

HANDBOOK FOR RESIDENTS & FAMILY

May, 2022

Welcome to your new home

Heywood Rural Health and our staff welcome you to your new home.

At HRH we believe it is important to maintain your friendships and we encourage you to develop new ones. We also welcome your family and friends.

We respect that each person has unique physical, emotional and spiritual needs and we want to support you to live as independently and actively as possible.

Our goal is to help you have the best day possible, each and every day. Our commitment to person-centred care and continuous improvement is the key to achieving that aim.

We hope this handbook will help you transition into your new home by providing you with information you need to settle in and enjoy living at HRH.

Please feel free to discuss any queries you may have with the Director of Clinical Services or Nurse Manager.

We are here to help you and are pleased to have you as part of our community.

Yours sincerely

Leigh Parker



Chief Executive Officer

About us:

Heywood Rural Health is a fifty bed facility funded by the Victorian Department of Health under the Small Rural Health Services flexible funding model, which has allowed the hospital to expand its services to include a mixture of bed based and community based services.

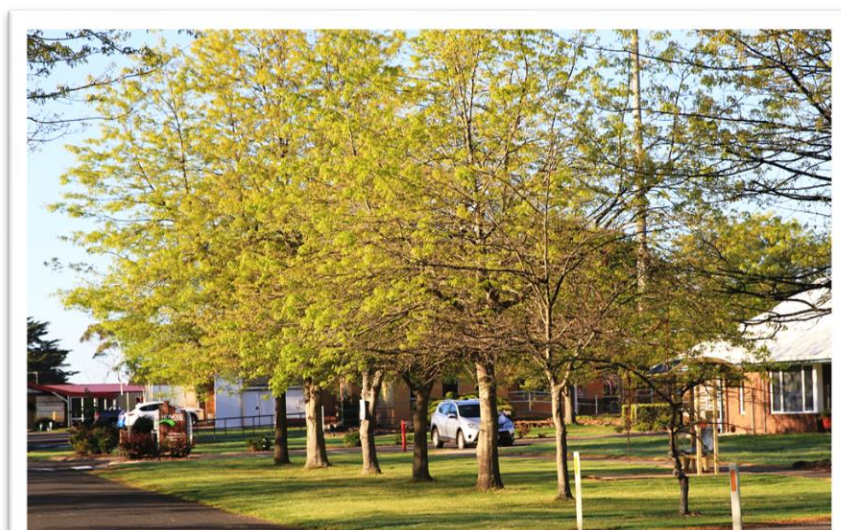
We have 45 beds in residential aged care which are spread across three homes:

- **Sibley Wing**; 13 bed high care residential aged care home
- **Fitzroy Lodge**; 13 secure residential aged care home for people with advanced memory loss and impairment , and
- **Sydney and Lynne Quayle Wing**; 19 low care residential aged care home

Person-centred care

This simply means care that respects each person physically, emotionally and spiritually and values their unique life story.

- We aim to ensure you can stay independent, active and socially connected to your family, friends and community for as long as possible according to your needs and preferences.
- We support you to continue to actively participate in life and to form and maintain meaningful relationships in a family –style environment.
- We work with you to create a home that enriches your life by overcoming boredom, inactivity, isolation and depression.
- We offer you care plans to promote your health and wellbeing, noting that while medical and nursing care are important, they are only two of the many ways to stay well.



Our Vision

Heywood Rural Health is committed to the health and wellbeing of our community.

Our Values

Our Values are the key to who we are. They reflect our culture and traditions. They indicate our aspirations and how we interact with one another and with those we care for.

Respect

We make mutual respect the basis of all interactions• We respect diversity and respect the dignity of each person• We embrace the differences in people and perspectives

Responsiveness

We take actions and opportunities to create results• We provide services that are person centred and focused on outcomes• We keep our commitments and promises

Care

We care about the people and the community within which we work and live• We care about our colleagues and ourselves• We support people to develop and build on their strengths

Integrity

We up hold our professional ethic at all times• We are honest and fulfil our commitments• We are accountable for our actions

Your rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

Residents have a right to:

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



Personal information and privacy

Your Privacy

To ensure you receive the best possible care during your time with us, we will need to collect information about you and your health status. This information is then shared with your care team, with all details remaining strictly confidential.

Staff members respect your privacy and will not enter your room without knocking unless they are concerned for your wellbeing. Please inform staff if you do not wish to be disturbed at any stage.

A photo will be taken to attach to your medication chart and other forms that require your identification to be verified.

Contact Person

When you choose to live at Heywood Rural Health, you will need to nominate a primary contact person. This is the person we will contact if there is any change in your condition or you need to be transferred to hospital. Your primary contact will be the first person we call, and it will then be that person's responsibility to contact other people as appropriate.

If your contact person's details change

You will need to ensure your primary contact person's details are kept up to date, including their address and phone numbers. Please let the staff know if any of these details change.

We would also appreciate knowing if your primary contact person will be away for any extended periods, so that in an emergency we can contact another appropriate person.

Getting to know you

Your care needs and preferences

To assist us to get to know you, a staff member will sit down with you and ask a few questions so that we can get to know what your needs and preferences are. This not only relates to your physical needs but also your social, emotional and spiritual needs and preferences. This assessment starts on the first day you enter the home and continues for several weeks.

The information we obtain from you is used to work out a plan of care. This plan assists us in knowing how to help you to remain healthy, active, independent and safe in keeping with your preferences and goals. Together, we will regularly evaluate your care needs and keep your plan updated.

You can request a copy of your care plan at any time. Please ask the Registered Nurse in Charge if you would like a copy and this will be arranged for you.



Informed & Considered Consent

Informed consent means that a person understands their health condition and what the proposed treatment is. Before making a decision about medical treatment, it is a good idea to get information about the treatment and give yourself time to consider it.

Ask the staff for written information so that you can consider your options.

The information that you should receive includes:

- Facts about your condition and health care needs
- an explanation of the recommended treatment
- the risks of the treatment and common side effects
- possible complications of the treatment

- specific details of the treatment; for example, where it will be done and who will do it
- any other options for treatment and their chances of success.

