



Noble Manor

Residential Aged Care

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Resident Handbook

Welcome . . .

Contents:

	Page
♥ Welcome	3
♥ Lines of Communication	3
♥ Vision	3
♥ Goals	3
♥ Values	3
♥ What care is provided?	4
▪ Choice of Medical Practitioner	
▪ Pharmacist	
♥ What hospitality services are provided?	4 - 5
▪ Accommodation	
▪ Cleaning	
▪ Meals and Refreshments	
▪ Hairdresser	
▪ Laundry	
▪ Mail	
▪ Telephone	
▪ Newspapers	
♥ What activities are available?	5
▪ Religious Services	
▪ Community Services	
♥ What responsibilities are there?	6 - 7
▪ Accommodation Bond Agreement	
▪ Charter of Residents' Rights and Responsibilities	
▪ Confidentiality and Privacy	
▪ Electrical Appliances	
▪ Income Testing Process	
▪ Motorised Scooters / Electric Wheelchairs	
▪ Payment of Accounts	
▪ Residency Agreement	
▪ Security of Tenure	
▪ Smoking	
▪ Staff	
▪ Valuables / Finances	
▪ Visiting Hours	
▪ Voting	
♥ Our Policies	7 - 8
▪ Management Systems, Staffing and Organisational Development	
▪ Health and Personal Care	
▪ Resident Lifestyle	
▪ Physical Environment and Safe Systems	
♥ Our Philosophy	9
♥ Residents' Bill of Rights	10

♥ **Welcome**

The Management and staff of Noble Manor would like to welcome you, your family and friends. We hope you will quickly become part of the warm and caring environment we strive to maintain. At Noble Manor, our motto is 'Residents First' and we do our utmost to create a loving, homely atmosphere. We pride ourselves on the fact that we genuinely care for the elderly and that their needs are our needs. Our philosophy is based upon total holistic care and we cherish and value the dignity of each individual Resident.

♥ **Lines of communication**

Our many avenues of communication provide the network for all of us to work together as a team. Our Manager, and/or Charge Nurse, are always available for discussions if a Resident or family member wishes and we encourage an 'Open Door' policy. Alternatively, a Suggestion Box and our 'Best Practice' forms give you an opportunity to offer suggestions, comments, complaints or congratulations, should these avenues for communication be preferred. All comments / complaints remain confidential and are processed as soon as possible through Noble Manor' Internal Complaints Resolution system - our 'Quality Forum'. We welcome your comments and suggestions as Management and Staff are committed to a continuous improvement program and we encourage you to also be part of this process.

Those wishing to make a complaint to an external body can contact the Department of Health and Ageing Complaints Resolution Scheme. This scheme is free and aims to achieve a solution that is supported by everyone associated with the complaint. The toll-free number for the Victorian Unit is 1800 550 552, fax (03) 9663 4275. Another external body is 'Residential Care Rights', phone (03) 9602 3066, toll-free 1800 133 312, fax (03) 9602 3102, email: rights@optusnet.com.au

Residents' Meetings are held at Noble Manor on a regular basis. All Residents, family members or interested persons are welcome to attend these meetings or to place an item on the Agenda. Please check the Resident Notice Boards for further information on the meeting time and place. Minutes of all Residents' Meetings are available for all to read.

A major means of communication is the quarterly publication of the "TLC Times" which records major events and keeps everyone up-to-date with changes that occur at Noble Manor and other TLC Aged Care homes.

♥ **Vision**

That TLC Aged Care is recognised as operating the best aged care services in Australia based upon our delivery of quality and holistic residential aged care.

♥ **Goals**

- To provide for the holistic needs of our Residents
- To support the families of our Residents
- To provide ongoing professional development for our staff
- To continuously strive to improve our care
- To provide a safe, happy and supportive workplace
- To treat others as we would like to be treated
- To develop and maintain viable services

♥ **Values** (Alphabetical order)

- | | | |
|------------------|----------------------------|----------------------|
| ▪ Accountability | ▪ Equality | ▪ Respect |
| ▪ Celebration | ▪ Honesty | ▪ Rights and Dignity |
| ▪ Commitment | ▪ Knowledge and competence | ▪ Safety |
| ▪ Compassion | ▪ Recognition | ▪ Service |
| ▪ Encouragement | ▪ Relationships | ▪ Transparency |

▼ What care is provided?

Noble Manor has trained staff on duty 24 hours a day, 7 days a week. Our skilled and qualified staff are committed to 'Best Practice' in all areas of holistic care. Our nursing staff are specially trained in the care of the frail aged and are committed to catering for the needs of each individual Resident.

Our 'Residents First' policy, and the dedication of our staff, ensure that all our Residents receive the highest standard of health care.

