

GLENARM CONSUMER INFORMATION BOOKLET



Contents

| | |
|--|--------------|
| Introduction | 4 |
| Acknowledgement of Country | 4 |
| Vision & Values | 5 |
| Glenarm Philosophy | 5 |
| Charter of Care Recipients' Rights and Responsibilities – Consumer Care | .6-7 |
| Aboriginal and Torres Strait Islanders | 8 |
| Accommodation Care and Services | 8 |
| Alcohol | 8 |
| Ambulance Transport | 9 |
| Clothing, Footwear, Jewelry, Valuables and personal Effects | 9 |
| Consumers Laundry | 10 |
| Comments, Compliments, Feedback and Open Disclosure | 10-11 |
| Cultural and Linguistic Diversity | 12 |
| Drugs | 12 |
| Electrical Appliances | 12 |
| Electric Wheelchairs and Scooters | 12 |
| Emergency Preparedness | 13 |
| End of Life Arrangements and Advance Care Planning | 13 |
| Family Contact Details | 13 |
| Financial Information – Fees and Trusts | 14 |
| Food Safety Programme | 14 |
| Gay, Lesbian, Bisexual, Transgender, Intersex, Queer (GLBTIQ) | 14 |
| Gifts and Bequests | 15 |
| Gratuities to Staff | 15 |
| Hairdressing | 15 |
| Infection Prevention and Control | 16 |
| Influenza | 16 |
| Interpreters | 16 |
| Leave from Glenarm | 16 |
| Lifestyle and Recreation | 17 |
| Mail Delivery | 17 |
| Medical Treatment | 17 |
| Menus and Meals | 17 |
| Newspaper Delivery | 18 |
| Spiritual Care | 18 |
| Pharmacy Service | 18 |
| Power of Attorney | 18 |

| | |
|---|--------------|
| Privacy and Confidentiality | 19 |
| Quality Improvement and Accreditation | 19 |
| Consumer/Representative Meetings | 19 |
| Consumers' Advisory Committee | 19 |
| Safety | 20 |
| Security | 20 |
| Security of Tenure – changing rooms | 20 |
| Signing and Witnessing of Legal Documents | 20 |
| Safe Handling | 21 |
| Smoke Free Policy | 21 |
| Telephone | 21 |
| Televisions | 21 |
| Therapy | 21 |
| Visiting Pets | 21 |
| Visitors | 22 |
| Voting and Electoral Procedures | 22 |
| Appendix 1: Lifestyle Activities | 23 |
| Appendix 2: Protect Yourself and Your Family | 24 |
| Appendix 3: Aged Care Standards | 25-26 |
| NOTES | 27 |

 **Consumer Approved**

Introduction

Welcome to Glenarm Nursing Home

This information booklet has been developed to assist you, your family and friends to become familiar with the day-to-day operations and activities of our public sector consumer aged care service.

This booklet will also give you information about issues you might like to consider as part of the admission process to our consumer aged care facility.

Please feel free to discuss any aspect of care or services with relevant staff in Glenarm.

Glenarm Nursing Home provides consumer aged care for our community.

Glenarm is a 30 bed consumer aged care home.

Address: 13 Burgoyne Street, Kerang 3579

Glenarm Reception

Phone: 03 54509278

Kerang District Health Main Reception

Phone: 03 54 509200

Welcome to Barapa Barapa (Baraparapa) country.

Kerang District Health acknowledges the traditional Aboriginal owners of the land (Barapa Barapa) on which we operate.

We pay our respects to them, their living culture and Elders past, present and future.

The Barapa Barapa people.

The Barapa Barapa territory covered by this tribe was around 9,300km² including areas of southern New South Wales from North of Hay along the Murrumbidgee river and the Northern part of Victoria to Kerang.

The Barapa people shared their lands with their neighbours, including Wemba-Wemba around Swan Hill, and Yorta Yorta from Deniliquin to Kow Swamp and

Perricoota/Koondrook, and Quambatook to Lalbert and Boort in the Dja Dja Wurrung tribe. The Barapa society were called hordes, and each horde had a moiety society, which was divided into two phratries, which each had two sections. These phratries had the rules of affiliation and marriage. The initiation ceremonies for Barapa were similar to the Wiradjuri rites (central to southern New South Wales neighbours).

Welcome to country

A “welcome” to country can only be performed by an aboriginal person, ideally a male Elder. For a meeting with a non aboriginal representative a person can do an “acknowledgment” to country. This is a formal process whereby we recognise the first nations peoples as the traditional custodians of the land.

Historically, in aboriginal nomadic culture there were respects paid before you entered onto another persons country or tribal lands, and were officially introduced. The process of “going onto country” is still a form of traditional respect that is honoured today within the aboriginal people. The smoking ceremony was used to clear the bad spirits from the other tribes and welcome the newcomers onto the new country.

At the welcome a number of issues would be established, including the length of expected stay, where they stayed, and the rules of the host tribe.

Culture of the Barapa

The culture of the Barapa people was focussed around the Murray, the Loddon, the Edwards and the Wakool rivers and the Lakes of the area, and the flora and fauna that were particular to the region. The flora and fauna was used for both foods and medicines, quandongs, yam, cumbungi plant, wholegrain damper from different seeds growing in the area, such as seeds from the kangaroo grass.

Yarning, or telling stories was a process used to pass on messages within tribes. Most tribes spoke 3 languages, their own and their neighbouring languages. They also had a sign language for hunting, hiding

out and talking over long distances, this was a series of hand signals. Hand signals were also used when the camp needed to be quiet, such as in a danger situation, or sleeping. The sign language had up to 200 words, and was similar across Australia.

The totem of the Barapa is :

Bat- totem to teach roles law/lore.