If you are making the decision on behalf of another person, consider what you think they would want or follow their instructions if they have written them down such as in an advance care plan

Information on Care Needs

The Department of Health have developed a set of information sheets for residents, families and carers on a range of common care issues that affect older people.

The information sheets are designed to help residents and families discuss care issues and work together so that the best care possible is delivered that meets the resident's needs and preferences.

These documents are available in English and other languages as needed.

There are currently 18 information sheets available:

- Changed behaviour – anger and aggression
- Changed behaviour - loss of inhibition
- Changed behaviour – noisy
- Changed behaviour – wandering
- Constipation
- Dehydration
- Delirium
- Depression
- Falls
- Medicines
- Physical restraint
- Pressure Injuries
- Skin care
- Skin tears
- Sleep
- Swallowing
- Teeth and mouth
- Unplanned weight loss



Your Room

What we provide

Your room is tastefully fitted with comfortable furniture designed for aged care, whilst meeting safety standards. We supply your bed, bed linen, standard armchair, bedside table and over-bed table. You are welcome to bring other furniture if it meets the same requirements. Our communal areas encourage social interaction, independence and activity with others, including family and friends. These areas include kitchenettes, activity areas, dining areas, lounges and garden areas.

Keeping your room safe and comfortable

To ensure all your furniture is safe, any items you wish to bring with you need to undergo a safety check and be approved by the Nurse Manager. Your room needs to be furnished in a way that allows the care staff to be able to care for you safely. If the room becomes a health and safety risk for you or staff, we may need to ask you or your family to remove unsafe furniture/items. We suggest your bed be located in the middle of your room, away from walls and power points, to allow for easy access. If you choose to have a refrigerator in your room, please defrost it regularly and ensure food stored in it has not passed its 'best before' date. If at any stage you need help to meet these requirements we will discuss your options with you and your family.

Picture Hanging

If you would like to display a picture or painting please ask your care staff to arrange for maintenance staff to hang it for you. Due to wiring located within the walls, we ask that you do not drill holes in walls to hang pictures.

Housekeeping

We clean your room daily. If you see a 'Cleaning in Progress' sign at the doorway, we ask that you do not enter your room until the sign is removed, as there is a risk of falling. The blinds are cleaned on a rotating basis, as are cupboards, walls and windows. The bathrooms and toilets are cleaned each day and as necessary.

If you find a bathroom or toilet is not clean throughout the day, please let a staff member know and they will arrange for it to be cleaned.

Personal Items

Labelling of Clothing

To minimise the chance of your clothing being misplaced, please clearly label all articles of clothing. We can provide and apply name labels for a very reasonable price, or you may prefer to purchase labels of your own. We don't suggest using laundry markers as we have found the ink fades very quickly with repeated washing. Iron-on labels are also not recommended as they tend to peel off easily.

Please let one of the care staff know if you would like us to organise name labels for you.



Valuables

Your room features a lockable drawer and we encourage you to keep your valuables locked in it at all times. We suggest you do not keep large sums of money or jewellery in your room as we cannot be responsible for their safety. Valuables can be kept in the homes safe on request.

Heywood Rural Health also cannot be held responsible for the safety, damage or loss of your personal belongings such as mobile phones, clothing, hearing aids, glasses or dentures. To reduce the risk of losing them, we recommend you label your personal items.

We also recommend taking out your own contents insurance policy when you join our community.

Bed linen

We provide and launder all your bed linen. You are also welcome to bring in your own favourite quilt or blanket but this will need to be laundered by you or family. We do have washing machines that you can use though

Electrical Appliances

We have a policy to ensure all electrical equipment is checked regularly for safety. This includes annual testing and tagging of appliances to meet Australian Standards.

You are welcome to bring electrical equipment with you as long as it is approved as electrically safe by a qualified electrician and tagged. We will then have the item checked each year for electrical safety at a small cost to you. If a tested item needs to be repaired, you will be responsible for having it repaired or replaced.

If the item is found to be unsafe, we will need to remove it from use until it is repaired or replaced. ***For safety reasons, some electrical items cannot be brought into our home. These include electric blow heaters and electric blankets.***

You can bring power boards with a safety cut-off switch and individual on/off switches, as long as they have been approved under Australian standards.

Power boards approved by the home are the Arlec outlet power boards with approval number V05394 and model numbers PB44, PB44K3, PB44T and PB45. Please note that double adaptors are also not permitted as they do not meet safety standards.

If your care needs change

Your room and security of tenure

Our home strives to offer you the security and comfort of 'ageing in place'. This means that if your care needs change, we aim to ensure you can continue to live at Heywood Rural Health.

This means you may need to consider relocating rooms from time to time. For example, if you need higher care at any time, we may recommend that you move to another part of our home. Any move will only be made after we discuss it with you, your loved ones or representative and/or your doctor, where appropriate.

Living with dementia

We are here to support you and your loved ones if you are living with dementia.

People with Dementia need special care because they are often at risk of:

- Injuring themselves by wandering outside the building
- Injuring themselves by wandering onto roads
- Distressing others by wandering into their rooms
- Behaving in ways that may distress others.

We have safe and secure areas that support people with dementia.



Feedback and Complaints

At HRH we are constantly striving to provide residents and their families with the highest possible level of care. Feedback that we receive from you and/or your family and friends helps us to improve the care and services we deliver. Feedback includes compliments, suggestions and complaints.

If you have any concerns about your care or suggestions for how we could improve what we do, you can do one or all of the following:

- Talk to one of the staff caring for you
- Meet with the Nurse Manager or Director of Clinical Services

- Lodge your feedback in writing on the 'Have Your Say' form which is located in the 'Feedback Station' in the home.

If you opt to use the 'Have Your Say' form, you can remain anonymous but please remember, if we don't know who the feedback is from, we can't acknowledge or follow up any issues directly with you.

Any concerns you communicate to us, will in no way compromise the care and treatment provided to you.

Feedback Station

There is a feedback station on the wall in the activities area that houses information about your right in providing feedback to us.



Role of the Aged Care Quality & Safety Commission

The Aged Care Quality & Safety Commission have many resources that can help you, including how to make a complaint to us if you are not happy with any aspect of care and/or services.