Choice of Medical Practitioners

Consultation with you and your family enables you to continue with care from a medical practitioner of your choice. Should your Doctor be unable to continue your care at Noble Manor, our staff can arrange for another Doctor, if requested. All General Practitioners providing care to Residents of Noble Manor are aware that their service must be available on a twenty-four hour a day basis.

If a Resident needs to attend any appointment where an escort is required and a family member cannot attend, a staff member will be allocated and the Resident will be billed accordingly.

Pharmacist

We have engaged the services of a pharmacist who delivers direct to Noble Manor to meet our Residents' needs. Residents have the choice in retaining the services of another pharmacist if desired. All pharmacy accounts are forwarded by the pharmacist to the person responsible for payment.

▼ What hospitality services are provided?

Accommodation

Noble Manor offers private rooms in a beautiful setting. You are encouraged to bring furniture items of your own choice to ensure as homelike an environment as possible. We also encourage you to display photographs and personal mementos in your room in keeping with the homely atmosphere of Noble Manor. All items should be discreetly labelled. You are requested not to mark or affix anything to the walls in your room. Our maintenance person can assist you with this.

Cleaning

The Fees include the cleaning of your room. Delicate dusting is the responsibility of the Resident or their family. Should you choose to install a refrigerator, microwave or other small appliance, you are responsible for the cleaning of these items.

Meals and Refreshments

Meals are a highlight at Noble Manor and we take great pride in what we prepare for our Residents. All Residents are offered a varied, healthy and well balanced, nutritional diet that takes individual preferences into account. Special diets are catered for and complex diets are formulated and monitored by dietitians. Residents are encouraged to maintain their dietary customs according to their religious and cultural beliefs. Noble Manor has a varied, four weekly rotating menu which is specifically designed every quarter to match the change of seasons. Our Residents are encouraged to participate in menu planning and comments from Residents are carefully considered.

Please see Resident Notice Boards for menus and meal times.

Residents are welcome to have guests for morning or afternoon tea, or even to join them for a meal. If Residents would like guests to join them for lunch or dinner, the Chef requires 24 hours' notice. Please arrange payment with the Chef.

For a special occasion, Residents can book the Private Dining Room (maximum of 8 people). A \$100.00 deposit is required on booking, from which a cleaning fee and serving fee will be deducted. The cost of meals should be discussed with the Chef. Another option is for families of Residents to cater for themselves, i.e. bring their own food, crockery, etc. A booking fee of \$50.00 is required for this use, \$25.00 of which will be refunded after the function.

Hairdresser

Noble Manor has its own hairdressing salon and hairdresser. Hairdressing services are available at least one day a week. Our hairdresser is only too pleased to come in at any time to attend to the needs of a Resident for special occasions. Staff will be happy to assist in making bookings. Please arrange payment directly with the hairdresser.

Laundry

For those who do not wish to use the home's labelling system, we request that you clearly label all clothes. Underwear and nightwear, plus wash and wear day clothes, are all laundered at Noble Manor. We are unable to wash woollen garments. This is due to the high washing temperatures required for infection control being incompatible with the integrity of the garment. A personal laundry receptacle is located in each room.

Mail

This is delivered unopened and assistance is given to any Resident with a disability. Our Lifestyle Coordinator is only too happy to accommodate Residents with their personal correspondence, if desired. All outgoing mail may be left at Reception for posting each afternoon.

Telephone

Telephone points in all rooms enable full private facilities to be installed. Please contact Telstra directly to arrange installation. Telstra will bill Residents individually for connection and subsequent calls.

Newspapers

Newspapers can be ordered through our Receptionist. Residents are billed directly by the Newsagent.

▼ What activities are available?

Residents are encouraged to participate in a wide range of interests and activities that bring pleasure. Noble Manor employs a Lifestyle Coordinator committed to enriching the lifestyle of our Residents. A broad range of in-house and external activities is planned. Our Coordinator and her staff have a special rapport with the elderly. Activities are based on the following philosophy:

*Recreation's purpose is not to kill time, but to make time live;
Not to keep people occupied, but to keep them refreshed;
Not to offer an escape from life, but to provide a discovery of life.*

Religious Services

Residents' individual interests, customs, beliefs, cultural and ethnic backgrounds are valued and fostered within Noble Manor. All cultural groups are encouraged to participate in the planning and conducting of events and activities. Religious services are organised according to Resident needs – see notice boards for details. We request that any other specialist religious services be organised by the family of the Resident.

Community Services

Students from surrounding schools are invited to visit Noble Manor on a regular basis so that they make friends with our Residents. We encourage the development of links with the nearby community, which enables meaningful relationships to be fostered.

▼ What responsibilities are there?

