



**BUCKLEY  
CARING CENTRE  
RESIDENT HANDBOOK**



# Welcome to Amaroo



We are delighted that you have joined the Amaroo family.

Amaroo places great value on integrity and respect, and your independence and personal choice are as important to us as they are to you. Our Care Centres offer a range of services and professional care support to suit your individual needs.

Any new place can seem strange at first. When you arrive, we will show you around and discuss some of the topics covered in this handbook. Our goal is to get to know you, so you feel comfortable settling into your new home.

When you join us, we will arrange a care consultation with one of our nurses. If you would like a family member, friend or other representative they can also attend this consultation with you or in your place. This initial care consultation will focus on the planning and delivery of care to you, and the preparation of a care plan. This helps us to understand what your needs are rather than just assuming that we know.

This handbook provides some helpful information which is arranged alphabetically by topic. We encourage you to keep it in a handy location. Your Residential Care Manager is also available to assist you with any further enquiries.

On behalf of everyone at Amaroo, we welcome you to your new home.

# About Amaroo



At Amaroo, we support our residents to live their best lives. This means something different for everyone – it means creating a lifestyle that suits you.

We are a not-for-profit organisation who are passionate about providing high quality care to those in our community who need extra support.

## Our values

We take pride in the care we provide and strive to embody our values in all interactions.



### RESPECT

We value everyone and treat people with dignity and professionalism.



### INTEGRITY

We mean what we say, and we deliver on our promises.



### CARE

We do what we do because we love it, and we treat people with kindness and compassion.



### ACCOUNTABILITY

We all take responsibility for what we do and what we don't.

# Our key staff and personnel



Understanding staff roles and knowing who to approach for assistance or advice can sometimes be a little confusing when you first enter an Amaroo Caring Centre. To help you, our staff are all encouraged to wear uniforms and name badges to identify them and their role.

Our staff are selected in accordance with the requirements of the Aged Care Act 1997. All have a National Police Clearance certificate and receive regular training in areas such as Fire Safety and Emergency Procedures, Manual Handling, Infection Control, and Food Safety.

The Code of Conduct for Aged Care sets out eight behaviour statements that all aged care providers, aged care workers and governing persons are expected to comply with. You can expect nothing less from Amaroo and our dedicated staff in keeping with our organisational values.

## **Residential Care Manager**

The Residential Care Manager is responsible for the day-to-day management of the Centre and for ensuring that our high standards of care and service are maintained. The Residential Care Manager is available during normal office hours to answer any queries that you or your family may have. If you wish to make an appointment, please contact a member of our reception staff.

## **Clinical Nurse Managers**

Clinical Nurse Managers work closely with the Residential Care Manager and oversee all clinical aspects of care for our residents. The Clinical Nurse Managers are available during normal office hours and if you wish to make an appointment, please contact our reception staff.





## **Reception**

Reception is open Monday to Friday, during normal business hours. It is staffed by an Administration Officer who provides support to the Residential Care Manager and other team members to ensure the smooth operation of the facility. All enquiries can be made through the Administration Officer who will direct you to the appropriate staff member. They can also arrange appointments for you or your family to meet with the Residential Care Manager or Clinical Nurse Manager.

## **Registered Nurses**

Amaroo Registered Nurses are responsible for professional nursing practice, supporting all other nursing and Personal Care Staff to ensure the safety and quality of our nursing care. The Registered Nurse is the first point of contact for all residents and relatives regarding care delivery.

## **Personal Care Staff**

The Personal Care Staff assist with all your personal care and social support needs on a daily basis. They work under the direction of an Amaroo Registered Nurse.

## **Therapy Staff**

Our Therapy Staff will assess and develop care plans based on your individual needs. They also work closely with our Occupational and Physiotherapy staff members to deliver optimum care for you.

## **Chef Manager**

The Chef Manager is responsible for ensuring your choice of meals are of the highest quality using seasonal ingredients and freshly cooked each day. Food Service Attendants are responsible for serving your meals and providing a pleasurable dining experience.

## **Cleaning & Laundry Staff**

Our Cleaning Staff are responsible for all aspects of cleaning your room and maintaining a clean environment throughout the facility. Laundry staff take care of cleaning your clothing and garments, including returning them to your room.

## **Maintenance Staff**

The Maintenance Officer is responsible for the maintenance of the building and grounds.

# For your information



## **Activities and lounge rooms**

Your new home has well-appointed lounges and dining rooms, as well as facilities for your comfort and relaxation. Outdoor areas are available for your enjoyment, fresh air and relaxation at any time.

Each Caring Centre has a Therapy Coordinator who ensures that a regular program of activities is on offer.

At meetings we ask you and/or your relatives what you would like to do, and the activities program is designed to cater to your needs and suggestions.

Details of meetings and the activities programme are provided in the monthly newsletter. The therapy staff can also provide information on the other activities available.

## Accidents and incidents

Amaroo operates a robust incident management system that ensures we exercise our duty of care as well as meet our moral and regulatory obligations to you.

In the unlikely event that you are involved in an accident or incident, you can be confident that we will respond and manage any associated risks effectively and efficiently; in some cases, this may require additional medical assistance or the involvement of a third party (e.g., Police).

You will be notified of, and involved in a thorough investigation, with our open disclosure and transparency practices implemented throughout. As a further safeguard, we are required by law to report certain incidents to the Government under the Serious Incident Response Scheme.

We take all incidents very seriously, and a rigorous analysis of all risk-related incidents is undertaken, to inform our risk management and quality assurance processes, to prevent incidents from recurring.

## Accounts

- Accounts for accommodation and services are payable fortnightly in advance, with Account Statements sent out every four (4) weeks.
- Additional expenses such as hairdressing, newspapers, pharmaceuticals, etc. must be authorised by the Residential Care Manager. Invoices for any item purchased on your behalf will be kept for scrutiny. The costs of any additional expenses will be added to your account with Amaroo which is payable each fortnight.
- Relatives will be contacted prior to any authorisation of large purchases.
- All fees and charges are payable by "bank direct debit", which will be arranged by the Administration Office on your admission.
- All queries regarding your account, you should be directed to the Administration Office as soon as possible after receiving your Statement.





