



GVHealth

TATURA CAMPUS
PARKVILLA AGED
CARE FACILITY



CREATE. Outstanding.



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OUR CULTURE OF CARE

Our culture

Our culture is based on our dedication and care for people we provide treatment and services for each other, our commitment to safety, our can-do and collaborative attitude, and drive for continuous improvement.

We are striving to create an environment in which our people can help to achieve our vision of improving community wellbeing across the Goulburn Valley through outstanding care.

Our culture promotes a strong sense of connection to our community, nurtures collaboration and partnership within and outside our organisation, and always puts the needs of people we provide treatment and services for at the centre of our thinking. We feel passionate about GV Health being a welcoming environment where people we provide treatment and services for, staff and visitors feel safe, respected and included.

Our culture of care is underpinned by the following guiding principles:

Safety

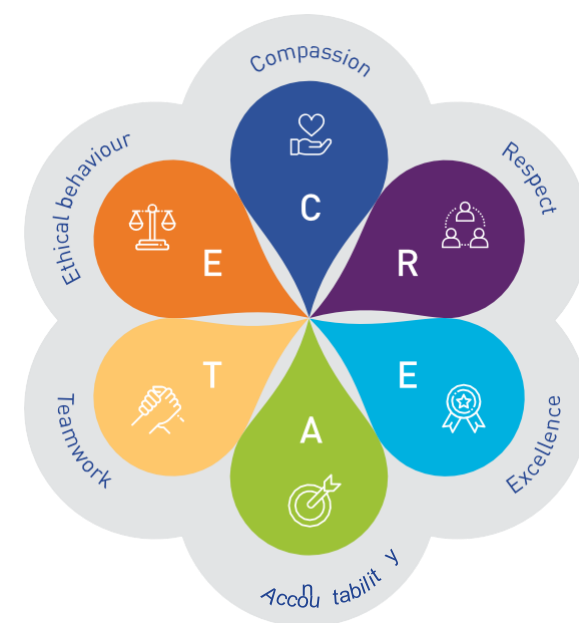
We are conscientious in creating physically and emotionally safe environments for people we provide treatment and services for and partners.

Continuous improvement

We are driven to find safer, new, innovative, collaborative and inclusive ways of working and delivering services.

Learning

We strive to foster connections across our organisation, and bring people together towards our common goal of providing quality healthcare for our community.



CREATE. Outstanding.



OUR VALUES AND BEHAVIOURS:

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.



COMPASSION

- We treat others with kindness and respect
- Our deep connection to the community enhances our care for people we provide treatment and services for
- We support the whole care and services journey for people we provide treatment and services for
- We are understanding of each other



RESPECT

- We respect the person's voice and their choices
- We celebrate diversity and are proud of multiculturalism
- We respect differences of opinions
- We respect the input of different disciplines and areas of expertise



EXCELLENCE

- We are encouraged to grow professionally and personally
- We are leaders in what we do
- We invite feedback and are always striving to do better
- We connect people to further care and information



ACCOUNTABILITY

- We are responsible for our actions
- We are courageous in our decision making and grow from our mistakes
- We deliver what we promise
- We don't compromise our standards



TEAMWORK

- We are multi-skilled workforce and we pool our resources together
- We mentor and support one another
- We take a collaborative approach to care
- We are approachable



ETHICAL BEHAVIOUR

- We hold ourselves to high standards
- We rigorously uphold professional boundaries in our regional setting where people we provide treatment and services for may be friends or family
- We value and respect the privacy and trust of people we provide treatment and care for
- We stand up against unsafe practice and behaviour

CHARTER OF AGED CARE RIGHTS

Residents' rights:

On admission to Parkvillia Aged Care Facility (Parkvillia), residents' rights are discussed in line with the Charter of Aged Care Rights (the Charter). Under the Charter, each resident has the right to:

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

Residents agree to:

- Treat others with respect
- Respect the rights of staff to work in a safe environment

- Assist the provider by giving relevant information
- Pay agreed fees on time

Residents:

Residents have the option of signing the Charter, and will

receive care and services even if they choose not to sign. If a resident decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- Information about resident rights in relation to the aged care service
- Information about resident rights under the Charter

Providers:

Under the aged care law, providers are required to assist residents to understand their rights and give each resident a reasonable opportunity to sign the Charter. Providers must give residents a copy of the Charter that sets out:

- Signature of provider's staff member
- The date on which the provider gave the resident a copy of the Charter
- The date on which the provider gave the resident (or their authorised person) the opportunity to sign the Charter
- The resident's (or authorised person's) signature (if they choose to sign)
- The full name of the resident (and authorised person, if applicable)

The provider will need to retain a copy of the signed Charter for their records.