Bush medicine was used for a variety of healing and curing, and is still used today by some of the local aboriginals. Emu fat was used to help with sore joints, and salty water used to help with sore eyes, cleaning and healing of skin and cleaning skin from mosquito bites.

Language

It is believed that there was at least one dialect within this mob.

Vision

Kerang District Health seeks to improve the health and well-being of the community.

Glenarm Philosophy

Glenarm has a diverse role in the care of the frail aged from the surrounding community.

As the population ages and persons can no longer cope in their own home they can be assured of quality care in a safe homelike environment when they enter Glenarm.

They are encouraged to participate in their own care as much as possible and still maintain their community contact.

Staff have the training to provide physical emotional and psychological care of consumers who have a multiplicity of medical needs.

Domains

Kerang District Health organisation is based on the five domains of quality and safety as outlined in the Delivering high-quality healthcare, Victorian Clinical Governance Framework which are:

- Consumer Partnership
- Clinical Effectiveness
- Risk Management
- Effective Workforce
- Leadership & Culture

ORGANISATIONAL VALUES





Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

Consumers

As a consumer, you have the option of signing the Charter of Aged Care Rights (the Charter). You can receive care and services even if you choose not to sign.

If you decide to sign the Charter, you are acknowledging that your provider has given you:

- information about your rights in relation to the aged care service;
- information about your rights under the Charter; and
- a copy of the Charter signed by your provider.

Providers

Under the aged care law, providers are required to encourage all consumers to sign the Charter. You must give consumers a copy of the Charter that sets out:

- the consumer (or authorised person)'s signature (if they choose to sign);
- the full name of the consumer (and authorised person, if applicable);
- your signature;
- the date on which you gave the consumer a copy of the Charter; and
- the date on which you encouraged the consumer (or their authorised person) to sign the Charter.

Charter of Aged Care Rights takes effect from 1 July 2019

Aboriginal and Torres Strait Islanders

Kerang District Health is committed to *Closing the Gap* to improve the lives of Aboriginal and Torres Strait Islander peoples. We are working to achieve the key priorities set out in *Koolin Balit* (which means “healthy people”), the Victorian Government’s strategic direction for Aboriginal Health 2012-2022.

Key priorities include:

- Increasing the number of Aboriginal people in our Health Workforce;
- Providing culturally sensitive care to our Aboriginal consumers;
- Strengthening our relationship with Mildura and District Aboriginal Service

Enabling all Aboriginal people to access the information, support and culturally appropriate service responses that maximises their wellbeing is a key priority in Kerang District Health.

Accommodation, Care and Services

Glenarm is situated on the same site as Kerang District health and comprises of 30 single rooms with individual ensuite.

A typical room consists of:

- High/low adjustable bed
- wardrobe
- bed side drawers
- lounge chair
- ducted heating and cooling
- telephone and TV
- air conditioning
- lifting hoist

There are a number of adjoining rooms for couples (if available).

The communal dining/lounge areas have ducted heating, air-conditioning and TV with Foxtel connection.

We like to encourage a home-like atmosphere in the home. Pictures and photos are welcome, as well as other personal items. Please label these clearly but discreetly with your name.

Large items like furniture will have to be discussed with the unit manager to ensure adequate space, safety and other regulatory requirements are met. For example, personal items need to fit in the storage areas provided in your room to enable efficient cleaning and movement throughout for staff, visitors and others.

(See [Electrical Appliances](#))

Refer to your Residential Aged Care Agreement or contact the unit manager who can provide further information and advice.

Alcohol

Our policy permits consumers to consume alcohol in moderation. If you wish to consume alcohol, we strongly advise you to consult with your doctor to make sure it is safe to have alcohol with any medications you may be taking. Refrigerators for storage of alcohol are at the consumer’s expense and remain the property of the consumer.

The consumption of alcohol must not disturb or disrupt other consumers, staff or visitors.

Ambulance Transportation

Glenarm may utilise Ambulance transportation whenever necessary.

Kerang District Health will not be liable for any costs incurred by Ambulance Victoria. Therefore we recommend you consider your eligibility for free Ambulance Victoria transportation.

Ambulance Victoria states: *“Under the State Concession Scheme, Victorians eligible for concessions receive free clinically necessary ambulance coverage throughout Australia. This coverage will provide free emergency and medically authorised non-emergency ambulance transport to the nearest and most appropriate hospital. A person holding a current Pensioner Concession Card is eligible.”*

Non Pension Concession card holders (e.g. self-funded retirees) therefore may be charged by Ambulance Victoria

Dependent on your individual Private Health Insurance policy, ambulance transportation may not be covered through your Private Health Insurance Provider unless you are a current member of Ambulance Victoria.

Clothing, Footwear, Jewellery, Valuables and Personal Effects

Kerang District Health takes all reasonable measures to protect your personal effects, which includes clothing, footwear, jewellery and valuables.

Depending on your individual circumstances you may wish to consider Personal Contents Insurance.

Kerang District Health does not take responsibility for the loss or theft of valuables or money despite all endeavours to maintain and promote a secure environment.

We suggest that valuable items and large amounts of cash are not brought into Glenarm.

All personal clothing is to be provided by you or a family member. To minimise loss of clothing, please ensure the clothing is clearly but discreetly labelled. To assist you with this, a labelling service is available on site and is free of charge.

We recommend at least six complete changes of clothes be brought in on admission, especially underclothing. All clothing repairs are the responsibility of you or your family.

It is recommended that footwear is comfortable, low-heeled, non-slip and well fitted. Staff are able to assist with information about recommended footwear.

We ask that you consider the appropriateness of clothing and footwear, keeping in mind comfort, safety and ease of laundering; particularly for those consumers who require assistance with movement. In general, split back clothing is recommended for consumers who have difficulty with sitting balance or find it difficult to bring their weight forward in a chair. Larger sized clothing that stretches easily is also recommended for consumers who have difficulty stretching out their limbs, or require assistance dressing themselves. Modified clothing such as this makes the dressing/undressing process more comfortable for consumers, and helps prevent staff injury. Machine washable clothing made of a stretch fabric is encouraged. [See: Laundry for more information](#)

Any items not collected will be disposed of as the facility has limited storage.