## **Acute hospital admission**

While you are in hospital, the Commonwealth Government will continue to pay its portion of your bed costs, provided you continue to pay your usual fee. Commonwealth funding to the Caring Centre is reduced after 30 days hospital leave. Should this occur, we may need to contact you and/or your relatives regarding retention of your room.

## **Advocacy**

Advocare is an independent, community based, not for profit organisation that supports and protects the rights of older people and people with disabilities. Contact number: 08 9479 7566 or 1800 655 566.

The Aged Care Complaints Commissioner 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. Contact number: 1800 550 552.

## **Alcohol**

We respect the lifestyle choices and autonomy of our residents. We recognise that you may choose to consume alcohol, and we can support you to do this safely. This may involve following our supporting choice and mitigating risk processes, in consultation with your GP, where required. Please discuss this further with the Residential Care Manager.

## **Allied health services**

Allied health services include physiotherapy and occupational therapy.

More information on complimentary therapies is available from the Manager Residential Care or from the Therapy team. (Refer also to information listed under the various headings of: Dental, Optical, Hearing, Therapy, Podiatry, Hairdressing, Physiotherapy, and Speech Pathology).



## **Ambulance**

All residents are advised to have a St John's Ambulance Fund membership, as ambulance transport is extremely expensive and not covered by Amaroo Village. People who receive the Age Pension are covered for emergencies through the pension.

Ambulance transport must be authorised by your doctor, as this service is not available for use as a transport to appointments without prior special authority from your doctor.

If you have private health insurance (i.e. HBF; Medibank etc.) or are receiving an Australian Pension (DSS or DVA), you will normally be covered for Ambulance transport. It is your responsibility to check whether or not you have the appropriate cover.

Any costs related to Ambulance Services are the responsibility of the Resident and/or family.

## **Appliances**

Please refer to Furnishings and Appliances.

## **Audiology/hearing aids**

If you have any concerns about your hearing, an Audiologist from the Australian Hearing Services may be able to visit and assess you. The Registered Nurse will be able to discuss the requirements with you.

Whilst every care is taken to ensure hearing aids are not lost or broken, Amaroo cannot be responsible for any loss or damage.

## **Bequests**

Throughout its history, Amaroo has been able to provide the best of care because of the generous gifts and bequests it has received.

If you would like to remember Amaroo in your will, please contact the General Manager Residential & Home Services at the Administration Office.

With your thoughtfulness, future residents will enjoy a better quality of life. Amaroo Village is a charitable, not-for-profit organisation and all donations are fully tax deductible.

# For your information

## Bus trips/excursions

In addition to our normal program of therapy, lifestyle and social activities, we provide regular bus excursions for our residents (weather permitting). Outings include visits to local places of interest, such as cafés or restaurants, special events, picnics at places of interest and to nearby community shopping centres.

A fee may be payable for entry into certain locations. Specific excursions may be arranged to meet your personal interests; please inform the Therapy Staff if you have any suggestions.

## Call button

Each room is fitted with at least one emergency call system switch within easy reach of the resident's bed that when pressed will alert staff to

promptly attend to your call. This service is available 24 hours per day. Call switches are also located in toilets.

Please do not turn switch off until the staff member arrives to assist you.

Additionally, we also have sensor alarms for cognitive impaired residents who are not able to use the call bell buttons.

## Care

Accommodation is offered in accordance with the Care Recipients' Rights and Responsibilities, a copy of which is provided with your contract.

This charter is also displayed prominently in each facility. Residents and/or their relatives are invited and encouraged to discuss treatment, medication and ongoing care with the duty coordinator or other members of the health care team.

The Residential Care Manager and/or your doctor will confer with you/your relatives regarding any change in rooms if your condition changes. You may be more appropriately cared for with specialised care or equipment offered in other areas of the Caring Centre.





## Care plans

Our dedicated nursing and allied health team will work with you to understand your goals, needs, and preferences. Together, we will develop individualised care plans to meet your assessed care and support needs.

## Care conferences

The care conference in aged care facilities holds significant importance, serving as a pivotal forum where crucial decisions are made, concerns are addressed, and plans for the resident's well-being are discussed and refined.

The care conferences are held 4 weeks after admission, annually, and when it is needed and/or requested by the Substitute Decision Maker (SDM).

The care conference is a cornerstone in Aged Care, facilitating collaborative, person-centered care planning that addresses the unique needs and preferences of each resident. By bringing together the resident, their SDM, and the clinical team, these conferences ensure that decisions are made in the resident's best interests and that their quality of life is prioritised at all times.

## Cleaning

Our staff will attend to the cleaning of your room. You are welcome to assist. We prefer you to take care of the dusting and arranging of your special treasures on your dressing table. You may be requested to leave your room so that proper cleaning can be carried out.

## Clothes - marking

The resident's family members are advised to mark all resident's clothing, either with an iron-on or other permanent clothing labels, as we do not take responsibility for unmarked clothing. Marking pens should not be used as the ink washes out easily.

It is the responsibility of the family to provide suitably adapted clothing when identified and requested, for the ease of dressing and comfort of the resident.

Information regarding washfast nametapes may be obtained from the Caring Centre. We can also arrange to mark clothing with heat press-on labels at the Caring Centre. These may be ordered from the Administration Office or Caring Centre.



## Communication

A monthly newsletter is produced by the Caring Centre to keep you informed of the scheduled activities.

Regular Resident Meetings are an opportunity for you to have your say and provide valuable feedback to staff, management and other residents. The dates and times of the meetings are posted on the notice board, included in the newsletter and a notice is sent with the monthly accounts.

