



Waranga Health Aged Care Facility

A guide for residents and their families

Welcome

Waranga Health is a rural campus of GV Health. Located in High Street, Rushworth.

Waranga Health is an accredited residential aged care facility. It is located in the retail precinct of Rushworth, with easy access to shopping, banking, cafes, services and hairdressers.

A combination of private and communal lifestyle options provides freedom for residents to exercise their independence, while also enjoying support and social interaction.

The facility features spacious, homelike dining and lounge areas and a secure garden area for residents, families and visitors to enjoy. There are 36 single rooms with ensuites and views to the gardens.

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

Waranga Health residents and their families are encouraged to make choices relating to their care and participate in care planning with the healthcare team. Families and friends are welcome to visit and residents are encouraged to participate in outings and community events.

We pride ourselves on providing the best possible care to meet residents' physical, emotional and cultural needs. We will do all we can to make your stay with us as pleasant and as comfortable as possible. We are always looking to improve what we do and are keen to receive your suggestions.

Applying to become a resident

Eligibility for a place at Waranga Health is determined by the Aged Care Assessment Service. Clients can refer themselves to the Aged Care Assessment Service or be referred by a family member, carer, General Practitioner (GP) or health professional, by contacting My Aged Care. For more information, call 1800 200 422 or visit the My Aged Care website.



Admission

Where possible, a meeting is organised with the Director of Nursing or Nurse Unit Manager prior to admission. At this meeting, necessary forms can be completed with the resident and/or their representatives and the admission process is explained. This meeting is a great opportunity to ask questions and have a guided tour of our facilities.

An offer of accommodation will be determined by the availability of a vacancy and Waranga Health's ability to meet the prospective resident's care and service needs.

Accommodation

We encourage prospective residents to come and see our facilities before taking up residence.

Waranga Health provides a bed, bedside table, chair and television. While we encourage residents to bring any small personal items that will assist them to live their life to the fullest, it is important to be mindful of the limited space in each room. Staff need to clean safely and efficiently and have room for any necessary medical equipment, and rooms need to comply with Occupational Health and Safety standards. Should you have questions, concerns or special requirements, speak to the Associate Nurse Unit Manager (ANUM) or Care Manager to see how your needs might be accommodated.

Fees and payments

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.

Settling in period

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

A plan of care will be developed through assessment and in consultation with the resident and their representatives to ensure the resident's goals of care are met. Waranga Health's lifestyle team and nursing staff will arrange any existing activities that the resident wishes to continue and provide opportunities to explore new ideas and interests. Our hotel services staff will cater for any special dietary requirements. Waranga Health's ANUM or Care Manager is available Monday to Friday to discuss any queries you may have. If you have any concerns or comments at any other time, please speak to the staff on duty.





Our holistic approach

Staff at Waranga Health offer a holistic approach to care. Our team consists of:

Director of Nursing / Nurse Unit Manager

The Director of Nursing in conjunction with GV Health is responsible for the management of this facility. The Nurse Unit Manager manages all Clinical staff of Waranga Health and will be the escalation for any clinical details that need to be addressed and are guided by the policies and procedures of GV Health. For any enquiries relating to residents and the care they are receiving, please contact the ANUM or Care Manager initially as they will be the best to discuss any concerns or preferences you may have.

Nursing staff

Registered nurses, enrolled nurses and health care workers are responsible for residents' care including undertaking assessments, planning, implementation, evaluation and documentation of care. Nursing staff provide care 24 hours a day.

Hotel services staff

Waranga Health's hotel services staff provide cleaning, laundry and food services to residents.

Lifestyle Team

Waranga Health's Lifestyle Team can arrange activities to our residents' liking and ability. This may include religious services, outings, entertainment and physical activities. Examples of these activities include bus outings, cooking, gardening, bingo, games, reading, and movies.

Administration staff

Administration staff are located at front reception. If you have any queries or wish to make an appointment with the Director of Nursing or

Nurse Unit Manager, staff at reception will be able to assist you.

Administration staff are responsible for management of the petty cash system for residents. The petty cash system enables residents to keep some cash on the premises, so that residents can purchase an ice-cream or coffee on an outing, have a haircut, or purchase other incidentals at the shops. Waranga Health's petty cash is stored securely and documented. Monthly statements are sent to residents' financial representatives

Maintenance staff

Waranga Health's maintenance team is responsible for maintenance issues onsite as well as garden maintenance. GV Health's Infrastructure Department assists in this area. The maintenance team is not responsible for maintaining personal items.

Medical services

Doctors

Waranga Medical Centre has a designated General Practitioner (GP) who visits Waranga Health weekly via phone or in person. All residents also have access to a doctor 24 hours a day, seven days a week.

