



Manor Court
WERRIBEE AGED CARE LTD



MANOR COURT

Residents handbook

For more information visit manorcourt.org.au

Contents

<i>Welcome to Manor Court Werribee Aged Care</i>	3
<i>About Manor Court Werribee Aged Care</i>	3
<i>Your Rights</i>	3
<i>The Aged Care Quality Standards</i>	4
<i>Keeping our community safe – COVID19</i>	4
<i>Documents at admission</i>	4
<i>Fees and charges</i>	5
<i>Living at Manor Court</i>	5
<i>Emergency procedures</i>	8
<i>Donations and fundraising</i>	9
<i>Newsletter and correspondence</i>	9
<i>General information</i>	10
<i>Useful links</i>	11
<i>Contact us</i>	11

Welcome to Manor Court Werribee Aged Care

On behalf of the Board of Directors, Management, staff, and residents, welcome to Manor Court Werribee Aged Care.

About Manor Court Werribee Aged Care

Trusted by the Werribee Community for over 40 years, Manor Court is fully accredited by the Australian Aged Care Quality and Safety Commission. Manor Court is a community-owned, not-for-profit entity, meaning any surplus funds are reinvested into growing and expanding services for the direct benefit of residents.

We recognise that everyone's ageing journey is different, and our model of care provides the right level of support to meet your individual needs, with the peace of mind that staff are always available to assist you. Manor Court strives to create a relaxed atmosphere which encourages a sense of belonging and welcoming feel to all. Our home offers all levels of permanent and respite care encouraging independence and lifestyle choices that suit the needs of every individual.

Our qualified team of nurses and carers, including around the clock nursing care and support, pride themselves on delivering high-quality care and support guided by the Aged Care Quality Standards.

Our Vision: Residents feeling at home while enjoying excellence in residential care.

Our Mission: We care for our residents through:

- individualised services and support
- high standards of clinical care
- outcomes designed to provide quality of life
- facilities fit for purpose

Our Values: WE CARE through a Wyndham focus, engagement with stakeholders, community ownership, accountability, respect for residents, families and staff, and ensuring excellence in all we do.

Your Rights

People receiving Australian Government funded aged care services, like those provided at Manor Court, have the right to be properly looked after, treated well, and given high quality care and services. The rights of consumers are protected by a Charter of Aged Care Rights.

Charter of Aged Care Rights

I have the right to:

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

The Aged Care Quality Standards

Organisations providing Commonwealth subsidised aged care services are required to comply with the Aged Care Quality Standards (Quality Standards). Organisations will be assessed and must be able to provide evidence of their compliance with and performance against the Quality Standards from 1 July 2019.

The Quality Standards focus on outcomes for consumers and reflect the level of care and services the community can expect from organisations that provide Commonwealth subsidised aged care services.

Further details of the aged care quality standards are included in the fact sheet included in your admission pack.

Keeping our community safe – COVID19

In addition to our standard operating practices related to infection prevention and control, we have implemented a range of COVID-19 safe practices and procedures. This includes detailed operations during lockdowns and other pandemic situations.

Our COVID-safe processes include:

- Increased cleaning and sanitisation of high touch frequency areas.
- All staff and contractors are required to complete a daily declaration that they haven't knowingly been in contact Covid along with a temperature check prior to entering the facility, together with use of a QR check-in system.
- Detailed electronic record keeping of all people as they come onsite.
- Regular Covid testing of staff.
- Daily screening of all our residents, including temperature checks.
- Liaison with state and federal public health officials and adherence to relevant Care Directives and State and Federal Public Health Advice
- COVID-19 vaccination required for all staff and contractors in line with Government Care Directives.

We also benefit from a loyal and committed team who work together to provide a safe and welcoming home for everyone at Manor Court.

While it may be necessary to limit visitation by family and friends during lockdowns and at other times, we work hard to ensure residents remain engaged and connected. Our team helps residents remain connected through video and telephone calls, we provide regular updates to families, and we also deliver a daily program of engaging activities.

Documents at admission

There are many documents to be completed in the first six weeks from admission. During this time, we will sit down with you and any support person that you consent to have with you to design care and services around your needs, preferences, and background, and discuss what this means for you. In this way, we make sure we're providing what you want and need from the very beginning.