Those unable to attend the meeting can read the minutes which are posted on the notice board and sent to the primary contact person.

## Complaints

If a problem arises we encourage the following processes:

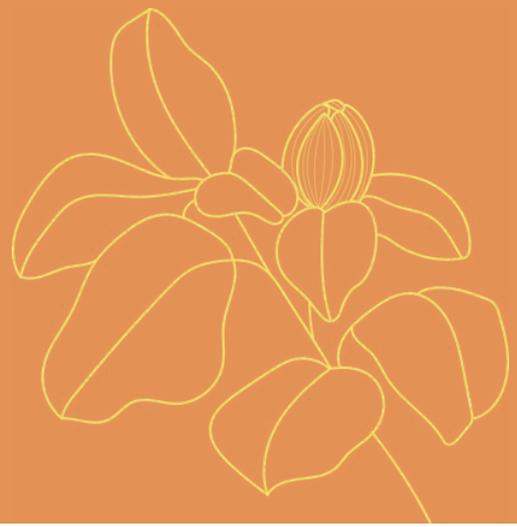
### Internal process

Amaroo is committed to providing quality care and services. It is our policy to enable care recipients, their representatives and families, visitors and staff to provide feedback or to raise a complaint about any aspect of our services, the care provided or the operation of our facilities.

We aim to improve the quality of care and services by providing a positive approach to resolving complaints. Complaints are seen as an opportunity for continuous improvement. Complaints can be made in person, via telephone or email or via a formal complaints form which is available from reception as well as various areas and wings of the facilities.

Our staff will be happy to point out the locations of the forms and the secure suggestion boxes where complaints forms can be placed (at various points in Buckley Caring Centre, or at Reception in McMahon Caring Centre). Forms are always treated as "strictly confidential", and can be either signed, or anonymous.

Please be assured that the Residential Care Manager will review all complaints and that we will make all reasonable efforts to understand issues or concerns and to resolve complaints within the service when they arise.



Complaints will be addressed promptly with the aim of providing a formal response in a timely manner. We will communicate regularly with the complainant while working to resolve the complaint. Where appropriate, the care recipient will be involved in resolving the issue. Once a resolution has been proposed, we will discuss the issue with you to ensure satisfaction with the outcome.

### **External process**

The Aged Care Complaints Commissioner 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. Contact number: 1800 550 552.



# For your information



## Community involvement

It is important that where possible you maintain links with your community by attending activities wherever possible. We will actively support you in maintaining memberships and participation in clubs, choirs, churches, men’s and women’s groups and sporting organisations. We encourage you to take part in the social activities we offer and will help if you want to try new activities or join social groups within the local community.



## Complimentary therapy

We adopt a holistic approach to care and encourage the use of massage and other therapies to compliment and support care. The onsite Allied Health Professionals are available to provide further information.



## Confidentiality

All matters are dealt with in the strictest confidence. Please also refer to Privacy.



## **Continence management**

The Caring Centre can access experienced continence advisors. Continence products are designed to maintain social continence. The appropriate product is identified and will be supplied to all high care residents.

Low care residents are required to purchase their own continence aids – we can assist you to purchase these through our suppliers. Please speak with your Residential Care Manager or Clinical Nurse Manager about this.

## **Dementia care**

Our secure dementia wing caters for confused residents who have a tendency to wander and/or invade other residents' spaces and therefore need more specific care. Sometimes a resident experiences a change in their condition and they no longer need to live in the secure area of the facility.

Our staff will consult with your doctor and your family if the need to change to another room in the Centre is required.

## **Dental**

You are encouraged to continue to visit your usual dentist if you are able to do so.

Dental oral screening is conducted annually onsite.

Perth Dental Service and local private dentists will visit you at the request of your doctor and at the suggestion of your care staff. Perth Dental Service is means tested. Dental costs are the responsibility of the resident.

If you wear dentures, it is most important that they fit well and are in good condition. Ill-fitting dentures can cause severe discomfort and can affect your ability to eat. We recommend that your dentures are marked with your name. Your dental technician can do this for you, or one of our nursing staff can arrange this for you on admission.

Whilst every care is taken to ensure dentures are not lost or broken, Amaroo cannot be responsible for any loss or damage.



## Diversity

Amaroo is proud to reflect a diverse community. We encourage our residents, staff and visitors to share and celebrate their diverse histories and identity in a welcoming, safe, and inclusive environment, free from discrimination. Our services are tailored and delivered in a way that ensures individual needs are understood, respected, and met, within a culture that fosters social connections and embraces individual difference. We encourage families and residents to share their diversity for us to support your quality of life.

## Electrical

Please refer to Furnishings and Appliances.

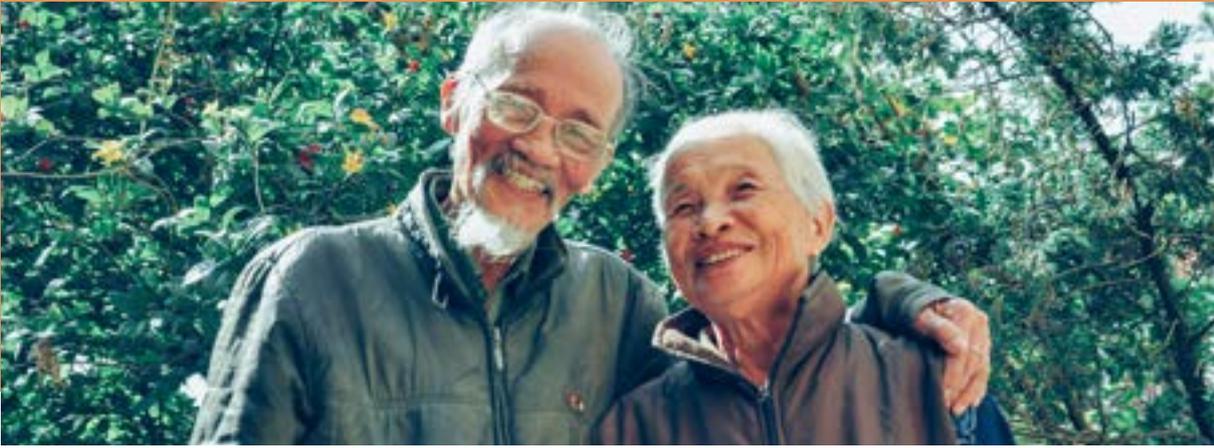
## Enduring Guardianship and Power of Attorney

Consider making arrangements for someone to make decisions on your behalf if you become unable to act for yourself at some time in the future. If you have not thought about doing this before, you may wish to speak to your family and your legal adviser.