PRIOR TO ADMISSION

Where possible, a meeting is organised with the Manager/Director of Nursing (DON) or Nurse Unit Manager (NUM) prior to admission. At this meeting, necessary forms can be completed with resident/representatives and the admission process will be explained. This meeting is an opportunity to ask questions and have a guided tour of Parkvilla. Offer of accommodation will be determined by the availability of a vacancy and Parkvilla's ability to meet the prospective resident's care and service needs. All daily care fees and accommodation payments (if applicable) are charged strictly in accordance with the formula and regulations determined by the Australian Government/ Services Australia (formerly known as Centrelink). All residents/representatives will be offered the opportunity to enter into a formal resident agreement which covers rights and responsibilities, services, fees and provider's responsibilities. A representative from GV Health Finance is available to meet and answer any questions.



WELCOME

Parkvilla, along with Tatura Hospital, is a rural campus of GV Health. Located in Park Street, Tatura, Parkvilla is adjacent to the local retail precinct, with easy access to shopping, banking, cafes and hairdressers. Parkvilla is set amongst beautiful gardens and manicured lawns and has the feel of a home away from home. There are currently nine single rooms with ensuites, one double room with ensuite and two rooms have a shared bathroom. There are spacious, homelike dining and lounge areas and Parkvilla has a secure garden area for residents, families and visitors to enjoy. The residents/representatives are encouraged to make choices relating to their care and participate in care planning with the healthcare team. Families and friends are encouraged to visit and residents are encouraged to participate in outings and community events.

OUR HOLISTIC APPROACH

A holistic approach to care and services is offered by staff at Parkvilla. Staffing consists of the following:

Manager/Director of Nursing (DON)

Responsible for the overall management and administration of the campus.

Nurse Unit Manager (NUM)

Is a registered nurse and responsible for the care and services in Parkvilla. The NUM liaises with the medical staff and other service providers.

Nursing staff

Consist of registered nurses and enrolled nurses. They are responsible for all residents' care and undertake assessment, planning, implementation, evaluation and documentation of care. Nursing staff provide 24-hour care.

Primary Nurse

Each resident is allocated a Primary Nurse, who is responsible for monitoring and managing the clinical and non-clinical care needs for that resident.

The Primary Nurse:

- Acts as a resource for other staff to discuss care issues relating to each resident and with family/representatives
- Ensures all relevant documentation for the allocated resident is completed by required dates

Hotel services staff

Provide cleaning, laundry and food services to residents seven days a week.

Lifestyle Team

The Lifestyle Team can arrange activities to the residents' liking and ability. Examples of these are bus outings, cooking, gardening, bingo, games, reading, movies, book club and religious services. Please see the form provided in the admission pack entitled "AboutMe" where preferences can be noted in order for us to provide a personalised welcome.

Administration staff

Administration staff are located at front reception in the hospital. If you have any queries or wish to make an appointment with the DON/NUM, staff at reception will be able to assist you.

Administration staff manage a petty cash system for residents. This enables residents to keep some cash on the premises that is securely stored and documented. This enables residents to purchase an ice-cream or coffee on an outing, have a haircut, or purchase other incidentals at the shops. Statements are sent to residents' financial representatives to ensure rigorous accountability.

Maintenance staff

The handyman/gardener is responsible for maintenance issues onsite and garden maintenance. GV Health Engineering Department assist in this area.