Prior to entry the following documents must be signed to enable admission:

- the Resident Agreement, which covers many important areas including fees and charges, the level of care and services you will receive and your and our responsibilities
- privacy consent form
- direct debit authority form
- Charter of Aged Care Rights.

Fees and charges

Whilst living at Manor Court, the cost of your care is covered by fees paid by you as well as Government subsidies. These subsidies vary depending on the level of care you need, your income and assets. The Government determines the fees and charges you need to pay

Basic Daily Fee: This covers living costs such as meals, power, and laundry. For some people this is the only fee they are required to pay based on their income and assets.

Care Contribution Fee: This is an additional contribution towards the cost of care that some people may be required to pay based on an assessment of income and assets. Centrelink determine the amount. The maximum care contribution is capped annually and over a resident's lifetime.

Refundable Accommodation Deposit (RAD) and/or Daily Accommodation Payment (DAP): This is for your accommodation. Some people will have their accommodation costs met in full or part by the Government, while others will need to pay the accommodation price we advertise. Centrelink will advise you which applies to you based on your income and assets assessment.

Until Manor Court receives the outcome of the Asset and Income Assessment from Centrelink, we will charge you the maximum accommodation price. Once the outcome of the asset and income assessment is received, any overpayments will be credited to your account. With respect to the financial options, we recommend that you seek independent financial advice to help you make the best decision for you.

Accounts

Daily fees are payable via direct debit. If you have appointed an Enduring Power of Attorney, a copy of this document must be provided to us to discuss financial details. Fees and charges are payable fortnightly in advance. If arrears occur, interest will be charged on outstanding fees. See your resident agreement for more information.

Living at Manor Court

Your room and communal (shared) areas

Your room is tastefully fitted with comfortable furniture specifically designed for the aged care environment and meets occupational health and safety standards. We supply your bed, bed linen, bedside table, fridge, and TV. You are encouraged to personalise your room and are welcome to bring other suitable furniture such as an electric recliner, electronics, ornaments and picture frames and other personal items. Please had a chat to our admissions team as to the items you would like to bring with you.

Our communal areas encourage social interaction, independence, and activity with others in your community, including family and friends. These purpose-designed areas include seating nooks, kitchenettes, activity areas, dining areas, libraries, cinema room, lounges, and gardens and provide spaces where you can enjoy many varied activities

Insurance

Your personal property is not covered by our insurance. Please arrange contents insurance cover with a company of your choice.

Laundry

Manor Court has on site 7-day laundry service, so you don't need to worry with all clothing washed dried and placed in your room daily. Individual arrangements need to be made for special care items such as dry cleaning and hand washing. Residents can have their clothing labelled on admission and throughout your stay by the laundry staff. For permanent admission, clothing will be labelled with your full name on admission for a \$100 fee for 100 labels. All future labelling will be done in batches of 20 labels for a fee of \$40.

Catering service

Manor Court has two fully qualified in-house Chefs who prepare fresh, nutritional meals and snacks for Manor Court residents. Throughout the day, residents are served delicious meals for breakfast, lunch, and dinner. Morning tea, afternoon tea and supper are also served. With a wide variety of foods to promote a nutritional diet, our chefs modify the menu using seasonal produce, with a 4-week rotating menu. Special dietary needs are taken into consideration.

Residents have their say on the menu options through our regular Food Focus Group discussions. Residents are invited to provide continuous feedback on the quality of the catering and meal service to support Manor Court continue to improve and implement a menu and meal options that suit the wants and needs of residents.

Meals are generally served in the dining room, however, if you are ill or would prefer to have a quiet meal in the privacy of your room, this can be arranged by speaking with a member of the staff.

You are welcome to bring food from home into Manor Court. It cannot be stored in the kitchen, but you keep it in your room. It must also be labelled with the date prepared, expiry date and description. More information is available in the handout.

Manor Court also offers a range of family dining experiences to help residents and families connect over a meal. Residents can book High Tea and invite friends and family to indulge in our chef's selection of cakes, biscuits, and sandwiches. You can also make bookings for family dinners and lunches in the Rotary Dining Room. Please email office@manorcourt.org.au to make a booking or for more information on prices and availability.