Accommodation Bond Agreement

A proportion of Residents may stay at Noble Manor without paying an Accommodation Bond. All other Residents will be given an Accommodation Bond Agreement. This is a legal document between the Approved Provider and the Resident outlining the fiscal options available to the Resident for payment of an Accommodation Bond or periodic payment. It is important that this Agreement be read carefully by the Resident (or representative). A full Accommodation Bond option is payable within six months of entry, while interest on the Bond is charged from the date of entry. A periodic payment option commences the day the Resident enters Noble Manor and continues for the duration of the Resident's stay. A Grant of Probate, Letters of Administration or a Transfer Indemnity Guarantee is required before any payment of bond monies will be made to any representative of a deceased estate.

Charter of Residents' Rights and Responsibilities

Please see Schedule 5 of the Residency Agreement for details.

Confidentiality and Privacy

To ensure protection of your personal information, processes, in accordance with the Health Records Act 2001 and the Privacy Act 1988, are in place. Please refer to the TLC Aged Care 'Protecting Your Privacy' leaflet for further information.

Electrical Appliances

All electrical items must be tested and tagged by a qualified person prior to them being brought into Noble Manor. Electric kettles must have an "automatic cut off" mechanism. Please discuss electrical items with the Manager prior to purchase. Resident and staff safety is a priority.

Income Testing

When a Resident enters a facility Centrelink is immediately notified of the Resident's entry and pensioner/non-pensioner status. Centrelink then applies an income tested fee on that Resident, if it is applicable. Centrelink will notify the Resident (or representative) and Noble Manor of the income tested amount. The Government subsidy paid for the Resident will be reduced by the same amount as the income tested fee, thus making the Resident liable for this amount. A Resident may start paying income tested fees 28 days after they enter care. Noble Manor does not benefit financially from the income testing fee.

Motorised Scooters / Electric Wheelchairs

In the interests of Resident and staff safety, motorised scooters are not permitted. Electric wheelchairs may be considered following assessment of needs and the Resident's ability to use such a vehicle appropriately.

Payment of Accounts

Tax Invoices are sent out in the first week of every month and payment is required within 14 days. We are pleased to offer the Direct Debit system for payment of Accounts. When you choose this system, your Tax Invoice will specify the date on which the funds will be drawn down. If paying by cheque, please make cheque payable to Great Oaks Pty Ltd.

Residency Agreement

Before entry to Noble Manor, the Resident is given a Residency Agreement. This is a legal document between the Proprietor and the Resident. This document outlines the level of care and services provided and Residents' Rights and Responsibilities. It is important that this Agreement be read carefully by the Resident (or representative).

Security of Tenure

Security of tenure is fully explained in the Residency Agreement. If a move does become necessary, a full explanation will be given to the Resident (or representative) and agreement obtained whenever possible. Transfer of a Resident to another service will only take place if it is determined that Noble Manor cannot offer the specialised services which the Resident requires, or if the Resident is infringing upon the rights of other Residents.

Smoking

Smoking is not permitted anywhere inside the building. A staff member will escort those Residents who wish to smoke to a designated courtyard.

Staff

Our staff have their own duties and responsibilities and it is requested that you do not interrupt them in their performance of those duties. Please do not interfere with or attempt to instruct any of our staff in such duties. If you have any complaint about any member of our staff, this complaint should be made to our Manager and not to the staff person concerned. The Charter of Residents' Rights and Responsibilities states that all Residents (representatives) have the responsibility, "To respect the rights of staff and the proprietor to work in an environment which is free from harassment".

Valuables / Finances

Noble Manor does not encourage large amounts of money to be left with a Resident. Money for paying minor accounts and allowing the Resident some financial independence may be left with the Charge Nurse who will secure the money in a locked safe. Please ask Reception for details. Otherwise all Resident financial affairs are the responsibility of the Resident, family or appointed administrator.

Residents are asked to take care of their own valuable items. If a Resident has any items of particular value, we suggest you lodge them in safe custody with your bank. We recommend that valuable or important family heirlooms are not brought in to the home. Accordingly, TLC will not be responsible for loss or damage to such items.

Visiting Hours

There are no set visiting hours and visitors are most welcome. However, we do ask for consideration for all the Residents and their needs. Children should be kept under parental supervision at all times. Ample parking, which is security lit at night, has been provided for visitors. Visitors are asked to record their arrival and departure from Noble Manor in the Sign In / Sign Out book at Reception. It is essential that visitors taking Residents on an outing also record the name of the Resident, time of departure and return to Noble Manor.

Voting

Residents have the right to vote. The family of the Resident should make the necessary arrangements to inform the Electoral Office in their area of the change of address for the entry of the Resident to the relevant electoral roll.

