



YOUR GUIDE TO LIVING AT CONCORDE

A handbook for Hall & Prior residents and their families



HALL & PRIOR
Health & Aged Care Group



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Welcome to your new home

On behalf of Hall & Prior, our staff and our community, I would like to take this opportunity to welcome you to your new home, Concorde.

At Hall & Prior, we understand that there are few decisions more difficult than choosing the right care for yourself or for someone you love.

Moving into residential aged care involves a lot of change for you and your family, and we are committed to making the transition as easy as possible. Every person that we care for at Hall & Prior is treated with respect and dignity, and is given every opportunity to enjoy the best possible quality of life. We encourage our residents' ongoing involvement in decision making, and keep families and friends informed on all aspects of their loved one's care. You can also be rest assured in the knowledge that our experienced and compassionate care teams provide round-the-clock care, seven days a week.

This guide will help you or your loved one to settle into your new home. It outlines the responsibilities we have to you, as well as your rights while in our care. Should you have any questions, we will be more than happy to answer them at any time.

We look forward to welcoming you to our family, into a place you can call home.

Warm regards,



Graeme Prior
Chief Executive Officer



About Us: Hall & Prior Health & Aged Care Group

Our Company

Started in 1992 by Michael Hall and Graeme Prior and shaped by a passion for providing quality care to older people from all walks of life, Hall & Prior Health Aged Care Group has grown from a single nursing home to become a leading Australian aged care provider.

As a private, family-owned company, Hall & Prior is committed to bringing long-term benefits to our residents and their families and friends. Our compassionate and dedicated care teams provide round-the-clock care 24 hours a day, seven days a week to ensure that every resident feels well-cared for and at home.

Our people are our greatest asset. Each one of our aged care homes is led by an experienced Director of Nursing or Executive Manager who works alongside a team of specialist health and aged care Registered Nurses, personal carers, allied health care professionals and hospitality staff to ensure that we meet the individual needs of every resident.



Our Approach

At Concorde, we feel privileged to be entrusted with providing whole-of-person health and care for older people living with a wide range of complex health issues. We strive daily to provide care that enables our residents to live their life to the maximum extent feasible, to exercise choice and decision-making, and to maximise quality of life and wellbeing.

The whole-of-person health care program aims to attend to each of our resident's unique physical, mental, social, cultural, spiritual, financial and environmental needs. In addition, we strive to form a care partnership with our residents, their loved ones and our staff. This is called relationship-centred care (a wider, more inclusive version of person-centred care) because it includes our residents, their loved ones and staff.

Six senses create relationship-centred care; these include a sense of security, continuity, belonging, purpose, achievement and significance. We focus on residents' strengths and abilities, enabling participation and engagement in all elements of their care, while respecting that all people in our aged care community are unique and individual, with varying backgrounds, values and beliefs.

Concorde is also home to a vibrant multicultural community. We specialise in providing cultural, spiritual and language support for people of Asian descent in partnership with the Chung Wah Association.

Emerging research into the wellbeing of older Australians shows that loneliness is a critical issue in later life, including for people living in residential aged care. We know that lonely older people are more likely to experience depression, physical and cognitive decline, and a range of illnesses that require long-term care¹. That's why, at Concorde, in addition to single and single ensuite rooms, we also continue to provide companion rooms, fostering social interaction between our residents and their families and friends.

Our Staff and Key Personnel

Understanding staff roles and knowing who to approach for assistance or advice can sometimes be a little confusing when you first come to your new home. To help you, all of our staff are encouraged to wear uniforms and name badges to identify them and their role. You will find posters with up-to-date profiles of all of our staff around the home. We encourage you and your families to get to know all of our staff and feel comfortable to approach any member of staff with questions, queries or concerns.

¹<https://www.abc.net.au/news/2019-11-19/loneliness-technology-and-older-people-in-nursing-homes/11613224>



“We are proud to promote individuality, diversity and inclusivity.”

OUR VISION AND VALUES

VISION

To be a leader in the provision of aged care services in Australia.

MISSION

We are committed to the pursuit of excellence in the provision of care and accommodation to the aged in our community.

PHILOSOPHY

We believe our residents are entitled to the highest standards of care, a comfortable, secure and home-like environment and an optimal quality of life.

We believe each resident is a unique individual deserving of respect, dignity, privacy and the opportunity to participate in decision-making.

Our philosophy is based on a concept of continuous improvement in the quality of all processes, products and services, the role of the resident and the involvement of employees at all levels in the pursuit of such improvement.

We are proud to promote individuality, diversity and inclusivity.

VALUES

The key to our success is our people. We believe that everyone needs a sense of purpose, deserves dignity, and should derive pride and satisfaction in what they do. We demonstrate our beliefs in the way we treat each other and by the example we set for one another. Our primary values are:

Integrity: we are open, honest and ethical.

Professionalism: we are professional in our practice and comply with professional standards.

Equity: all people are treated equally.

Respect: all people are respected as individuals.

Justice: all people are treated fairly.

Empathy: we empathise with our residents, families and staff.

Commitment: we are committed to the organisation, the residents and families and to the staff.

Loyalty: staff are required to be loyal to the organisation and to their colleagues.

Hospitality: we welcome all those people who live in and visit our facilities.

Merit: all staff are recognised and promoted based on their abilities.

Your Rights

Confidentiality and Privacy

Hall & Prior meets the requirements of the Australian Privacy Principles as set out in the *Privacy Act 1988* (Cth). We are committed to ensuring that your personal information is professionally managed to protect your privacy and dignity at all times. We have a *Privacy and Confidentiality* policy that complies with our obligations under the Privacy Act.

If you have any questions or require further information regarding our *Privacy and Confidentiality* policy, please speak to the Director of Nursing, or contact us at info@hallprior.com.au or by phoning (08) 9367 7559.

We collect, use and disclose our residents' personal information (including health information) in order to provide our services. Information about client health and care is also collated on a regular basis and may be used for statistics and management reporting. We will require you to complete our Information Collection and Usage Consent Form as a condition of admission to the home.

