dressing also allows for independence and reduced risk of resident/staff injury
- Reduced risk of tripping for example nightie or dressing gown not dragging on the floor.

When selecting footwear including slippers look for:

- Non slip sole
- Wide, flat heel, no greater than 2.5cm (1")
- Support over the top and back of the foot
- Velcro or adjustable straps
- Correct/firm fit (not too big or too small)
- One finger width between the end of the longest toe and the end of the shoe

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



Care Planning

Staff are very aware that Indigo North Health 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.

Each month an evaluation is made to see if any changes to the care plan are required. The evaluation and any changes are made in consultation with the resident or representative.

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 validate funding claims and to ensure quality care is being provided.

Care and Services

A comprehensive range of services is provided/arranged for residents who need them according to the Aged Care Act – Care and Services and the Resident Agreement including:

- Personal care to assist with activities of daily living
- Nursing care
- Catering services
- Cleaning services
- Laundry, including personal clothing
- Activities program
- Complimentary therapies, such as, aromatherapy, massage, music therapy.

Visiting services include:

- Podiatry
- Hairdressing
- Physiotherapy
- Dietician
- Speech Pathologist.

In addition to providing services from within our facility access to a wide range of services operating within the wider local community is also available.

Physiotherapy

An initial assessment will be performed by a qualified Physiotherapist for all high care residents in the 21 days after admission. An individualised care plan is developed for each resident depending on their particular needs. The program is carried out by staff and reviewed annually or as needed. A charge may apply for low care residents.

Please Note: Should mobility aids be required as a resident's needs change, such as wheelie walkers, walking sticks, wheelchairs etc. Indigo North Health provide these for all High Care residents. Low Care residents need to provide their own.

Podiatry

An initial assessment will be performed by a qualified Podiatrist for all high care residents in 21 days after admission. A foot care nurse maintains nails between podiatry appointments. A charge may apply for low care residents.

Hairdresser

A hairdressing salon is available on the premises for residents/representatives, clients and staff, and offers cuts, trims, and perms. Residents/clients are responsible for payment of this service. A list of current prices is displayed on the main notice board. Advise nursing staff if you wish to make an appointment.

Medical Care

Rutherglen Medical Centre assigns a doctor to provide medical care. Residents are responsible for payments associated with medical care.

All residents are reviewed by their Doctor every three months, or as required. The Facility ensures that all 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. Referral to appropriate specialists is made as required by the attending doctor.

Immunisation

Staff arrange immunisation for residents with their medical or general practitioner.

All residents and regular visitors over 65 years or 50 years for Indigenous residents/regular visitors are encouraged to have COVID vaccinations, annual influenza vaccination and if eligible, pneumococcal vaccination.

Safety and Emergencies

Indigo North Health has an active Health and Safety Program with systems in place to identify and eliminate or control hazards. If a resident or visitor identifies a hazard, please inform staff verbally or complete a 'Customer Feedback Form' for us to follow up. (Refer to Opportunity to Improve Section).

Staff have been trained in emergency procedures. In the event of an emergency, for example fire, you are asked to follow staff instructions. Emergency practice drills are conducted throughout the year. You may be asked if you would like to participate. Safety information and education is provided at the Residents/Representative Meetings.

Due to fire and safety precautions, any person who is a visitor to Indigo North Health Inc. must sign the Visitor's Register, located in the foyer, upon arrival and departure. (Refer to the visiting and outings information).

For security reasons, the outer doors are locked outside of office hours. Please ring the bell located at the front door to Glenview for entry to the facility.

In an emergency, exit the building by way of the Hostel automatic doors adjacent to Church Street and not the main entrance, unless directed to do so by the fire warden. Assemble there and await further instruction.

Quality of Care - Accreditation

New Aged Care Quality Standards that will become effective on 1 July 2019. There are 8 standards as listed below:

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance.

The standards are consumer focussed, with each standard focussing on an aspect of care that contributes to your safety, health and wellbeing. Please refer to the attachments for a copy of the Aged Care Quality Standards Factsheet.

We are using a self-assessment tool to assess our performance against the aged care quality standards to identify any changes required to our systems and processes and will involve residents and their families when making changes that affect them.

The Aged Care Quality and Safety Commission (Commission) is responsible for accrediting and monitoring the quality of care and services of residential aged care homes.