Care and support

It is very important that our care meets your needs and your choices every day. We work with you to develop a care plan tailored to your preferences, abilities, and health and support requirements. We will develop the plan by discussing your needs and choices with you and any family members or carers you wish us to include in the discussion. Your care planning meeting will occur within 4-6 weeks of admission.

We will also ask whether you have any special wishes relating to your care and spiritual needs if your health deteriorates. We recognise that sometimes people may decline care or choose to do things that may put their health or safety at risk. We will discuss your choices with you and/or your family to make sure you clearly understand any associated risks, as well as any other less risky options you may have to support you

You are welcome to keep your own doctor when you move into Manor Court, however, they must be available to attend the facility to visit you in our home. If your doctor cannot continue your care, we can organise for a Manor Court affiliated GP to continue to deliver your care. Most Manor Court doctors visit weekly or more often if required. If you become ill, we will contact your doctor. If they are unavailable, we will contact an alternative doctor on your behalf.

Organising your specialist medical appointments

Manor Court can support you to make external specialist appointments. If you need someone to accompany you to external medical appointments, please ask a relative or friend. Alternatively, Manor Court can arrange for a carer to accompany you, which will attract a fee (bookings are a minimum of 3 hours). Please speak to a RN or the Director of Nursing who can organise a carer and confirm the fee.

Please note that any medical fees and charges, above the Medicare rebate, are at your expense.

Allied health

Manor Court delivers holistic care through engagement and relationships with external services providers. We tailor your care plan to suite your needs ensuring that specialised advice and support is available to optimise your capability and wellbeing.

If you need physiotherapy, podiatry, speech therapy, nutritional advice, dental care or optometry, local allied health therapists can provide services in our home. Giving you a choice of flexible and individualised care options, these services can help you maintain your general health and wellbeing. Some of these services will be included as part of your care plan. Others will be provided at a fee for service depending on your care needs.

If you are generally well and would like to use these services, or seek extra allied health support, you can arrange for your preferred therapists to visit on a fee-for-service basis. In many cases our allied health therapists may be able to see you privately. To book allied health services, please discuss your needs with the clinical team or Director of Nursing.

Lifestyle & Wellbeing

As in most families, Manor Court provides a comfortable, kinship type atmosphere in which residents can enjoy a fulfilling and rewarding life. Our dedicated Lifestyle Team are continually introducing new programs with strong community links. Our lifestyle team focus on the physical, social, emotional, and spiritual needs of residents and on creating a sense of community and belonging with activities tailored to each resident's individual needs, that you are free to try.

Activities are delivered both onsite and in the local community and include, but are not limited to:

- outings using the Manor Court bus
- active and gentle exercise classes/reflexology
- arts and crafts
- cooking groups
- bingo
- dance and karaoke
- themed days and significant events
- music therapy
- multicultural events and activities
- gardening
- shopping
- concerts and entertainment
- happy hour and cocktail parties
- pet therapy
- beauty therapy.

Onsite hairdressing & masseuse

We have an on-site hairdresser available two days a week for your convenience. To make an appointment please contact the Lifestyle Coordinator. You can use cash to pay the hairdresser directly or be invoiced directly by the hairdresser. If the service is charged to your Manor Court account, it will be direct debited in line with your fortnight fees and charges.

We also have an on-site masseuse which visits Manor Court weekly. This is a fee-for-service and booking are essential through the Lifestyle Coordinator.

Smoking and alcohol consumption

While smoking is not permitted inside the building, designated smoking areas with ashtrays are available outside in a weather resistant and safe location.

While you may enjoy alcohol at any time, it is expected that you maintain a reasonable standard of behaviour. You are welcome to have alcohol in your room, but we encourage you

to drink moderately and remember that it may have adverse effects when combined with some medications. We run happy hour for residents that want to participate and provide this alcohol for the resident's enjoyment. You or your family must purchase all other alcohol.