We will ask you to provide the contact details of anyone you wish for us to contact in case of an emergency. This may include your next of kin or family of choice, your enduring guardian and/or your enduring power of attorney. If any of those contact details change, we ask that you notify us as soon as practicable. We will not use these contact details for any reason other than for the purpose for which they are collected.

Accessing clinical records

We understand that, under certain circumstances, you or your loved ones may wish to access your clinical records. To view your clinical file, please make a request in writing to the Office of the Chief Executive Officer. Please be advised that we cannot provide copies of clinical documentation, but can arrange a time for you to view your file.

Under legislative requirements, we may deny right of access to information only where there is a legitimate need for confidentiality or where another person's privacy may be compromised.



CHARTER OF AGED CARE RIGHTS

You have the right to:

1. Safe and high quality care and services.
2. Be treated with dignity and respect.
3. Have your identity, culture and diversity valued and supported.
4. Live without abuse and neglect.
5. Be informed about your care and services in a way you understand.
6. Access all information about yourself, including information about your rights, care and services.
7. Have control over and make choices about your 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 your daily life, financial affairs and possessions.
9. Your independence.
10. Be listened to and understood.
11. Have a person of your choice, and including an aged care advocate support you or speak on your behalf.
12. Complain free from reprisal, and to have your complaints dealt with fairly and promptly.
13. Personal privacy and to have your personal information protected.
14. Exercise your rights without it adversely affecting the way you are treated.

Providing Feedback

At Hall & Prior, we are dedicated to providing the best quality care and services. We welcome you to provide compliments, offer suggestions or make complaints as these help us to continually improve the services we provide.

You are always welcome to provide feedback to a member of staff. Alternatively, you can complete a feedback form and hand it to a staff member or place it in one of the boxes around the home. We also provide feedback forms that are postage paid should you wish to fill one out at home and post it directly to our regional office.

Your feedback will be passed on to your Director of Nursing, and they will take action as soon as possible. If you choose to provide your name and contact details, we will be able to contact you to discuss your comments further.

The Australian Government Aged Care Quality and Safety Commission also provide a service for your aged care feedback on **1800 951 822** or by visiting www.agedcarequality.gov.au/making-complaint/lodge-complaint

Our Expectations

We strive to provide a warm, caring and home-like environment for all our residents. We have expectations about the behaviour of all of our residents, visitors and staff. Everyone in our home, including each of our residents, has the responsibility to respect the rights and needs of other people at the home.

We will not tolerate any aggressive or antisocial behaviour towards our staff, other residents or visitors. Please respect the dignity of those around you, including our staff and other residents, and their right to live and work in a safe and pleasant environment.

Our duty of care and your dignity of risk

An important part of life at Concorde is balancing our duty of care and your dignity of risk. We have a legal responsibility (duty of care) to ensure our services to you are safe and secure. We also recognise that you have the right to make informed choices and take calculated risks (dignity of risk). Self-determination and the right to take reasonable risks is essential for dignity and self-esteem. We will work with you and your family and friends to ensure you and they fully understand the choices and our advice to you, enabling you to make informed choices.

Security of Tenure

Under the *Aged Care Act 1997*, all residents of residential aged care have security of tenure. This means that you are able to continue living at Concorde for as long as you require, except in exceptional circumstances. We aim to offer you the added security and comfort of 'ageing in place'. We aim to provide continuing care as your needs change. This may mean that we ask you to consider relocating rooms from time to time to allow us to continue to provide you, and other residents at our home, with the best possible care. Any move will only be made after we discuss it with you and your loved ones.

If you decide to leave our home, you have a right to withdraw and terminate your agreement. We need a minimum seven days' written notice advising that you are leaving. If you do not give us seven days' notice, we may charge you for this seven-day period.

Under the terms of the *Aged Care Act 1997*, you may only be asked to leave our home if:

- The service is closing;
- Your health and/or physical capabilities change to the extent that you no longer require residential care;
- Our service no longer provides the level of accommodation and care that you require, according to your long-term assessed needs, and we have not previously agreed to provide the level of care that you need;
- Your fees are more than 42 days in arrears;
- You have intentionally caused serious damage to our facility or serious injury to a member of our staff or another resident at the facility; or
- You are absent from our care for a continuous period of at least seven days for a reason other than permitted by the *Aged Care Act 1997* or an emergency.

If any of these circumstances do arise, we will discuss them with you and your family or representative.



Moving into your new Home

All About Concorde Aged Care Home

Welcome to our community where we will assist you to continue caring for your loved one. Your participation is welcomed.

Concorde is located in the beautiful inner city suburb of South Perth, within walking distance of the Angelo Street café strip.

The walkways that connect Concorde's bedrooms, activity areas, lounges and dining rooms look out onto a central courtyard with peaceful gardens. The high ceilings and large windows allow for plenty of natural light and create a feeling of space.

For your peace of mind, we provide 24-hour care by Registered Nurses who are supported by a dedicated team of personal carers. We have the expertise to assist with complex care requirements, and will always discuss your care with you and your family.



About Your Room

Moving into an aged care home involves a lot of change for you and your family, and feeling comfortable in your room will be an important part of ensuring that the transition is as easy as possible.

All of our rooms are furnished with a bed, cupboard and chest of drawers. We encourage you to bring personal belongings such as photographs, pictures and soft furnishings to help you feel at home. Please ensure personal belongings are clearly labelled. If you wish to bring any larger pieces or large amounts of personal belongings, please discuss these with your Director of Nursing. It is important for your safety and the safety of other residents and staff that we keep your room free of clutter. We also ask that you do not move the position of the bed in the room without discussing it with a senior member of our team. This is because sometimes beds can obscure access to power points and call bells or be considered a form of environmental restraint if they are not appropriately located in the room.

If you are sharing your room with another resident, every effort will be made to match your care needs and personality with the person you are sharing with.



TVs and Radios

There are televisions that you can watch in our common rooms but you are welcome to bring your own television or radio if you wish. If you wish to install a television in your room, please speak with your Director of Nursing. If you are sharing a room, we will ask that you use an earpiece or earphones with your television or radio in consideration of other residents. For all residents, we will ask that you maintain volumes at a level which does not disturb others.