If a resident becomes ill, the doctor 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, a registered/enrolled nurse will discuss your medications with you or with your representative. All medications ordered by the doctor are administered via a medication dosette. Nursing staff arrange for medications to be delivered from the pharmacy. Residents/representatives will receive a monthly account from the Waranga 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 Waranga Health every eight weeks.

Dietetics

A dietitian visits throughout the year. The dietitian can be accessed prior to their scheduled visits if needed.

Additional services

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



Lifestyle options

Family, friends and visitors

Family members and friends are welcome to visit residents at Waranga Health at any time, though it is appreciated if visitors leave the premises by 8pm.

Visitors and family members are requested to sign in and out. We encourage visitors to use the antiseptic hand rub on arrival and departure, and abide by current infection control rules

Visiting hours are 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.

Family functions may be held at Waranga Health. Prior notice is appreciated so that staff can arrange a suitable room.

Outings

Residents are encouraged to go on outings with family and friends and to attend community events, as much as possible.

Religious services

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

Individual outings

Residents are welcome to come and go from Waranga Health as they please. Please advise staff when you are going out and approximate time of return. Residents are also welcome to spend time away from Waranga Health. This may be overnight, weekends, or longer periods. Please see the ANUM or Care Manager for more information regarding holidays and other absences.



Resident forum

Resident forums are held monthly and all residents and their families/representatives, are encouraged to attend. Agendas and minutes are distributed to residents and families.

Newsletter

Waranga Health's seasonal newsletter is produced every three months. Items of interest and information about upcoming events are collated by staff, residents and their families. Resident/representative input is welcome.

Entertainment

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

Newspapers

The Waranga News and Adviser are free and delivered to Waranga Health, you are welcome to read these if you would like. There will be a shared copy available, for your convenience. Or your family can arrange delivery of your own paper at your own cost.

Smoking

GV Health is a smoke free organisation. However, if you do smoke, please let the facility know and they will assess you and provide you with a smoking area, if you are safe to do so. Waranga Health is committed to helping you to stop smoking and can offer you a referral to one of GV Health's Quit Coaches. We can also support you with nicotine replacement therapy. Please speak to your Doctor or Nurse for more information.

Meals

Meals are cooked onsite and served to residents by hotel services staff. Every effort will be made to ensure that the meals meet our residents' taste, likes, dietary requirements and cultural needs.

Meals times are:

7 – 9 am	Breakfast (held in main dining room)
10.00am	Morning Tea (dining or own room)
12 pm	Lunch (dining room)
2.00pm	Afternoon tea (dining or own room)
5 pm	Dinner (dining room)
6.45pm	Supper (dining or own room)

Please make staff aware if you have:

- any specific dietary needs
- any food allergies
- missed out on your meal
- been advised not to eat or drink by a health professional

Staff may also organise a tray to be brought to your room, however, we do encourage all residents to eat in the dining room.

Hotel Services staff will assist you, with your menu selection and options the day prior.



Mail

Mail should be addressed to the resident, care of Waranga Health Aged Care, 14 High St, Rushworth VIC 3612.

Mail will be delivered to each resident personally and can be read to the resident if required. Outgoing mail can be given to administrative staff for posting.

Telephone

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

Hairdresser

Waranga Health has a hairdresser that visits weekly who is able to attend to your hairdressing needs. There is a fee for this service. Please see reception if you require this service.

Health aids

Residents should bring all aids they require to Waranga Health, including walking frames, hearing aids etc. If a resident should require aids after admission, these will be supplied by Waranga Health, with the exception of motorised equipment. Residents may use their own electric scooters and wheelchairs. Please note that residents are responsible for any repairs required.



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.

All clothing must be named prior to entering Waranga Health Aged Care. Ask staff about labelling options.

Machine washable clothing is laundered on-site on a regular basis. All clothing must be suitable to be washed in very hot water. Laundry is collected from the residents' rooms and returned ready to wear.



Mementos

All residents are encouraged to bring some personal items such as photographs. Hobby materials and equipment are encouraged, such as books, records and tapes, as long as they fit comfortably within the confines of the resident's room. If special equipment is required please speak to the ANUM or Care Manager.

Walls and building are not to be marked, or have nails or screws placed in walls. Speak to the ANUM or Care Manager before attaching anything to the wall.

Personal rooms and items are regularly risk assessed to ensure ongoing safety of the resident, staff and visitors. Next of kin will be informed if rooms require some decluttering of any items deemed not in use or the room becomes unsafe.

Health benefits and entitlement cards

Residents should bring entitlement cards, including:

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

Electrical equipment

All electrical equipment must be new, or tested and tagged by an electrician prior to being brought in to the facility, then checked 12-monthly at the cost to the resident.