MEDICAL SERVICES

Doctors

Tatura Medical Centre have a designated general practitioner (GP) who visits Parkvilla weekly. All care recipients have access to a doctor 24 hours a day, seven days a week through the on-call service to Tatura Hospital and Parkvilla from Tatura Medical Clinic. If a resident becomes ill, the doctor (or the doctor on call) will be notified. Residents may ask to see the doctor if they wish and an appointment will be made on their behalf.

Pharmacy

On admission, your medications will be discussed with the resident/representative by a registered nurse. All your medications ordered by the doctor are administered by registered nurses and enrolled nurses. Nursing staff arrange for your medications to be delivered from the pharmacy when ordered by the doctor. You or your representative will receive a monthly account from the pharmacy.



ALLIED HEALTH SERVICES

Physiotherapy

A thorough assessment is conducted by a physiotherapist after admission. Following initial assessment, reviews are conducted regularly and as required.

Podiatry

A podiatrist visits Parkvilla every eight weeks.

Dietetics

A dietitian visits quarterly throughout the year and can also be accessed if needed prior to the scheduled quarterly visit.

Additional services

Optometry, audiology, speech pathology and occupational therapy can be accessed through GV Health when required. GV Health offers a dental service to residents annually if they wish to participate. A social worker is also available fortnightly if required.

LIFESTYLE OPTIONS

Family, friends and visitors

Family members and friends are welcome to visit at any time, although it would be appreciated if visitors would leave the premises by 8:00pm. Residents are encouraged to go on outings as much as possible with family and friends and to attend community events. Family functions may be held at Parkvilla (prior notice would be appreciated to arrange a suitable room). Visitors and family members are requested to sign in and out. We encourage visitors to use the antiseptic hand rub on arrival and departure.

Visiting hours will be subject to change (for example, during an outbreak of influenza, gastroenteritis, etc.). Family members and friends will be kept updated with any changes or restrictions to visiting hours.

Religious services

Ministers from various religions visit on a regular basis. The staff will contact your personal minister upon request.

Individual outings

You can come and go from your new home as you please. Please advise staff when you are going out and approximate time of return. You can also spend time away from Parkvilla. This may be overnight, weekends, or longer periods. Please see the NUM for more information regarding holidays and other absences.

Resident forum

These are held every two months and you, along with your family/representative, are encouraged to attend to discuss items and concerns. Agendas and minutes are distributed to residents and families.

Newsletter

These are produced every three months corresponding with the seasons. Items of interest and upcoming events are provided by staff, residents and their families. Your input is welcome.

Entertainment

A television, video/DVD player and radio are provided for use in the communal lounge room. Choice of programs is in consultation with all those present. Each resident has a television mounted on the wall near their bed for private use.

Residents also have access to Italian television channels.

Smoking

Parkvilla is a smoke-free facility although residents who choose to smoke may do so in the designated smoking area. A risk assessment will be required to ensure resident safety.



ADMISSION

Consumers of residential care are referred to as “residents” at Parkvilla.

Residents and their families need to be aware that this is a very emotionally demanding time and support will be provided by staff to ease the transition into residential care. If additional support is required, please speak to staff about your options.

Accommodation

We encourage you to come and see your room before you take up residence. Parkvilla provides a bed, bedside table and chair and television. You may bring your own furnishings; however, the room must comply with Occupational Health and Safety (OH&S) and be safe for residents and staff. There may be a time when a lifting machine may be required and staff need to be able to clean safely and efficiently. Whatever you can bring to assist you to live your life to your fullest is encouraged, within the limits of space in your room. However, should you have special requirements, you are encouraged to talk to the NUM to see how your needs might be accommodated.

Settling in period

Staff will speak with you to assess your needs.

They will work closely with you to develop a plan of care that meets your individual goals of care and needs. Any special dietary requirements that you may have will be catered for. Our Lifestyle Team and nursing staff, in consultations with the residents and family will arrange existing activities that you may wish to continue or you may want to explore any new ideas or interests. The NUM and DON are available Monday to Friday and may be contacted to discuss any concerns you may have. At all other times, please speak to the staff on duty if you have any concerns or comments.



“Nursing staff are very good. Appreciation to the nursing staff for allowing us to have an impromptu lunch outside in the glorious sunshine.”

