

Residential & Respite Care

Information Handbook



An information guide for
residents and relatives

Welcome to Darling Upper Goulburn Nursing Home

We would like to warmly welcome you to the Darlingford Upper Goulburn Nursing Home community, and to thank you for allowing us to care for you, your family or friend.

This handbook will provide you with information to help you settle into your new home.

Please do not hesitate to speak with any of the management team if you have any additional questions.

Donna Walsh
CEO



Donna Walsh
Chief Executive Officer



Gee Nair
Director of Nursing



Judy Brookes
Executive Manager



Greg Marthick
Corporate Services Manager



Vision

Aged care that cherishes quality of life

Mission

The provision of excellent residential aged care services

Our Values

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

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

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

Strategic Directions

Build a financially sustainable future. Deliver high quality end of life care. Value our people.

Application of policy

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

When a vacancy exists, management will contact the resident and/or family, and discussions will take place between all parties regarding the potential admission of the client.

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

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

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

We realise the transition to Darlingford is a big step in the life of a resident and family members and we are committed to make this transition for you as easy as possible.

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

General Information

Common areas:

The facility is divided into 3 main wings. North, South, and Central. There is a dining room in each wing and a TV/DVD in each lounge room, with small sitting areas at the end of the corridors.

Resident rooms:

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

Room Changes:

On occasion a room change may be suggested in the best interest for a resident. Room changes may occur only in consultation with resident and family with the relevant agreement being updated on file.

Furniture:

Residents are encouraged to make their room as homely as possible and are welcome to bring some of their favourite things including family photos and pictures. Limited furniture is acceptable eg an electric recliner, if it will fit in the room in a safe manner. TV plus TV unit and cable (see appliances). Please speak with staff prior to bringing in furniture, to assess its suitability.

Appliances:

Electrical appliances are allowed in resident rooms however all appliances must be electrically tested and tagged before use, including brand new items. Please notify staff when you bring electrical items into the building. Testing will be completed as soon as possible by our qualified electrical safety testers. All appliances are tag tested annually to ensure safety of all electrical items on site and small fee will be charged onto the resident for this service.

If residents are hard of hearing, it is a good idea to provide them with headphones, so the volume can be increased without disturbance to other residents.

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

All items brought in with the resident should be labelled and must be listed at admission on the 'Valuables & Property Record' form. If you bring other items in after admission, please let staff know so it can be added to the list.

Valuables:

Residents are responsible for their own personal items (as per agreement). Residents are encouraged to leave jewellery and valuables with a family member. If for some reason this is not possible, limited valuables can be kept in the facility's locked safe.

Food and Beverages:

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

Our menu is extensive, with the main meal served at lunch time including dessert; and dinner includes soup, a light meal, and dessert. Please let us know your likes and dislikes.

Mealtimes are usually as follows:
Breakfast 7:30am; Lunch 12:00pm;
Dinner 5:00pm.

Morning tea, afternoon tea and supper are served between meals to residents via a tea trolley. Family members are also most welcome to enjoy morning and afternoon tea with their family member.

Family members may join residents for meals for a small cost. Please let us know 24 hours prior to dining if possible, and payments can be made at the office.

Special occasions:

A meeting room is located in the front of the building, and if it is available, you are welcome to bring a family group to visit. We can even cater for an afternoon tea or luncheon at a small cost. This is a great place to celebrate special occasions. Booking of the room can be made at reception or discuss with the Nurse In Charge to make arrangements on your behalf.

Alcohol:

If not medically contraindicated, alcohol is permitted in moderation. This will be labelled and served by arrangement with the resident. Storage in residents' bedrooms is not encouraged.

Clothing:

It is recommended that comfortable, casual clothing be provided, that is easy to put on and remove. This will provide less stress when dressing and avoid skin tears to residents. Clothes should be machine washable and not require dry cleaning. Items that do not require ironing are preferable.

Clothes must be clearly labelled prior to arrival, with the 'resident's name. If this is not possible, all clothing can be labelled by our laundry staff for a small fee of \$30. We will contact the resident's next of kin to request further supplies of clothing as needed.

Laundry service:

Our on-site laundry service is available on Monday, Wednesday & Friday each week. Residents' clothes are washed and usually returned to Resident cupboards within 24-48 hours. All care is taken, however no responsibility is taken for any loss. Management cannot be responsible for any shrinkage or damage that may occur. Relatives are to launder residents' clothing that requires dry cleaning or another special cleaning process e.g. woollen garments. Alterations or major repairs to clothing will be the responsibility of the family.

Visiting hours:

Friends and relatives may visit at any time of the day. External doors are locked after 4pm, however access is available by pressing the intercom button located on the side wall. Reception or Nurse in Charge after hours will answer and check for security prior to opening the door. If you wish to visit after business hours, please contact us prior to let us know to expect you. This is for the safety and security of our residents and staff.