Labelling of personal items

Personal aides, furniture and electrical equipment should be labelled before admission to Waranga Health. Ask staff about labelling options.

Financial information

Financial information is provided separately.

Leave

Residents are entitled to take 63 nights social leave from Waranga Health each financial year. In accordance with government regulations, residents are expected to continue to pay fees and accommodation costs during this time. To count as social leave, the absence from Waranga Health must include an overnight stay. There is no limit to the amount of days that can be spent in hospital. By continuing to pay fees and accommodation costs whilst on social or hospital leave, a resident's place at Waranga Health 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 Waranga Health.

Freedom of Information Act

The Freedom of Information Act provides a process, which enables the public to obtain access to specific information held at Waranga Health. 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. Waranga Health has procedures in place to address these issues.



It is mandatory for all staff and volunteers to obtain an NDIS Worker Screening Check at the time of employment and every five years thereafter. Residents are encouraged to report any concerns they have about their wellbeing or safety to staff or the ANUM or Care Manager. Waranga Health treats all concerns seriously and will follow up any reports.

Feedback and complaints

Waranga Health welcomes feedback and would like to be made aware of any concerns or ideas for improvement that residents or their representatives may have. Quality improvement forms and “Tell Us What You Think” forms are available and can be confidential if requested. Ask a staff member for one and if you require assistance filling it out. Give to the Nurse in Charge once completed.

Other ways to provide feedback are:

- Phone the Consumer Experience Coordinator on 5832 2258
- Email feedback@gvhealth.org.au
- Visit our website www.gvhealth.org.au

Quality improvement is encouraged throughout the organisation, ensuring the 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 Director of Nursing, Nurse Unit Manager 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 can lodge a complaint with the Aged Care Quality and Safety Commission (ACQSC) by completing an online complaints form via the ACQSC website or by calling 1800 951 822.

For more information on your rights you can contact:

- The Director of Nursing or Nurse Unit Manager at Waranga Health
- The Older Persons Advocacy Network
P: 1800 700 600
opan.org.au
- My Aged Care
myagedcare.gov.au
- Aged Care Quality and Safety Commission
P: 1800 951 822
agedcarequality.gov.au
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. These standards require aged care providers to work with each resident to ensure that they receive safe, quality care which is shaped by the resident's needs, goals and preferences.

Code of conduct for visitors

At Waranga Health we 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, demonstrating compassion and due consideration in all of our interactions.

We have an obligation to ensure that residents live in a safe place and that our staff work in a safe environment, so we ask that when visiting Waranga Health you are mindful of your actions.

As a condition of entering Waranga Health, we require visitors to observe the following standards:

Safety and Security

Please ensure you:

- Check with a member of staff before taking a resident out of Waranga Health and provide details of when the resident will be returning
- Sign in at entry and sign out at exit
- Check that locked doors are closed properly behind you when moving within Waranga Health

- When exiting or entering the building, you are mindful of any residents leaving the building while the door is open. If you do not know the person, please alert a staff member before the resident leaves the building.
- Drive safely and responsibly around Waranga Health 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 Waranga Health

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.
- Call for assistance if a resident needs to be lifted, moved or transferred. Please do not do this yourself.
- Check with the ANUM or Care Manager before you bring any additional furniture or electrical goods into Waranga Health
- Consult with staff before leaving money or property of any significant value with residents as we cannot guarantee its security. Please speak with the ANUM, Care Manager or reception if this is necessary.



Please refrain from:

- Assisting residents with meals before checking with staff
- Asking residents about the care of your relative/friend. Please refer your queries to staff.
- Moving any furniture before checking with staff as this may create a tripping hazard

Respect for all residents

Please ensure you:

- Respect the privacy of all residents as Waranga Health is their home. Before entering a resident's room, please knock first and ask permission. Do not peer into resident's rooms.
- Keep noise levels at an acceptable level so as not to disturb others residents. This is especially important if you are visiting in the evening.

Please refrain from:

- Talking unfavourably or sharing information about other residents or visitors



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
- 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 Waranga Health immediately if directed to do so by a member of staff

Please refrain from:

- Acting with aggression, violence or being verbally abusive towards our staff or others. (This behaviour is unacceptable and will not be tolerated.)
- Threatening or bullying staff/others in any way
- Interfering in the care provided to residents by staff or issuing staff with demands or instructions
- Taking photographs of any resident, staff member, volunteer or other person without first obtaining their permission
- Arguing with residents or seeking 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 ANUM, Care Manager or staff)

Staff have the right to work in a safe and healthy work environment, free from violence, aggression and stress. Waranga Health has an obligation to provide a safe work environment under the Occupational Health and Safety Act.



