



Residential Care Information

Adelene

A member of PACE Aged Care

Information and the philosophy of the village

Adelene 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, 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** Continually provide a safe and homelike environment.
- A** Achieve and maintain each resident's optimum level of health.
- R** Residents' rights to dignity, privacy and freedom of choice are respected.
- E** Encourage residents to lead an independent and an active lifestyle as possible.





Absences and outings

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

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. Respite is payable in advance.

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 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 – please contact staff for details.

Belongings and valuables

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

1. 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).
2. Residents are NOT encouraged to hold large amounts of money in their rooms – less than \$20.
3. To utilise 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 purchases.

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

4. 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.
5. Any storage of belonging on top of wardrobes or on light boxes is not allowed for safety reasons.
6. Any extra furniture must be discussed and must be pre-approved with Director of Care Services.

Clothing

1. Labels must be attached to all clothing. To ensure the minimisation of loss and efficient processing of laundry, Adelene Retirement Village provides labelling at a cost of \$20 on admission and again every 12 months. This covers all existing and new clothing labelling. No other form of labelling is permitted. Please assist by taking all new or unlabelled clothing to the laundry in a bag with a nametag. No responsibility can be taken for clothing not labelled as above.
2. Families should check at regular intervals that resident's clothing does not need to be repaired or replaced.
3. All clothing should be of materials suitable for commercial laundering. Woollens and Daymart clothing may be damaged by the commercial washing machines.

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.





Comments/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.

Or Aged Care Complaints Scheme on 1800 550 552.

Nurse 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 and pendants are also available.

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.

Fire safety

All fires must be reported and appropriate recording of the circumstances made to ensure that if possible similar occurrences are avoided.

Adelene is fitted with fire detection equipment and a fire alarm bell. The alarm notifies the Fire Brigade automatically. Response is very prompt. Staff attend compulsory fire safety lectures and drills on an ongoing basis.

Please familiarise 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.

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.

Identifying staff

Staff can be identified by their role. A colour identity chart for each category of staff is in all areas.

If you wish to discuss your relatives care needs please discuss with the Registered Nurse, identified by the dark blue shirt, and charcoal for managers.

Please introduce yourself to these staff.

Laundry (Hostel only)

Residents using onsite laundry for personal washing are requested to dry clothes in the dryer or in the drying yard behind residents' laundry. Clothes are not to be hung in any other areas or over room heaters. This is a fire risk and action will be taken if this behaviour persists. In consideration of 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 sent are to be clearly marked with your name by laundry staff with the clothing labeller. No responsibility will be taken for non-approved labelling.

Leave of absence

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

Library

There is a residents' library in the Communal Area.

Linen change and unit cleaning

Your unit will be cleaned, linen changed and bed remade as per schedule.

Meals

All meals are freshly cooked onsite. They are tasty, nutritious and contain a balanced diet. All special dietary needs such as diabetic or puree are accommodated.

Food brought into Adelene by relatives/carers.

Food brought into Adelene by relatives that is hot must be consumed immediately.

Food brought in for later consumption must be labelled and stored for use within 24 hours.

Food will not be reheated by staff.

Food must be labelled with resident's name, today's date and date of cooking if not that day.

Food must be thrown out after 24 hours storage or if unlabelled.

Stored food must be stored in a designated fridge.

See food safety tip sheet available.

Medical service

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 requirement to assist with the arrangement 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 endeavours to achieve this by:

Restricting excessive noise from radio and televisions at all times for the benefit of all residents is required.

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.

[Please see Residents' Rights and Responsibilities on pages 10-11.]

Notice board

There is a residents' notice board in the Communal Area.

Nursing care

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

Pharmacy

Medications are supplied by a contracted pharmacy in Webster Packs. This is to ensure agreed service, prompt delivery, and 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 representative meeting

There is a Residents' Representative Meeting 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.

Respite care

Adelene maintains a unit of temporary residency (Respite Care). The residents occupying that unit received 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 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 used. 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.

Please note, NO MATS or floor covering are allowed – they are a high safety fall trip risk. This includes door mats.

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.

Security

Electronic locked gates with automatic closures are in place. A Security Service patrols the village on foot at night. If returning after 6pm entry is only from the Birch Road entrance.

Smoking

Residents are not allowed to smoke within buildings or vicinity under any circumstances. Residents and relatives who wish to smoke must leave ARV property.



A vertical photograph on the left side of the page shows a person's hands and arms in a light blue sweater playing chess on a wooden board with black and white pieces. The person is focused on the game.

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.

Television and radio

Personal sets are allowed 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 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

Vending machines are available for drinks and sweets.

Visiting

Visiting hours are open though it would be appreciated if visits could be carried out between 10.00am and 6.00pm.

If you require further information regarding residential aged care, please go to www.myagedcare.gov.au

Please note

Prior to placement on our waiting list or entry to care, all admission forms including financial and direct debit must be completed. Also a copy of the 'notice of assessment of residents financial status' must be supplied.

Charter of Care Recipients' Rights and Responsibilities – Residential Care

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.



Adelene

ADELENE AGED CARE

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