The size of your television should be based on the layout of your room and your viewing distance from the television screen. We recommend television sizes from 24-32 inch, installed with an extendable bracket. We can purchase and install the bracket at your request and will charge the cost of purchase and installation to your account.

Fridges

If space permits in your room, you may choose to install a mini-fridge. If you intend to do so, please speak to your Director of Nursing to ensure that the fridge does not restrict ease of movement around the room.

If you have a mini-fridge in your room, it is your responsibility to maintain and clean the fridge. We ask that you do not store pre-prepared food in your fridge for more than 24 hours.

Housekeeping

We endeavour to provide a clean environment and scheduled cleaning occurs on daily, weekly and monthly schedules. From time to time messes happen. If you discover that our environment is not up to our usual standard, please advise our staff and they will rectify the situation.

WHAT WE PROVIDE

BED LINEN

We will provide and launder all of your bed linen. If you would like to consider personalised linen, please discuss this with your Director of Nursing.

TOILETRIES

We will supply personal toiletries for all our residents. If you have a preferred specialist brand, you are welcome to purchase these privately. Please clearly label any personal toiletries with your name.

LAUNDRY SERVICES

We can provide complete laundry services utilising the latest in linen and clothing care technology. You may choose to utilise our services or you may have family or friends who choose to wash your clothes for you at their home. If you would like to use our laundry services, please consider:

New clothing: after purchasing new items of clothing, please arrange for garment(s) to be brought to the laundry for laundering or to be laundered individually before placing

them in your wardrobe. This will ensure no dye runs happen during laundering.

Labelling: it is essential that all clothing is marked before it is processed through our laundry facilities. We are able to mark your clothing for a fee, or your family and friends may be able to label your clothing for you, please ask our team about the types of labels that should be used, as not all labels last in sanitising washing conditions. Whether you choose to use our labelling service or not, a form will be provided to you on entry to service to enable you to understand the costs.

Woollens and silks: although every care is taken to maintain the highest standard when laundering woollens and other delicate fabrics, it is advisable to purchase alternative fabrics such as acrylic, fleecy or tracksuit materials. These fibres will launder in higher temperatures and will also adapt well to being placed in a dryer.

If your family or friends will be washing your clothes at home, please provide bags (appropriately marked) for soiled clothes and ensure that they remember to take them home. Setting up a regular date for laundry pick up and drop off can be helpful.



WHAT TO BRING

CLOTHING

We encourage all residents to take pride in their appearance. You will need to bring a range of comfortable, durable clothing with you when you move in. All clothing (including watches and glasses) must be clearly labelled with your name.

Clothing needs to be machine-washable and able to be tumble-dried. Please bring enough clothes for seven days. We will contact your family members when clothes need to be repaired or replaced.

Drawers and hanging space for clothes are provided in each room. It may be necessary for you or a family member to arrange storage of out-of-season clothing to ensure there is room for your current clothing.

Some residents may need loose or easy fitting garments due to their medical condition. The registered nurse at your home will let you know if this is required.

All care will be taken for each resident's possessions but no responsibility can be taken for loss or damage of property. We ask that you have a trusted friend or family member take home any special items for safekeeping.

We suggest that you bring:

- **Dressing gowns:** both a winter and a summer dressing gown is recommended.
- **Night attire:** something warm and loose.
- **Underclothes:** loose fitting and comfortable, preferably cotton, pants, singlets, socks and, if appropriate, bras and stockings.
- **Day clothes:** loose tracksuits, shirts and trousers/slacks and, if appropriate,

dresses, skirts and blouses. Please include cardigans and jumpers for the winter months.

- **Footwear:** comfortable well-fitting slippers and shoes with low/flat heels.

FOOTWEAR

Your choice of footwear is an important decision in minimising your risk of harm from falls. We will assess your risk of falling and formulate a care plan for you, however, you can also decrease your risk of falls by wearing 'safe' shoes.

Safe footwear has:

- Thin, firm soles (so that you can feel the position of your foot more easily) with a tread to prevent slips;
- Low, square heels to improve stability;
- A supporting collar (ankle support) to improve stability.

Slippers can present a particular risk, as they provide no support for the foot and can create a tripping hazard when they become loose. If you need assistance in selecting footwear, our podiatrist can assist.

VALUABLES

We recommend that you do not bring valuables with you to our home. If you need to bring jewellery or other items of value, we suggest that you arrange private insurance for them. You will have access to a lockable drawer in your room for storage of personal items.

Hall & Prior cannot be held responsible for the safety, damage or loss of your personal belongings, such as mobile phones, clothing, hearing aids, glasses or dentures.

Living at Concorde

Activities

At Concorde, we offer regular activity programs designed with our residents by allied health staff including physiotherapists and occupational therapists. Some activities promote movement and exercise while others provide entertainment and opportunities to socialise, and include bus trips, concerts, barbeques, cooking, gardening, exercise programs and cultural activities, as well as group and individual therapy.

When you arrive at our home, we will ask you for suggestions and an indication of your interests and goals. We work with all of our residents to include activities in our daily programs that meets the interests of our residents as much as possible. If you have any questions about the activities that are currently available, please speak to your Director of Nursing.

Bus Trips

Regular bus trips to places of interest are a highlight of our homes' activity programs. There may be an additional charge for bus trips, so please discuss this with your Director of Nursing.



Alcohol

If you wish to consume alcohol, you are welcome to do so in our home. We remind you to drink in moderation and to remember that alcohol can have adverse effects when combined with some medications. We may consult with your GP about the possible adverse effects of alcohol with your medications.

Your friends and family may provide you with alcoholic beverages and, if required, we will store these appropriately for you. Please note, however, that drunkenness, aggressive and abusive behaviours that infringe upon the rights of other residents and staff will not be tolerated.

Cultural and Spiritual Needs

Individual interests, customs, beliefs and cultural and ethnic backgrounds are valued and respected in all Hall & Prior homes, and various clergy visit our home regularly to conduct services. If you have special requirements please discuss these with our care staff. We will accommodate your needs as best we can.