When personal effects of a consumer need to be returned to the family/carer, it is the practice for staff to pack all items for collection within 24 to 48 hours. As it is the responsibility of the family/carer to collect these items in a timely manner, Kerang District Health cannot be held responsible for any loss or damage that may be seen to have occurred during this time.

Consumers Laundry

A laundry service is available to all consumers at Glenarm. If you would prefer your clothes to be washed by a family member or friend, please inform staff.

Please note: the washing machines at Glenarm use hot water only and all clothes are machine dried. Delicates are washed separately, **woolens are not hand washed**, and acrylic jumpers are preferred. All care is taken no responsibility is accepted.

Comments and Feedback

“We want to hear from you!”

We encourage you to share any ideas or feedback about our service within Kerang District Health and Glenarm.

There are a variety of ways you can do this:

1. Through speaking with management or staff in Glenarm.
2. By completing a **“Care Opinion”** form and placing it in the locked box at the entrance to Glenarm. These are collected regularly by the Nursing Unit Manager and sent directly to Care Opinion, or if you prefer please write a letter and put this in the locked box or post.
3. There is an external aged care complaints process through the Aged Care Commissioner:

“Making a complaint is not ‘being difficult’. Most aged care providers do their best to provide quality care and services for older Australians. However, issues can occur so we need to ensure that people can raise their concerns in a constructive and safe way.

If you have a concern about the care you or someone else is receiving, it is important that you talk about it.

Complaints are important because they can help service providers improve the quality of care and services they provide to you or your loved one. Your complaint can help other people too.

If you feel comfortable, we encourage you to raise your concern with the staff or managers of the service first as this is often the best way to have your concern quickly resolved. All service providers are required to have a complaints system in place. In most cases, you will be able to resolve your concern with them.

If this doesn't work or you don't feel comfortable, we can support you to resolve your concern with the service provider. We provide a free service for anyone to raise a concern or make a complaint about the quality of care or services provided to people receiving Australian Government funded aged care.”

Retrieved 30.1.19 from
www.agedcarecommissioner.gov.au

Aged Care Quality and Safety Commission

GPO Box 9819
Melbourne Vic 3000
Phone: 1800 951 8222

4. You could also contact **Elder Rights Advocacy**, which is an external organisation that provide advocacy services for older persons. We encourage you to contact this organisation if you would like help in working through any issues you have living in consumer aged care.

Services provided by Elder Rights Advocacy are:

- providing information, support and advice about rights and responsibilities to aged care recipients and/or their family representatives.
- encouraging and supporting action by individual people, groups or their representatives, including making approaches to management with issues or problems.
- assisting with complaints.
- assisting with the development of or support consumers' committees.
- providing information and education sessions to aged care recipients, their families, and staff of aged care service providers.
- consulting on policies to enhance consumer rights.
- promoting community awareness of the rights of older people.

Access the website (www.era.asn.au) for more information about their service, including extensive list of fact sheets and other publications about rights in aged care.

Elder Rights Advocacy

Level 2, 85 Queen Street

Melbourne VIC 3000

Phone 1800 700 600

Email: era@era.asn.au

Website: www.era.asn.au

When things go wrong:

In the instance of error, the consumer and their representative will be informed as per Kerang District Health's open disclosure process.

What is open disclosure?

Open disclosure describes the way clinicians communicate with consumers who have experienced harm during health care. Open disclosure is intended to:

- assist consumers that have experienced harm
- guide clinicians,¹ the clinical workforce² and health service organisations in supporting consumers that have experienced harm
- ensure that health service organisations learn from adverse events.

The main elements of open disclosure are:

- an apology or expression of regret, which should include the words 'I am sorry' or 'we are sorry'
- a factual explanation of what happened
- an opportunity for the consumer, their family and carer(s) to relate their experience of the adverse event
- a discussion of the potential consequences of the adverse event
- an explanation of the steps being taken to manage the adverse event and prevent recurrence.

Open disclosure is a discussion and an exchange of information that may take place in one conversation or over one or more meetings.

Cultural and Linguistic Diversity

Kerang District Health and Glenarm Nursing Home aim for the following outcomes:

That those individuals and groups from culturally and linguistically diverse (CALD) backgrounds will be:

- informed about health issues and service options
- able to participate fully in determining their personal health care decisions
- able to use health services, both curative and preventive at levels that are appropriate to their health needs
- content with the cultural sensitivity of health care services and the health promotion and prevention programs
- satisfied with the quality of communication in the health care services and the health promotion and prevention programs
- able to participate equitably in all aspects of health planning and review

able to access an interpreter service Please see information on [Interpreters](#).

Deterioration

Deterioration or change of a consumer's mental health, cognitive or physical function, capacity or condition must be recognised and responded to in a timely manner.

Glenarm is guided from the "Emergency Decision Guidelines" – A guide for the acutely unwell, deteriorating resident". These guidelines take into account the consumer's goals of care according to their advanced care plan including if they wish to have active treatment, transfer to hospital, what interventions are necessary or wanted.

Staff are trained to identify if a consumers condition has deteriorated using the acronym **STOP AND WATCH**. We ask consumer representatives to also look at their loved ones and report any changes to the Registered Nurse in charge of the shift.

Using the '**Stop and Watch**' **Early Warning Signs**

Seems different than usual

Talks or communicates less than usual

Overall, needs more help than usual?

