



Vision

Aged care that cherishes quality of life

Mission

The provision of excellent residential aged care services

Our Values

We value people. We act in ways that respect the dignity, uniqueness and worth of every person.

We are committed to serve those in our care. We will promote a culture that is positive, cohesive and honest, dedicated to creating fulfilling life experiences for older people.

We value our community. We will build strong, open relationships with our partners-in-care. That includes our residents and their families, as well as allied health providers, suppliers and our community.

Strategic Directions

Build a financially sustainable future

Deliver high quality end of life care

Value our people

Application of policy

The decision to admit residents to Darlingford Upper Goulburn Nursing Home will primarily be the responsibility of the Chief Executive Officer/Director of Nursing, who will act in accordance with the assessment made of the resident by the Aged Care Assessment Team.

When a vacancy exists, the CEO/DON will contact the General Practitioner and the resident and/or family, and discussions will take place between all parties regarding the potential admission of the client from the wait list.

Prior to admission a staff member will meet with the resident and relatives, to gain a family and medical history, enabling staff to know a little more about each resident prior to arrival. This informs care and ensures each resident's needs are well understood prior to arrival.

Residents will be admitted on a needs/eligibility basis rather than time spent on the waiting list.

When admitting aged or disabled residents, the following assessment should be taken into account and documented:

- Appropriateness of care
- Alternatives available to resident and family
- The overall long term plan of both the resident and their family

Darlingford Upper Goulburn Nursing Home is a 51 bed nursing home, staffed by caring Registered and Enrolled Nurses, Personal Care Attendants, Food and Domestic staff, Lifestyle and Administrative personnel. All staff members and volunteers are required to hold a current police check.

Please feel free at this time to ask any questions or have any procedures explained to you.

We realise the transition to Darlingford is a big step in the life of a resident and family members.



This information is provided to help prepare for the changes, and keep you well informed. If you have any questions, please do not hesitate to contact us – 03 5774 2711 or email darlingford@dughn.com.au

General Information

Date and time of admission to Darlingford will be by mutual agreement with the resident and management staff.

Common areas:

The facility is divided into 3 main wings. North, South and East. There is a dining room in each wing and a TV/video in each lounge room.

Resident rooms:



There are 37 single rooms, and 7 double rooms. Each room contains an en suite bathroom, bed, built-in wardrobe, sitting chair and bedside table. All rooms are cleaned on a daily basis. Heating and air conditioning is available in all rooms.

All attempts are made not to change rooms once residents are settled, however this may happen occasionally, especially if a single room is required. Residents and/or family will be consulted prior to this occurring.

Furniture:

Residents are encouraged to make their room as homely as possible, and are welcome to bring some of their favourite things including family photos, pillows, machine washable blankets or doonas. Limited furniture is acceptable eg a comfy chair from home, if it will fit in the room in a safe manner. Please speak with staff prior to bringing in furniture, to assess its suitability. It is preferable that TVs are wall mounted.

Appliances:

TVs, videos, DVD and music players are allowed in resident rooms, however all appliances must be electrically tested and tagged before use – this includes brand new items. Please notify staff when you bring electrical items into the building. Testing will be completed as soon as possible by our qualified electrical safety testers. If residents are hard of hearing, it may be a good idea to provide them with headphones, so the volume can be increased without disturbance to other residents.

Items not permitted in rooms for safety reasons include toasters, kettles, electric blankets, heaters or hot water bottles.

All items brought in with the resident should be labelled, and will be listed on a valuables register. If you bring other items in after admission, please let staff know so it can be added to the list.

Valuables:

Residents are encouraged to leave jewellery and valuables with a family member. If for some reason this is not possible, limited valuables can be kept in the facility's locked safe.

Meals:

Residents are encouraged to eat their meals in the dining rooms, as this encourages a social interaction with other residents and staff. Meals can also be served to residents' rooms if required.

Our menu is extensive, with the main meal served at lunch time including dessert; and dinner includes soup, a light meal, and dessert. If there are specific things that you dislike, or are allergic to, please let staff know. Equally, let us know your favourite food too.



Dining times:

Breakfast 7.30am; Lunch 11.45am; Dinner 4.45pm.

Morning tea, afternoon tea and supper are served between meals to residents throughout the facility, via a tea trolley. Family members are also welcome to enjoy morning and afternoon tea with their family member. There are also provisions in the meeting room for families to make a hot drink outside of these times.

Family members may join residents for meals for a small cost. Please give us at least 24 hours' notice prior to dining, and payments can be made at the office. Families are also encouraged to attend the Christmas day luncheon and celebrations.