– PAT

SPECIFIED CARE AND SERVICES

These are services which must be provided for all residents who need them. There are ‘hotel services’ and ‘care services’.

Hotel services include:

- General operation of the residential care service
- Maintenance of buildings and grounds
- Utilities such as electricity and water
- Furnishings to include bedside locker, chairs, dining, lounge and recreational furnishings and wardrobe
- Bedding
- Cleaning services
- General laundry
- Waste disposal
- Toiletry goods
- Meals and refreshments
- Social activities
- Emergency assistance



Care services include:

- Assistance with daily living activities
- Meals and refreshments
- Emotional support provided by skilled Enrolled and Registered Nurses and access to visiting GV Health Social Worker
- Treatments and procedures, which include wound care and podiatry
- Recreational therapy with Lifestyle activities on weekdays, including outings, book club, bingo, reading, gardening and outside walks
- Rehabilitation support to maximize level of function by a physiotherapist
- Assistance in obtaining health practitioner services
- Assistance in obtaining access to specialised therapy services such as optometry, dietary, dental, speech therapy and hearing assessments
- Support for residents with cognitive impairment
- Goods to assist residents to move themselves or to assist staff to move residents
- Goods to assist with toileting and continence management
- Nursing services

“A lot different from how I thought it would be in a good way!”

– DEANNE



Meals

Meals are plated in our kitchen and served to you by our hotel service staff. Breakfast is served from 8:30am, lunch from 12:30pm, and tea from 5:30pm. Morning tea, afternoon tea and supper are also served. Staff will assist you in selecting your meals if you wish. Every effort will be made to ensure that the meals meet your taste, likes, special dietary and cultural needs.

Mail

Mail addressed to you, care of Parkvilla Aged Care Facility, 64-68 Park Street, Tatura, 3616, will be delivered to you personally. Mail will be read to you if required. Mail can be given to administrative staff for posting.

Telephone

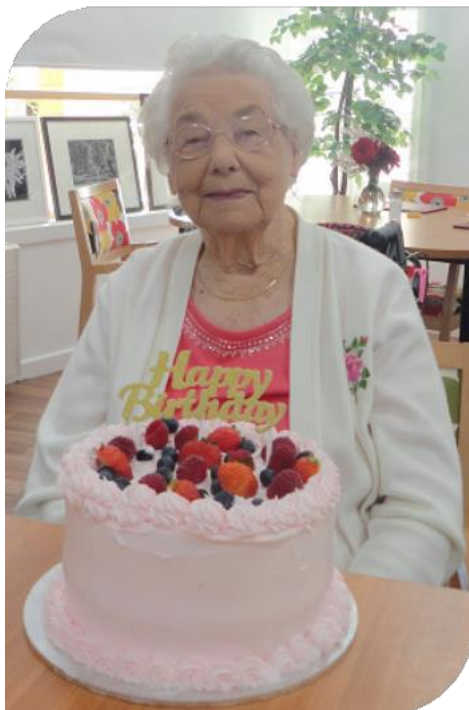
Residents may have a telephone connected in their rooms. All associated charges are the responsibility of the resident. The use of Parkvilla's phones for incoming and outgoing calls is not recommended, however may occur at the discretion of the staff.

Hairdresser

There is one hairdresser who visits weekly or you may prefer to visit a hairdresser of your choice. You are responsible for paying your own accounts.

Health aids

Please bring all aids you are using with you, including walking sticks/frames, motorised wheel chairs, hearing aids etc. If you should require an aid after admission, these will be supplied by Parkvilla, with the exception of motorised equipment.



Residents may use electric scooters and wheelchairs with the following conditions:

- Ensure speed is not excessive
- Ensure that there is no risk to yourself or to other residents
- Residents are responsible for any repairs to the equipment and to any significant damage to the building caused by the electrical wheelchair
- External parking and recharging area are available

PERSONAL ITEMS



Clothing

Residents are encouraged to have a good supply of personal clothing, including underclothes, shoes, slippers, socks and other items that are machine washable. Machine washable clothing is laundered on-site on a regular basis. All clothing must be suitable to be washed in very hot water. It is collected from your room and returned ready to wear. If you have special items, family members may wish to launder them, or they can be dry cleaned at the resident's expense. A recommended list of clothing items to bring with you is available if required.