Pain – new or worsening

Ate less than usual (not because of dislike of food)

No bowel movements in three days; or diarrhoea

Drunk less than usual

Weight change

Agitated or nervous more than usual

Tired, weak, confused, or drowsy

Change in skin colour or condition

Help with walking, transferring, toileting more than usual

If you have recognised a change or deterioration in your loved ones condition contact the nurse in charge and/or speak to the clinical team who will conduct a nursing assessment and engage a medical review if required.

Drugs

The presence and / or use of illicit drugs is illegal. Identification of such practice will be reported to the police.

Electrical Appliances

All electrical equipment in Glenarm must be tested to ensure that it is safe for use. Glenarm provides testing of electrical appliances initially and retesting on an annual basis.

When consumers first come into Glenarm, any electrical equipment they bring with them

must be tested and tagged as safe prior to entering the premises.

For the safety of all consumers, staff and visitors, it is important that the Manager be informed of any electrical equipment brought into Glenarm. This is to ensure that the appropriate and timely safety testing of the equipment occurs.

Electrical appliances must be placed in such a manner that there are no cords or cables, which will pose a trip hazard to consumers or staff.

Electric Wheelchairs and Scooters Purchase of Vehicles

If you are looking to purchase an electric wheelchair or scooter, please discuss this first with the Nursing Unit Manager

Assessment of User

You will be required to have an assessment by an occupational therapist to determine if you are able to drive the vehicle safely. The occupational therapist will give you advice regarding suitable models for you to purchase.

It is important that you are able to drive the vehicle safely at all times and there may be reason for staff to discuss concerns with you. You may be considered to be temporarily or permanently unfit to drive.

Electric wheelchair and scooters have been known to cause accidents and harm to users, other consumers or members of the public, as well as damage to property.

Staff will discuss with you where you can drive, appropriate speed (walking pace only within the facility), safe parking, storage and re-charging facilities.

Purchase and Maintenance of Vehicles

Purchase, payment, insurance and maintenance are the responsibility of the user or the support person. Any liability incurred arising out of the use of such motorised wheel chairs or scooters, rests with the consumer. All vehicles are to have dry cell batteries.

Charging of Batteries in Vehicles

Staff are able to assist with docking of the vehicle for re-charging overnight in a designated location within Glenarm.

Disposal/Sale of Vehicle when No Longer Required

It is the responsibility of the user or support person to remove the vehicle when it is no longer required.

Emergency Preparedness

Glenarm takes seriously the responsibility it has to ensure the safety and wellbeing of all consumers in their care. A committed and collaborative approach to emergency preparedness at all times is a key focus.

Consumers are to follow instructions given by staff in the event of an emergency. Emergency situations may include events such as a bush fire, heatwave, severe storm or flood.

In order to plan for emergency situations, it is important that your next of kin details are kept up-to-date. To assist us, please make sure you inform the Nursing Unit Manager of any change to personal details.

(see [Family Contact Details](#))

End of Life Arrangements and Advance Care Planning

Advance Care Planning (ACP) is a process whereby a consumer in consultation with health care providers, family members and important others, make decisions about his or her future health care, should he/she become incapable of participating in medical treatment decisions.

Advance Care Planning only comes into effect when the consumer loses the capacity to make medical treatment decisions. This approach reflects important ethical principles of autonomy, informed consent, dignity and prevention of suffering.

If you would like to speak with an Advance Care Planning consultant to provide you with support and further information on Respecting Patient Choices, please speak to the Facility Manager to organize this.

Family Contact Details

Family and friends are asked to keep Glenarm informed of any changes of address or telephone numbers in the event we need to contact them. *Change of Address* information forms are available from reception. Please return them to the Nursing Unit Manager or Glenarm main reception.

(see [Emergency Preparedness](#))

Financial Information - Fees and Trusts

The basic daily care fee for consumer aged care is based on a percentage of the single maximum aged pension, therefore care fees increase every six months in line with the aged pension. Depending upon the result of a Centrelink Income and Asset Assessment, consumers may incur additional fees. Fee accounts are sent in arrears each month and are due and payable within 30 days.

Consumers may be assisted to keep a small amount of cash through our petty cash system for each consumer. Please speak to the Nurse Unit Manager or reception for assistance to set this up.

If you are currently in receipt of a married pension you will now both be entitled to single pension, due to the fact that you are separated on medical grounds. It is your responsibility to inform Centrelink or the Department of Veterans Affairs of this medical separation. Centrelink will only pay the single pensions from the date you advise them. They will not backdate this payment. If you have any further questions on finance please don't hesitate to contact our **Finance Officer**. Phone (03) 5450 9206.

Food Safety Programme Guidelines for food brought into the Facility by relatives for consumers

Responsible and safe food handling practices are necessary when transporting ready to eat foods.

All food items brought into the Facility must be labelled with the consumer's first name and room number and date.

Upon arrival, please advise staff of food items brought into the Facility. A register of incoming food items must be completed at this time and high-risk foods will be stored appropriately by staff. Any suspect items will either be returned or disposed of in the appropriate manner.

Whilst we take every precaution to safely store food items brought into the facility by relatives or friends, we are unable to take responsibility for potentially hazardous foods not provided by the Kerang District Health Food Services Department.

Hot or cold foods that require temperature control (potentially hazardous foods) should be avoided as these foods could cause a problem. If in doubt of correct food choices, please contact the Nursing Unit Manager for assistance.

Ask staff for our "Food brought into Glenarm" pamphlet

Gay, Lesbian, Bisexual, Transgender, Intersex (GLBTI)

Kerang District Health supports inclusive practice for people that identify as gay, lesbian, bisexual, transgender and intersex (GLBTI) and strives for an environment that creates:

- A positive, respectful, supportive and fair work environment, where employee differences are respected, valued and utilised to create a productive and collaborative work place.
- Improved health experience and outcomes for gay, lesbian, bisexual, transgender, intersex people.

