



*Embracing Care with Dignity*

## **ADELENE NURSING HOME**

**1 Birch Road, Wyoming, NSW 2250.**

**PHONE: 02 43253693**

**FAX: 02 4325 3224**

## **RESIDENTS INFORMATION BROCHURE**



## **INFORMATION and**

### **CHARTER OF RESIDENT'S RIGHTS AND RESPONSIBILITIES**

#### **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 occupations, recognizing 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.

## **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.

### **Comforts Accounts**

- (1) Small amounts of money may be withdrawn from Resident's account by petty cash at the Nursing Home for personal purchases.
- (2) Paramedical services, pharmacy, hairdressing, sundries, will be directed to resident's account.

### **Absences and Outings**

We request that you notify the Registered Nurse when you expect to be away for meals, overnight stays or short holiday. 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 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.

NB During weekends and holidays especially special holidays such as Christmas and Mothers Day staff will not be able to have residents ready at a fixed time due to extra demands and many residents going out. Please inform staff of a proposed outing during these times and staff will try to have the resident ready within the hour of the desired time. If relatives wish to they can come and prepare the resident himself or herself without staff assistance – if relatives require assistance they must wait until staff are available as above.



### **Activities**

1. Recreational Activities Officers are employed and they arrange all the activities and visits on behalf of Residents. These include concerts, craft lessons, movies, etc. We also hold

family functions within the Nursing Home to which the residents may invite their family to join them in these events.

2. Relatives are always encouraged to participate in any of the functions with their family member.

3. Several clergy visit and hold services within the Nursing Home.

(a) Residents are not encouraged to hold large amounts of money in their rooms. Less than \$10

(b) To utilize the shopping services, it is suggested that a small amount of money is left in the Resident's account so that the office may pay for the purchases.

(c) This allows for individual choice by the resident without the need for financial accounting.



### **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.

## **Administration**

The Director of Care Services is responsible to the Chief Executive Officer for the day-to-day running of the Nursing Home and Hostel.

The Nursing Home 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.

## **Alcohol**

Alcohol, unless contra indicated for medical reasons, may be permitted, i.e. pre-dinner drink or nightcap. All alcoholic beverages must be written up by the medical officer on a medication chart. No alcoholic beverages are to be left with residents or in rooms – all alcohol must be given to the Registered Nurse who will lock it away.

## **Belongings and Valuables**

*ALL CARE IS TAKEN WITH RESIDENTS' BELONGINGS HOWEVER, NO RESPONSIBILITY CAN BE ACCEPTED.*

1. (a) Valuables – it is not recommended that residents bring any article of great value with them (please check fit of wedding rings etc, as they often become loose).
- (b) Personal mementos, pictures, etc. are most welcome. Any alterations or additions including any hooks in walls furniture and extra picture frames must be done by our maintenance.
- (c) Any storage of belongings with the exception of hats on top of wardrobes is not allowed.
- (d) Any extra furniture must be discussed with Director of Care Services. No non-waterproof cloth material furnishings are allowed.
  
2. (A) Nursing Home labels must be attached to all clothing. To ensure the minimization of loss and efficient processing of laundry, Adelene Retirement Village provides labeling at a cost of \$20 on admission and again every 12 months. This covers all existing and new clothing labeling. No other form of clothing labeling is permitted. Please assist by taking all new or unlabelled clothing to the laundry in a bag with a nametag attached. No responsibility can be taken for clothing not labeled as above.
- (b) Families should check at regular intervals that resident's clothing does not need to be repaired or replaced.
- (c) All clothing should be of materials suitable for commercial Laundering. Woolens and Daymart clothing may be damaged by the commercial washing machines.

No responsibility will be taken for any clothing not labeled in the above manner.

### **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.

### **Praise/Complaints**

Residents and Relatives are encouraged to approach the Director of Care Services with any suggestions, problems 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 main foyer 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.

## **Emergency Call Bell**

Residents have access to assistance from staff 24 hours per day. Call bells are located in all areas and at each resident's bed.

## **Fire Safety**

The Nursing Home is fitted with automatically released Fire/Smoke doors and a fire alarm bell. In the event of a fire, the doors will close automatically and visitors **MUST NOT** go through the closed doors unless directed to do so. The alarm is automatically sent to the Fire Brigade. We also conduct regular fire and evacuation drills as part of our staff-training programme.

**N.B.** All relatives must sign Leave of Absence Book when taking residents on outing and sign in on return to assist with evacuation in the event of a fire.

## **Guardianship/Protective Commissioner/Office of the Public Trustee**

The Guardianship Board of NSW/Protective Commissioner/Office of the Public Trustee are independent bodies 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 inform staff that you wish to be placed in the appointment book and you will be notified of the time.