Gardens and Outdoor Spaces

Concorde has various wheelchair-friendly outdoor areas to suit all needs. We have enclosed courtyards which can be enjoyed by all residents including those who require a secure environment. We are opposite the Hensman Park Tennis Club, close to Como Bowling and Recreation Club, and conveniently located close to the café strip on Angelo Street for those who wish to access these facilities outside the home. We embrace close community ties and our residents enjoy the luncheon club at South Perth Seniors and multi-generational programs with local kindy, primary and high schools. We also have an outdoor BBQ area used for social functions, and we encourage families and friends to enjoy these tranquil areas. We can also accommodate private family functions with due notice.

Hairdressing

We have a professional hairdresser who visits our home two days each week. Appointments can be made at reception and the cost of the service will be added to your monthly bill. Please speak to staff at your home to find out more.



Holidays and Outings

We encourage you to stay socially connected with your friends, family and the community. You are welcome to take holidays away from your home for up to 52 days per calendar year. Please give us advance notice of planned holidays, where possible. Your usual residential fees will apply during your time away.

If you need to spend time in hospital, your place at our home will be kept until you return. Your usual residential fees will apply while you are in hospital.

For day trips, we ask that you notify a registered nurse on duty of your plans and provide us with details of your outing before you leave. It is important that we can account for everyone in our community in an emergency. In some circumstances, we may advise against outings on medical grounds.

We must inform you that if your family or friends are taking you out in their own vehicle, our staff are unable to assist you into or out of the car, or to lift wheelchairs or other mobility aids into private vehicles.



Library

We have a small library of books available on-site.

Mail

We will deliver incoming daily mail to you. Our staff are available to assist with reading and writing if necessary. Your family members, friends and representatives can also contact you or us by phone, fax or email. Our contact details are on the back page of this handbook.

If you wish to post any mail, please leave it at the nurses' station, reception or give it to a member of staff, and we will mail it for you. Postage costs will be charged to your account.

Newspapers and Magazines

Daily papers and magazines can be ordered through our local newsagent, who will send a monthly account to your nominated accounts person. Staff will deliver papers and magazines to your room.

Smoking

We recognise the right of our residents and staff to live and work in a smoke-free environment. Staff and visitors are not permitted to smoke at Hall & Prior premises at any time.

If you choose to smoke, we will work with you to develop a specific plan to support you to do so safely. You will be assessed regularly for your safety and you will be required to use a designated smoking area under staff supervision. There may be restrictions on the times during which you can smoke, in order to ensure appropriate supervision is available. Nursing staff can arrange for cigarettes and lighters to be kept in a secure area. Smoking restrictions apply to all types of smoking, including cigarette, cigar, pipe and e-cigarette/vaping products.

Telephones, email and internet

We have phones available throughout the home for your use.

We welcome you to bring your own mobile phone, computer, laptop or tablet (iPad) with you should you wish to do so. We will accommodate larger items (such as a desktop computer) as best we can in your room; please discuss options with your Director of Nursing. Any internet or mobile phone charges will be at your own expense and we encourage you to negotiate these directly with your service provider.



Food and Nutrition

Enjoying a variety of delicious, nutritionally balanced meals is an important part of maintaining good health. Our kitchens all work together with our dietitians to ensure that all of our residents enjoy a variety of healthy and delicious meals. We offer choices of hot and cold meals and cater for allergies. We will make every effort to cater for culturally appropriate meals, and will discuss options with you if there is to be any additional cost for this service. At Concorde we also offer an Asian menu.

Modified Diets

Hall & Prior's Speech Pathologists assess any of our residents who experience difficulties swallowing or communicating, and make recommendations accordingly. If you are experiencing difficulties swallowing, a modified diet may be necessary to ensure your health and safety. This could include thickening fluids, altering food textures or reducing the size of food morsels to make chewing and swallowing easier. Our Speech Pathologists work closely with nursing, care staff and families to assist with mealtime practices.

Food contributions from family and friends

Guidelines exist for the preparation and storage of food in aged care facilities. We are required to ensure that all food entering our home meets requirements for food safety for vulnerable people. This includes food brought in by your family and friends.

We value the contribution and care that your family and friends can provide. We encourage them to bring in meals and treats for you, as these play an important role in enhancing your quality of life and wellbeing. Should your family and friends choose to bring food into our home, we ask that they provide it to you themselves at the time of their visit. Unfortunately we are not able to store food in our kitchen to serve at a later date and our kitchen and nursing staff are not permitted to heat up any meals made outside the home. We also ask that for health and safety reasons you don't share food with other residents.

We do ask that families and friends respect and consider any dietary modifications prescribed by our Speech Pathologists. If foods that do not align with our Speech Pathology recommendations are provided by family or friends, our staff will work with you and your family to understand the risks associated with consumption of those foods.





A person wearing a patterned blue and white shirt is holding a black walker. The background is a blurred clinical or hospital setting with white walls and equipment.

Taking care of your health

Nursing Care

At Concorde, we are proud of our nursing-led model of care. Our qualified nursing staff together with our aged care specialist nursing and aged health team provide the highest levels of care, and will tailor a series of care plans to your particular needs and preferences.

We have a registered nurse on duty 24 hours a day, seven days a week.

We encourage your family to discuss your care needs with us regularly when they visit or phone. We will include you and your representatives in care planning as much or as little as you choose.

Medication Management

When you move into our home, you may have existing medications that you bring with you. We ask that you bring any pre-prescribed medications in a Webster or blister pack with a signing sheet (or another similar type). These will need to be handed to the registered nurse who is welcoming you to our home, so that they may be checked by the Doctor and kept safe.

Once you are living with us, medications prescribed by your Doctor will be delivered daily to the home (Monday - Friday) by the pharmacy provider. The pharmacy will send monthly accounts to your nominated person. All homes have access to a pharmacist to assist with medication management and liaise with pharmacy providers. We also have an after-hours emergency pharmacy service available.

If you choose to self-administer your medication, we will require that you are assessed by a Doctor and will need to regularly check that you are still safe to do so. You will need to keep all your medications locked in the drawer or safe in your room.