Infection Control:

All visitors are required to conduct a Rapid Antigen Test prior to entry each day and wear a mask if directed by staff. We encourage you to consider the health of residents and participate in the annual immunisation program. Please also remember good hand hygiene, as this is the single most effective method of reducing the spread of infection.

Sign in register:

All visitors to Darlingford are required to sign the register on entry to the building and sign out when you leave, for emergency procedure management. This is located at the front entrance.

Office hours:

Management and administrative staff are available from 9am to 5pm weekdays, excluding public holidays.

Security:

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

Emergency procedures:

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





Communications

Mail:

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

‘Resident Name’

Darlingford Nursing Home

P.O. Box 104

EILDON 3713

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

Telephone:

Mobile phones are recommended however incoming telephone calls can be directed to residents via our portable phones. Telephones can be installed directly in the resident’s

room and to be arranged by the family contacting Telstra directly, Darlingford does not make these arrangements. There is a telephone outlet in each room, you will need to supply your own telephone.

Email:

The Darlingford email address is darlingford@dughn.com.au.

We encourage families to provide us with their email address as this is a fabulous way for Darlingford to keep you up to date.

Newspapers:

Darlingford receives copies of the Herald Sun for access by all residents. ‘The Standard’ is also delivered on a weekly basis. If you would like your own newspaper, or another publication, you can arrange this directly with the Eildon Grocers Supermarket. Phone 5774 2372.

Newsletters:

A regular newsletter is produced and sent via email to all relatives and delivered to our residents. A large print version is on the main noticeboard. If you would like to contribute an article to the newsletter, please submit it in writing, to the office.

Social Media:

We run a Facebook page that we contribute updates on the goings on in the home. No identifying images will be posted without consent.



LIFESTYLE

Our lifestyle team is dedicated to keeping our residents busy with various activities on a daily basis, and to cater to individual needs and interests. A monthly calendar of activities includes a wide variety of activities to cater to different interests, and we encourage your suggestions for activities. The calendar is placed in all residents' rooms for their individual copy of what is on for each month, with dates and times for attendance.



Resident and Relative meetings:

Residents are invited to attend the Resident Advisory and Foodies Group Meetings to have their input in a private and secure environment. Management attends these meetings, so this is the residents' opportunity to voice their opinions and make suggestions that may be of benefit to them or their environment. All suggestions, comments or complaints will be addressed in an appropriate timeframe. This is also a great opportunity to become involved in making suggestions for upcoming events or activities. Relatives are more than welcome to join in on our focus meetings and dates are advertised on our monthly newsletter.

Hobbies and interests

We encourage residents to continue to participate in any hobbies or interests they were involved in at home. Our lifestyle staff can assist you with set-up or arranging supplies.

Risk & Resident Choices:

It is important at Darlingford that all residents are supported to live the best life that they can. Residents are assisted to participate in activities of their choice, even when these chosen activities are deemed to involve a degree of risk of injury or misadventure. Resident decisions are respected in risk taking activities except when they may impact other residents or staff. Residents have a right to make decisions about their care and services. All residents who choose to participate in such activities will be supported to document a fully informed consent.

Outdoor areas:

We have a number of secure outdoor areas where residents can sit outside and enjoy our beautiful garden walk. Smoking is permitted by residents outside the building in a designated area only.

No smoking policy:

Darlingford is a smoke free environment. That is, smoking is not permitted anywhere in the facility or on the property.

Hairdresser:

A hairdresser visits the facility on a regular basis to provide hairdressing services for residents. Residents can make appointments for hairdressing requirements including cuts, sets and perms by letting staff know. Dates of the hairdresser visits are listed on the Visiting Services form on the wall near the Central Nurses Station opposite the Nurse Unit Manager office. This list is regularly updated. Payments for our hairdressing services will be invoiced on to the resident and paid via Direct Debit on the 1st of each month.

Library service:

Delivery of books, talking books and videos, can be arranged on a monthly basis from the Alexandra Library if families are happy to have their family member sign up with the library. Residents are provided with a library bag with books selected by the library which are delivered and picked up on an allocated day each month from Reception area.

Cultural and religious beliefs:

Residents are encouraged to maintain their religious and cultural beliefs. Church Services are generally scheduled to be held as notified by Ministers. Please inform staff if you require other services.

Diversity & Inclusion:

Darlingford values the identity, and diversity of each resident and aims to embed cultural safety in the design of the facility. We deliver care and services that are inclusive and do not discriminate. Our delivery of care is responsive, inclusive, and sensitive to all people. Inclusion means that each resident can participate equally, despite their diversity.