Mementos

All residents are encouraged to bring personal items, including photos, paintings, tapestries and furniture, such as a special chair, small table or chest (if suitable). Hobby materials and equipment are encouraged, such as books, records and tapes, whatever will fit comfortably within the room. If special equipment is required and is unsuitable for the room, please speak to the NUM. Special arrangements may be possible in some cases.

Health benefits and entitlement cards

Please bring entitlement cards, including:

- Health Care Card
- Centrelink Card
- Department of Veteran's Affairs Card
- Medicare Card

Electrical equipment

All electrical equipment must be tested and tagged by an electrician prior to admission. Ongoing checks are conducted annually

Labelling equipment

Equipment is available to label spectacles and/or dentures. Please label aides, furniture and electrical equipment before coming into Parkvilla.

FINANCIAL INFORMATION

A financial information booklet is provided separately.

Leave

Residents are entitled to take 52 nights social leave from the home each financial year. In accordance with government regulations, residents are expected to continue to pay fees and accommodation costs. To count as social leave, the absence from the home must include an overnight stay. There is no limit to the amount of days spent in hospital. Through continuing to pay fees and accommodation costs whilst on social or hospital leave, your place at Parkvilla is maintained.

SAFETY AND PROTECTION

Emergency relocation

In the case of an emergency, such as a fire or flood, residents may be temporarily relocated. Agreements are in place for transfer to other GV Health facilities. Evacuation maps are displayed at various locations throughout Parkvilla.



Freedom of Information Act

The Freedom of Information Act provides a process, which enables the public to obtain access to specific information held at Parkvilla. All requests to access information under the Freedom of Information Act should be directed to GV Health.

Elder abuse and mandatory reporting

Elder abuse is any act occurring within a relationship where there is an implication of trust, which results in harm to the older person. Elder abuse can include physical, verbal, psychological, financial, sexual and social abuse and or neglect. Parkvilla has procedures in place to address these issues. It is mandatory for all staff and volunteers to obtain police checks at the time of employment and every 3 years thereafter. Residents are encouraged to report any concerns they have about their wellbeing or safety to staff or the Nurse Unit Manager. If you do not feel comfortable raising a concern with staff or management you may contact the Aged Care Complaints Investigation Scheme on 1800 550 552. We treat any concerns seriously and will follow up any reports.

FEEDBACK AND COMPLAINTS



Parkvilla welcomes feedback and would like to be made aware of any concerns or ideas for improvement that residents/ representatives may have. The "Tell Us What You Think" form is available and can be confidential if requested.

Quality improvement is encouraged throughout the organisation, ensuring provision of optimum quality care and service. Comments and complaints are viewed as an opportunity for us to make improvements when the need has been identified. Please discuss any concerns you may have with the DON, NUM or any staff member. An appointment can also be made to discuss unresolved concerns.

The Residents' Forums may also be used to voice comments or complaints. We encourage and appreciate your comments. All comments and complaints are recorded, treated with confidentiality and responded to within seven days. If at any time you are not satisfied with the response, you are able to lodge a complaint with the Aged Care Quality and Safety Commission (ACQSC) by completing an online complaint form via the ACQSC website or by calling ACQSC 1800 951 822.

For more information on your rights

You can:

- Talk to your aged care provider
- Talk to an aged care advocate 1800 700 600
- Visit the Older Persons Advocacy Network website opan.com.au/charter
- Visit the Department of Health website agedcare.health.gov.au
- Visit the Aged Care Quality and Safety Commission website agedcarequality.gov.au
- Visit the My Aged Care website myagedcare.gov.au

☐ **Phone:** 1800 951 822

☐ **Web:** agedcarequality.gov.au

☐ **Write:** Aged Care Quality and Safety Commission
GPO Box 9819
In Your Capital City