Doctors

We encourage our residents to retain their own Doctor as long as that Doctor will continue visiting our home. If your Doctor cannot continue to provide you with care while you live in our home, we will provide a list of our visiting medical officers. Doctors visit our home on a regular basis and whenever requested by the Registered Nurse on duty. Referrals to other health and related services may be made when necessary after consultation with the resident's Doctors and family.

External health care providers

At Concorde, we pride ourselves on providing you with the highest level of nursing and allied health care. If you would like to consult external health care providers you are welcome to do so at your own cost. Where there is any disagreement between external providers and the advice of our internal staff, we will discuss this with you and your family to ensure adequate consideration is made of risks and benefits. We also provide podiatry services to all residents.

Continence

For those residents who require it, we supply TENA pad system continence products. If you would prefer special items or brands, these will need to be purchased privately at your cost.

ALLIED HEALTH

DIETITIANS

Hall & Prior have our own dedicated Dietitians who visit each of our homes regularly to assess resident dietary requirements and home menus and review resident's weights monthly. If you would like a visit from our Dietitian, please speak to your Director of Nursing to organise a free appointment.

SPEECH PATHOLOGY

Our Speech Pathologists assess and treat any residents who have a communication or swallowing impairment. They can also provide information and education to staff and families. The goal of our Speech Pathology program is to optimise communication and swallowing ability. Our Speech Pathologists work closely with our Dietitians to improve residents' overall nutrition and hydration by ensuring safe swallowing.

PHYSIOTHERAPY

Our Physiotherapy team is available to complete full and thorough physiotherapy assessments. These assessments are aimed at identifying what is important to our residents and assisting you to optimise your functional ability to be able to engage in activities that matter. Physiotherapy services are available in each home so that changes can be monitored and reviewed. Our Physiotherapists focus on enhancing mobility and supporting active lives. Our falls programs are overseen by either Physiotherapists or Occupational Therapists.

OCCUPATIONAL THERAPY

Our Occupational Therapy team oversees leisure and lifestyle programs to ensure focus on engagement, fulfilment and enablement. They also provide functional assessments and prescribe furniture for specific individuals as required. If you have specific goals relating to community visits and other activities, you will have the opportunity to discuss these with an Occupational Therapist.

NURSE PRACTITIONER AND CLINICAL NURSE SPECIALIST (WOUND AND SKIN)

Our Clinical Nurse Specialist (CNS) offers residents complex care for their wound management and skin. Our Nurse Practitioner is also able to support complex care delivery in our homes.

Respite Care

All Hall & Prior homes provide respite care (temporary care designed to give you or your carer a short break). Respite residents have access to the same quality care as permanent care residents, making it a good transition to permanent care in the future.

End of life and palliative care

All Hall & Prior homes support the National Palliative Care program by embracing the Palliative Care Approach. A palliative approach aims to improve the quality of life of people with a life-limiting illness and their families, by reducing their discomfort and distress through early identification, assessment and treatment of pain as well as recognising physical, cultural, psychological, social and spiritual needs.

Our caring staff will assist you and your family to talk about and make plans for your emotional, physical and spiritual comfort in the event of a deterioration in your health. We recognise that these conversations can be very difficult, and will support you and your family to work through them at a time and a pace that suits you. If at any time you want to talk about your wishes for care towards the end of your life, please speak to your Director of Nursing, Deputy Director of Nursing or Clinical Nurse Manager.

One option in planning for your future health and care needs is to enter into an Advance Health Directive. An Advance Health Directive is a legally binding, formal document that records a person's directions for their future care and treatment. An advance directive can be made by a person over the age of 18 who has full legal capacity. It cannot be made on behalf of another person.

We will also work with you and your family to develop an Advance Care Plan. An Advance Care Plan may not be legally binding in the same way as an Advance Health Directive, but it may be broader and encompass all aspects of physical, spiritual and emotional wellbeing.

When you enter our home, we will ask you and your family about your funeral arrangements or preferences relating to cultural requirements or beliefs around dying. Evidence suggests that open conversations are often welcome and comforting, so we will invite conversations around this at our routine care conferences as well as at the beginning of your stay with us.



Your family and friends

Visitors

We welcome all family and friends to our home. We also encourage your loved ones to become involved through regular resident and relative meetings or by talking with our Director of Nursing at any time. At Concorde we have a volunteer resident representative who is an additional advocacy/support resource person who is committed to ensuring the home is well-managed, welcoming and responsive to the needs of our residents and staff.

We require all visitors to complete the visitors' log each time they arrive at and leave the home, as this lets staff know who is in the building at any given time in case of an emergency.

Everyone in our home has the responsibility to respect the rights and needs of other people at the home, including residents, staff and other visitors. We ask that everyone treats our residents, other visitors and staff with respect, dignity and courtesy. We will not accept any kind of anti-social behaviour, such as verbal abuse, yelling and swearing, physical abuse or violence of any kind, bullying, harassment or intimidation, intoxication, or disrespecting others' privacy. We require that all visitors abide by our Visitor Code of Conduct, which is on display in our home and available upon request. We will require visitors who engage in unacceptable behaviour to leave our home. Police may be called if visitors refuse to leave at our request or pose a risk to others.

Visiting Hours

We ask that you maintain social visiting hours and consider other residents when you are visiting. Visitors are asked to respect the needs and wishes of all residents, as this is their home. Visitors engaging in anti-social behaviour may result in a request to leave the home if it is impacting on our residents. We do have a Visitor Code of Conduct available if you would like to read it.

Parking

We have free on-site car parking available and also some public parking spaces available just across the street at the tennis club.

Pets

We have fish tanks located within the home that provide a sense of tranquillity and interest to many of our residents. From time to time, we may also arrange for pets and a small animal farm to visit our home.



Your loved ones are welcome to bring well-behaved pets to visit our home. To keep everyone safe, we ask that pets are well-controlled by their owner at all times and kept away from areas where food is being prepared or eaten. If we have any concerns about the pet we may ask its owner not to bring it into our home. Dogs must remain on a leash at all times.