A quality health service provides safe, sensitive, and high quality care for everyone, and Kerang District Health is committed to:

- an inclusive environment where GLBTI people feel physically, spiritually and emotionally safe;
- using appropriate language that is respectful and aligned with how a person identifies themselves;
- providing GLBTI sensitive practices; providing education and training for staff to equip them with the skills and knowledge required to support and work with GLBTI people.

Many older GLBTI people have lived through a time when disclosing their sexual orientation or gender identity could result in imprisonment, forced medical 'cures', loss of employment, family and friends.

Consequently, many older people learned to hide their sexual orientation or gender identity to be safe.

Older GLBTI people were subjected to discrimination from a range of government organisations, police, churches, the community and their family.

Homosexuality was criminalised throughout Australia and conviction could have meant incarceration.

Gay men and trans people were regularly subjected to police harassment and entrapment.

The historical experiences of older GLBTI people have had a significant effect on their health and wellbeing as well as their fears about discrimination when accessing services.

As a consequence:

- Some older GLBTI people have been relatively invisible;
Many have a network of 'chosen' family or friends rather than genetic family ties, while some may have few social connections;
- Have never known a time when they have felt safe disclosing their sexual/gender identity;
- Have 'straightened up' their lives in order to stay safe;
- May revisit historical trauma when encountering discrimination.

The consequences of this invisibility for older people are significant

Gifts and Bequests

In the event that you have a desire to provide assistance towards the future development and improvement of the facilities and services at Glenarm, you may wish to provide either a donation or make provision in your Will for the Kerang District Health Glenarm Aged Care. If this is your desire, we encourage you to discuss these possibilities with your legal advisor.

Gratuities to Staff

It is Kerang District Health's policy that staff members are not permitted to accept tips or gratuities. However, we are always delighted to receive your feedback, either by direct contact, via a letter, relating to the treatment and care that has been received by you, your family or your relatives. Such letters of appreciation are a source of great pleasure, both to our direct care staff and senior managers.

Hairdressing

A hairdressing service is available to provide a full range of services. Appointments can be made via the nursing, reception/ward clerk staff.

Hairdresser visits Thursday's from 8.00 am.

Infection Prevention and Control

Continually improving quality of care and providing a safe working environment are fundamental activities for our facilities. We have effective infection control strategies to assist with the prevention and management of the spread of infections from person to person within the facilities.

Standard precautions and specific work practices are required to achieve a basic level of infection prevention and control.

Strategies to assist with our practices include:

- All consumers and visitors are requested to maintain good personal hygiene practices, especially hand hygiene. You are encouraged to use the hand hygiene products available before entering, and when leaving the facility.
- Inform medical staff of a suspected or known infection risk.
- If a visitor is feeling unwell, e.g. flu-like symptoms or gastro symptoms, they should not visit any health care facility until their symptoms have subsided and they are feeling better.
- If a potential risk to either consumers or visitors is identified, specific strategies will be implemented and those at risk will be informed so as to minimise the risk of infection transmission.
- If there is an outbreak of infection, strategies will be initiated to ensure consumers are not placed at harm. A notice will be placed on the outer door instructing visitors to the facility in what to do. Even if a relative may not be infected, we do request that they observe these guidelines to minimise the risk of infection spreading throughout the unit.

- Any food brought into the facility for consumers should be cooked, stored and transported safely. Consumers or family members bringing in food must make sure it is properly stored, labelled and dated.

Influenza

An influenza vaccine is strongly recommended and free for consumers and volunteers in consumer aged care facilities. You will be asked to complete the *Consent to Immunize Against Influenza* form upon admission.

Interpreters



Access to interpreters by telephone are available seven days a week, 24 hours a day. Phone 131 450.

If you require an interpreter, please ask a staff member to organise one for you.

Leave from Glenarm

Any amount of leave may be taken by consumers for the purpose of receiving hospital treatment.

You can take up to 52 days of social leave each financial year.

If any leave is required, other than hospital or social leave, please speak to your Facility Manager.

Lifestyle and Recreation

We encourage you to continue with existing activities in the community after you move into Glenarm.

We promote and encourage enjoyable activities for all consumers. All lifestyle activities are based on your choices, preferences and needs. There are a wide variety of activities available.

These include both individual and group activities.

Some examples of group activities include:

- cooking, including special food events such as BBQs.
- outdoor activities, such as gardening, wheelchair walks and bus trips.
- culturally-specific friendship groups
- exercise groups.
- quizzes, word games, painting, cards and board games.

There is a sample of [lifestyle activities](#) at the end of this booklet.

Ongoing community involvement is encouraged and there is opportunity for you to be involved in activities outside the centre and also to foster community involvement within the facility. For example, concert groups, visiting pets and visiting school groups. Family members are welcome to attend outings to support and share enjoyment with consumers; however, they must make their own way to the outing venue as the Glenarm Services' bus is for consumer use only.

Volunteers play an integral part in the lifestyle program providing support and assistance to consumers.

To learn more about how to become a Glenarm Volunteer, please visit www.kerangdistricthealth.com.au

Mail Delivery

Mail is delivered daily.
Your mailing address will be:

(Your name)
Glenarm Nursing Home
13 Burgoyne Street
KERANG VIC 3579

Stamps are available from Glenarm main reception at cost price.

A post box for out-going mail is provided in the main area or mail can be given directly to the ward clerk at reception

Medical Treatment

Consumers have the right to choose their medical practitioner and are able to continue consulting with the doctor who cared for them prior to moving into Glenarm. If you wish to do this, please check with your doctor that such medical services are available prior to admission. If this is not the case, your doctor may be able to refer you to another GP, or admission staff will assist you.

Menus and Meals

The Food Services Department at Kerang District Health provides freshly cooked meals. There is a wide selection of meals, which have been prepared by our qualified chefs in consultation with Kerang District Health dietitians to ensure all meals are nutritionally well balanced.