Providing us with a copy of your Power of Attorney (POA), Appointment of Enduring Guardian, or any other legal documents will allow us to speak openly with and take direction from the right person. A guardianship appointment gives a nominated person the ability to make decisions about another person's lifestyle or other personal matters, such as where they live, what services they receive and what medical or health treatments they are given.

A POA enables another person to manage legal matters, your finances and sign documents on your behalf. In some states and territories, guardians and attorneys are regulated separately while in other states and territories they are combined. We suggest that you speak to your legal advisor about what will be best for you.





## Financial

Please refer to Accounts, Valuables.

## Fire procedures

Our staff are trained in emergency evacuation procedures. Your Caring Centre has fire doors and smoke doors to isolate each wing and the service areas. Smoke detectors are installed in all rooms, store areas and roof spaces. All smoke detectors are connected to the Fire Brigade Monitoring System.

When the fire alarm sounds, residents and visitors are requested to take instructions from the Residential Care Manager or Fire Warden on duty until the Fire Brigade arrives.

The Fire Brigade will automatically be alerted and will come to assist and manage evacuation if this is required.

## Personal fridges

Although all your meals and snacks will be provided, your family and friends are welcome to bring in any of your favourite food. You may also want to store food items you have purchased. If this is the case, you may be able to store food in kitchen fridges.

It may not be possible for residents to have a fridge in their room at all

Amaroo Caring Centres. If you would like to have a fridge in your room, contact your Manager Residential Care to see if this is possible.

If there is an agreement to have a fridge in your room, you need to be aware of the following obligations:

- The fridge is your responsibility to keep clean and maintain.
- You and your family will be responsible for ensuring food is used or discarded by its use-by-date.
- The temperature of the fridge should operate at less than 5°C. We recommend your fridge has a thermometer, so you are able to monitor its temperature.
- Should your condition change or you or your family are unable to maintain the fridge, we will discuss options with you.
- You will be required to sign a Dignity of Risk form to acknowledge these obligations.

# For your information



## **Funeral arrangements**

You are free to make any funeral arrangements you desire. Upon admission, you will need to provide us with the name of your next of kin and your preferred Funeral Director.

If your family would like to place a memorial plaque or living tree, arrangements can be made by making a written application to the Administration Office.

Please contact your Residential Care Manager if you require assistance.

## **Furnishings and appliances**

All residents' rooms and communal areas in the facility are temperature controlled.

For reasons of safety, all equipment and furnishings you bring with you must be in good working order and not impinge on the ability of the staff to do their duties.

All electrical equipment (TV, DVD player, computer, clock, radio, electric recliner chair, etc.) must be tested and tagged as safe by a licensed electrical contractor, prior to them being brought into the facility and then annually thereafter. Such items should be kept to a minimum.

If you prefer, we can arrange for Amaroo's electrical contractor to conduct the testing and tagging with the cost being debited to your next monthly account.

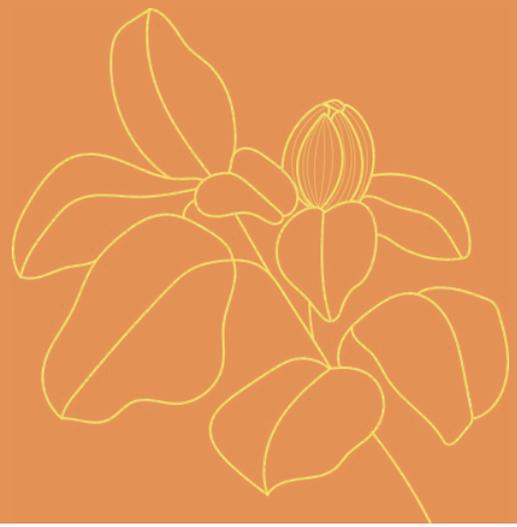
Please discuss this with the Centre Manager prior to bringing any item of furniture into the Caring Centre. Toasters, kettles, electric blankets, etc. are not permitted.



## **Hairdresser**

Hairdressing services are available at both caring centres by appointment. The cost of this service is the responsibility of the resident.





## **Health care**

You and/or your family are responsible for organising a medical practitioner, however we can assist you with this.

If your own doctor is unable to visit you in our Caring Centre, you are welcome to consult with one of the doctors who regularly visit or any other general practitioner who is willing to visit. An up-to-date list of visiting doctors is available from the Administration Office or Reception in the Caring Centre.

## **Individual risk**

Amaroo acknowledges that residents have the right to exercise freedom of choice, even when that involves a degree of personal risk.

We will respect your choice, following appropriate consultation and agreement with you, your doctor, your family, and/or the Residential Care Manager and if necessary, your legal representative. Exercising your freedom of choice means you are fully informed of the risk, and you have signed the appropriate documents.

## **Infection control**

Keeping our home as healthy as possible is important for everyone. If a loved one is planning to visit but is feeling unwell, we recommend they postpone their visit until they are completely well. Many people in our home are living with lowered immune systems and we want to protect their wellbeing as well as yours.

We provide antibacterial hand gel throughout our home for your convenience. We ask that your visitors use it when they enter and leave our home to prevent the spread of infection. We also ask that you and your visitors wash your hands thoroughly and cover your mouths when you cough or sneeze.