Resident and relative meetings

At Concorde, we hold regular resident and relative meetings. These provide a forum for discussion, feedback and contribution to the running of the home. We publish details of the dates and times of our resident and relative meetings in the home newsletter and on the noticeboards around the home. Everyone is welcome and we encourage you to attend as often as you can. We also notify the next of kin in advance of meetings via email. We can accommodate two email contacts for the purpose of ensuring timely communication in the event of changes within the home, and to send information such as newsletters or invitations to social events.

Volunteers

Our activity programs benefit from the support of volunteers. If you know someone who might be interested in volunteering, please speak to our Director of Nursing.

Please be aware that by law, all volunteers must undergo a police check before becoming a volunteers in any aged care home. We will assist volunteers to become familiar with the customs and practices of our homes in order to assist them to engage meaningfully with our residents.

Your safety and wellbeing

Elder abuse and mandatory reporting

Elder abuse is any act which causes harm to an older person and is carried out by someone they know and trust. It can be unintentional or deliberate. The harm caused may range from the unintended effects of poor care through to serious physical injury inflicted deliberately². Elder abuse can include physical, verbal, psychological, financial, sexual abuse and/or neglect³.

Hall & Prior do not tolerate abuse of any kind to residents. We have processes in place to reduce the risk of abuse occurring. These include mandatory police checks of staff and volunteers before and during employment, ongoing staff training and responsible rostering.

We encourage you to report any concerns you have about your wellbeing or safety. If you experience or observe any form of abuse, we encourage you to discuss the issue with your registered nurse or Director of Nursing.

In addition, our staff are educated in observing for signs of harassment and abuse of residents, their relatives, staff or others. The Commonwealth Government have set requirements on compulsory reporting certain forms of abuse and these are adhered to in all Hall & Prior homes.



Emergency Procedures

Concorde has a comprehensive fire alarm, which includes heat and smoke detectors. The fire alarm system is linked to WA Department of Fire and Emergency Services and is checked on a monthly basis. Every year our staff receive fire training and conduct drills and planning so they are well prepared in the event of an evacuation.

Evacuation plans are posted around our home. All residents, visitors and staff are asked to make themselves familiar with the evacuation plans. In the event of an emergency please follow the direction of our staff who will safely assist you to designated areas if necessary.

Infection Control

Keeping our home as healthy as possible is important to everyone at Concorde. Many of our residents live with compromised immune systems and can be particularly vulnerable to infection and illness and related complications. If one of your loved ones would like to visit but is feeling unwell with cold, flu or gastro symptoms, we recommend that they postpone their visit until they are feeling completely well.

We provide handwashing sinks and antibacterial hand rubs throughout our home for everyone's convenience. We ask all visitors to use these each time they enter and leave our home to prevent the spread of infection. We also ask that you and your visitors all wash your hands well and cover your mouth and nose when you cough or sneeze.

If our home does experience an outbreak of infectious illness such as gastro or flu, our home will comply with Department of Health recommendations. This may include limiting visitors to the home and implementing special hygiene and cleaning precautions to prevent the spread of infection. During these times, we will place notices on the doors and notify your nominated person via their chosen communication method (email or phone).

²Seniors Rights Victoria, Online Elder Abuse Toolkit (<https://toolkit.seniorsrights.org.au/toolkit/what-is-elder-abuse/>)

³Australian Institute of Family Studies, Elder Abuse: Understanding issues, frameworks and responses (<https://aifs.gov.au/publications/elder-abuse>)

Incidents

Unfortunately, incidents do occur from time to time. In the unlikely event that you are involved in an incident, the Registered Nurse will assess you and make a professional judgement as to whether a Doctor should attend.

If you experience an incident, such as a fall, you will be placed on observation. Your nominated representative will always be notified if you are involved in any accident or incident, unless you give us specific direction that you do not wish for this to happen.

Maintenance

Our home has a proactive preventative maintenance regime which is reviewed regularly by our management team. We work hard to provide you with a safe and comfortable living environment.

If you, your family or friends become aware of any maintenance requirements in our home, please notify our staff. We will log maintenance requests in our maintenance register, and will attend to maintenance requests in a priority order.



Safety and Security

Your safety is paramount. We actively work towards providing a safe environment for residents, staff and visitors. We have a risk management system in place to minimise the risk of fire, security breaches and other emergencies.

In order to maintain the safety of all our residents and staff, we have a number of security measures in place. These include safety gates, key pads and other security devices in some parts of our buildings. These help to ensure only authorised people access private or potentially dangerous areas. These areas may include kitchens, plant or computer rooms, medication stores and nursing stations. We ask that you and your visitors always close gates behind you.

In addition, we have areas which require a keypad to open doors, including main entrance doors. These are in place to maintain your safety and that of all our residents. However, these security arrangements do constitute a form of environmental restraint, as they can limit our residents' ability to move freely around and outside our home. We have an environmental restraint consent form that we will ask you and your family to complete prior to moving into our home.

Electrical Safety

We require all electrical equipment brought into our home by you or your family, other than newly purchased equipment, to be tagged by an authorised electrician before use in the home and then retagged annually, at your expense. If a tested item needs to be repaired, you will be responsible for having it repaired or replaced (at your cost).

Please ensure that you register all electrical items with the Director of Nursing.

For safety reasons, some electrical items cannot be brought into our home. These include electric blankets, hot water bottles, kettles, double adaptors, and electric fans.

Surveillance

We utilise CCTV (video) surveillance to maintain the safety and security of our residents, staff, visitors and all other people who enter our premises. We regularly review our security systems and will always advise you in advance if we intend to install additional surveillance in our home. You can be assured that we do not place cameras in private areas such as bathrooms or bedrooms. Access to footage from our CCTV cameras is governed by our Privacy and confidentiality policy.

Staff Rights

Our staff are here to provide you with the best care possible. They have the right to work in a safe and healthy workplace, free from violence and aggression. We will not tolerate any aggressive or violent behaviour toward our staff. Please respect the role and dignity of our staff and their right to a safe and pleasant work environment.

Please take care of our staff so they can take care of you.

Assessment Visits - Aged Care Quality and Safety Commission

As an accredited aged care provider, Hall & Prior is obliged by legislation to meet certain care and service delivery standards. The Aged Care Quality Standards, introduced in July 2019, cover all aspects of care, service delivery and organisational governance.