AGED CARE ACCREDITATION

Accreditation is an internationally recognised evaluation process used in many countries to assess the quality of care and services provided in a range of areas such as healthcare and residential aged care. In Australia, residential aged care homes are required to be accredited to receive Australian Government subsidies. Homes are assessed against a set of legislated Accreditation Standards. There are eight accreditation standards. These standards require aged care providers to work with each of their residents to ensure that they receive safe, quality care which is shaped by the resident's needs, goals and preferences. The eight standards are as follows:



Standard 1

Consumer dignity and choice



Standard 2

Ongoing assessment and planning with consumers



Standard 3

Personal care and clinical care



Standard 4

Services and supports for daily living



Standard 5

Organisation's service environment



Standard 6

Feedback and complaints



Standard 7

Human resources



Standard 8

Organisational governance

“The building and the staff are very comfortable which makes it a pleasure to be in. When assistance is asked for it is given willingly. Managerial staff and floor staff are very easy to get along with and readily come to our assistance when necessary. It is not unusual for the management to be walking around the building and talking to the residents at any time during the day.”

– JOCK

CODE OF CONDUCT FOR VISITORS

At Parkvilla we encourage and welcome family and friends to visit residents at any time. We expect that residents and staff are treated with dignity and respect and we endeavour to treat others fairly and demonstrate compassion and due consideration in all of our interactions. We ask that when visiting Parkvilla you are mindful of your actions, as we do have an obligation to ensure that residents live in a safe place and that our staff work in a safe environment. We therefore require visitors, as a condition of entering Parkvilla, to observe the following standards:

SAFETY AND SECURITY

Please ensure you:

- Check with a member of staff before taking a resident out of Parkvilla, providing details of when the resident will be returning, and also please sign the “in” and “out” register
- Check that locked doors are closed properly behind you when moving within Parkvilla
- Are aware that when exiting or entering the building, you are mindful of any residents leaving the building while the door is open (note: if you do not know the person, please alert a staff member before the resident leaves the building as some residents living with dementia may leave the building without staff being aware)
- Drive safely and responsibly when near Parkvilla and within the car park

Please refrain from:

- Sharing the building entry code with any other persons or visitors
- Entering areas reserved for staff entry only, including the kitchen and laundry
- Removing any equipment or furnishings that are the property of Parkvilla

CARE OF RESIDENTS

Please ensure you:

- Check with staff about each resident's dietary and medication requirements before bringing food or drink with you for a resident. (note: please remember to record any food brought into the home in the “Food Register”. Please see staff for the location of the Food Register.)
- Call for assistance if a resident needs to be lifted, moved or transferred (note: please do not do this yourself)
- Check with the NUM before you bring any additional furniture or electrical goods to Parkvilla

Please refrain from:

- Assisting residents with meals before checking with staff
- Asking residents about the care of your relative/friend (note: please refer your queries to staff)
- Moving any furniture before checking with staff as this may create a tripping hazard
- Leaving money or property of any significant value with residents as we cannot guarantee its security (note: please speak with the NUM if this is necessary)



RESPECT FOR ALL RESIDENTS

Please ensure you:

- Respect the privacy of all residents as this is their home (e.g.: before entering a resident's room, please knock and ask permission first and do not peer into resident's rooms)
- Keep noise levels at an acceptable level by being aware of those around you so as not to disturb others (note: this is especially important if you are visiting at night)

Please refrain from:

- Talking unfavourably or sharing information about other residents or visitors as privacy and confidentiality is extremely important

- Take care if you are taking photographs or video in or around the home (note: please do not photograph any resident, staff member, volunteer or other person without first obtaining their permission)
- Arguing with residents or seek to intervene in their behaviour (note: if there is an issue you wish to address with a resident other than your own family member or friend, please seek assistance from the NUM or staff)

Staff have the right to work in a safe and healthy work environment, free from violence, aggression and stress. Parkvilla has an obligation to provide a safe work environment under the OH&S Act.