Assessment contact visits are usually conducted without notice, as are re-accreditation site audits. Letters and posters will be displayed to inform you of the Commission Assessor visits. You can speak to the Assessors whilst they are on site, or you can contact the Commission to provide feedback on Toll free: 1800 951 822

Opportunity to Improve and Complaints

Management and staff of Indigo North Health (INH) are committed to providing a high quality service to our residents. To assist us to ensure our systems are working well, residents and visitors are encouraged to complete a 'Customer Feedback Form' when they identify an area in which we are doing well, where we can improve or if you have a concern.

A 'Customer Feedback Form' are available throughout the facility near one of the 'Your Opinion Counts' letter boxes. Completed forms can be posted or placed in one of the letter boxes. Staff may help you to complete 'Customer Feedback Form' if you need assistance.

In addition to a 'Customer Feedback Form' you may discuss issues of concern by phone or in person with the Nurse Unit Manager during office hours, Registered Nurse in Charge or other relevant team leader, or at resident meetings, or you can access the Customer Feedback Form on our website, www.inh.org.au.

We will work with you to promptly address and resolve issues. All issues raised are taken up with management for follow up action with these being treated confidentially, promptly and fairly.

You have the right to raise issues of concern anonymously if you don't wish to be identified.

If you would prefer to speak to someone independent of the facility, and are not satisfied with how we managed your complaint, you can contact the Aged Care Quality and Safety Commission:

The Aged Care Quality and Safety Commission

Phone: 1800 951 822

Web: www.agedcarequality.gov.au/making-complaint/lodge-complaint.

National Aged Care Advocacy Line

This is a free and confidential service promoting the rights of people receiving aged care services

Phone: 1800 700 600

Elder Abuse & Compulsory Reporting

We respect your right to live without abuse, neglect, exploitation and violence.

We do not tolerate abuse of any kind to residents and have procedures in place to reduce the risk of abuse occurring. For example; mandatory police checks of staff and volunteers prior to employment and then 3 yearly, staff training related to elder abuse.

You are encouraged to report any concerns you have about your wellbeing or safety. If you experience or observe any form of abuse you are encouraged to discuss your concern with the Registered Nurse in Charge. We treat any concerns related to abuse very seriously and will follow up any reports of abuse.

Concerns can also be raised with the Aged Care Quality and Safety Commission on **(1800 951 822)** if you do not feel comfortable raising a concern with staff or a manager.

Staff and managers must comply with the requirements of mandatory notification of reportable incidents to the Commission required of Approved Providers of residential aged care services. This includes an allegation, suspicion or witness account of the following serious incidents if they occur to a consumer whilst in our care:

- Unreasonable use of force
- Unlawful sexual contact, or inappropriate sexual conduct
- Psychological or emotional abuse
- Unexpected death
- Stealing from, or financial coercion by a staff member
- Neglect that involves a breach of duty of care or a gross breach of professional standards
- Use of physical or chemical restraint (other than in the circumstances set out in the Quality of care principles)
- Unexplained absence from the service.

Other notifications maybe required depending on the nature of the matter e.g., police, WorkSafe, coroner, Australian Practitioner Regulation Agency.

Healthy Workplace for Staff

Residents and their visitors are requested to respect staff including volunteer and health professional's privacy and not take photos or videos of them, nor post images on social networking sites including but not limited to: FaceBook and YouTube without staff consent.

The workplace Equality Opportunity law protects staff from discrimination, sexual harassment and victimisation.

Discrimination is treating or intending to treat a person unfairly because of a personal attribute that is protected by law for example; gender, race, religion, age or disability.

Workplace bullying is when an individual or group of individuals repeatedly behaves unreasonably towards a worker or group of workers at work and the behaviour creates a risk to health and safety.

Management is committed to providing and maintaining so far as is reasonably practicable a work environment free of workplace bullying, discrimination, sexual harassment or victimisation.

The following Workplace Standards of Behaviour are expected to be followed:

- Be polite to each other
- Treat each other with dignity and respect
- Have tolerance for difference
- Work together
- Treat each other honestly and fairly
- Listen and respond respectfully to others' point of view
- Work professionally and safely.



There will be zero tolerance to workplace bullying and any breach of the expected standards of behaviour will be treated seriously.

If the matter is not able to be resolved by management an application to the FairWork Commission can be made to issue an Order to stop workplace bullying by cognitive residents or visitors who are bullying staff.