If infectious illnesses such as gastro or influenza affect our home, we need to go into 'lock down'. This means we advise people not to visit, to contain the infection and minimise its spread to the community. During these times we will send communications to the primary contact. We may also notify your primary contact by phone, if you are directly affected.

## Interpreter service

Please refer to Religious and Cultural Preferences.

## Insurance

Amaroo has insurance cover for the building and contents, however this insurance policy does not cover residents' personal possessions.

You will need to take out separate insurance to cover your own personal belongings.

## Justice of the Peace

Should you require a Justice of the Peace for the signing of documents, contact details can be obtained from the Administration Office.

## Keys

You are provided with a key to a lockable drawer or cabinet in your room. In the event of loss, the resident is responsible for the cost of a key replacement.

## Laundry

Our laundry service offers washing and drying of personal clothes in industrial machines.

Clothing which requires hand washing cannot be washed by our staff. Therefore, if you have items of clothing that will not withstand machine washing and drying, please arrange for this to be done privately.

If your relatives prefer to launder your clothing, please notify the supervisor/ duty coordinator. You will need to provide a suitable receptacle where we can deposit your laundry until your relatives collect them.



# For your information



## Leave

### Day

When you go out, please advise the Registered Nurse and/or Supervisor of your time of departure and expected time of return. The Caring Centre has a “leave book” located at the entrance/exit of the Caring Centre which you are encouraged to sign so that staff are aware that you have left the Caring Centre. This information assists Amaroo in the case of any emergency. You may also need to be provided with medication due to be taken while you are on leave.

### Social

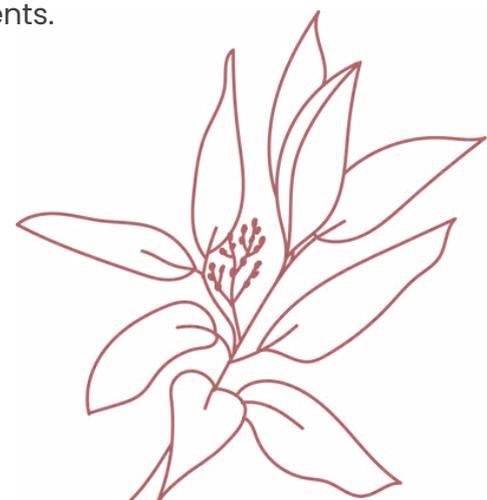
The Commonwealth Government will pay a portion of your bed costs for an approved amount of social leave taken during a twelve (12) month period, provided you/your family continue to pay the required fee.

Each resident may take up to 52 days leave in any one-year period (July to the following June) without incurring any additional costs.

Residents and families should be aware that if a resident is absent from the Care Centre for more than 52 days of leave in a 12 month period, then some Government subsidies and payments may be affected, and additional charges will be incurred in accordance with the Aged Care Act.

Should you think this may happen, please check with Amaroo staff for details.

Respite Overnight social leave is not available for respite residents.





## **Library**

At each Caring Centre, there is a cozy library that consists mainly of donated books. Our friendly staff will happily show you the location of the library.

## **Linen**

Please refer to Laundry.

## **Mail**

Incoming mail will be distributed each weekday to your room or letterbox.

Our staff will assist you with the posting of outgoing mail if required.

In special circumstances, mail may be redirected to a nominated person.

## **Maintenance**

In the interest of safety of everyone, it is essential that faulty equipment and hazards are reported.

Please inform the staff immediately you become aware of a maintenance problem.





## Meals

We can cater to your dietary likes and/or dislikes. Meals taken in the main dining room encourage fellowship and resident social interaction.

There is a choice of hot and cold meals daily and every effort is made to present meals you enjoy. Kitchen staff will ascertain your choice and preferences each day.

If you experience swallowing difficulties when eating, we may recommend that you adopt a texture-modified diet accompanied by fluids to make chewing and swallowing easier and safer for you. We will work with you to ensure you are involved in all decisions relating to your care needs, including your dietary requirements.