The Aged Care Quality and Safety Commission (ACQSC) is responsible for monitoring the quality of care and services provided in residential aged care facilities in Australia. Assessment Teams from the ACQSC conduct unscheduled (unannounced) visits at all residential aged care facilities from time to time. We welcome these visits, as they support our commitment to quality care and continuous improvement.

As part of their visits, Assessment Teams may contact your next of kin by phone or conduct interviews with residents and family members about your experiences living at Concorde.

More information about the ACQSC, their role and the accreditation and assessment process can be found on their website at: www.agedcarequality.gov.au



Fees and Accounts

The Australian Government's Department of Health determines residential aged care daily charges in accordance with the *Aged Care Act (1997)*.

Centrelink or the Department of Veterans' Affairs (DVA) will conduct an assessment to determine your combined assets and income, and they will notify the Department of Health of the outcome of this assessment.

The cost of your care and accommodation may include the following:

- Your daily care fee
- A means-tested care fee
- Your accommodation payments
- Fees for additional services

More information about the calculation and charging of fees is available from www.myagedcare.gov.au

We understand that aged care fees can be complicated. If you have any questions about fees and payments, please speak to your Director of Nursing. You may also wish to seek independent financial advice.



Payments

We require fees to be paid one month in advance. We will send your nominated person a Statement of Account during the first week of the month, and payment is due by the end of that month.

When you arrive at our home, we will require that you or your Power of Attorney nominate a person to accept responsibility for payment of your accounts. You and your Power of Attorney, plus your nominated account person, will be required to sign an Account Responsibility Agreement.

We prefer payment by direct debit, however if you require alternative arrangements, please speak to your Director of Nursing.

Out-of-pocket expenses

In addition to your monthly fees, you or your nominated account person may be required to pay for additional out-of-pocket expenses, such as hairdressing, electrical tagging, laundry labels, excursions, bus trips and outings, or extra health services, as you use them.

Ambulance Transport

Ambulance service costs are the responsibility of you and your family. You should check your eligibility to receive government-funded ambulance services. Certain groups of people, such as Commonwealth Pensioner Concession Card and Health Care Card holders or selected aged care pensioners may be eligible for government-funded ambulance services.

If you are not eligible to receive funded ambulance services, we recommend that you arrange private ambulance insurance.

Legal documents and information

Resident Agreement

The resident agreement that you sign when you join us authorises us to take the following actions on your behalf should it become necessary:

1. Obtain medical assistance and assessment for your health and wellbeing
2. Provide required information to the State and/or Commonwealth authorities.

We will, wherever possible, discuss all of your care and treatment needs with you, your family and carers.



Legal documents and Wills

We recommend that you have a legal will when you move into our home. We will ask you to advise us of your executor's contact details, so that we might contact them in the event of the need to repay any monies owing to your estate.

We will not store your will. We recommend that you arrange for safe storage of your will with members of your family, your executor or the Public Trustee.

Our staff are not permitted to give you or your family any advice regarding making or changing a will. Our staff are also not permitted to witness the signing of a will or any other legal document.

Medicare Cards

We request that you allow us to hold your Medicare Card. We will make your card available to you as required for specific purposes. We also request that you provide us with your new card when a previous card expires.

Voting

If you wish to continue to vote after moving into our home, you will need to advise the Electoral Office of your new address. Electoral enrolment or change of address forms are available from Australia Post. During election times, our staff provide options in regards to lodging your vote. Please speak to your Director of Nursing in regards to these options.

If you wish to revoke your rights to vote, you will need to remove your name from the electoral roll. For information on how to do this visit www.aec.gov.au



DECISION-MAKING

MEDICAL AND LIFESTYLE DECISIONS

A guardian is a person who has the authority to make health and lifestyle decisions on your behalf, should you become incapable of making such decisions yourself. You may choose to appoint a close friend or family member as an enduring guardian to make such decisions on your behalf. If you no longer have legal capacity to appoint an enduring guardian, an application can be made to the State Administrative Tribunal to appoint the Public Advocate to make health and lifestyle decisions for you.

A guardian or enduring guardian cannot make financial or property decisions on your behalf.

Making a decision to appoint an enduring guardian can give you a feeling of certainty about your future lifestyle and care. If you do not have an enduring guardian, there are rules about who is authorised to make decisions on your behalf. More information about the hierarchy of treatment decision-makers is available on the Office of the Public Advocate's website (www.publicadvocate.wa.gov.au).

If you wish to appoint an enduring guardian, we encourage you to seek independent legal advice. If you have appointed an enduring guardian or do so during your stay with us, we will require you to provide us with that person's name and contact details.

PROPERTY AND FINANCIAL DECISIONS

An enduring power of attorney is a legal agreement which allows a nominated person (or persons) to make property and/or financial decisions on your behalf. A power of attorney cannot make treatment or lifestyle decisions on your behalf.

If you wish to appoint an enduring power of attorney, we encourage you to seek independent legal advice.

Aged Care Resources

Government Resources

AGED CARE QUALITY AND SAFETY COMMISSION

www.agedcarequality.gov.au

Australian Government agency responsible for protecting and enhancing the safety, health, wellbeing and quality of life of people receiving aged care. The ACQSC provides a free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services funded by the Australian Government.

CENTRELINK

www.humanservices.gov.au/individuals/centrelink

Centrelink is delivered by the Australian Government Department of Human Services and supports people with payments and services at times of major change. You can access more information about the assets and income assessment from this website.

DEPARTMENT OF HEALTH

www.health.gov.au

The Australian Government Department of Health offers information on aged care, disability and other support services.

DEPARTMENT OF VETERAN AFFAIRS

www.dva.gov.au

The Department of Veterans' Affairs provides support for a range of clients including veterans and their dependants.

MY AGED CARE

www.myagedcare.gov.au

Established by the Australian Government to help you find and access the right government-funded aged care services.

Other Resources

ADVOCARE

www.advocare.org.au

Advocacy, support and information to empower older people and people with disabilities.