Infection Prevention & Control

We have an infection prevention and control program in place to minimise the risk of transmission of infections.

There are 2 levels of infection control practices:

1. Standard precautions – which are the routine basic measures that staff practice every day. These include:
 - Hand Hygiene – washing hands and using hand gel
 - Use of Personal Protective Equipment (PPE) – gloves, gowns, mask
 - Appropriate handling and disposal of sharps – used razors and needles
 - Routine environmental cleaning and spills management
 - Reprocessing of reusable equipment & instruments
 - Respiratory hygiene and cough etiquette
 - Appropriate handling of waste and linen
 - Food Safety practices.

In addition to the above staff practices all staff and residents and regular visitors over 65 years or 50 years for indigenous residents/regular visitors are encouraged to have COVID vaccinations, the annual influenza vaccination and if eligible pneumococcal vaccination.

2. Transmission-based precaution – which are the measures taken to manage known infections in addition to standard precautions.

Visitors are asked to use the hand gel/rub station on entering the building. Visitors are also asked to follow any signage and instructions by staff during an infectious outbreak.

What to Bring**Administration Items**

- Medicare Card
- Pension Card
- Repatriation Card (if applicable)
- Pharmaceutical Benefits Scheme (PBS) Card
- Taxi Card (if applicable)
- Private Health Insurance Card (if applicable)
- Current nominated Doctor's name
- Doctor's address
- Doctor's telephone number
- Next of Kin's name
- Next of Kin's address and telephone number
- Nominated Funeral Director
- Nominated Religion
- Name of person responsible for paying account
- Address and telephone number of the person paying account

Legal documents (if completed)

- Enduring Power of Attorney – Financial and or Lifestyle decisions
- Enduring Power of Guardianship, prior to 1/9/2015
- Guardianship Administration Board orders (if applicable)
- State Trustees details (if applicable)
- Appointment of a Medical Treatment Decision Maker
- Enduring Power of Attorney – Medical, prior to 12/3/2018
- Advance Care Directive
- Advance Care Plan, prior to 12/3/2018

Toiletry Requirements – All must be clearly labelled

- Large size toilet bag.
- Hair comb and / brush
- Soap container
- Soft nail brush, nail file
- Nail clippers – please name with key ring tag.
- Soap and toiletries are provided for everyone.
You may wish to supply soap, toothpaste, denture preparation, shampoo & conditioner of your choice.
- Electric shaver or disposable razor blades.
- Makeup as preferred

Furnishings

Residents may bring some small items of furniture and personal affects. Please discuss with staff to make arrangements.

Recommended Clothing

(Guide only) – *all must be clearly labelled*

Night Wear

Winter nighties/pyjamas	3
Summer nighties/pyjamas	3

Under Wear

Singlets	4
Spencers	3
Petty coats	3
Underpants	8
Socks/Stockings	6 pair

Footwear

Slippers	2 pair
Casual Shoes	1 pair
Formal Shoes	1 pair

Shirts

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

Leg Wear / Dresses

Winter pants/Slacks/Trousers	2 pair
Dresses/Shorts	2
Track pants	4 pair

Jumpers / Tops

Windcheaters	4
Machine washable cardigan/Jumper	2

Winter Clothes:

Jacket for outings	1
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Sun Protection:

Wide brimmed hat	1
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CODE RED STANDING FIRE ORDERS

On discovery of fire, carryout the following:

- R** Remove any person in immediate danger through the nearest doorways and remain calm.
- A** Alert the CFA immediately by breaking the closest red fire MCP. Phone the CFA directly on 0-000. Notify the Senior Manager
- C** Contain Close all windows and doors, block off any areas where smoke is escaping.
- E** Extinguish if safe to do so, by using any available appropriate fire fighting appliances.
- Evacuate prepare to evacuate.

- 1 SOUTH NURSING HOME
- 2 HOSTEL
- 3 NORTH NURSING HOME
- 4 ADMINISTRATION / KITCHEN
- 5 ACTIVITIES

DISASTER CODES

RED	FIRE
ORANGE	EVACUATION
BLUE	MEDICAL EMERGENCY
BLACK	PERSONAL THREAT
YELLOW	INTERNAL EMERGENCY
PURPLE	BOMB THREAT
BROWN	EXTERNAL EMERGENCY

EVACUATION PLAN ASSEMBLY POINTS

