

Adelene

RETIREMENT VILLAGE

ADELENE HOSTEL

Kalawarra Road, Wyoming, NSW 2250.

PHONE: 02 4324 4210

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RESIDENTS' INFORMATION BROCHURE

**INFORMATION
and
CHARTER OF RESIDENT'S RIGHTS AND RESPONSIBILITIES**

MISSION STATEMENT

ADELENE RETIREMENT VILLAGE PROVIDES A SECURE ENVIRONMENT
MAINTAINING CARE, WELFARE, RESPECT AND DIGNITY FOR ALL
RESIDENTS AND STAFF

Philosophy of the Village

Adelene Retirement Village is a resident-funded charitable organisation, operated through a Board of Management, motivated by Christian concern for the care and welfare of aged and disabled persons from all walks of life, recognising the diverse needs of people to keep maintaining a happy, responsible, independent level of living.

All Residents are regarded as valued members of society, capable of making their own decisions and deserving of respect and encouragement to maintain dignity, privacy and their rights as individuals, with varying needs and preferences.

All staff members are expected to honour the right of all residents to proper care, privacy, respect and personal dignity.

If, upon the winding-up or dissolution of the Company, there remains any property this property shall be given or transferred to some other institution having objects similar to those of this Company.

Objectives

C ontinually provide a safe and homelike environment.

A chieve and maintain each resident's optimum level of health.

R esidents' rights to dignity, privacy and freedom of choice are respected.

E ncourage residents to lead as independent and active a lifestyle as possible.

Rules of Occupancy

Access to Medical Records

A resident or the resident's representative may by written application to the Licensee request access to the resident's clinical record.

Accounts

Accounts are payable on statement one month in advance by direct debit. These forms must be returned to the main office within one week of admission.

Absences and Outings

We request that you notify the Cook via a book outside the kitchen when you expect to be away for meals, overnight stays or short holidays. Please complete the appropriate form. Absences cannot exceed seven consecutive nights. You are entitled to 52 social leave days per financial year if receiving Commonwealth Subsidy for your care. Residents who exceed the 52 days will incur costs and be charged the additional fees to offset loss of government subsidy.

There is no limit to the amount of day trips residents can make. If relatives or friends wish to take residents out please inform staff 24/24 prior to the time required to leave. Staff cannot guarantee a resident will be ready at that time due to unforeseen circumstances and emergencies for all residents care but they will attempt to be as on time as possible.



Access to Medical Records

A resident or the resident's legal representative may by written application to the Licensee request access to the resident's clinical record. The records remain the property of ARC and the Medical officer. To assist in the review of medical records the medical officer must be present at the review.

Activities

1. A Recreational Activities Officer is employed and arranges all the activities and visits on behalf of Residents. These include concerts, craft lessons, movies etc. We also hold family functions within the Hostel and this allows the residents to invite their family to join them in these events.
2. Relatives are encouraged to participate in any of the functions with their family member.
3. A non-denominational Christian service is held at the Hostel each Sunday afternoon. All churches are encouraged to visit and conduct services at the Hostel. Other denominational services may be arranged as needed and clergy are available.
4. Bus outings are arranged by the Recreational Activities Officer.
5.
 - (a) Residents are not encouraged to hold large amounts of money in their Units.
 - (b) Once a week fruit, vegetables and general store items are available for purchase in the Hostel lounge area.
 - (c) To utilise the shopping services, it is suggested that a small amount of money be left in the Resident's account so that the office may pay for the purchases.
 - (d) This allows for individual choice by the resident without the need for financial accounting.

Administration

The Director of Care Services is responsible for the day-to-day running of the Hostel.

The Hostel forms part of a Retirement Village complex comprising Self-care units, Hostel and Nursing Home.

The Objects for which the Company is established are set out in the Memorandum and Articles of Association of Adelene Retirement Village. Any income and property of the Company are required to be applied towards the promotion of the Objects of the Company.

Air Conditioning

Units are not air-conditioned; however, installation of an air conditioning unit is permitted at the expense of the resident. Please consult with Director of Care Services prior to installation as strict safety rules apply. Heating other than air conditioners must be only oil convection heaters.

Alcohol

Alcohol, unless contra indicated for medical reasons, may be permitted. However, it is the policy of Adelene Hostel to provide a safe living and working environment for residents, staff and visitors whilst remaining aware of residents' rights and lifestyle choices.

To achieve this, alcohol consumption will be restricted to meet the recommended guidelines of the NSW Code of Practice of the Liquor Industry. Staff will NOT be involved in purchasing alcohol for individual residents. An account can be set up to address this. Alcohol is served occasionally in the Hostel as part of the lifestyle but is monitored.

Belongings and Valuables

All care is taken with residents' belongings however no responsibility can be accepted.