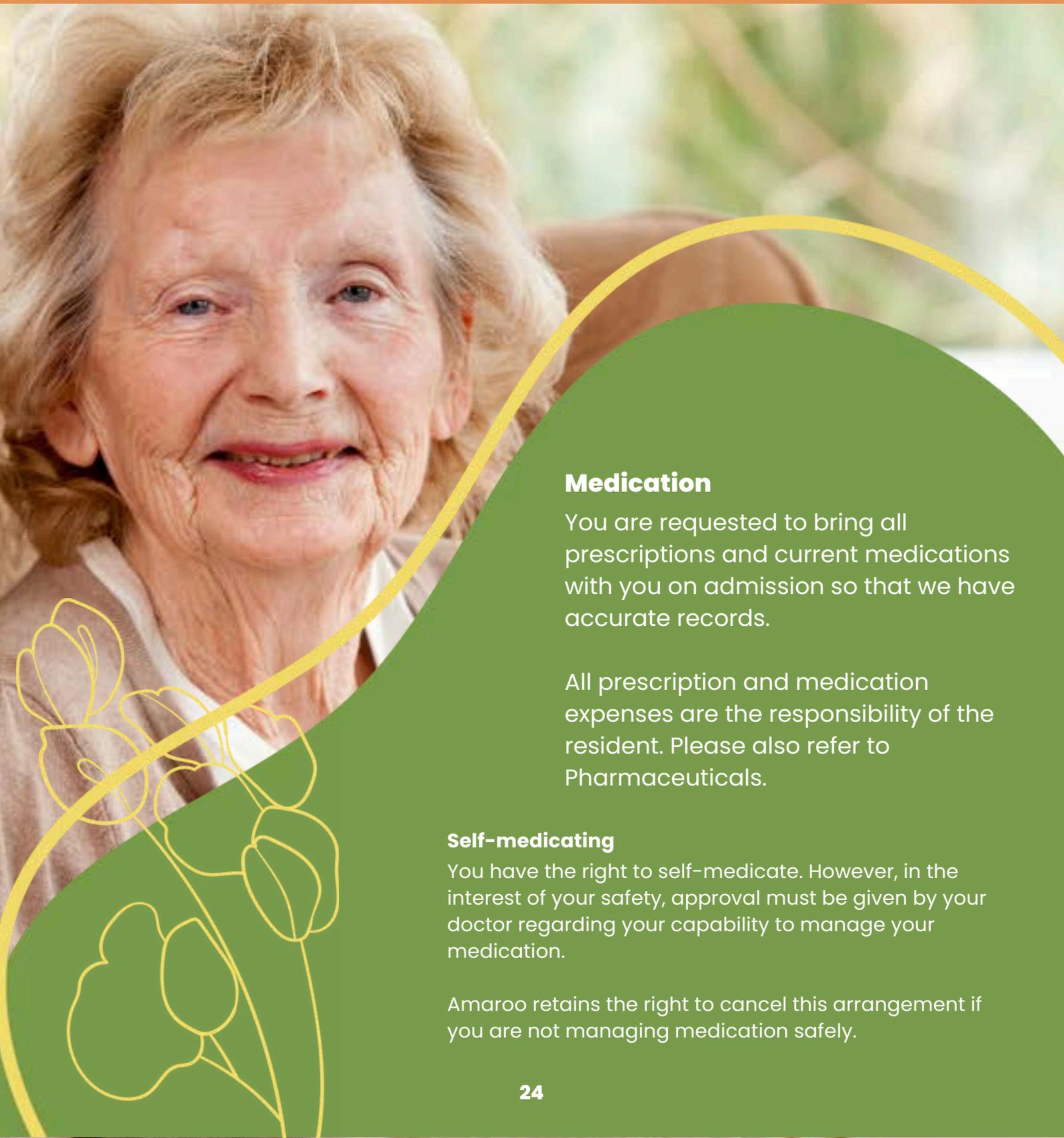
A daily menu is posted on the notice board in the dining room. Menus change daily and include seasonal variations. A Dietician approves the menu.

Food service offerings:

- Breakfast is available from 7am
- Lunch is available from 11.30am
- Dinner is available from 5pm
- Morning & Afternoon Teas are available in-between meal services
- Supper is available from 7pm

## Family participation

As our kitchen staff need to be prepared, please inform them at least 24 hours prior (a booking is recommended as space is limited) if your family wish to stay for a meal. Residents are encouraged to dine with their families or friends in the private dining rooms. A cost of \$15.00 is levied per visitor (payment is by EFTPOS at reception). Visitors have a choice of what is on the residents' menu only. Please contact reception at the Centre to make a booking.



### **Medication**

You are requested to bring all prescriptions and current medications with you on admission so that we have accurate records.

All prescription and medication expenses are the responsibility of the resident. Please also refer to Pharmaceuticals.

### **Self-medicating**

You have the right to self-medicate. However, in the interest of your safety, approval must be given by your doctor regarding your capability to manage your medication.

Amaroo retains the right to cancel this arrangement if you are not managing medication safely.

# For your information

## Meetings

Resident meetings are held regularly to discuss general information, updates or any concerns you or your fellow residents may have. Your relatives are invited to attend these meetings and to have input. Dates for the meetings will be posted in the newsletter and at the reception desk and Minutes of past meetings are available on request. Residents and/or Relatives wanting to discuss any individual or personal matters should arrange a meeting with the Residential Care Manager.

## Newspapers

Newspapers and magazines may be delivered daily. Charges for these items will be added to your monthly accommodation account. Residents need to make their own arrangements for this service. For information, please contact Reception.

## Non-secure facility

Except for the secure dementia wing in the facility, the Caring Centre is a non-secure facility and during daylight hours access will be unrestricted to all residents and their visitors. If, at any time, the safety of residents or other persons is compromised by the

actions of a resident, that resident will be assessed in consultation with the resident, the resident's family and medical practitioner. The decision will be made as to the resident's suitability to remain in the unrestricted environment or the need to be transferred to a suite in the secure wing (subject to availability).

## Occupational therapy

All residents are assessed by an Allied Health professional on admission.

The Caring Centre has an Occupational Therapist and Activities Coordinator who coordinate all outings and activities, e.g., bingo, indoor bowls, crafts, bus trips, skittles, board games, quizzes, singsongs, fun and games, afternoon teas and concerts. Foot massage, relaxation sessions and keep-fit classes are also available. Participation in these activities is voluntary.

## Optical

You are encouraged to continue to see your own optician. Arrangements for appointments are the responsibility of the resident/resident's family.

## Pharmaceuticals

Prescriptions are managed by an Amaroo approved pharmacy (Wizard Pharmacy) and any item you may require from the chemist can be ordered and delivered on your behalf. Pharmaceutical purchases and prescription expenses are your responsibility and are added to your monthly accommodation account.

## Podiatry

A podiatrist visits regularly. This service is free to high care residents. Low care residents are charged a fee at the session rate for each visit.

## Primary contact

We require you to nominate one person to be your primary contact. This person is then responsible for liaising with the rest of your family and friends.

## Privacy, dignity and confidentiality

Under the Privacy Amendment (Private Sector) Act 2000, which came into effect in December 2001, we are required to ask your permission should we intend to use information about you for any purpose except to deliver care as part of our day-to-day activities.

You have the right to privacy, dignity, and confidentiality.

All staff and ancillary service providers are required to sign an agreement that they understand and accept the legal requirement to treat all information in confidence.

Medical and personal information is restricted to those care ancillary staff and health professionals who are responsible for your care and will not be made available to any other party without your prior written approval.

All medical records and resident information is kept under lock and key at all times and for a period of seven (7) years after your discharge date.

All resident information is disposed of by shredding.