The poster below and on the next page helps you to realise that its ok to make a complaint. This way we get to know how you feel and try and fix the issue. If you are not happy with the way we have handled your complaint, you can contact the Aged Care Quality and Safety Commission for advice.



How to raise a complaint with your aged care service

Everyone in aged care has the right to be safe. If you have a concern or complaint, it is safe to raise it with your residential or home service. The Aged Care Quality and Safety Commission can also help.

How do I make a complaint?



Complaints can be made by you, your family or your representative.



You can raise your complaint with any staff member or manager.



They must record your complaint, respond quickly, provide you support and engage with you.



Making a complaint is not 'being difficult' and can help improve your care and services.

Your aged care service must have a complaints process in place to make it easy for you to speak up and have your concern dealt with effectively.

If you're not comfortable speaking to your aged care service or you're not satisfied with their response, you can **make your complaint directly with the Aged Care Quality and Safety Commission**. You can use the Commission's free service for raising a concern or making a complaint.

You have the right to access an aged care advocate. An advocate is a person that can stand beside you or work on your behalf to represent your wishes.

If you have a concern about the care you or someone else is receiving, it is important that you talk about it. There are services available to help you including the Older Persons Advocacy Network (OPAN).

You can call OPAN on 1800 700 600.

You can also raise a concern or make a complaint by contacting the Aged Care Quality and Safety Commission on 1800 951 822.



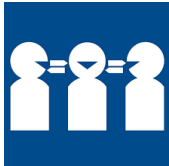

Remember, it's your right to make a complaint.


Let's stay safe together.



How to Lodge a Complaint to the Aged Care Quality & Safety Commission (the Commission)

If for any reason you are not satisfied with how we have handled your concerns or suggestion you have a right to contact the Aged Care Quality and Safety Commission Complaints department.

Method		Details
	Online	You can submit a complaint through the Online Complaints Form . The Commission will respond to you during business hours; within 24 to 48 hours after receiving your complaint. If your matter is urgent, please free call 1800 951 822.
	Telephone	Free call 1800 951 822 (Note: mobile phone users may incur charges) between 9am and 5pm weekdays, or leave a phone message.
	Interpreter	If you need an interpreter you can ask us to arrange one when you call. Alternatively, you can contact one of the services below and ask them to help contact us on 1800 951 822: <ul style="list-style-type: none"> • Translating and Interpreting Service (TIS) - 131 450 • Aboriginal Interpreter Service (AIS) - 1800 334 944 • Kimberley Interpreting Service (KIS) – 08 9192 3981
	National Relay Service	If you are hearing or speech impaired contact us through the National Relay Service : <ul style="list-style-type: none"> • TTY users: phone 1800 555 677 then ask for our number 1800 951 822 • Speak and Listen users: phone 1800 555 727 then ask for our number 1800 951 822 • Internet relay users: connect to the National Relay Service and enter 1800 951 822.
Method		Details

	<p>Letter</p>	<p>You can write a letter to the Aged Care Quality and Safety Commission GPO Box 9819, in your capital city</p> <p>Make sure your letter includes:</p> <ul style="list-style-type: none"> • your name, address and telephone number • the date you are lodging your complaint • details of your complaint, including specific dates of events and relevant comments • the name of the aged care home or service and the state/territory in which it is located • the name of the consumer that your complaint relates to.
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Confidentiality

Feedback you provide to us will be kept confidential and only shared with the people who are part of the team that investigate your complaint or look into your suggestion.

Using your feedback to improve

Feedback is reviewed by senior members of staff and in addition to resolving your issue we look at how we can change processes so that similar issues do not affect others in the future.

There is a “You Said, We Did” section at the feedback station which communicates what we have done in response to consumers feedback.



The people who care for you

Nurses

Nurses check and plan your care, and manage your general health. Speak to your nurse about your care needs and preferences, as well as any health concerns you have. They can also direct you to the right people to speak to about specific medical issues.

Nurses can help you with:

- managing your medicines
- taking blood tests
- checking your blood pressure
- changing wound dressings
- caring for you catheter
- managing your continence.

Like doctors, nurses have different roles and responsibilities based on their experience, education and medical specialties. Their different roles include nurse practitioners, registered nurses, enrolled nurses and specialist nurses.

Personal Care Workers

Personal Care Workers support the work done by nurses and are there to provide personal care to you. The role varies from person to person but they can help you get showered and dressed in the morning, go to the toilet or get in and out of bed. They can also help you with your medications under the supervision of the nursing staff

Allied Health Professionals

Allied health professionals are university-trained practitioners who work as part of your aged care team, often to help in your recovery following illness or injury or in managing chronic conditions.

Podiatrists

Podiatrists treat and manage foot conditions. Foot care is especially important for elderly people with mobility problems and specific conditions like diabetes or arthritis. Podiatrists sometimes prescribe orthotics, which are custom-made shoe inserts that help support the feet.

Physiotherapists

As you get older you may experience problems that limit your movement or make getting around harder or even painful. Physiotherapists uses manual therapies, exercise programs and

electrotherapy techniques to treat musculoskeletal conditions (such as arthritis, sports injuries or back pain), neurological conditions (such as stroke, multiple sclerosis or spinal cord injuries) and cardiothoracic conditions (such as emphysema, asthma or chronic bronchitis).

Occupational therapists

If an older person is affected by an illness, accident or workplace injury, an occupational therapist can help them on the road to recovery. They may help with the return to home and work life through the development of new skills for daily living, such as household tasks and personal care, return-to-work or leisure programs. They may also make or facilitate changes to the work or home environment to make life easier and safer.

Speech pathologists

Speech pathologists work with people who have communication or swallowing difficulties, such as those who are recovering from an accident or a stroke. They often work in a multidisciplinary team of professionals to assess and treat people with a range of difficulties. These may include problems with speech, voice, using and understanding language, fluency, reading, writing and swallowing (dysphagia).