CARERS AUSTRALIA

www.carersaustralia.com.au

A non-profit, community-based organisation providing information and support for carers, including carers whose loved one has been recently admitted to an aged care facility. This website includes links to state-specific resources.

CONTINENCE FOUNDATION OF AUSTRALIA

www.continence.org.au

Information, training and education about bladder and bowel health issues.

COTA AUSTRALIA

www.cota.org.au

Support for older Australians including advocacy, programs and events. This website includes links to your local state COTA website.

DEMENTIA AUSTRALIA

www.dementia.org.au

Access to resources, support services, education for people with dementia, their carers and family members.

GRAI (GLBTI RIGHTS IN AGEING INC)

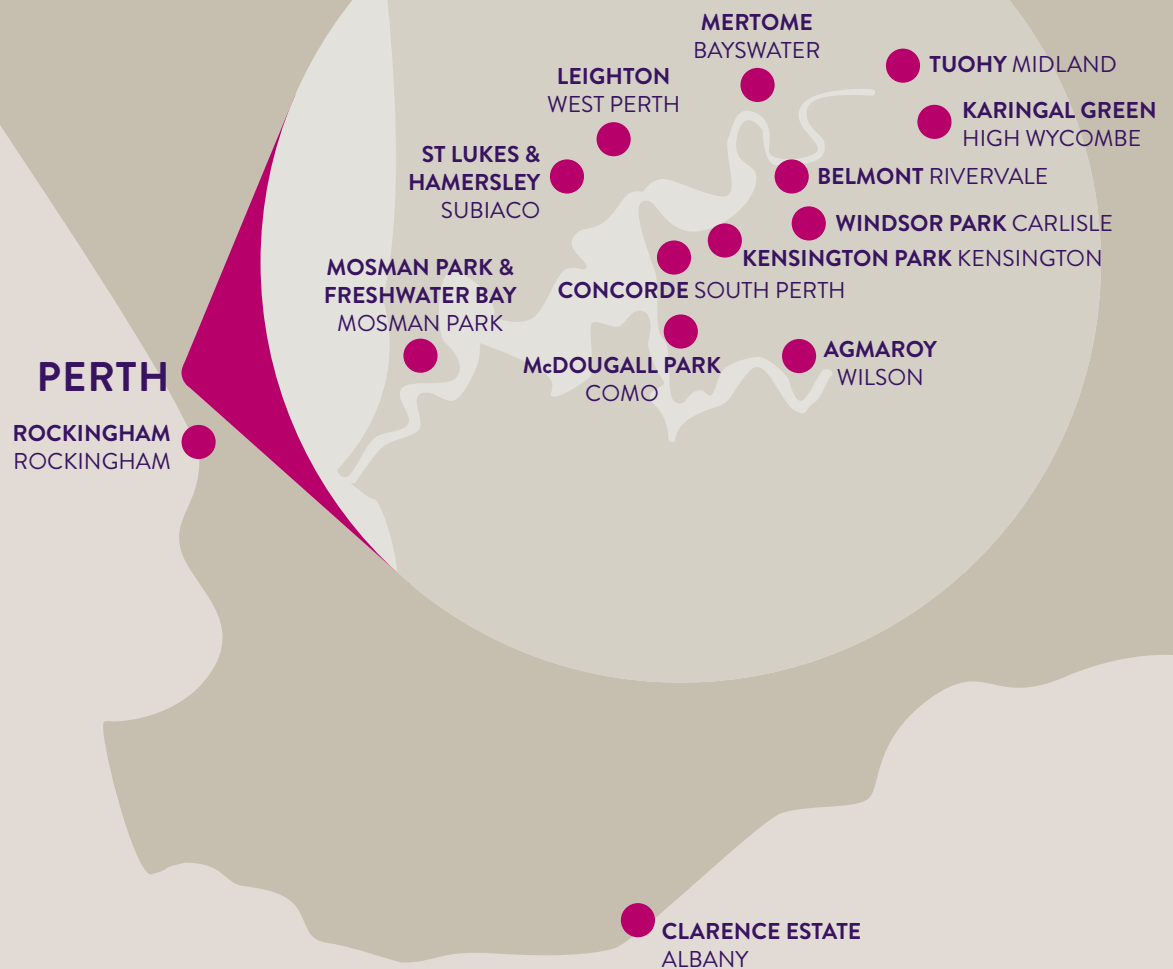
www.grai.org.au

Support for older Australians including advocacy, training and community development. GRAI aims to enhance the quality of life for GLBTI (gay, lesbian, bisexual, transgender, intersex) elders.

SENIORS RIGHTS SERVICE

www.seniorsrightsservice.org.au

A community legal service that protects the rights of older people by providing telephone advice, advocacy, legal advice and educational services.



FOR MORE INFORMATION

📞 Contact the Hall & Prior aged care home of your choice

AGMAROY	115 Leach Highway, Wilson	08 9458 1524
BELMONT	5 Kemp Place, Rivervale	08 9277 2735
CLARENCE ESTATE	55 Hardie Road, Albany	08 9841 5999
CONCORDE	25 Anstey Street, South Perth	08 9367 7559
FRESHWATER BAY	67 Palmerston Street, Mosman Park	08 9384 5280
HAMERSLEY	441 Rokeby Road, Subiaco	08 9381 6542
KARINGAL GREEN	53 Hawkevale Road, High Wycombe	08 6372 0400
KENSINGTON PARK	62 Gwentyfred Road, Kensington	08 9367 4870
LEIGHTON	40 Florence Street, West Perth	08 9328 9355
MCDUGALL PARK	18 Ley Street, Como	08 9313 1700
MERTOME	30 Winifred Road, Bayswater	08 6462 7200
MOSMAN PARK	57 Palmerston Street, Mosman Park	08 9384 1769
ROCKINGHAM	14 Langley Street, Rockingham	08 9527 1757
ST LUKES	429 Rokeby Road, Subiaco	08 9381 8061
TUOHY	22 Morrison Road, Midland	08 9274 1756
WINDSOR PARK	110 Star Street, Carlisle	08 9472 9488
HEAD OFFICE	16-18 Mayfair Street, West Perth	08 9321 1388