Pets

Pets are welcome to visit our home with prior approval. From time to time we may also arrange for pets to visit our home. We have a pet mini poodle called Prada and a Cavalier King Charles Cross called Felicity visit most weekdays. To keep everyone safe, we ask that pets are always well controlled by their owner 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.

Maintenance

Manor court has a maintenance member of staff onsite 5 days a week who is happy to assist with any request that you have. Please let staff know if you notice any maintenance requirements so they can record them in the maintenance register. Maintenance requests are attended to in a priority order. Occasionally maintenance requests may require an external tradesperson, so repairs may take extra time to complete.

Manor Court has a policy to ensure all electrical equipment is checked regularly for safety. This includes annual testing and tagging of appliances to meet Australian Standards. You are welcome to bring electrical equipment with you if it is approved as electrically safe by a qualified electrician and tagged accordingly. Manor Court can also complete test and tagging upon admission for a fee of \$10 for 10 items and \$5 for each item after that. If you require items to be test and tagged at admission, please notify your nurse who can arrange for this to be completed. Manor Court will then have the item checked annually for electrical safety at a small cost to you. If a tested item needs to be repaired, you will be responsible for having it repaired or replaced.

If the item is found to be unsafe, we will need to remove it from use until it is repaired or replaced. For safety reasons, some electrical items cannot be brought into our home. These include electric blow heaters and electric blankets. You can bring power boards with a safety cut-off switch and individual on/off switches if they have been approved under Australian standards. Please note that double adaptors are also not permitted as they do not meet safety standards.

Emergency procedures

Evacuation policy

Manor Court staff are trained in the latest fire safety techniques and processes, with refresher training and drills conducted annually. Fire training is available for you as well; dates will be advertised. There are also fire evacuation maps located around the home

All emergency responses are under the strict control of the Fire Warden. The Warden is the most senior staff member on site at the time of the emergency. Out of hours, this will be the Registered Nurse or Enrolled Nurse. Fire suppression equipment (sprinklers and extinguishers), fire detection systems, emergency lighting and illuminated exit signs, and emergency communication systems are in place throughout our home.

Evacuation is normally conducted in stages after the CODE ORANGE is announced.

STAGE 1 – IMMEDIATE AREA

Staff will remove person/s at risk in the immediate area if safe to do so.

STAGE 2 – SAME LEVEL DIFFERENT SMOKE COMPARTMENT

The home is divided into fire zones and each zone is divided by a smoke or fire door. Staff will direct person/s to the nearest unaffected zone.

Feedback and complaints

We openly invite your feedback to ensure you experience the best care and support possible. We have a continuous improvement philosophy at Manor Court and want to hear from

residents and families. We do this through resident feedback surveys and monthly Resident Forums.

All residents have the right to raise concerns anytime about the care or services that are being provided. Manor Court has several mechanisms for residents to raise concerns:

- Suggestion box – suggestions can be made anonymously or with a name identified, by a resident, family member or friend, you can locate the forms and boxes next to each notice board throughout the home and at reception.
- Online form - [Compliment, Comment & Complaints Form](#)
- Concerns can be raised directly with a member of staff or the Management Team.

Residents and family members can also lodge complaints with the Aged Care Quality and Safety Commission. Manor Court hopes that any issues raised can be resolved internally but should you be unable to resolve the issue internally or you are unsatisfied with the outcome, you can contact the Aged Care Quality and Safety Commission on 1800 951 822 or you can email audit.feedback@agedcarequality.gov.au.

Donations and fundraising

Manor Court is a community-owned, not-for-profit entity, meaning any funds donated or raised are invested into Manor Court for the direct benefit of residents and their families. Manor Court has raffles throughout the year and events to help raise money. We welcome your input and assistance of residents, families and friends in the planning and delivery of these event.

Leave a gift in your will

Gifts in wills can make an enduring contribution to Manor Court. Please speak with the CEO if you would like further information.

Newsletter and correspondence

Resident forums

Manor Court hosts a regular resident forum that promotes open communication for ideas and dialogue. The forums can help us work with others in your community to identify opportunities for improvement. Your loved ones and representatives are very welcome to attend. Our staff also address the meeting to update everyone on important issues. Meeting dates are displayed in each wing and everyone will receive copies of minutes. If your loved one would like an emailed copy, please give their email address to reception staff. You can also request a copy from our Lifestyle & Wellbeing Coordinator.