Dietitians

What you eat and how much you eat can have a big impact on your overall health. Dietitians can provide you with food and nutrition information to help you improve your health and manage your lifestyle. Qualified dietitians also have the clinical training to change a person's diet to treat or manage conditions such as diabetes, heart disease, overweight and obesity, cancer, food allergies and intolerances. When choosing a dietitian, look for someone with the Accredited Practising Dietitian (APD) credential.

Leisure & Lifestyle Staff

Assist you with social needs so that you can engage in activities that are of interest to you and join in events that bring you together with other people for joy and entertainment.

Catering Staff

Staff who assist in the preparation, cooking and delivery of meals to you, so that you enjoy a nutritious meal in keeping with your needs and preferences.

Cleaning Staff

Staff who clean so that you live in a comfortable environment.

Administration staff

Those staff that help in all types of reception and paperwork.

Your family, friends and visitors

Your family members and friends are very important people and we hope that they feel welcome to visit you in your new home. We encourage both you and your family or representative to play an active role in assisting you and us to plan your care needs.

Situations often arise when we need to get in touch with your family or representative. Please advise us of any changes of address or telephone numbers of your family members or representative.

Whilst we will do whatever we can to care for you, we are unable to transport you to your appointments. Family or friends are invited to transport you to appointments, and will be contacted by staff to assist with this where appropriate.

When leaving the facility, please check with staff if any medications are required during the time you are out.

Visitors

Visiting hours may vary depending on internal and external influences. For example, during the COVID Pandemic, we have to follow government guidelines around visiting restrictions.

Please check visiting hours and requirements with the staff. .

We do ask that your visitors consider the need for people to have enough rest by visiting during 'sociable' hours where possible. We aim to ensure you live in a safe, friendly, welcoming home that promotes the values of Heywood Rural Health: respect, responsiveness, care and integrity.

This is why we ask all visitors to:

- Sign in using the visitor register when arriving
- Sign out using the visitor register when leaving
- Be courteous, respectful and considerate to everyone in our community.

We will not accept the following behaviour:

- Verbal abuse, such as yelling and swearing
- Physical abuse or violence of any kind
- Bullying, harassment or intimidation
- Risky behaviour that may cause harm to self or others
- Intoxication
- Disrespecting others' privacy
- Entering areas marked as 'staff only'.

We will require visitors who engaged in unacceptable behaviour to leave our home. Police may be called if visitors refuse to leave at our request or pose a risk to others.

Leisure & Lifestyle

Activities

We invite you to enjoy a range of social, cultural and physical activities and to suggest any we do not currently offer. Our lifestyle team will ensure that you can pursue your interests wherever possible and continue actively participating in life.

Activities include craft work, music, games, reading, and exercise. Community outings, bus trips and other social group outings are also offered regularly. Activities are organized by an Activities Coordinator, and can involve Volunteers helping in individual or group activities.

We also encourage visits from trained pets (under control and vaccinated) for you to touch, cuddle, feed and pat. Let a staff member know if you would prefer not to spend time with the animals.

We also have raised garden beds to grow your own herbs and vegetables.

Holidays

We encourage you to stay socially connected with your friends, family and the community, and to maintain your interests outside the home. We kindly ask that you notify a staff member and complete the outing register when leaving your home. You are welcome to take holidays away from your home for up to 52 days per year. The usual residential fees will apply during your time away.

Outings

We warmly encourage you to maintain friendships and interests outside our home.

Please ensure you let a staff member know whenever you leave our home, even for a walk, and complete the outing register with the times you expect to be away. This enables staff to account for everyone in our community in an emergency. You will find the outing register near each entrance.

Food and Dining

Diet

We are happy to meet special dietary needs you may have, whether for religious, cultural, ethical or medical reasons. All food is freshly prepared and cooked on site. Our Nutritionally balanced menu is developed with advice from a dietitian and is changed seasonally.

The menu changes daily and there are a number of options provided at each meal. Staff members are happy to discuss your nutritional needs and personal preferences to ensure that you enjoy your meals. You have the opportunity to provide feedback on the menu at the monthly menu meetings or by completing the “Have Your Say Form”. Where there are specific issues to be addressed, staff will be happy to assist you to resolve them.

A menu board is displayed in the dining rooms so that residents can see what is being cooked and served for the day.

Dining

You can choose to eat your meals in the dining room, or eat in your room. We encourage you to attend this social time with other residents, but if you are unwell a tray will be brought to your room.

Alcohol

You are welcome to have alcohol in your room, but we encourage you to drink moderately and remember that it may have adverse effects when combined with some medications. You or your family are responsible for purchasing and paying for alcohol.

Bringing food into your home

All food brought into Heywood Rural Health is to be recorded in the Register at the front entrance.

Meal Times

Meals are served at the following times:

Breakfast: 8:00am

Morning Tea: 10:00am

Lunch: 12.00pm

Afternoon Tea: 2:30pm

Dinner: 5:15pm

If your family would like to bring in any special food on occasions, please let staff know so that the food can be recorded in our register. Your family is welcome to have a meal with you. A meal voucher can be purchased by your family and staff can assist with purchase. At least one day's notice is required to allow the kitchen to prepare extra meals.

Incident Reporting

Keeping you safe is important to us. As people age, they are more prone to incidents and accidents. As the body ages our organs, muscles and bones don't function as they did when we were younger and this places us at risk of incidents like falls and skin tears. Other incidents can occur due to the actions of others, whether this be the staff who forget to give you a medicine or another resident who may use an abrupt tone of voice to you. If you are involved in an incident our first priority is to remove you from danger and make sure you are ok. We then work with you to find ways we can improve your care and increase your safety.

Whenever an incident occurs, no matter what it is we investigate:

- what happened
- how and why it happened
- what can be done to reduce the risk of it occurring again
- what was learned and how we share these learnings with others

Services

Maintenance

Please let staff know if you notice any maintenance requirements so they can log a maintenance request. .. Maintenance requests are attended to in a priority order.

Occasionally maintenance requests may require an external tradesperson, so repairs may take extra time to complete.

Laundry

We have an on-site laundry, to wash your personal clothing.

Delicate and woollen items are not suitable for our washing machines so they should be washed by a friend or family member or dry cleaned. We can put you in touch with external dry cleaning services if you need them.