1. For safety and care, reasons all rooms must have safe access. Furniture must not obstruct or impede access or egress through units. ARV will provide all main furniture. This includes a bed, 2 bedside cabinets, a chest of drawers, a table and two chairs, a small fridge, electric jug and a TV stand. Residents may bring in a single lounge chair and a TV. The Director of Care Services must approve any other furniture. Any non approved furniture may be removed without notice if it constitutes a safety risk or impedes egress

NB If egress becomes impeded residents must remove excess furniture or belongings for their own and the safety of the staff. If obstructing items are not removed they will be removed.

Authorised staff have right of entry to units for fire safety or Occupational Health and Safety where there is a risk or reported risk or to prevent injury or damage.

- 2 (a) Families should check at regular intervals that resident's clothing does not need to be repaired or replaced.
- (b) All clothing should be of materials suitable for commercial laundering and drying. The commercial washing machines may damage woollens and Daymart clothing.
3. Any money or valuables may be left in the main office safe.
4. Outdoor furniture such as garden table and Chairs may be placed outside the unit as long as they do not present a trip or safety hazard and do not obstruct egress.
5. Plants in pots may be placed in this area as long as they do not present a trip or safety hazard and do not obstruct egress.

Board of Management

The Company has a Board of Management whose role is to set the policy and direction of the Complex. The overall management of the Complex is the responsibility of the Chief Executive Officer, who, in turn, is accountable to the Board of Management.

Bus Service

The local bus service to Gosford and Wyoming operates each day as per timetable. The bus stop for these services is on the corner of Maidens Brush and Kalawarra Roads. Timetables are available from the main office.

Chemist Box

There is a box in the Communal Area where prescription requests can be placed.

Comfort Accounts

Small amounts of money may be withdrawn from Resident's account by petty cash at the Hostel office for personal purchases. Paramedical services, hairdressing and sundries will be directed to resident's account.

Comments

Comment forms are located in the Communal Area and can be placed in the locked box in the main hall, which will go directly to the CEO.

Communal/Visitors toilet

A communal toilet is located in the Communal Area.

Praise/Complaints

Residents and Relatives are encouraged to approach the Director of Care Services with any suggestions, problems or praise for staff or complaints. If the Director of Nursing is unable to assist you, advice will be sought. You may be referred to the Chief Executive Officer.

To assist please complete a Praise/complaints form which are located at the dining room or ask the staff or main office.

At all times you are encouraged to contact the Office of Aged Care Quality and Compliance (OACQC) if you so wish. Scheme either by telephone on free-call 1800 550 552 during business hours or in writing to:

Central Office telephone enquiries

Switchboard: (02) 6289 1555

Freecall: 1800 020 103

after hours: (02) 6122 2747

Central Office postal address
GPO Box 9848,
Canberra ACT 2601, Australia

End of Life wishes

All practices relating to religious and cultural beliefs regarding dying and death are observed where possible. Residents and Relatives are encouraged to inform staff of their wishes at time of admission. Advance Care Directive Forms are available for residents to complete. Family participation is encouraged where possible. Please ask the staff if you wish a copy.

Cooking

No cooking, heating or reheating of food is allowed in the Units. Tea or coffee may be made in units if residents able to manage safely.

Egress/Room safety Checks

To ensure safe access to units residents must ensure that egress is not obstructed by furniture or other items. Egress must allow the Hostel Lifter and the NSW ambulance trolleys access to both rooms, bedsides and bathroom. No items, furniture boxes or other items must impede egress. Also items or containers boxes or loose items cannot be left on the floor as this is an OH&S issue for staff and residents. Room safety audits will be conducted if a unit is identified as unsafe or on regular checks. Items identified as a risk must be removed within a specified time or they will be removed by staff.

Emergency Call Bell

Residents have access to assistance from Hostel staff 24 hours per day **for emergencies**. Each unit is fitted with a call bell and each resident is supplied with a portable alarm. If the portable alarm is not returned upon vacating the unit, there will be a fee of \$150 charged to the resident's account.

Fire Safety

1. Attendance at a fire safety lecture is compulsory for all residents on an annual basis.
2. All fires must be reported and appropriate recording of the circumstances made to ensure that if possible similar occurrences are avoided.
3. The Hostel is fitted with fire detection equipment and a fire alarm bell. The alarm is connected directly to the Fire Brigade. Response is very prompt. Staff attend compulsory fire safety lectures and drills on an ongoing basis.
4. Please familiarize yourself with the fire evacuation plan posted on the back of each unit front door, a copy of which is also attached to this Brochure.
5. For your safety, please do not place clothing or other items over any heating appliances.

Furniture

Furniture is provided in the Hostel Units for reasons of safety, egress and cleaning. Provided are: Bed, Chest of Drawers, two Bedside Cabinets, TV stand (with shelves) and a Dining Table (can fold out) and two chairs.