Community organisations:

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



OTHER CONSIDERATIONS

Fees and Finances:

Resident fees will be discussed with the CEO or Executive Manager. Accounts are generated monthly and invoices are sent via email to your representative for review prior to payment, to allow for any questions etc to be addressed. Payments are processed each month via Direct Debit. A direct debit request form is included to set up automatic payment and is the preferred method of managing payments.

The Basic Daily Fee helps to cover the costs of daily living like meals, cleaning, laundry, heating and cooling.

The means tested care fee is a contribution that some residents pay toward their cost of care. It is paid in addition to the basic daily fee. This fee is different for everyone. Services Australia will advise you and the resident of the amount payable in a fee advice letter.

Costs do not include pharmacy requirements, hairdressing, newspapers, outings, optometry or dental services.

All in-house resident purchases for example, hairdressing services and “Delights Trolley” are invoiced to the resident monthly.

All invoices are sent via email to the resident representative with payment processing via Direct Debit on the 1st of each month.

Leave:

A permanent resident can take up to 52 days of leave in a financial year to be used for any purpose. The resident continues to pay the basic daily fee and the bed is maintained for them. A resident receiving respite care is not eligible for leave of any kind, with overnight out of the facility will require discharge.

A resident can take unlimited days of leave for the purpose of receiving hospital treatment. The resident continues to pay the basic daily fee and the bed is maintained for them.

Notification of discharge:

Residents or the representatives must provide the facility in writing a Notice of Discharge at least 7 days prior to intended discharge date. Failure to give the required notice on intention shall incur charges which will be calculated at the total daily rate that the resident is paying at the time of discharge.

Pharmacy:



Residents have a choice of pharmacy supplier.

Terry Wright Chemmart Pharmacy

Main Street, Eildon, 5774 2626 or

Alexandra Community Pharmacy

Grant Street, Alexandra. 5774 2393.

Each individual is responsible for payment of all pharmaceutical items supplied, and the pharmacy of choice will invoice the resident directly. Regular medications will be packaged and labelled safely for administration.

Special medical visits:

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

Charter of Aged Care:

Residents will receive a copy of the Charter of Aged Care Rights and will be assisted to understand their rights in relation to aged care services. The resident will be given the opportunity to sign this form or have an authorised person sign on their behalf. Darlingford are committed in providing all residents with the care and services at all times under this new Charter of Rights.

Allied health services:

Allied Health & other services visiting dates are available to view on the wall at the Central Nurses Station opposite the Nurse Unit Manager office. This is regularly updated to keep both residents and families informed of the services available.

PHYSIOTHERAPY: All residents are assessed by a physiotherapist on arrival at Darlingford and physio services are available on a regular basis.

SPEECH THERAPIST: visits on a 3 monthly basis to assess any swallowing difficulties, in consultation with our nursing staff.

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

PODIATRIST: all our residents are assessed on arrival and foot health and hygiene is tended to every 10 weeks or as required.

DENTIST: We make every effort to have dental services visit every 3 months.

Transport:

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

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

Alexandra Taxis Phone: 0408 576 420, and Direct Bookings: 0408 576 420.

BUS: There is a daily bus service to and from Melbourne during the week, via Alexandra. There is also a daily bus service between Eildon and Alexandra, perfect for residents wanting to do a little shopping.

MCKENZIES BUS SERVICE TIMETABLE	
Eildon to Alexandra	10.00am and 2:10pm – 5 High Street (Bus Stop out the front of Darlingford on road)
Alexandra to Eildon	9:10 and 1.20pm – Cnr Bayley & Nihil St Alexandra

Comments and complaints:

The CEO, Director of Nursing (DON) and Nurse Unit Manager (NUM) all have an open-door policy, and are always happy to discuss your concerns, and rectify any issues as soon as possible. Comments and complaints are welcome to be submitted and this can be done in several ways.

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

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

EXTERNAL COMPLAINT SERVICES: If your concern has not been resolved to your satisfaction, you can contact the Elder Rights Advocacy on 1800 700 600 or the Aged Care Quality and Safety Commission on 1800 951 822 These are free services which investigate the concerns raised about health, safety or well-being of people receiving care.



This information is also listed on the back of the “Tell us what you think brochure”.

Compliments also go a long way, so please feel free to provide your feedback on the ‘Tell us what you think form’, and we will forward your thoughts on to staff.

Volunteers

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

Voting:

All residents are encouraged to maintain their voting rights. Voting at Federal Elections is compulsory. Residents will need to change their address on the electoral roll, and then apply to become postal voters, unless family members can transport residents to polling booths on the day of election. If a resident is unable to understand the nature or significance of voting, a GP can assist to complete a form stating this, in consultation with representatives, and the representative can remove the resident from the electoral roll.

Privacy Statement

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

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

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

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

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

A consent form is available to be completed on arrival to Darlingford. The data collected from the permission form will be entered to a register maintained by Lifestyles staff to ensure the resident choices are respected.



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