Meal choices are made on a rotating menu cycle through a menu system. Meal selections can be changed at any time, and there is also food available to cater for last minute choices. A staff member is available in our Catering Department to come and see you and assist you with menu choices and changes.

Special events and celebrations are catered for and families can bring in food. There is a food safety program in place to ensure food handling and safety standards are met.

Your nutrition and hydration needs and preferences are discussed with you or your

family representatives. You will be assisted to maintain your dietary customs according to your religious and cultural beliefs.

Assistance will be given where necessary to ensure consumers receive sufficient food and fluid. Assessment for special needs is done in consultation with dietitian, speech pathologist, occupational therapist, doctors, nursing staff, consumer and/or their representative.

Snacks and fresh fruit are available at any time.

Approximate meal times:

- breakfast 7:30 am
- morning tea 10:30 am
- lunch 12:00 noon
- afternoon tea 2:30 pm
- dinner 5:00 pm
- supper 7:00 pm

Newspaper Delivery

A local newsagent makes daily deliveries of newspapers, magazines, etc. Please arrange with the local news agency if you would like to have the newspaper delivered. Payment of accounts to the news agency are the consumer's and/or responsibility.

Spiritual Care

Spiritual Care is available and supports a holistic approach to consumer care. Arrangements can be made for visits to consumers in the home from your current pastor, religious services are held by different denominations and advertised through the activities calendar.

Pharmacy Service

Payment for all medications is consumers or representative's responsibility, usually a bill is generated from the pharmacy and sent directly to the consumer or their representative.

Information is available about complementary therapies and medications. Remember if you take complementary medications, you should

advise your doctor and the Nursing Unit Manager.

If you have any queries regarding the service or would like advice about your medications, please contact the Nursing Unit Manager.

Power of Attorney

A Power of Attorney is a legal document that allows you to choose a person to act on your behalf if you cannot make decisions for yourself.

Any existing Power of Attorney should be provided on admission to ensure appropriate medical and financial decisions are made.

There are four types of powers of attorney:

- **General Power of Attorney** is given to a nominated person for a short term and specific time frame, eg nominating a person to act on your behalf while overseas. This attorney is only valid while you are competent to direct the attorney.
- **Financial Enduring Power of Attorney** allows one person (the donor) to appoint another person (the attorney) to make financial and legal decisions for the donor. This power of attorney continues to operate if the donor becomes incompetent and unable to make reasonable decisions.
- **Medical Enduring Power of Attorney** gives someone the power to make medical decisions on your behalf, for example, a decision to agree to or refuse surgery. This power of attorney can only make decisions if the donor becomes incompetent and unable to make reasonable decisions.
- **Enduring Power of Guardianship.** Guardianship is the appointment of a person (a guardian) to make personal

and lifestyle decisions for an adult with a disability (the represented person) when they are unable to do so. A guardian may make decisions about the healthcare the person receives, where they live, and what services they are given. All orders are reassessed by the Guardianship Tribunal within three years of appointment and can be cancelled when no longer needed.

- **Supportive attorney** appointments are about promoting autonomy and dignity for a person who is able to make various decisions themselves, provided they have support to make and give effect to those decisions.

Further information is available from the:

Office of the Public Advocate
Level 5, 436 Lonsdale Street
Melbourne Vic 3000

Telephone Toll free 1300 309 337

Website: www.publicadvocate.vic.gov.au

Privacy and Confidentiality

Glenarm is committed to protecting the privacy of aged care consumers, staff and volunteers at our residence, and to the confidentiality of any information relating to them. If you would like to view our Privacy Policy, you can do so by asking the Nursing Unit Manager.

Quality Improvement and Accreditation

The Glenarm program is committed to providing quality care and services.

Staff are involved in quality improvement and facilitate our quality improvement program. Some components of this program include:

- Seeking feedback from consumers and representatives

- Collating feedback to enable improvement of our care and services.

Quality improvement is an integral component of accreditation and is a requirement of all health care organisations wishing to establish or maintain accreditation.

Accreditation is an internationally recognised evaluation process used in many countries to assess the quality of care and services provided in a range of areas. Accreditation programs focus on continuous quality improvement strategies. In Australia, Residential Aged Care homes are required to be accredited to receive Australian Government subsidies.

Kerang District Health is involved in multiple Accreditation programs. Glenarm's Aged Care Facility is supported by the Australian Aged Care Quality Agency Accreditation (AACQA) program.

Extensive information about the accreditation process is available on the Australian Aged Care Quality Agency (AACQA) website

<https://www.aacqa.gov.au/>

See Fact Sheet 1: Accreditation Standards for Aged Care.

Family & Friends Meetings

This group has been established for many years and now represents a fund raising group for Glenarm.

Meetings are held monthly and consumers and representatives are very welcome to attend.

Glenarm Consumer Group

The Glenarm Consumer Group has been established to provide a forum for consumers and their representatives to have input and participate in decision-making regarding issues that will affect their lives or their loved ones life in consumer care.

The issues that are raised and discussed in this meeting are those that often affect

consumers across their care. The Consumer Group is held every second month, if you are interested in joining please see your Nursing Unit Manager for further information.

Safety

Glenarm is both a working and living environment. The balance between the needs of consumers and the occupational health and safety of staff needs to be monitored and maintained.

Our living environment is continually assessed and managed to ensure it is safe and comfortable for consumers and staff. Any changes to consumer's individual areas will be fully discussed with them and/or their representative first before changes are made.

Security

If you plan to leave the facility for any reason or amount of time, please inform staff. A sign out, sign in book is located at main reception. Visitors are asked to sign in to the visitor's book upon entry and sign out on departure, in case of emergency this book will assist in locating all persons in the building at any time. Afterhours security is provided across Kerang District health and Glenarm Nursing Home including securing external entrances/exits.