All bedlinen, towels, face washers, bathmat and serviettes are laundered off site.

Mail

We will deliver all daily incoming mail to you.

You can leave outgoing mail at reception and we will mail it for you.

Hairdressing

We have an on-site hairdresser available for your convenience. To make an appointment please contact care staff.

You can use cash to pay hairdressers directly, or the money can be deducted from your trust account.

Religious Services

We encourage you to maintain your spiritual wellbeing. Regular services for residents are provided in the Resident Activities area. Please continue to practice your religious faith with your local church as you desire.

Volunteers

Volunteers can enrich your living experience and support you in many different ways. If you know someone who would like to be a volunteer, please contact the Volunteer Coordinator. You will find their contact details in the Who to Contact guide at the front of your welcome pack.

Please be aware that by law, all volunteers must undergo a police check before becoming a volunteer in any aged care home.



Amenities

Pets

Pets are welcome to visit our home. From time to time we may also arrange for pets to visit our home.

To keep everyone safe, we ask that pets are well controlled by their owner at all times and kept away from areas where food is being prepared or eaten.

If we have concerns about the pet we may ask its owner not to bring it into our home.

Smoking

We do not permit smoking in any indoor areas. There are designated 'smoking areas' outside in undercover shelter. If you choose to smoke, you will be assessed regularly for your safety.

Gardens and outdoor spaces

Our home is designed to give you plenty of opportunities to walk, relax and socialise outdoors. There are two external courtyards for you to enjoy.

Telephone Services

We encourage all of our residents to maintain regular contact with family and friends. You may choose to have a personal telephone installed in your room at your own cost.

Television

You may choose to have a television in your room. Staff will assist you or your family to ensure that the television is installed safely. When watching television late at night or with the volume loud, please wear earphones so that other residents are not disturbed.

Parking

Visitor parking is located on site and disabled parking spaces are available. Please do not park in the Drop Off/Pick Up area.

Communication

Resident Meetings

Our home hosts a regular monthly resident forum that promotes open communication for ideas and dialogue. The forums can help us work with others in your community to identify opportunities for improvement. Your loved ones and representatives are very welcome to attend. Occasionally our staff may address the meeting to update everyone on important issues.

Meeting dates are displayed in each wing and everyone will receive copies of minutes. If your loved one would like an emailed copy, please give their email address to reception staff. You can also request a copy from our Lifestyle Coordinator.

Resident Newsletter

This newsletter is developed every two months by the leisure and lifestyle team. It features lots of photos of past events enjoyed by residents and their families, in addition to letting everyone know what is coming up on the entertainment calendar.

Resident Quality & Safety Bulletin

This bulletin is produced on a regular basis to keep residents and family's updated on all things quality & safety. The Quality & Risk Manager meets with the residents as a group to talk about the things that are written in the bulletin. This provides the residents with an opportunity to join in a conversation about the topics and then take away the written material for future reference.

Care App

All of us at Heywood Rural Health understand the worry and anxiety that has been caused by various lockdown restrictions across Victoria due to the COVID Pandemic, including an inability to stay physically connected as a result of visitor restrictions to aged care facilities such as ours. In response to this, we have secured the services of CareApp.



CareApp is a powerful communication and engagement tool that brings HRH, residents, carers and families together to build a wonderful care community.

Families who connect to CareApp will receive notes, photos, video and audio as well as notices, events and newsletters and remain connected with your loved one.

CareApp is free of charge enabling each and every resident to connect with as many family members as they choose. There is no limit to the number of family members who connect wherever they may be situated around the globe.

Getting started with CareApp is as simple as:

- | | |
|-------------------------------|---|
| 1. Registration | Make contact with Donna or Liz in Leisure & Lifestyle to receive your registration email. |
| 2. Get CareApp | Download the App to your device of choice (Apple iOS and Android both supported) |
| 3. Sign into CareApp | Open CareApp and sign in with your registered email address & password |
| 4. You're ready to go! | You are now connected |

CareApp is available to ALL family and friends and we encourage you to “spread the word” and register today.

To get started, our preference is that you email Donna or Liz in Leisure & Lifestyle at donna.carter@heywoodruralhealth.vic.gov.au or liz.nunn@heywoodruralhealth.vic.gov.au with the family member details that you would like to be registered in the system.

Your Health and Wellbeing

Care Planning

It is very important that the care you receive meets your needs and your choices for everyday living. We will work with you to develop a care plan tailored to your preferences, abilities, health and support requirements.

We will carry out assessments by observing and asking you or your representative questions. We may, with your permission, contact key people who know you well and may have been helping you at home.

We will also ask whether you have any special wishes relating to your care and spiritual needs if your health deteriorates.

About 2 months after you have settled into the home, a member of our care team will invite you and/or your chosen representative to develop your care plan.

Your care plan sets out the kind of care you want and need, and the way you choose to receive it. This may include things like your medical care, allied health (for example physiotherapy, massage and dietary advice) and activities or programs that are especially important to you.

We recognise that sometimes people may decline care or choose to do things that may put their health or safety at risk. We will discuss your choices with you and/or your family to make sure you clearly understand any associated risks, as well as any other less risky options you may have to support you.

Your care plan will be reviewed regularly with you or your chosen representative at agreed intervals to ensure it continues to reflect your needs.

Calling for assistance

Qualified staff members are available to you at all times and can be easily identified by their identification badge - shown in the picture below.



All rooms and bathroom have a nurse call buzzer to notify staff if help is required. This buzzer is usually located by the bed in your room and in the bathroom - shown in the picture below



If you are Worried About Your Health

Sometimes you may feel unwell or that your condition is getting worse and you need to talk with someone about it. If this happens, there are a few simple steps that you can take to help you which are outlined in the poster below.



Are you worried about a resident?

Don't hold onto your worries...
Talk to us about them.

1. Talk to a **nurse or carer** about your concerns.
2. Are you still worried? Please speak to the **Nurse in Charge** on shift.
3. If your concern has not been acted on, please call the Director of Clinical Services on: **5527 0509**.

HRH CONSUMER REVIEWED

HEYWOOD social health

Doctor's appointments

We encourage you to retain your own general practitioner as long as they can continue visiting you at our home.