## **Mail**

1. Your incoming mail will be placed in the bed locker. If the resident or relatives (with the residents permission wish mail to be diverted please contact the office in writing with your request.
2. Your outgoing mail can be placed in the mail tray, stamped and sealed at the main desk or main office

## **Meals**

All meals are fresh cooked on site. They are tasty, nutritious and contain a balanced diet. All special dietary needs such as diabetic or puree are accommodated. Meals are supplied by the Nursing Home and are part of the fees.

## **Medical Service**

Residents may have the services of their own Doctor if that practice visits the Nursing Home. Several Medical Practices in the area visit the Nursing Home and can be organised to take over the resident's care when admitted if he/she is from out of the area. The Nursing Home has the services of a Physiotherapist and Podiatrist. All other paramedical services can be arranged by appointment within the home.

## **Nursing Care**

Nursing care plans form part of the resident's file. They are identified need orientated care plans based on nursing diagnosis. Residents and relatives are encouraged to participate in the assessment process throughout their stay at Adelene Nursing Home.

## **Nursing Home Standards**

In accordance with Aged Care Act 1997 – Nursing Home Act 1988 and the Accreditation Guidelines. If you wish to see a copy of any relevant document please contact the Director of Care Services.

## **Pharmacy**

Medications are supplied by a contracted pharmacy in Webster Packs. This is to ensure agreed service, prompt delivery, quality control and accreditation standards.

If residents or relatives choose not to use this pharmacy ALL responsibility for supply, delivery, scripts packing etc will be the responsibility of the resident and/or relatives. Staff will call when there is an issue for the resident or relatives arrange supply and delivery by contacting the pharmacy and/or doctor to arrange scripts, transfer, delivery, packing etc. Staff will not have time other than to make the initial call. Costs for pharmacy are the responsibility of the resident.

## **Residents Meeting**

There is a residents' committee within the Nursing Home, which meets bi-monthly, with the intention of providing an opportunity for residents to take an active interest in aspects of Care and Management at Adelene Nursing Home. Relatives are encouraged to attend.

## **Rights and Risk**

The right to an independent and individual lifestyle is recognised. The staff acknowledges 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 Residents' Rights.

## **Safety Issues.**

Safety is paramount for all residents and staff. No resident or staff 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 Nursing home. If an item is found to be in, the Nursing Home without being tagged it will be removed until tagged and a charge will apply.

All furniture brought into the Nursing Home must have PRIOR approval by the Director of Care services or the Deputy Director of Nursing. If furniture is found to be unsafe, it will be removed without notification.

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.

Adelene Retirement Village has what is called a “no lift” policy. That is if a person is unable to stand unaided lifting equipment is used to transfer the resident.

### **Single Rooms**

Are not permanently allocated to a particular resident. Residents are not charged extra for a single room at Adelene Nursing Home as other facilities do.

Single rooms are allocated on a medical needs basis then a preference. If a residents care needs change and they require more assistance or supervision then a room change may take place.

In addition, if another resident has a greater care need for a single room then an exchange may take place. Residents and relatives will be consulted however; the final decision will be by the Director of Care Services.

### **Security**

To allow for appropriate monitoring of exists the Nursing Home has an alarm system operating on all doors.

Front foyer exit door is operated by a key pad. A five-digit sequence will be made available to all relatives and friends. After hours, the door is locked and access is by pressing the blue button and staff will let you in. A Security service patrols the village at night.

### **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.

### **Telephone**

A public phone (blue) is available for Residents’ use and is positioned at wheelchair height in the foyer.

Incoming calls may be taken on this phone. The number is (02) 4323 1945. Mobile phones may be used but the reception is very poor in this area.

### **Television and Radio**

Personal sets are allowed in ward areas with the use of an earpiece or preferably headphones with infrared remote to reduce the risk of falls from tripping over cords. TV sets must have their own **stable and sturdy** mobile TV stand (refer to Director of Nursing prior to purchase see Belongings and valuables.). No responsibility can be taken for damage to TVs on unstable or unsafe stands.

### **Transport to Medical Appointments**

Transport to medical appointments is the responsibility of family and friends in the first instance. However, external agencies are available to escort and/or transport residents to appointments. There is a cost to the resident should staff arrange this service and taxi costs if required.

### **Vending Machine**

A vending machine is available in the corridor near the visitor's toilet for drinks and sweets.

### **Visiting**

Visiting hours are open though it would be appreciated if visits could be carried out between 10.00 am and 8.00 pm. Should you find the ward door shut, please check with Sister on duty prior to entering the room as the staff are usually attending to a Resident and you should be able to visit within a few minutes.

### **Voting**

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

## **Charter of Residents' Rights and Responsibilities**

*The Charter sets out your rights and responsibilities as a resident of a nursing home. It was developed by the Commonwealth Government because the Australian community was concerned about the rights of older people in nursing homes.*

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 some actions 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.