RESPECT FOR ALL STAFF

Please ensure you:

- Follow all directions given by our staff
- Are patient while waiting for a member of staff to allow you access to the building or to assist you or a resident with other matters
- Converse with staff/others in a polite manner at all times
- Respect the role and dignity of our staff and their right to be in a safe and pleasant workplace
- Leave Parkvilla immediately if directed to do so by a member of staff

raise them with the NUM, complete the "Tell us What You Think" form available at Parkvilla, or through our Complaints Policy)

- Interfering in the care provided to residents by staff and please do not issue our staff with demands or instructions
- Threatening or bullying staff/others in any way

We want all our visitors to feel welcome and relaxed while visiting Parkvilla. If you are unsure about any of the above standards, please discuss the matter with the NUM.

Please refrain from:

- Acting with aggression, violence or being verbally abusive towards our staff/others. (note: this sort of behaviour is unacceptable and will not be tolerated. If you have a complaint about a staff member or other issues of concern, please

However, please note that if you do not respect the above rules, we reserve the right to ask you to leave the premises and to suspend or deny you access in the future. If the breach is serious, our staff are directed to contact Victoria Police.



FOOD SAFETY AND AGED CARE

Do you cook and bring food to an elderly relative or friend in an aged care facility?

It's really nice to show you care by cooking special favourite meals for the resident of an aged care facility. But if you do, you really wouldn't want to make them sick. Our immune systems get weaker as we get older and our stomachs produce less acid, which makes it easier for harmful germs to get through the digestive system and invade our bodies. We may suffer from some ailments or take some medications that could make us more vulnerable. If elderly people do get food poisoning, they are also likely to suffer more severe consequences. These can range from mild dehydration to neuromuscular dysfunction or even death. Older people also take longer than most of us to recover from food poisoning.

Talk to the Parkvilla staff

Be guided by the staff at the home on what food is acceptable, if there are facilities to heat food brought from home, and if refrigeration is available if food is not eaten before you leave.

Preparing foods

There are no special rules for cooking for elderly people – you just need to be even fussier than normal. Follow carefully the key rules for safe food. Ensure the foods you choose to take to your relative or friend is not on the high-risk table (see page 20 for details).

Clean

Our health is in our hands. Clean hands will decrease the possibility of food poisoning and other diseases markedly. Remember the 20/20 rule: wash hands for 20 seconds with warm soapy water, dry hands for 20 seconds

before starting to cook. Repeat the 20/20 rule frequently, especially after handling raw meats, or vegetables with visible soil. Wash utensils and cutting boards with soap and warm water, and dry thoroughly before handling different sorts of foods. This is particularly important when dealing with raw meats and vegetables.

Chill

Food that is meant to be kept chilled should be. As soon as possible after purchase foods such as meat, poultry, dairy foods, vegetables and salad ingredients should be refrigerated at or below 5 degrees Celsius. Refrigerate leftovers promptly. Cooked food should be stored in covered containers and either put in the fridge to cool, or frozen immediately. Frozen foods should be defrosted in the fridge and not on the kitchen bench. Remember: if in doubt, throw it out.

Cook

Properly cooking food minimizes the risk of food poisoning. Cook food such as chicken, minced/boned meats, hamburger, stuffed meats and sausages right through until they reach 75 degrees Celsius using a meat thermometer. Serve hot food steaming hot above 60 degrees Celsius.

Separate

Cross contamination is a major way for food borne diseases to spread. Food should be stored in covered containers in the fridge. Put raw meats and poultry in the bottom of the fridge so the juices don't contaminate food on lower shelves. Don't put cooked meat back on the plate the raw meat was on.

HIGH RISK FOODS



There are some foods that pose a higher risk than others, particularly if passing on a *Listeria* infection, which is very dangerous for the elderly. Foods that are not cooked are generally riskier and can carry harmful bacteria such as *Salmonella* and *Campylobacter*. The following are foods that are classified as High Risk and recommended to be avoided.