Residents may bring in one single seater lounge chair and one small table beside the chair which must not interfere access, egress or cleaning.

No extra articles of furniture, appliances or accessories can be brought into the Hostel without prior permission from the Director of Care. Any furniture or articles that do not comply with restrictions will be removed for the safety of staff and residents.

Garbage

Communal wheelie bins are located outside the Communal Area doors.

Guardianship

The Guardianship Board of NSW and ACT is an independent body available to protect the affairs and interests of people who become incapable of handling their own affairs or making their own decisions. The Director of Care Services is able to give advice on application etc. as necessary.

Hairdressing

A fully qualified hairdresser is available by appointment; please contact the staff to be added to the appointment list.

Heating

Due to fire risks, radiant oil heaters are the only permissible heating except for reverse cycle air conditioning.

Hostel Staff

The Hostel is staffed twenty-four (24) hours a day, seven (7) days a week. A sleepover staff member is on site for **emergency** assistance at night between 10pm and 6am.

Hostel Standards

In accordance with Aged Care Act 1997 and the Accreditation Guidelines. If you wish to see a copy of any relevant document please contact the Director of Care Services.

Keys

Upon entry to the Hostel, residents will be supplied with a key to their unit. This key must be returned upon vacating the unit and if lost a fee will be charged to the resident's account.

Laundry

Residents using the laundry for personal washing are requested to dry clothes in the dryer or in the drying yard behind resident's laundry. Clothes are not to be hung in any other areas or over room heaters. In consideration of these residents living near the laundries, please ensure you do not start your laundering before 7.30am or after 9pm.

Please ensure all articles of clothing are clearly marked with your name if the clothes are to be laundered by the staff. No responsibility will be taken for non-approved labelling

Resident's personal laundry will be laundered at the main laundry according to the Schedule. Sheets, towels, pillowcases, draw-sheets and Kylies are provided and laundered by contracted company.

Any clothing prone to shrinking or requiring hand washing is discouraged and should be laundered by relatives or friends.

To allow a settling in period and assessment, residents must not take overnight leave until thirty (30) days after admission.

Library

There is a Residents' library in the Communal Area and the Gosford City Council Bookmobile visits the Village on a fortnightly basis.

Linen Change and Unit Cleaning

Your unit will be cleaned, linen changed and bed remade as per Hostel Schedule. Please contact the staff if you are not sure when your room is due.

Mail

1. Your incoming mail will be placed at your seat in the dining room as it arrives.
2. Your outgoing mail can be placed into the white mailbox at Kalawarra Road before midday Monday – Friday. Stamps are available at the local newsagent across the street.

Maintenance

There are maintenance request forms in the Communal Area, which should be completed for collection by the maintenance personnel.

Meals

Meals are informal and relaxed. All meals are served in the Dining Room. A light continental breakfast maybe prepared by residents in their unit if assessed as safe and capable to do so. Reassessment may be required if the Resident's condition changes. No cooking, heating or reheating of food is permitted in your unit.

Meals are served in the Dining Room daily at the following times:-

| | |
|---------------|-----------|
| Breakfast | 7.30 am |
| Morning Tea | 10.15 am |
| Lunch | 12 midday |
| Afternoon Tea | 3.00 pm |
| Tea | 5.00 pm |

Medical Care

You may attend or have home visits from any Doctor of your choice providing that they adhere to our policy titled “Medical Management”. Information regarding this policy may be obtained from the Director of Care Services. Relatives and friends are required to assist with the arrangements necessary for Residents to attend external medical appointments. However, should it be necessary that staff are required to escort or transport residents an external agency can be organised at a cost to the resident?

Noise Restrictions

Each resident has the right to a peaceful environment.

Adelene Hostel endeavours to achieve this by:

- Restricting excessive noise from radio and televisions at all times for the benefit of all residents is required. After 10pm all residents should respect others by keeping noise to a minimum.
- Residents’ using the residents washing machine and dryer are not to be used before 7.30am or after 9.00pm.
- Any complaints regarding breaches of this policy are addressed by management and regularly reviewed. Headphones may be required if residents disturb neighbours with excessive noise.

Notice Board

There is a Residents’ notice board in the Communal Area.

Nursing Care Documentation

Nursing care plans form part of the resident’s file. The identified care needs are developed into care plans based on nursing diagnosis. Residents and relatives are encouraged to participate in the assessment process throughout their stay at Adelene Court Hostel.

Pets

No pets are allowed. However pets are encouraged to visit as long as they are fully restrained and not aggressive.

Petty Cash

A petty cash system is available for those residents requiring this service. The Recreational Activities Officer administers it with the total paid out each month being

debited to the Resident's account. The chits are then attached to the monthly statement for your information.