Management and staff accept no responsibility for the safety and security of valuables and possessions.

Kerang District Health can provide a key to securely lock valuables within your room, which can be requested on admission. It is the consumer's responsibility to keep this key safe. Replacement keys will incur a cost.

All Kerang District Health staff and contractors must wear their identification badges for security and courtesy reasons. If you have any difficulty in identifying staff – please see your Nursing Unit Manager immediately.

Security of Tenure - Transfer to Other Rooms

Any transfer or change of room will only occur after full consultation with the consumer and

their family/representative. Please refer to your Residential Aged Care Agreement. See example below **Security of Place (Tenure)**:

The Approved Provider shall not allocate an existing Care Recipient's place to another Care Recipient unless:

- The Care Recipient cannot be cared for with the resources available to the Approved Provider; or
- The Care Recipient informs the Approved Provider in writing, that the Care Recipient wishes to move to another location; or
- The Care Recipient informs the Approved Provider, in writing, that the Care Recipient no longer wishes to receive the care; or
- The Care Recipients condition changes to the extent that:-
 - The Care Recipient no longer needs care; or
- The Care Recipient's needs can be more appropriately met by other type of service or care.

Signing and Witnessing of Legal Documents

Kerang District Health's organisational policies prevent staff from signing or witnessing any legal documents on behalf of consumers or their relatives/friends. This excludes Consent to Medical Treatment forms.

Safe Handling

Kerang District Health and Glenarm Nursing Home is committed to reducing risk in the workplace and improving quality of care. Kerang District Health and Glenarm have implemented the Safe Handling patient manual handling system for staff. This system trains staff to transfer consumers safely and comfortably.

In order to meet this commitment, consumers are assessed upon admission in relation to their ability to move in bed, sit up, stand and walk. Any changes in the consumer's ability will generate reassessment.

If assistance is required, nurses will use mobility devices such as walking aids, standing or ceiling hoists to transfer consumers in comfort and safety whilst reducing the risk of injury for staff.

Clothing style is also important with the Safe Handling system. Split back clothing is recommended for consumers who have difficulty with sitting balance or find it difficult to bring their weight forward in a chair. Larger sized clothing that stretches easily is also recommended for consumers who have difficulty stretching out their limbs, or require assistance dressing themselves. Modified clothing such as this makes the dressing and undressing process more comfortable for consumers and also aids in preventing staff injury. Clothing that is of a stretch fabric is encouraged.

Smoke Free Policy

All Kerang District Health sites, including Glenarm are 'Smoke Free' zones. Under our policy 'Rules of Occupancy and Rights of Consumers', consumers can smoke in designated external areas outside the grounds. To find out where these areas are, please talk to your Nursing Unit Manager. It is not the responsibility of staff to take consumers outside for cigarettes.

Telephone Calls

Consumers can make or receive telephone calls as they wish.

Staff will ask family to call reception first so staff can access if the consumer is available to take calls.

A hand held phone is available and can be taken to a consumer anywhere within the home.

Televisions

All bedrooms are fitted with a television. Wireless headphones are encouraged to be used with televisions, this is to minimise noise and disruption to other consumers within the home. Headphones are at the consumer's expense and remain the property of the consumer.

Therapy

Glenarm supports consumers to access services such as physiotherapy, occupational therapy, speech pathology, dietetic services, aroma therapy, podiatry and social work. Assessments are conducted to identify individual needs and preferences. Assistance in accessing complementary therapy, such as massage, can be provided.

Visiting Pets

Relatives and friends wishing to bring a pet into the facility to visit a consumer must:

- obtain permission from the manager;
- make arrangements for time and place for the visit/s to occur;
- ensure the pet is appropriately restrained;
- ensure the pet is clean, wormed and vaccinated (as appropriate);
- ensure you clean up after your pet.

Visitors

Visitors are welcome any time.

Glenarm consumers and staff invite the family and visitors to sit, have a cuppa and a chat anytime.

There are no specified visiting hours for Glenarm; however, we expect visitors to respect consumers' privacy and dignity, particularly during peak times of consumer care. We welcome and encourage children and young adults to visit their family members, as we acknowledge that interaction between young and old can be positive and rewarding. Visitors are asked to sign in to the visitor's book upon entry and sign out on departure, in case of an emergency this book will assist in locating all persons in the building at any time.




Voting and Electoral Procedures

Consumers are supported to continue voting if they choose to do so. The Victorian Electoral Commission (VEC) states that it is important to ensure that all consumers of aged care facilities are correctly enrolled for Federal and State Elections.

Voting usually takes place several days before the election. Once a consumer has voted, he/she is not eligible to vote again on Election Day. Alternatively, consumers may choose to attend a public polling booth with a family member. Consumers confined to their room are assisted to vote in their room by a member of the Victorian Electoral Commission, as staff are not permitted to assist.

Appendix 1: Lifestyle Activities

Sample of the Lifestyle Activities Program in Glenarm

| ACTIVITIES CALENDAR JANUARY 2019 | | | | | | |
|---|---|--|---|---|---|---|
| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
| |   1 |  2 |  DECORATION DISMANTLE 3 |  Carpet Bowls 4 | 5 | 6 |
|  Monday Trivia Wheelchair Walk 7 | "Lunch Bus Outing" 8 |  Bingo 9 |  CARDS SHORT STORY READ 10 |  REMINISCING 11 | 12 | 13 |
|  Monday Trivia Wheelchair Walk 14 | Word Games Bettines B'Day Karaoke 15 |  Bingo! 16 |  Board Games Word Games 17 |  CRAFT-A-DAY 18 | 19 | WIL- BIRTHDAY  20 |
|  BBQ with Activity Centre  21 | Word Games MovieTime HD One on One 22 |  Bingo 23 |  BEAN BAG TOSS  COOKING 24 |  25 |  australia day 26 | 27 |
|  AUSTRALIA DAY HOLIDAY  28 | Word Games Lounge Game's 29 |  Bingo! 30 |  Word Games Board Games 31 | | | |

Appendix 2: Protect Yourself and Your Family

Protect yourself and your family

Cover your cough and sneeze

- 

1 **COVER** your mouth and nose with a tissue when you cough or sneeze.
- 

2 Put your used tissue in the rubbish **BIN**.
- 

3 If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, **NOT YOUR HANDS**.
- 

4 **WASH** your hands with soap and running water. Dry your hands thoroughly with a disposable paper towel.