Alcohol:

If not medically contraindicated, alcohol is permitted in moderation. This will be labelled and kept in a refrigerator, and served at the request of the resident or before evening meals if desired. Storage in residents' cupboards is not encouraged.

Clothing:

It is recommended that comfortable, casual clothing be provided, that is easy to put on and remove. This will provide less stress when dressing, and avoid skin tears to residents. Clothes should be machine washable and not require dry cleaning. Items that do not require ironing are preferable. **Clothes must be clearly labelled prior to arrival**, with the 'resident's name – EILDON. If this is not possible, all clothing can be labelled by our laundry staff for a small fee of \$30 on admission and an ongoing annual fee of \$30 to allow for the addition of new clothing and repairs to old labels.

A basic guide is as follows:

- Nightwear x 5-7 sets in various weights – cotton / poly cotton
- Dressing gown
- Slippers x 2 pair
- Underclothes x 7 sets
- Lower garments - track suit pants, slacks with elastic waist, skirts x 6-8
- Upper garments - tops, shirts, t-shirts, polo shirts with loose necks x 6-8
- Cardigans, jackets x 4-6
- Sun hat x 1
- Rain coat/warm coat x 1
- Shoes x 2 pair – not with high heels
- Socks - loose x 6 pair

This list is just a guide. If stocks are running low or wearing out, a letter will be sent to next of kin to request further supplies.

Laundry service:

Residents' clothes are washed on site and usually returned to cupboards within 24-48 hours. All care is taken, however no responsibility is taken for any loss. Management cannot be responsible for any shrinkage or damage that may occur. Relatives are encouraged to launder residents' woollen garments.

Visiting hours:

Friends and relatives may visit at any time of the day. External doors are locked after 7.00 pm but access is available at the front door via a door bell. If you wish to visit after hours, please contact us prior to let us know to expect you. This is for the safety and security of our residents.

Sign in register:

All visitors to Darlingford are required to sign the register on entry to the building. This is located at the front entrance, if you enter via another entrance please proceed to the front office and sign the register, and also sign out when you leave. This is a security procedure and an important document in the event of an emergency.

Family occasions:

A meeting room is located in the front of the building, and if it is available, you are welcome to bring a family group to visit. We can even cater for an afternoon tea or luncheon at a small cost. This is a great place to celebrate residents' birthdays, anniversaries etc.

Office hours:

Management and administrative staff are available from 9am to 5pm weekdays. Accounts and petty cash can be paid at the office during these times

Petty cash:

A petty cash account can be set up for each resident's personal use. This can be organised with the office staff. A small amount of cash can be held in our safe, and an electronic record is kept. This money may be used for outings, hairdressing fees, to purchase lollies or special toiletries etc. at the resident's request. A list of transactions

will be sent to the next of kin with their monthly invoices so you will be informed if funds are running low. Payments can only be accepted via cash or an uncrossed cheque payable to cash.

Security:

Security locks with codes are located on all external doors. Security cameras are used onsite around the facility. Staff are in attendance 24 hours a day. If you have any concerns or questions regarding security, please let us know immediately.

Emergency procedures:

Staff are trained on reacting to emergency situations, and policies and procedures are in place for such occurrences. Please follow their instructions in the event of an emergency.

Personal hygiene:

Hygiene is an important part of care at Darlingford, and residents have the choice of when they would like to shower, or if they would prefer a bed bath.

Communications:

MAIL - Mail is collected from the post office on a daily basis. Any correspondence for residents can be addressed to

‘Resident Name’
Darlingford Nursing Home
P.O. Box 104
EILDON 3713

It is recommended that residents arrange to change their address details so correspondence is sent directly to Darlingford or their next of kin, instead of being redirected at the post office. Staff will distribute mail to residents. Please let our office staff know if you would like ‘official documents’ forwarded to the resident’s next of kin. Any outgoing mail can also be left at the office for posting.

TELEPHONE - Incoming telephone calls can be directed to residents via our portable phones. Call the office number on 5774 2711 and we will take the portable phone to our resident. Telephones can be installed directly in the resident’s room and this can be arranged by the family contacting Telstra directly. Darlingford does not make these arrangements, as this is an agreement between the resident and Telstra and accounts will be sent to the address that you request. There is a telephone outlet in each room, you will need to supply your own telephone.



Bear in mind that sometimes residents may be moved into another room, and connection fees will again apply. Alternatively a mobile phone may be a suitable option, which family will be responsible for purchasing and ensuring the phone has credit.

EMAIL – The email address is darlingford@dughn.com.au or to contact the lifestyle department directly, activities@dughn.com.au. Our web address is www.dughn.com.au

NEWSPAPERS - Darlingford receives 3 copies of the Herald Sun for access by all residents. 'The Standard' is also delivered on a Thursday, and a large print of the 'The Standard' on a Friday. If you would like your own newspaper, or another publication, you can arrange this directly with the Eildon Supermarket. Phone 5774 2372.

