



# The Homestead

Residential Aged Care

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# Resident Handbook

Welcome . . .

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## ♥ Welcome

The Management and staff of The Homestead 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 The Homestead, 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, representative or family member wishes and we encourage an "Open Door" policy. Alternatively, a container in the foyer named "Home Improvements" and our "Best Practice" forms provide an opportunity for you to offer a suggestion, comment, complaint or congratulations, should this avenue for communication be preferred. All comments and complaints remain confidential and are processed as soon as possible through The Homestead's 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 Care Complaints Resolution Scheme. This scheme is free, confidential 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', telephone (03) 9602 3066, toll-free 1800 133 312, fax (03)9602 3102 email: rights@optusnet.com.au

Residents' Meetings are held on a regular basis at The Homestead. All Residents, family members or interested persons are welcome to attend these meetings or to have an item on the Agenda. Please check the Resident Noticeboards 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 The Homestead and other TLC Aged Care homes.

## ♥ Our Vision

TLC Aged Care is committed to offering exceptional quality care and service that exceeds stakeholder expectations.

## ♥ Our Goals

- To enhance the quality of life for all Residents
- To maintain and develop viable services
- Leadership in the aged care sector
- To promote innovation and best practice in all service areas
- To exceed legislated standards

## ♥ Our Values

We believe:

- in the rights of all residents
- in the pursuit of quality of care
- in ethical conduct
- in professionalism
- in openness and accountability
- that our staff are our greatest asset

## ♥ What care is provided?

The Homestead has fully trained nurses 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 the Resident to continue with care from a medical practitioner of your choice. Should your Doctor be unable to continue their care at The Homestead, our staff can arrange for another Doctor, if requested. All General Practitioners providing care to Residents of The Homestead are aware that their service must be available on a twenty-four hour a day basis.

### **Pharmacist**

We have engaged the services of a pharmacist who delivers direct to The Homestead 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**

The Homestead provides private rooms in a peaceful, rural 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 their rooms in keeping with the homely atmosphere of The Homestead. 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 The Homestead 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 carefully catered for and complex diets are formulated and monitored by dieticians. Residents are encouraged to maintain their dietary customs according to their religious and cultural beliefs. The Homestead has a varied, four weekly rotating menu which is specifically designed every quarter to fit in with the change of seasons. Our Residents are encouraged to participate in menu planning and comments from Residents are carefully considered.

Please see Resident Noticeboards for menus and meal times.

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

### **Hairdresser**

The Homestead 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 your needs for special occasions. Staff will be happy to assist in making bookings.

### **Laundry**

For those who do not wish to use the home's labelling system, we request that you clearly label all clothes. Underwear and nightgowns, plus wash and wear day clothes, are all laundered at nearby Homestead Lakes. 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. The Homestead 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 The Homestead. Ethnic or cultural groups are encouraged to participate in the planning and conducting of events and activities. Religious services are organised according to Resident needs – see noticeboards for details. We request that any other specialist religious services be organised by the family of the Resident.

### **Community Services**

We encourage the development of links with the nearby community, which enables meaningful relationships to be fostered.

## ♥ What responsibilities are there?

### **Accommodation Bond Agreement**

Residents paying an accommodation bond, will be given an Accommodation Bond Agreement. This is a legal document between the Provider and the Resident outlining the fiscal options available to the Resident for the 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 The Homestead and continues for the duration of the Resident's stay.

### **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 The Homestead. 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 Process**

When a Resident enters a facility Centrelink is immediately notified of the Resident's entry and the 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 The Homestead of the income tested amount. The Government subsidy will be reduced by the same amount as the income tested fee, thus making the Resident liable for this amount. The Homestead 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 use 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 TLC Homes Pty Ltd.

### **Residency Agreement**

Before entry to The Homestead, 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 The Homestead 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**

The Homestead 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 The Homestead in the 'Sign in/Sign out Book' at Reception. It is essential that visitors taking a Resident on an outing also record the name of the Resident, time of departure and return to The Homestead.

## **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 which 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
- Residents' continence is managed effectively
- The needs of Residents with challenging behaviours are managed effectively
- Optimum levels of mobility and dexterity are achieved for all our Residents
- Residents' oral and dental health will be 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

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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 this 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 co-operation with 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.



# Residents' Bill of Rights

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- 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 home.
- 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 home 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 home.