### **Relatives change of address or phone number**

Families are asked to ensure that Reception Staff are notified of any changes to contact details.

### **Religious and cultural preferences**

The rights of all cultural and religious beliefs will be respected, including privacy and understanding. Special religious dietary requirements may be provided. These need to be outlined prior to admission. Additional charges may apply. These will vary on an individual basis and will need to be discussed and agreed upon prior to admission.

Interpreter services are available and some of our care staff are multilingual.

Non-denominational pastoral care is available for all residents, visitors and staff. Church service notices are displayed and are also printed in the newsletter.

Arrangements can be made with the local Church if you wish to attend a local service.

Small private areas are available in each facility. There are no restrictions on times and/or numbers of visitors.

### **Residential respite care**

Buckley Caring Centre provides Residential Care Respite services for those who have been assessed as eligible by the ACAT. The associate referral number, Support Plan or a current Aged Care Client Record (ACCR) needs to be provided to Amaroo Village.

Hospital leave is not available for respite residents. A pre-admission interview is a compulsory requirement to ascertain we can meet your care needs.

Medications are to be packed in dosage administration aids e.g. Webster Packs.



# For your information



## **Restrictive practice policy and procedure**

Amaroo Care Services is committed to a policy of restraint minimisation.

In accordance with our risk management protocols and protecting the rights and safety of our residents, restrictive practices are only used as a last resort to prevent harm after best practice alternative supports have been considered, tried, and reviewed.

Any consideration for the use of a restrictive practice will be discussed with you (and those that you appoint to be involved in these decisions) to ensure they are only used with the appropriate consent and authorisations in place. Our Registered Nurses and Occupational Therapists will work with you to develop a personalised Behaviour Support Plan to ensure a person-centred approach to your care and support needs are a priority.

## **Right of redress**

Please refer to Advocacy.

## **Rights and responsibilities – charter**

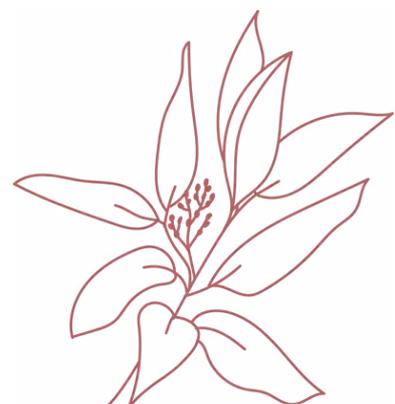
The Board of Directors, Chief Executive Officer and staff of Amaroo Care Services have embraced the principles contained in the Charter of Care Recipients' Rights and Responsibilities.

A copy of this Charter hangs in the dining room of each of our Caring Centres.

## **Room furnishings**

You may bring in your own items of furniture or decoration. Furniture and fittings must be in good working order and not impinge on the staff's ability to perform their duties safely.

Please also refer to cleaning.





## **Safety and risk taking**

Safety is a prime consideration in our care programs however we are also committed to supporting you to live your best life. We understand that some activities of choice may involve a degree of risk. We have systems in place to enable you to make informed decisions about any risk related activities and we will support you to mitigate these risks as far as reasonably practicable whilst respecting your autonomy. Residents will be assessed for their level of risk and preventative strategies recommended and implemented to assist with preventing injuries.

Please also refer to Maintenance and Fire Procedures.

## **Schedule of services**

The Care Centre offers all services required under the Aged Care Act 1997. Every resident receives a copy of the "Schedule of Services" in each resident's agreement (Conditions of Occupancy – Clause 5).

## **Security**

It is suggested that personal items of high value are left with trusted family members or placed in the lockable drawer provided in your room. Please also refer to Valuables.

Please also note that Buckley Caring Centre is a security fenced facility and is also under continuous CCTV surveillance for your safety.

## **Shopping**

Local shopping, libraries, banks and community centres are 1 km distance of the Buckley Caring Centre and only 400m of the McMahon Caring Centre.

There is a delicatessen on the corner of Dorothy Street and Terence Street and the Gosnells Railway Market is nearby.

Shopping trips to local shopping centres are organised on a fortnightly basis.





## Smoking

Smoking is not permitted at Buckley Caring Centre. Please note that we are strictly a smoke-free facility.

## Social worker

The duty coordinator/supervisor can arrange appointments with a social worker through Armadale-Kelmscott Memorial Hospital at your request.

## Speech pathology

A speech pathologist is available to review swallowing ability and suitable consistency of diet and fluids if required. The Registered Nurse will make this referral if needed.



## Specialised services

At times, we may need to facilitate your access to additional expert advice from specialist services to ensure we are able to meet your specific care and support needs. Referrals may be made for specialist services and advice such as the Residential Care Line, Dementia Services Australia, and Mental Health Services and Speech Pathology, Parkinson's support, Australian Hearing support and Palliative Care services if required.

## Staff

When possible, you may choose a male or female carer for personal bathing and toileting. Please note that most of our Care Staff are female.

## Staff education

All staff have ongoing education and training to support the needs of the residents.

## Suggestions

We welcome suggestions from residents, relatives, staff and members of the public, so we can improve our services.

If you have a suggestion, talk to a staff member, or fill out a suggestion form and put it in the box in the foyer/dining room. We value your feedback so that we can continue to improve.

## Telephone

A public telephone is not available in the facility.

All Residents' Rooms are wired for a telephone.

It is the responsibility of the resident/family to arrange the necessary connection and account payment.