As part of your admission process, we will have asked you to obtain your doctor's agreement to provide your medical care while you are living here. If your doctor cannot continue your care, we can provide the phone numbers for medical clinics with doctors who may be contacted and engaged in your medical care.

Most doctors visit on a monthly basis or more often if required. If you become ill, we will contact your doctor. If they are unavailable, we will contact an alternative doctor on your behalf.

If necessary, you will be transferred to hospital via ambulance and we will call your primary contact person as quickly as possible.

My Emergency Doctor

My Emergency Doctor is a telemedicine service providing access to an emergency specialist for acute medical conditions when a person's usual doctor isn't available. It's not a GP service. All the consultations are virtual and are done over the phone or online via video call. The My Emergency Doctor is not a home visits or in-person service.

Exercise

As you get older, it becomes even more important to remain active. There are lots of ways you can get active and it's not just about exercising.

Physical activity that gets the body moving can include anything from walking and gardening to playing sport.

Medications and Pharmacy

Medications are supplied by our local pharmacy to provide a 24-hour, seven-days-a-week service to supply medication to our home.

If you prefer to continue using your current pharmacy, please discuss this with the Nurse Manager.

If you choose to self-administer your medication, we will need to regularly check that it is safe for you to do so. If you wish to take your own medications and it is safe for you to do this, you will need to keep all your medications locked in the drawer in your room.

When staff are giving medications to you, they will be wearing an apron that says 'do not disturb – medications being given'. The purpose of this is to alert others not to interrupt if it is avoidable so that the staff can safely administer your tablets. This does not mean that you can't talk to the staff member giving you your tablets.

Organising your specialist medical appointments

If you need someone to accompany you to external medical appointments, please ask a relative or friend. Unfortunately we cannot accompany you. If your family or friends are unable to help, we can use an agency to arrange for a carer to accompany you, at your own cost. Please speak to one of our staff who can organise a carer and confirm the fee.

Allied Health

If you need physiotherapy, occupational therapy, podiatry, speech therapy or nutritional advice, allied health therapists can provide services in our home. Giving you a choice of flexible and individualised care options, these extra services can help you maintain your general health and wellbeing.

If you are generally well and would like to use these services, seek extra allied health support, you can arrange for your preferred therapist to visit on a fee-for-service basis. In many cases, our

allied health therapists may be able to see you privately. To book allied health services, please discuss your needs with the Nurse Manager.

Skin care

As we grow older our skin changes. This can lead to an increased risk of bruising and tearing. Some things you can do to protect your skin include:

- Have the water temperature warm rather than hot when showering or in the bath
- avoid soap, especially those that are strongly perfumed
- use a body wash with a neutral pH
- after a shower/bath pat dry your skin, don't rub it
- use a moisturiser on your skin; a good moisturiser should have sunscreen and be low in perfumes, dyes and additives
- drink enough water, which can help hydrate your skin. The recommended amount of water to be consumed daily is at least eight glasses
(unless on fluid restrictions)
- Avoid drinking coffee and alcohol

Clothing

We recommend wearing loose fitting clothes. They are easier to take on and off and won't pull on the skin and cause skin tears. There are many clothing companies that provide adaptive clothing for older men and women who have problems with moving around or using their hands.

Visiting Services

Allied Health Visiting Services

Hearing Australia often visit the home and conduct assessments.

Risks for older people

Preventing falls and harm from falls

As we age, our risk of having a fall increases. We will assess your risk of falling and formulate a care plan for you.

It is important you let staff know if you have a fall.

One of the ways you can decrease your risk of falls is by wearing “safe” shoes.

Safe footwear has:

- Thin, firm soles, preferably with a tread to help prevent slips
- Low, square heels to improve stability
- a supporting collar (ankle support) to improve stability
- fixation across the front of the foot: laces, buckles, Velcro. These stop the foot from slipping out of the shoe when walking.

Reference: Australian Commission on Safety and Quality in Healthcare (2009) Preventing Falls and Harm from Falls in Older People Best Practice Guidelines for Australian Residential Aged Care Facilities

It is particularly important to look at the type of slippers you are wearing. Scuff type slippers increase falls risk significantly because they provide no support for the foot and also create a trip hazard when they become loose. Please feel free to ask staff or the podiatrist for advice on buying slippers and shoes.

Another way to decrease your risk, and the risk to other people, is to have a clutter-free room. Clutter can create trip hazards. Other things such as your call bell cords and extension cords are also trip hazards.

Residents have access to a ‘Falls Prevention, Deserves Our Attention’ poster which can be placed in your room if you wish. This poster has visual tips on what you can do to lessen the risk of falling.

Pressure Injuries

Another risk that increases as we age is the development of pressure injuries (Bed Sores). A pressure injury is an area of localised damage to the skin and underlying tissue caused by pressure or friction.

Pressure injuries commonly form in areas such as heels and the bony part of the spine. However, they can develop on other parts of the body as well (hips, elbows, knees, shoulder blades, ears, and back of head).

Your risk increases if you are confined to a bed/chair, cannot move by yourself or have poor nutrition. You can help lower the risk by doing the following.

- Inspect your skin:

Inspect your skin at least once a day (ask one of the staff to inspect difficult-to-see areas for you). Pay special attention to reddened areas that remain after you have changed positions and the pressure has been relieved.

- Protect your skin:

Avoid massage of your skin over bony parts of the body. This can damage the tissues under the skin and make you more likely to get pressure injuries.

- Move:

Limit pressure by changing positions frequently. If you are in bed, change position at least every two hours; if in a chair, at least every hour.

- Use Preventative equipment:

Pillows or wedges can be used to keep knees or ankles from touching each other.

If possible (subject to medical conditions) do not raise the head of your bed too much. This will reduce the sliding down' motion which can damage skin and underlying blood vessels.

- Eat well:

Eat a well-balanced diet. Protein and calories are very important.

Drink adequate fluids.

- Increase your activity:

You may be seen by a physiotherapist to enhance your activity levels and mobility.

Please ask staff if you have any questions about preventing pressure injuries.