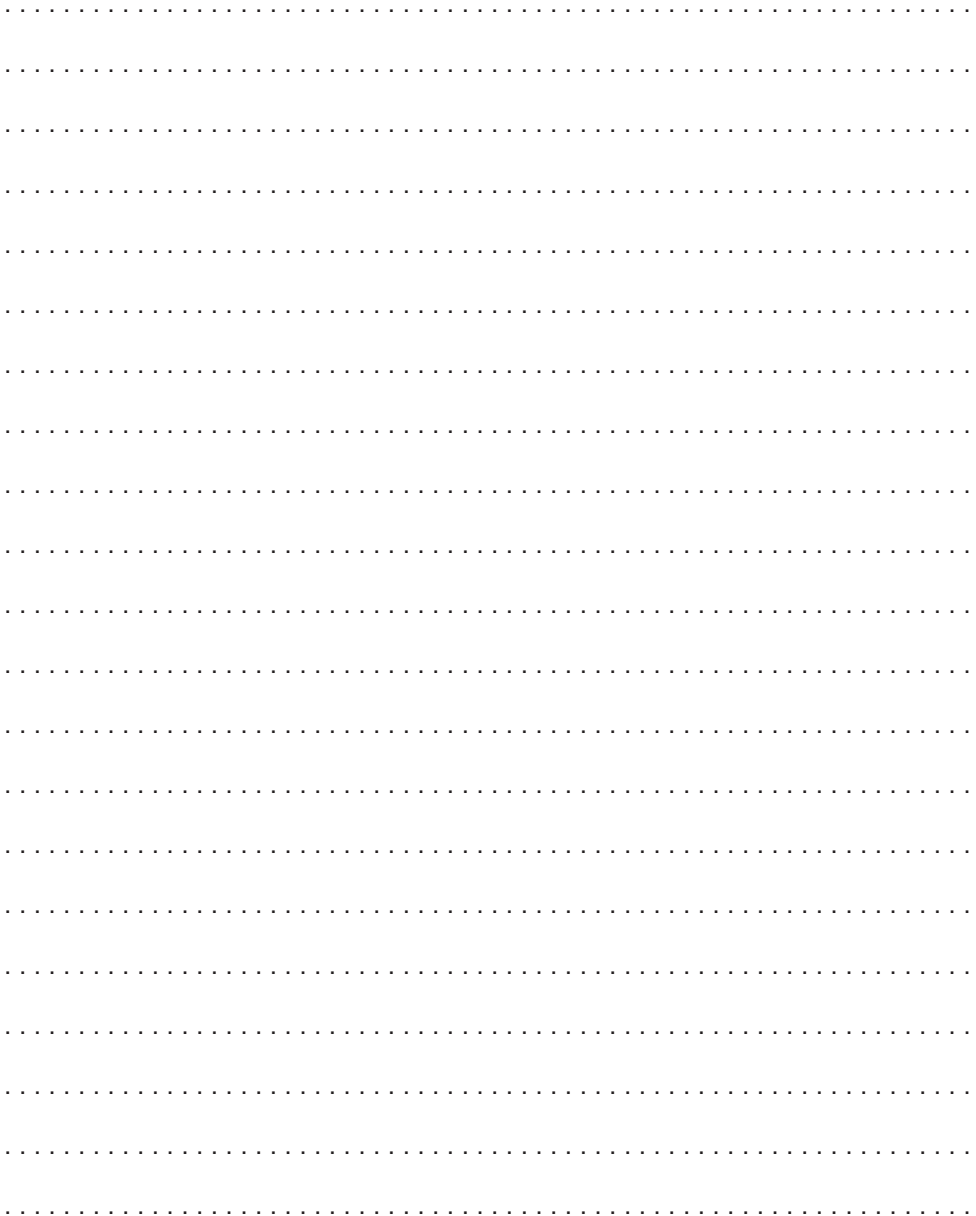
We want all our visitors to feel welcome and relaxed while visiting Waranga Health. If you are unsure about any of the above standards, please discuss the matter with the ANUM or Care Manager. However, please note that if you do not respect the above rules, we reserve the right to ask you to leave the premises and to suspend or deny you access in the future. If the breach is serious, our staff are directed to contact Victoria Police.

If you have a complaint about a staff member or any other issues of concern, please raise them with the Director of Nursing or Nurse Unit Manager or complete a tell us what you think feedback form, available at Waranga Health or online at www.gvhealth.org.au .



Notes

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Contact:

Waranga Health Aged Care Facility

P: (03) 5851 8000



GV Health acknowledges the Traditional Custodians of the land on which we gather. We pay our respects to their Elders, past, present and emerging and celebrate the continuing culture of Aboriginal and Torres Strait Islander peoples. GV Health is committed to embracing diversity and welcomes all people.

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