▼ Our Policies

Management Systems, Staffing & Organisational Development

- The organisation actively pursues continuous improvement
- The organisation has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards and guidelines
- Management and staff have appropriate knowledge and skills to perform their roles effectively
- Each Resident (or representative) and other interested parties have access to internal and external complaints mechanisms
- The organisation has documented the home's vision, values, philosophy, objectives and commitment to quality throughout the home
- There are appropriately skilled and qualified staff to deliver quality care to each Resident
- Stocks of appropriate goods and equipment for quality service delivery are available
- Effective information management systems are in place
- All externally sourced services are provided in a way that meets the home's needs and service quality goals

Health and Personal Care

- Residents receive appropriate clinical care
- Residents are referred to appropriate health specialists in accordance with their needs and preferences
- Residents' medication is managed safely and correctly
- Residents are as free from pain as possible
- Residents receive adequate nourishment and hydration
- Residents' skin integrity is consistent with their general health
- Resident's continence is managed effectively
- The needs of Residents with challenging behaviours are managed effectively
- Optimum levels of mobility and dexterity are achieved for all Residents
- Residents' oral and dental health is maintained
- Residents' sensory losses are identified and effectively managed
- Residents are able to achieve natural sleep patterns
- Residents will be restraint free where possible

Resident Lifestyle

- Each Resident receives support in adjusting to life in their new environment and on an ongoing basis
- Residents are assisted to achieve maximum independence, maintain friendships and participate in the life of the community
- Each Resident's right to privacy, dignity and confidentiality is recognised and respected
- Residents are encouraged and supported to participate in a wide range of interests and activities of interest to them
- Residents' individual interests, customs, beliefs and cultural and ethnic backgrounds are valued and fostered
- Each Resident participates in decisions about the services they receive and are enabled to exercise choice and control over their lifestyle, while not infringing on the rights of others
- Residents have secure tenure and understand their rights and responsibilities

Physical Environment and Safe Systems

- Management is actively working to provide a safe and comfortable environment consistent with Residents' care needs
- Management is actively working to provide a safe working environment that meets regulatory requirements
- Management and Staff are actively working to provide an environment and safe systems of work that minimise fire, security and emergency risks
- An effective infection control program is in place
- Hospitality services are provided in a way that enhances Residents' quality of life and the staff working environment

Our Philosophy

We wish our home to be renowned for providing the highest standards of care delivered with kindness, compassion, love, encouragement and common sense.

We recognise that our Residents have special emotional and physical needs.

We take pride and pleasure in enriching the lives of our Residents through innovation and a flexible approach to meeting their needs.

We strive to uphold the dignity, privacy and comfort of each Resident by ensuring that each is accorded the highest respect from our carers.

We understand that our Residents are part of a wider family outside the home and that their family has a need and a right to be informed and consulted at all times.

At the home we are striving to meet the following objectives:

- To achieve and maintain the highest standard of nursing care.
- To create and promote a social environment at the home that encourages friendship between Residents, Staff and family.
- To ensure that the surroundings and living conditions at the home are the most pleasant and comfortable possible.
- To encourage Residents to have a feeling of homeliness and safety, with the maximum independence and freedom.
- To encourage the involvement of Residents, Relatives and Staff in all activities and education.
- To assist with the Pastoral and other needs of Residents, family and friends, in cooperation of other members of the Health Care Service.
- To allow our Residents freedom of choice whenever possible, whilst not infringing on the rights of others.
- To strive to protect the environment whilst carrying out our duties at the home.

- Our Residents are individuals who have a right to be accepted as they are and treated with respect.
- Our Residents are entitled to life, love, freedom, moral support and comfort from family, friends, fellow Residents and staff.
- Our Residents have the right to die with dignity, with strength, with courage and in peace.
- Our Residents have the right to do as much as possible for themselves as long as they are able.
- Our Residents have the right to excellence in the quality of their care, their environment, furnishings, food and all activities at the facility.
- Our Residents have a right to privacy. This extends beyond their rooms and includes such things as bathing, their personal possessions, their records and their relationships.
- Our Residents have the right to choose and pursue companionship with their own sex, or the opposite sex, without fear, criticism or censure from any staff member or other Residents.
- Our Residents have the right to receive all telephone calls or messages left for them, and to receive uncensored mail.
- Our Residents have the right to information about their own treatment. They have the right to adequate treatment time, either from their own physician or from authorised nursing personnel, and, as far as possible, a personal relationship with them.
- Our Residents have a right to know the names and effects of their medications and they have the right to refuse the treatment offered to them.
- Our Residents have the right to know the rules and regulations of the facility and the reasons for them. Furthermore, they have the right to a formal involvement in decisions that concern their welfare.
- Our Residents have the right to a rehabilitation and social program that enhances the abilities of each individual.
- Our Residents have the right to expect that their families and friends will always feel welcome and that visits by them, and their participation in activities, are a vital part of life at the facility.