Eggs	Foods which won't be cooked made from unpasteurized raw eggs: fresh whole egg mayonnaise (commercially prepared mayonnaise is safe), hollandaise sauce, egg-nog, uncooked cakes and desserts (e.g.: tiramisu).
Cold meats/poultry	Cooked or uncooked meats that are ready-to-eat (do not require further cooking) and have been purchased from a delicatessen or retail store packaged or unpackaged (e.g.: sliced roast beef, ham etc.).
Pate	Refrigerated pate, liverwurst or meat spreads.
Salads	Pre-prepared or pre-packaged fruit, vegetables or salads from salad bars, retail out-lets etc. Follow handling/washing instructions if using bagged leafy greens/salad.
Chilled seafood	Raw or smoked ready-to-eat (e.g.: oysters, sashimi/sushi, smoked salmon, trout or other fish, seafood sandwich fillings and pre-prepared salads), pre-cooked peeled prawns, such as in prawn cocktails and salads.
Cheese	Pre-packaged and delicatessen soft, semi soft and surface ripened cheeses (e.g.: camembert, ricotta, feta, blue etc.).
Other dairy products	Unpasteurised dairy products (e.g.: raw milk, cheeses or yoghurt made from raw milk that are not cooked or treated to destroy pathogens etc.).

Ice-cream

Soft serve.

How can I transport food safely for an elderly person?

Foods transported to an aged care facility should be kept at 5 degrees Celsius or cooler, or for hot food at 60 degrees Celsius or hotter. Between 5 and 60 degrees Celsius is known as the temperature danger zone because harmful bacteria multiply to dangerous levels in food when it is kept between these temperatures. Please note the following information to ensure you transport food safely for an elderly person:

- Cold food should be packed in a cooler with ice packs
- Don't pack food if it has just been cooked and is still warm as coolers can't cool food, they can only keep cold food cool
- Always cover pre-prepared foods securely
- Hot food is difficult to keep hot and is best avoided if you are travelling long distances
- It is best to chill the food overnight and reheat it at the residence
- If any perishable food you bring is not eaten immediately, make sure it is refrigerated or thrown out before you leave

Reheating food

Reheating food evenly can be difficult in a microwave, with unwanted bacteria surviving in portions of poorly heated food. Standing time between bouts of heating and stirring are important to make sure food is piping hot throughout. How evenly the food will heat will also depend on the thickness of portions and on the composition and moisture content of the food. When reheating commercially prepared food, read and follow the entire manufacturer's microwaving instructions.

Storage of the food you bring in

If any of the perishable food you brought in is not eaten, tell the staff and ask them about storing the food in a refrigerator. Some elderly people like to keep extra food in their rooms in drawers or bedside tables for eating later. Whilst this is acceptable for shelf stable foods like biscuits and chocolates, it can be risky with perishable food such as meats, custard or cream filled cakes. Sometimes elderly people can also forget how long the food has been there.

Make sure you tell the staff if the resident has perishable food in their room.

Parkvilla Aged Care Facility supports diversity in all its forms and welcomes everyone. In partnership with residents and carers, we aim to provide an environment that recognises and responds to individual resident and carer needs and preferences.

I love it

– MARTIN



PROCESS FOR SUBMITTING APPLICATION TO BECOME A RESIDENT



Please read the information in this booklet and discuss with your family, friends, doctor and financial adviser (if required). If you have not already done so, arrange to be assessed by an Aged Care Assessment Service and provide your referral number for care to the NUM. Should you have further queries or concerns, please do not hesitate to contact the Parkvilla DONor NUM, contact the My Aged Care Information Line on 1800 200 422 or access the My Aged Care website www.myagedcare.gov.au.



This booklet is intended to assist with the choice of your new home. It may answer some questions that you and your family have, but please ask the friendly Parkvilla staff anything if you have any unanswered questions after reading the information in this booklet.

Any suggestions that you have to improve this booklet are welcome. Please speak to the Parkvilla DON or NUM if you would like to make a recommendation.





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GV Health would like to acknowledge the traditional custodians of the land on which we live and work and pay our respects to elders past, present and emerging. GV Health is committed to embracing diversity and welcomes all people.



**Interpreter
service available**



GV Health is a smoke free environment.

For more information about services provided by GV Health please visit www.gvhealth.org.au.

GVH Publication: XXX

Produced by: GV Health Tatura Hospital and Parkvilla Aged Care Facility Team and GV Health Media and Communications Team

Date Approved: XXX