NEWSLETTERS - A monthly newsletter is produced and sent out with accounts to all relatives and to residents, following the resident focus meetings. A large print version is on the main noticeboard. This contains news items of interest and information updates. If you would like to contribute an article to the newsletter, please submit it in writing, to the office. The newsletter is also available on our website www.dugnh.com.au.

DARLINGFORD WEB SITE - Our web site contains a wealth of information about Darlingford, including downloadable documents (including this information booklet), information regarding Accreditation, our Annual Report, accommodation rates, activities and services and much more. www.dugnh.com.au

SKYPE – We have a dedicated residents' computer set up in our meeting room and all residents are welcome to use it to contact far flung family or friends via Skype. Administration can set up a user account on request.

Lifestyle:

Our lifestyle team is dedicated to keeping our residents busy on a daily basis, and to cater to individual needs and interests. A monthly calendar of activities is set to include things such as craft sessions, preparing for celebrations such as Cup Day and Oaks Day, take-away lunch days, pet therapy etc. The Activities Calendar is also available on our website - www.dugnh.com.au.

Regular outings are also organised and may include a trip to the pokies, or lunch in the park. An indemnity form must be signed for such outings. If you have any ideas regarding activities, please speak to our lifestyle staff.

Resident / Relative focus meetings:

Residents are invited to attend the lifestyle meetings to have their input in a private and secure environment. The CEO/DON or management representative attends so this is the residents' opportunity to voice their opinions and make suggestions that may be of benefit to them or their environment. All suggestions, comments or complaints will be addressed in an appropriate timeframe. This is also a great opportunity to become involved in making suggestions for upcoming events or activities.

Hobbies and interests:

Residents are encouraged to continue with their hobbies and interests that they were involved in at home. This may include knitting, gardening etc. Please talk to our lifestyle staff.



Family outings:

Family and friends are welcome to take residents out for the day, or even overnight if prior arrangements have been made. The nurse in charge must also be notified on the day as medications may need to be prepared.

Outdoor areas:

We have a number of secure areas where residents can sit outside and enjoy the garden. Smoking is permitted by residents outside the building in a designated area only. Residents that do smoke are also required to wear a “smokers” apron which is designed as a safety garment to prevent accidental burns.

No smoking policy:

Darlingford is a smoke free environment. That is, smoking is not permitted anywhere in the facility or on the property. The exception is the designated area for residents only.

Hairdresser:

A hairdresser visits on a weekly basis. Please make arrangements with our lifestyle staff for hairdressing requirements including cuts, sets and perms. Payment can be made directly to the hairdresser, or from the resident’s petty cash account.



Library service:

Delivery of books, talking books and videos, can be arranged on a monthly basis from the Alexandra Library if families are happy to have their family member sign up with the library. We also have a small library on site for resident use.



Cultural and religious beliefs:

Residents are encouraged to maintain their religious and cultural beliefs. Ministers from a variety of religious denominations attend Darlingford on a monthly basis. Please inform staff if you require other services.

Community organisations:

Residents are encouraged to maintain an active interest as far as possible, in any organisation they belong to. Community organisations such as school children, singers and entertainers often visit residents.

Fees:

Resident fees will be discussed with the Chief Executive Officer. Accounts are generated on a monthly basis, on the 20th of the month, and are then due for payment on the 20th of the following month. A direct debit request form is included should you wish to set up automatic payment.

Fees cover

- Care provided by nurses and personal care attendants
- All meals – provided by the facility
- Cleaning and laundry services
- Basic toiletry supplies
- Special services such as podiatry and physiotherapy (for high care residents only)
- Basic activities program

Costs do not include pharmacy requirements, hairdressing, newspapers, outings,

optometry or dental services.

Social leave:

A resident can take up to 52 days of leave in a financial year to be used for any purpose.

Hospital leave:

A resident can take unlimited days of leave for the purpose of receiving hospital treatment. The resident continues to pay the basic daily care fee and the bed is maintained for them. A resident receiving respite care is not eligible for leave of any kind.

Pharmacy:



Residents have a choice of pharmacy supplier. Eildon Pharmacy, Main Street, Eildon, 5774 2626. Alexandra Community Pharmacy, depot in Main Street, Eildon supplied from Alexandra, 5774 2393. Each individual is responsible for payment of all pharmaceutical items supplied, and the pharmacy of choice will bill the resident directly.

Medical care:

Each resident has the freedom to choose which doctor they wish to consult.