Keeping you safe

Your safety is paramount, so we have installed key pads and other security devices in some parts of the building. This controls who can access unauthorised and potentially dangerous areas. These areas may include commercial kitchens, laundries, plant rooms/enclosures and areas marked as restricted.

In other areas, you will need to enter a code into a key pad to open doors.

Emergency Procedures

All emergency responses are under the strict control of the Emergency Coordinator, who is identifiable by their fluorescent orange Emergency Officer vest. The Emergency Coordinator is the most senior staff member on site at the time of the emergency. Out of hours, this will be the Registered Nurse.

Fire suppression equipment (sprinklers and extinguishers), fire detection systems, emergency lighting and illuminated exit signs, and emergency communication systems are in place throughout our home.

Evacuation is normally conducted in stages after the **CODE ORANGE** is announced.

STAGE 1 – IMMEDIATE AREA

Staff will remove person/s at risk in the immediate area if safe to do so.

STAGE 2 – SAME LEVEL DIFFERENT SMOKE COMPARTMENT

The home is divided into fire zones and each zone is divided by a smoke or fire door. Staff will direct person/s to the nearest unaffected zone.

Fire Safety Incident Response Management

We have fire evacuation maps located around the home.

Bushfire evacuations

Because HRH is located in a high-risk bushfire area, we have an increased focus on emergency preparedness during the bushfire season. HRH's management works closely with the relevant experts as well as state emergency services and the Country Fire Authority (CFA) to control risk.

HRH will activate its response when a Code Red Fire Danger rating is called. In the event of a predicted Code Red day, our home will commence monitoring and preparedness activities to 'shelter in place'.

These plans are designed to ensure you remain as safe as possible during bushfire season.

Bed Poles

Some residents find that they need, or would prefer, a bed pole to help them move around in bed. It is very important to use the correct type of bed pole; if clothing gets caught in it, this can lead to strangulation.

A physiotherapist will assess your need for a bed pole and recommend the most appropriate type. If your family wishes to supply your bed pole, it must be assessed by the staff, and marked as approved, before you begin using it. If a non-approved bed pole is being used, we will need to remove it until it has been assessed to ensure your safety.



Warm weather precautions

Some medications affect the body's ability to deal with the sun's ultra-violet rays, which can cause damage to skin, eyes and immunity. It is important to wear sunscreen and a hat when you are outdoors. In the warmer weather dehydration is common in older people. It occurs when the body has lost too much fluid and electrolytes, which regulate temperature and a healthy fluid balance. It is important to drink plenty of fluids (water).



Insurance

We recommend taking out your own contents insurance policy when you join our community

Elder Abuse

Elder abuse is any act occurring within a relationship where there is an implication of trust which results in harm to an older person. Elder abuse can include Physical, verbal, psychological, financial, sexual and social abuse and/or neglect.

Heywood Rural Health does not tolerate abuse of any kind to residents and has processes in place to reduce the risk of abuse occurring. These include mandatory police checks of staff and volunteers before and during employment, ongoing staff training and responsible rostering.

Serious Incident Response Scheme (SIRS)

SIRS is a reporting process to further protect older people living in residential aged care homes from abuse and neglect.

The types of incidents that are reported under SIRs are:

1. unreasonable use of force against a consumer
2. unlawful sexual contact, or inappropriate sexual conduct, inflicted on a consumer
3. psychological or emotional abuse of a consumer
4. unexpected death of a consumer
5. stealing from, or financial coercion of, a consumer by a staff member of the provider
6. neglect of a consumer
7. use of physical or chemical restraint of a consumer
8. unexplained absence of a consumer from the service.

If you do not feel comfortable raising a concern with staff or management, you can contact the Aged Care Quality and Safety Commission toll free on 1800 951 822.

SIRS – What does this mean for your care and services?

Everyone in aged care has the right to feel safe.

To help keep you safe, the government has introduced the **Serious Incident Response Scheme** or **SIRS**.

SIRS will support your right to be treated with dignity and respect and to live your life free from neglect, violence and abuse.]

The SIRS will support your home to:



Report serious incidents
Staff must record incidents in the home's incident management system and report serious incidents to the Aged Care Quality and Safety Commission.



Listen
Staff may ask you questions about something you saw or suspect. They must listen closely when you tell them what happened.



Pay attention
Staff must pay attention to all incidents, including near misses.

Page 1 of 2

Infection Control

Keeping our home as healthy as possible is important for everyone. If a loved one is planning to visit but is feeling unwell, we recommend they postpone their visit until they are completely well. Many people in our home are living with lowered immune systems and we want to protect their wellbeing as well as yours.

We provide antibacterial hand gel throughout our home for your convenience. We ask that your visitors use it when they enter and leave our home to prevent the spread of infection. We also ask that you and your visitors wash your hands thoroughly and cover your mouths when you cough or sneeze.

If infections illness such as gastro, influenza or during COVID pandemic restrictions the home will have to put in place measures like no visitors except in special circumstances in order to contain the infection and minimise its spread to the community. During these times we will place notices on the front door and notify you and your family.

Preventing Infections

It is important that people who are sick with cold or flu practise good cough and sneeze etiquette. However, infections can be transmitted even before symptoms let you know you're sick. So even when you're healthy, it's important to practise proper cough and sneeze etiquette.

- Cover your mouth and nose every time you cough or sneeze. Use a disposable tissue if possible.
- If no tissue is available, use your upper sleeve. This prevents your hands becoming contaminated with viruses.

- Dispose of single-use tissues immediately after you cough or sneeze. Try to ensure a waste bin is available so that tissues can be disposed of, or use a plastic bag to store them until a bin is available.
- If you cough or sneeze onto a hard surface like a table, clean it immediately with a disposable disinfectant wipe.
- Wash your hands with soap and water for at least 15-20 seconds every time you cough or sneeze, and when you touch a contaminated object like a tissue. If soap and water are not available, use alcohol-based hand sanitiser.

COVID Safety

During the COVID-19 pandemic, individual state and territory governments will decide at times of heightened risk to issue a public health order restricting access for visitors to residential aged care services in that state or territory.

We will provide you with some resources to help you understand some of the measures we carry out to keep you safe but below is a few very important tips.