Resident Newsletter

The resident newsletter is distributed weekly. It contains updates from the Management Team as well as entertainment, mind games, and activities. The newsletter is distributed to residents, it can be picked up from reception and is emailed to families and friends.

Social media

Manor Court is on Facebook, Instagram, and LinkedIn. You and your loved ones are encouraged to follow these social media platforms to receive updates on events and things happening at Manor Court.

[Facebook](#)

[Instagram](#)

[LinkedIn](#)

Email and Messaging

Regular correspondence and updates will be sent to families, friends, and authorised representatives via email. Time critical information will be sent via text message. We ask you and your family, friends, and authorised representatives to keep contact information up to date to ensure timely communication and information provision.

Visitor policy and code of conduct

We expect that those visiting and working at Manor Court, will co-operate to achieve Manor Courts Vision, Mission and Values. We provide accommodation, which is the home to not only your family member or friend, but also to other residents, who are all deserving to be respected and valued.

Behaviour from visitors or families which is threatening, abusive, violent, or disrespectful is therefore not accepted, or to be tolerated. It is also not acceptable to verbally abuse staff or residents, raise voices or become threatening in any way.

General information

Leave Arrangements

If you want to go on a holiday or visit family or friends, you can use up to 52 nights of social leave in a financial year. You will still have to pay the usual fees and accommodation costs. Hospital visits do not come off your social leave, but you will still have to pay the usual fees and accommodation costs.

Withdrawing and ending your agreement

If you decide you would like to leave our home, you have the 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. If you decide to leave, or if you die while you are part of the Manor Court community, we will continue to charge our care fees until your room is vacated. While we do not place a timeframe on collecting your belongings, we do ask that you and/or your loved ones aim to collect them within a few days of vacating.

Changing Rooms

Manor Court must consider your request to change rooms, even if there are no rooms available at the time. If you choose a room that is more expensive, you may need to negotiate a new accommodation price and agreement.

Legislated requirements

SIRS (Serious Incident Response Scheme)

The Serious Incident Response Scheme (SIRS) is a new Government initiative to help reduce the risk of abuse and neglect for people living or staying in a residential aged care home. It introduces explicit obligations for providers to report a broad range of serious incidents to the Aged Care Quality and Safety Commission (Commission). This includes reports of all incidents that are alleged or suspected to have occurred, or witnessed, between consumers of an aged care service, including where the consumer who commits the incident has a cognitive or mental impairment (such as dementia).

A reportable incident includes any of the following:

- Unreasonable use of force
- Unlawful sexual contact or inappropriate sexual conduct
- Neglect
- Psychological or emotional abuse
- Unexpected death
- Stealing or financial coercion by a staff member
- Inappropriate physical or chemical restraint
- Unexplained absence from care

An information sheet from the Government has been provided in your admission pack with further details and we are always happy to discuss and answer any questions you may have.

AMS (Antimicrobial Stewardship)

Antimicrobial refers to a group of medications used to treat infections. Antibiotics are part of this group of medications.

When you take antibiotics, they kill the bacteria that are causing your sickness, but they also kill some of the germs that you carry in your body that also keep you healthy.

Overuse increases the chance of some germs becoming resistant, which means when you next need antibiotics they may no longer work.

This is important, because if you get an infection caused by resistant germs it can be difficult or even impossible to treat. You might require a long stay in hospital. Resistant germs can multiply and spread to other people you have contact with, then these people can also develop antimicrobial-resistant infections.

The 2019 Aged Care Quality Standards require that aged care facilities in Australia meet the Antimicrobial Stewardship (AMS) Clinical Care Standard.

An information sheet from the Australian Commission on Safety and Quality in Health Care has been provided in your admission pack with further details and our nurses are always happy to discuss and answer any questions you may have.

Useful links

Charter of Aged Care Rights

www.agedcarequality.gov.au/consumers/consumer-rights

Older Persons Advocacy Network

<https://opan.org.au>

My Aged Care

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

Seniors Rights

<https://seniorsrights.org.au/>

Contact us

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