Dr Crompton, Dr Bhatti and Dr Moghadas (Female Doctor) from the Myrtle Street Clinic, Alexandra - 5772 1699.

Dr Louis, Dr Peerzada from the Downey Street Clinic – 5772 1444 and the Eildon Community Medical Centre – 5574 2966.



You may choose a doctor practising outside the area, but he/she must be willing to visit when necessary and at least on a fortnightly basis.

In a medical crisis, and in the event of deterioration and needing admission to an acute hospital facility, residents will be transferred to the Alexandra & District Hospital, unless otherwise specified by the doctor, resident or next of kin/guardian.

If you are going away for a period, it would be appreciated if you could leave an alternate contact number.

Special medical visits:

Transport to an appointment with a speciality medical practitioner is the responsibility of the resident/relatives. On occasion staff may be able to assist.

Allied health services:

PHYSIOTHERAPY – All residents are assessed by a physiotherapist on arrival at Darlingford. A physiotherapist visits on a regular basis, along with a physio assistant.

SPEECH THERAPIST – visits on a regular basis to assess any swallowing difficulties,

in consultation with our nursing staff.

DIETICIAN – visits on a regular basis to assess dietary requirements, in consultation with GPs and our nursing staff.

PODIATRIST – Moorecrofts of Lilydale provide our visiting podiatrist and podiatrist assistant service. All our residents are assessed on arrival and foot health and hygiene is tended to every 6-8 weeks or as required.

Transport:



AMBULANCE – Persons holding a health care card are entitled to free ambulance transport. All other residents who are not covered for free transport, are encouraged to become a member of Rural Ambulance Victoria.

TAXI – There is no local taxi in Eildon. The town is serviced by Alexandra, so transport can be very expensive. Residents may be eligible for a taxi card. Application can be made through the resident's GP.

BUS – There is a daily bus service to and from Melbourne during the week, via Alexandra.

Volunteers:

Many volunteers assist with various activities and programs around Darlingford. Volunteers are a valuable resource, and any assistance is greatly appreciated. If you would like to be involved, please contact the office. All volunteers are required to undertake a police check, at the expense of Darlingford.

Comments and complaints:

The CEO has an open door policy, and is always happy to discuss your concerns and rectify the matters as soon as possible.

Comments and complaints are welcome to be submitted and this can be done in a number of ways.

VERBALLY – if you have any concerns, please discuss them with the care staff, or ask to speak with the CEO.

IN WRITING – a yellow brochure is located in the foyer entitled “**Tell us what you think**”. Your comments or complaints can be placed in the privacy box in the foyer or handed to office staff. This can be done anonymously, but if you choose to include your name and contact details, we can inform you of the outcome. This is an effective way of documenting and acting on any concerns.

EXTERNAL COMPLAINT SERVICES - If you do not feel comfortable making a complaint to management, you can contact the **Complaints Investigation Scheme** on 1800 550 552, or **Elder Rights Advocacy** 1800 700 600. These are free services which investigate the concerns raised about health, safety or well being of people receiving care. This information is also listed on the back of the “Tell us what you think brochure”.

Compliments also go a long way, and staff are fully informed when appreciation is

conveyed.

Voting:

All residents are encouraged to maintain their voting rights. Voting at Federal Elections is compulsory. Residents will need to change their address on the electoral roll, and then apply to become postal voters, unless family members can transport residents to polling booths on the day of election.



Sales representatives:

Sales representatives and canvassers are not permitted into Darlingford without permission of management. On occasions clothing and footwear demonstrations will be organised and family members will be notified. Items will not be purchased without consultation with relatives.

Privacy Statement

As an aged care service, Darlingford Upper Goulburn Nursing Home is bound to collect a range of personal/health information according to the Aged Care Act 1997 which is used to ensure the appropriate level of care and service is provided to residents. Information includes date of birth, next of kin, assessments, care plans and other documents which form a resident's medical record and some financial information. The National Privacy Principles and the Victorian Health Privacy Principles provide guidance for our systems to safeguard this information.

Information is also used to monitor and assess the effectiveness and appropriateness of care through a range of quality assurance and quality improvement activities.

We are committed to ensuring the privacy of your personal information and the implementation of systems for responsible handling of personal information. Systems are in place to ensure residents' personal information and other confidential information related to the management of the organisation is safeguarded against loss, unauthorised access, modification or disclosure.

As an aged care service we are required by law to communicate some personal information to government agencies to enable the organisation to receive the correct level of funding for the care required and the appropriate running of the service. These agencies are also bound by the National Privacy Principles and or the Victorian health Privacy Principles.

A team approach to providing care in partnership with residents and their representatives is taken. Information is only shared with team members such as physiotherapist, pharmacist, podiatrist on a need to know basis.