Pharmacy

The Hostel has contracted suppliers for scripted medications to ensure a safe efficient delivery of medications with quality control. Residents are able to choose to obtain ordinary supplies (non-scripted) items from the pharmacy of their choice. However, to ensure a consistent safe supply of scripted medication (Webster Packs), residents must obtain medications through the contract system. Costs for pharmacy are the responsibility of the resident.

Assisted and Self Medication – If you have any Doctor's prescriptions to be dispensed or require any other goods from the Chemist, the Hostel Staff can arrange this for you each day. These items can either be charged to your account or be paid for upon receipt. If you have difficulty in taking your medications, the staff can assist you with these but they must be in a Webster pack.

Residents Meetings

Residents meetings are held bi-monthly as per the Activities Schedule.

Respite Care

Adelene Court maintains a unit for temporary residency (Respite Care). The residents occupying that unit receive the same care and support and comply with the same general conditions as permanent residents.

Rights and Risk

The right to an independent and individual lifestyle is recognised. The staff acknowledge that some actions may have an element of risk and shall counsel residents and relatives as thought necessary though will not hamper those who can judge the risk for themselves, providing that they do not threaten the safety or rights of others. The Management acknowledges the initiatives of the Commonwealth Departments with regard to Resident's Rights.

Safety Issues

Safety is paramount for all residents and staff. No resident or staff member may compromise the safety of another person.

Electrical tagging - All electrical equipment must be tagged by a qualified electrician prior to it being brought into the Hostel.

Furniture - All furniture brought into the Hostel must comply with Occupational standards. If furniture is found to be unsafe, it must be removed or it presents a danger to staff and residents.

Transferring of residents from private cars - Due to Occupational health and safety legislation staff cannot assist a resident to transfer in and out of cars unless the resident is able to stand unaided. If the resident is unable to weight bear then a handicapped taxi is preferable.

A “No lift” policy - Adelene Retirement Village has what is called a “no lift” policy. If a person is unable to stand unaided, lifting equipment is used to transfer the resident.

Security

The Hostel is fenced. Pool gates with automatic closures are in place. A Security Service patrols the Village on foot at night.

NO Smoking

Residents are not allowed to smoke in the Nursing Home building or vicinity under any circumstances. Residents and relatives who wish to smoke must leave ARV property.

Spectacles

All spectacles need to be marked with the resident’s surname and an engraver is available for this purpose. For assistance, please ask staff.

Suggestions

There is a suggestion box in the Communal Area.

Telephone

Residents may connect a private phone in their unit. All units have a point connected.

Visitors

Visitors are welcome at the Hostel at all times. No visitors are allowed to sleepover, other arrangements must be made for their accommodation. **Gates will be locked after seven pm or at sundown. Access is only via Birch Rd Main entry (entry B). When at gates please press the buzzer and wait. There will be a delay if staff are attending to residents.**

Voting

Residents wishing to vote may do so at a mobile booth set up in the Hostel or by postal vote. Please inform staff at admission if you wish to continue with your voting rights.

Will

Adelene Retirement Village strongly recommends all residents have an up-to-date Will and Executor. For assistance, please ask staff to contact the Director of Care Services.

Charter of Residents' Rights and Responsibilities

The Charter set out your rights and responsibilities as a resident of a Hostel. The Commonwealth Government developed it because the Australian community was concerned about the rights of older people in Hostels.

A. Each resident of a residential care service has the right:-

- To full and effective use of his or her personal, civil, legal and consumer rights.
- To quality, care appropriate to his or her needs.
- To full information about his or her own state of health and about available treatments.
- To be treated with dignity and respect, and to live without exploitation, abuse or neglect.
- To live without discrimination or victimisation and without being obliged to feel grateful to those providing his or her care and accommodation.
- To personal privacy.
- To live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction.
- To be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect.
- To continue his or her cultural and religious practices and to keep the language of his or her choice without discrimination.
- To select and maintain social and personal relationships with anyone else without fear, criticism and restriction.
- To freedom of speech.
- To maintain his or her personal independence.

- To accept personal responsibility for his or her own actions and choices, even though these may involve an element of risk, because the resident has the right to accept the risk and not to have the risk used as a ground for preventing or restricting his or her actions and choices.
- To maintain control over, and to continue making decisions about the personal aspects of his or her daily life, financial affairs and possessions.
- To be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service.
- To have access to services and activities available generally in the Community.
- To be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service.
- To have access to information about his or her rights, care, accommodation and any other information that relates to the resident personally.
- To complain and to take action to resolve disputes.
- To have access to advocates and other avenues of redress.
- To be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

B. Each resident of a residential care service has the responsibility:

- To respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole.
- To respect the rights of staff and the proprietor to work in an environment free from harassment.
- To care for his or her own health and well-being, as far as he or she is capable.
- To inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and his or her current state of health.