## Television

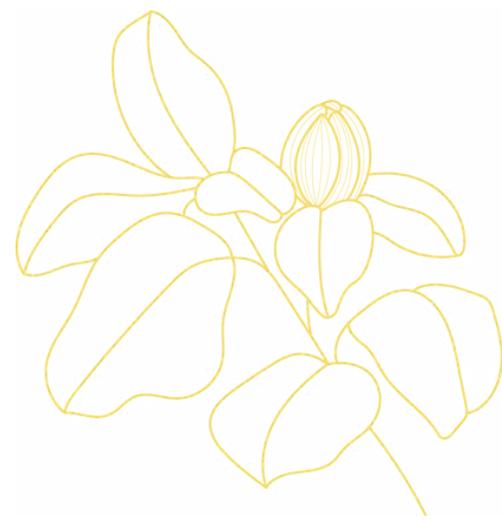
A television has been installed and wall mounted in most rooms and is available for use at a small fee.

## Termination of agreement

There are Commonwealth Government regulations that cover the manner in which a resident's occupancy can be terminated. Your admission provides you with a permanent home, except in a number of circumstances (e.g. you no longer require care, do not pay your fees, or intentionally cause harm to staff or other residents).

Specific circumstances in which you could be asked to leave the facility are described in the Conditions of Occupancy (Clause 12). If you, your family, or advocate are dissatisfied with any decision regarding termination, they may discuss this matter by contacting the Department of Human Services, The Aged Care Commissioner on 1800 550 552.

If you wish to leave the Facility, seven days' written notice is required.



# For your information



## **Transport**

### **Appointments**

You are responsible for arranging your own transport to and from appointments. Volunteer community organisations may be able to assist with a resident's individual transport requirements. Please enquire at reception. A family member or support person is required to accompany you to all hospital appointments – Amaroo cannot provide a support person to accompany you offsite.

### **Public transport**

Transperth bus stops are located on nearby roads around the caring centres (Stalker Road and Dorothy Street) and there are frequent services along Albany Highway. The railway station is also within walking distance.

## **Emergency**

Please refer to Ambulance.

## **Vacating a room**

We appreciate that this can be an emotional time and if there is any problem with vacating the room, we ask that it is discussed with the Residential Care Manager.

We can arrange to pack and store items until they are able to be collected. This would need to be for a limited time as we do not have a great deal of storage space.

## Valuables

Amaroo Village cannot accept responsibility for any losses of money and/or valuable personal items in your possession (including glasses, hearing aids and dentures belonging to residents or visitors).

Your family will be asked to remove valuables and this will be noted in your medical records. However if you wish to keep valuable items, we encourage you to have appropriate insurance coverage.

All personal belongings should be clearly marked.

You are supplied with a lockable cupboard where you can keep any valuables, e.g., cheque books, bankbooks, jewellery etc. It is the responsibility of the resident/resident's family/power of attorney to conduct banking or other financial transactions.

## Staff do not handle residents' money

Staff are required to sign an agreement that they will not accept gifts of any significant value.

## Visiting pets

Well controlled and well-groomed pets may accompany visitors. Dogs must be on a leash at all times. Please note that the Residential Care Manager or representative may refuse a visit.

Under NO circumstances must animals be taken in areas where food is being prepared and/or consumed.





## Visitors

Family and friends are encouraged to visit you and we make every effort to ensure that their visit is an enjoyable one, so we suggest that you consider the following activities:

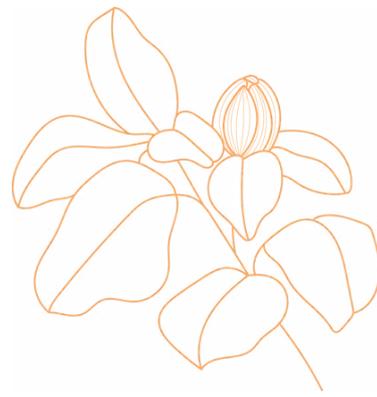
- Sorting through some old photos together
- Write a letter together or use a mobile phone to keep in touch with others who cannot visit
- Go for a walk, enjoy a cup of coffee or an ice cream at a local shop
- Knitting or other craft project
- Attend a social event together
- Take a multipurpose taxi to a shopping centre or favourite venue
- Play cards or other table games
- Read a newspaper or 'serialise' a book
- Enjoy a tasty treat or a meal together
- Have a manicure or massage.

We hope your visits will be meaningful and happy occasions to be enjoyed. Please note that an ACROD car parking stickers are available for visitors taking eligible residents out.

Visitors are requested to always enter via the main entrance door and sign in to the Visitors' electronic Loop Learn system. This enables us to ensure everyone's safety in case of an emergency. Parking is available in the car park.

For security reasons and for your protection, all exterior doors are locked before dark each evening.

We reserve the right to amend our visiting hours and protocols subject to Health advice, Health Directives or other reasons which we will communicate to you.



We will not accept the following behaviour:

- Verbal abuse, such as yelling and swearing
- Physical abuse or violence of any kind
- Bullying, harassment or intimidation
- Risky behaviour that may cause harm to self or others
- Intoxication
- Disrespecting others' privacy
- Entering areas marked as 'staff only'.

Amaroo will require visitors who engage in unacceptable behaviour to leave our Centres. Police may be called if visitors refuse to leave at our request or pose a risk to others.

## **Volunteers**

Volunteers play an important role in Amaroo. They regularly visit to assist both residents and staff in a variety of ways.

A strict code of conduct is expected and each volunteer has undergone a National Police Clearance check and has signed a confidentiality agreement.

## **Washing of clothes**

Please refer to Laundry.

## **Wheelchairs/walking frames**

Residents wanting to use electric wheelchairs will be assessed to ascertain their capability to manage this type of equipment.

This is to ensure that the resident can manage such equipment and does not put fellow residents, visitors, staff and volunteers at risk or damage Amaroo property.

All mobility aids need to be stored/parked in the resident's room. Wheelchairs and walking frames for general use are available to residents on request for outings with family and friends.

The cost of repairs or maintenance to any mobility aids owned by a resident is the responsibility of the resident and/or their family.





## **Staff rights**

- Staff have the right to work in a safe and healthy workplace free from violence and aggression.
- Aggressive and violent behaviour toward staff is unacceptable and will not be tolerated. 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 that they can take care of you.





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