GOOD HYGIENE STOPS GERMS ENTERING YOUR BODY

- Wash your hands often and thoroughly with soap and water or alcohol gel.
- Use your elbow or a tissue to cover your cough or sneeze.
- Disinfect things you touch often like handles, rails, keys, remote controls and your phone.
- Stop touching your face to prevent germs on your hands getting into your body.



PHYSICAL DISTANCING STOPS THE VIRUS TRAVELLING TO YOU

- Keep at least 1.5m away from other people
- See fewer people, less often and for a shorter time. Reducing the frequency of visits and the number of visitors helps reduce the risk of getting COVID-19.
- When you do have visitors, you shouldn't hug, kiss or shake hands with them, no matter how much you want to. You need to stay 1.5m away, even though it's very hard.



THE FLU SHOT HELPS YOU STAY HEALTHY

It doesn't stop you getting COVID-19 but it helps you avoid the flu, which is also a serious illness. Staying as healthy as you can puts you in a better position with COVID-19.



REPORTING ANY SYMPTOMS IMMEDIATELY PROTECTS OTHERS

Tell your doctor or carer if you have a fever, cough, sore throat, difficulty breathing or any other symptoms. A test will be conducted and you will need to isolate to help stop the virus spreading to other people.

Fees and accounts

Fees for your care

The Australian Government's Department of Health determines residential daily care charges in accordance with the *Aged Care Act (1977)*.

Centrelink or the Department of Veterans' Affairs (DVA) will advise residents of their combined assets and income assessment. Centrelink or DVA will also advise the Department of Health of the combined assets and income assessment of each resident.

The Department of Health will then advise Heywood Rural Health of both the maximum fees chargeable to, and the subsidies payable for, each resident. The Department will then advise residents of the fees payable.

Paying fees and out-of-pocket expenses

Your fees are payable monthly in advance by direct debit and you will receive a statement every month. You can find out more about fees and your account by calling the Administration & Finance Officer on (03) 5527 0515.

You or your chosen representative may need to pay for some services, such as hairdressing, dry cleaning, or extra health services, as you use them. To find out more, please ask the Nurse Manager.

Funeral arrangements

Many people and their families have preferences about their funeral arrangements. While we understand this can be difficult to consider, letting us know who you wish to choose as funeral director can make arrangements much easier for your loved ones.

Please also let us know if you have any specific cultural or religious needs.



Legal Matters

Justice of the Peace

Our staff cannot witness or sign legal documents. Please ask one of our staff where you can find the nearest Justice of the Peace.

Legal documents and wills

It is important to have a will so that your estate is distributed in the way you wish. We appreciate being advised of your executor's contact details when you arrive at our home. This information is important to enable the repayment of any monies owing to your estate.

Powers of attorney

Powers of attorney can help you simplify how your personal affairs are managed. Many people need a power of attorney that continues in effect (or takes effect) if they lose capacity for any reason. This is called an 'enduring power of attorney' and it remains in place until you pass away. A power of attorney is a legal document. You may wish to seek legal advice to ensure that any power of attorney you make is valid. We can only action a valid power of attorney once a copy has been received. It should be a certified copy.

You can also make a general (in some cases called a 'non-enduring') power of attorney, which remains in place only while you have the capacity to make decisions for yourself. Below is a brief outline of the types of decisions that need to be made on your behalf. We strongly recommend that you seek independent legal advice to choose the most appropriate arrangement for your individual circumstances.

Medical decisions

You can appoint someone to act on your behalf in matters of your comfort, dignity and treatment during critical or terminal illness, and certain medical treatment.

Financial decisions

You can appoint someone to act on your behalf in financial matters, such as property, money, or investments. The attorney may be a family member or someone you trust to maintain your affairs in your best interests.

Personal decisions

You can appoint a person to make personal decisions on behalf, such as where you will live. Again, the attorney may be a family member or someone else you trust to make personal decisions on your behalf.

Supportive attorney

A supportive attorney is a person you appoint to assist you in making decisions. It is similar to but not the same as a power of attorney. You can authorise the supportive attorney to collect information for you, communicate a decision you have into effect. The person can be a family member or someone you trust to help you make a decision in your best interest.

The *Residential Care Application* requests a copy of any power of attorney you currently have in place. If at any stage you appoint a new power of attorney, HRH will need copies of the new arrangements.

Guardianship

If you are unable to make reasonable decisions for yourself, and have not appointed a power of attorney, tribunal may appoint a guardian or public trustee to make decisions on your behalf.

Resident advocacy services

If you think your rights are not being respected you can ask for support from Aged Care Advocacy. Advocacy services are community-based organisations funded by the Australian Government under the National Aged Care Advocacy Program. Services provided are free and confidential.

In Victoria, you can contact Elder Rights Advocacy on 1800 700 600 or Seniors Rights Victoria on 1300 368 821

Withdrawing and ending your agreement

If you decide you would like to leave our home you have the right to withdraw and terminate your agreement. We need a minimum seven days' written notice advising that you are leaving. If you do not give us seven days' notice we may charge you for the seven-day period.

If you decide to leave, or if you pass away we will continue to charge our care fees until your room is vacated.

While we do not place a timeframe on collecting your belongings, we do ask that you and /or your loved ones aim to collect them within a few days of vacating.

List of Resources

Name	Telephone Number
Advocacy Services	1800 700 600
Aged Care Quality and Safety Commission	1800 951 822
Aged Care Information Line on	1800 500 853
Alzheimer's Australia Interpreter Service	13 14 50
	13 23 00

Centrelink General Enquiries	
Commonwealth Carelink Centre on	1800 052 222
Commonwealth Carer Respite Centre	1800 059 059
Dementia Behaviour Management Advisory Service	1800 699 799 (24hr free call)
Department of Veterans' Affairs	1300 551 918
National Dementia Helpline	1800 100 500
Translating and Interpreting Services – Aged Care Information Line	1800 500 853

Websites

Website	Web Address
Aged Care Quality and Safety Commission	https://www.agedcarequality.gov.au/
Australian Government Department of Health and Ageing	http://www.health.gov.au/