Stay germ free and healthy

A Victorian Government initiative 

Aged Care Quality Standards

1800 951 822 - agedcarequality.gov.au

Standard 1 - Consumer dignity and choice

Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

Organisation statement:

2. The organisation:

- a) has a culture of inclusion and respect for consumers; and
- b) supports consumers to exercise choice and independence; and
- c) respects consumers' privacy.

Requirements

3. The organisation demonstrates the following:

- a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.
- b) Care and services are culturally safe.
- c) Each consumer is supported to exercise choice and independence, including to:
 - i) make decisions about their own care and the way care and services are delivered; and
 - ii) make decisions about when family, friends, carers or others should be involved in their care; and
 - iii) communicate their decisions; and
 - iv) make connections with others and maintain relationships of choice, including intimate relationships.
- d) Each consumer is supported to take risks to enable them to live the best life they can.
- e) Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.
- f) Each consumer's privacy is respected and personal information kept confidential.

Standard 2 - Ongoing assessment and planning with consumers

Consumer outcome:

1. I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

Organisation statement:

2. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer's needs, goals and preferences.

Requirements

3. The organisation demonstrates the following:

- a) Assessment and planning, including consideration of risks to the consumer's health and well-being, informs the delivery of safe and effective care and services.
- b) Assessment and planning identifies and addresses the consumer's current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.
- c) Assessment and planning:
 - i) is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer's care and services; and
 - ii) includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.
- d) The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.
- e) Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.

Aged Care Quality Standards

1800 951 822 - agedcarequality.gov.au

Standard 3 - Personal care and clinical care

Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

Organisation statement:

2. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being.

Requirements

3. The organisation demonstrates the following:
- Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:
 - is best practice; and
 - tailored to their needs; and
 - optimises their health and well-being.
 - Effective management of high-impact or high-prevalence risks associated with the care of each consumer.
 - The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.
 - Deterioration or change of a consumer's mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.
 - Information about the consumer's condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.
 - Timely and appropriate referrals to individuals, other organisations and providers of other care and services.
 - Minimisation of infection-related risks through implementing:
 - standard and transmission-based precautions to prevent and control infection; and
 - practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

Standard 4 - Services and supports for daily living*

Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

Organisation statement:

2. The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

Requirements

3. The organisation demonstrates the following:
- Each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life.
 - Services and supports for daily living promote each consumer's emotional, spiritual and psychological well-being.
 - Services and supports for daily living assist each consumer to:
 - participate in their community within and outside the organisation's service environment; and
 - have social and personal relationships; and
 - do the things of interest to them.
 - Information about the consumer's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.
 - Timely and appropriate referrals to individuals, other organisations and providers of other care and services.
 - Where meals are provided, they are varied and of suitable quality and quantity.
 - Where equipment is provided, it is safe, suitable, clean and well maintained.

* **Services and supports for daily living** include, but are not limited to, food services, domestic assistance, home maintenance, transport, recreational and social activities.

Aged Care Quality Standards

1800 951 822 - agedcarequality.gov.au

Standard 5 - Organisation's service environment*

Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation's service environment.

Organisation statement:

2. The organisation provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.

Requirements

3. The organisation demonstrates the following:
- The service environment is welcoming and easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function.
 - The service environment:
 - is safe, clean, well maintained and comfortable; and
 - enables consumers to move freely, both indoors and outdoors.
 - Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

* An organisation's **service environment** refers to the physical environment through which care and services are delivered, including aged care homes, cottage style respite services and day centres. An organisation's service environment does not include a person's privately owned/occupied home through which in-home services are provided.

Standard 6 - Feedback and complaints

Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

Organisation statement:

2. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

Requirements

3. The organisation demonstrates the following:
- Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.
 - Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.
 - Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.
 - Feedback and complaints are reviewed and used to improve the quality of care and services.

Aged Care Quality Standards

1800 951 822 - agedcarequality.gov.au

Standard 7 - Human resources

Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

Organisation statement:

2. The organisation has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.

Requirements

3. The organisation demonstrates the following:
- The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.
 - Workforce interactions with consumers are kind, caring and respectful of each consumer's identity, culture and diversity.
 - The workforce is competent and members of the workforce have the qualifications and knowledge to effectively perform their roles.
 - The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.
 - Regular assessment, monitoring and review of the performance of each member of the workforce.

Standard 8 - Organisational governance

Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

Organisation statement:

2. The organisation's governing body is accountable for the delivery of safe and quality care and services.

Requirements

3. The organisation demonstrates the following:
- Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.
 - The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.
 - Effective organisation wide governance systems relating to the following:
 - information management
 - continuous improvement
 - financial governance
 - workforce governance, including the assignment of clear responsibilities and accountabilities
 - regulatory compliance
 - feedback and complaints
 - Effective risk management systems and practices, including but not limited to the following:
 - managing high-impact or high-prevalence risks associated with the care of consumers
 - identifying and responding to abuse and neglect of consumers
 - supporting consumers to live the best life they can.
 - Where clinical care is provided — a clinical governance framework, including but not limited to the following:
 - antimicrobial stewardship
 - minimising the use of restraint
 - open disclosure.

