

COBDEN DISTRICT HEALTH SERVICES INC

5 Victoria Street
Cobden Vic 3266
Ph: 03 55953100
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Information Booklet for Residential Care (High or Low)



WELCOME TO COBDEN DISTRICT HEALTH SERVICES INC.

The purpose of our facility is to provide supported accommodation and personal care for people of all ages. It is also to provide our Residents with the support and help they need to have a quality of life in a comfortable, secure environment that respects independence, dignity and individuality.

Prior to admission, we encourage the prospective Residents and members of their family to visit our facility. Our Clinical Manager will show you through the facility and at the same time answer any questions you may have. If possible, you will be shown an example of the type of accommodation Cobden District Health Services Inc. has to offer prospective Residents.

All necessary forms relating to a Residents application are available from the Clinical Manager, or the Administration Office.

The Aged Care Assessment Team assesses prospective Residents' needs regarding levels of care.

COBDEN DISTRICT HEALTH SERVICES Inc. is located at:

5 Victoria Street, COBDEN. VICTORIA, 3266.

ACCOMMODATION:

Cobden District Health Services Inc (CDHS) consists of 60 aged care beds; 30 high care individual rooms in Lovely Banks Nursing Home, 30 low care individual rooms in Heytesbury Lodge Hostel which includes 1 respite room and 12 rooms in a secured wing (Anzac).

Rooms in Heytesbury lodge have private en-suites as do most rooms in Lovely Banks.

Both Lovely Banks and Heytesbury Lodge have large lounges and communal areas.

AUSTRALIAN GOVERNMENT SUPERVISION AND FUNDING

CDHS is an Australian Government-approved Residential aged care facility. You can feel secure in the knowledge that the Australian Government provides a level of funding for your care needs (subject to means-testing) and the Australian Government supervises and regulates the facility standards and level of care.

YOUR HEALTH

Initially your care needs will be assessed. During your residency at the facility, your health will be carefully monitored and your level of care will be adjusted as required (i.e. Low to High Care or High to Low Care). If this happens, and in order for us to provide the appropriate level of care you require, it may be necessary for us to ask you to move from either Heytesbury Lodge Hostel to Lovely Banks Nursing Home or vice versa.

MANAGEMENT

Chief Executive Officer: Jeannine Creely

Clinical Manager: Kate Rafferty

ENQUIRIES

For general enquiries, phone: Clinical Manager 55953100

Contact Hours are between: 9:00am & 5:00pm Mon-Fri

Accounts Enquiries: Administration 55953100

Contact Hours are between: 9:00am & 5:00pm Mon-Fri

OUR MISSION

- “To achieve excellence in the promotion of health and in the provision of aged care and emergency services to the community of Cobden and District.”

OUR VISION

- To be a leader in the field of the provision of accredited multipurpose non discriminatory health and aged care.
- Endeavour to continually strive to improve our present services and to introduce complimentary new services in an informed and competent manner.
- Focus on preventative strategies and overall well being of our staff and community.
- Our aims will be achieved and motivated through education and committed staff implementing the strategic, and quality plans of the Board of Management.
- To be aware and considerate of neighbouring health and local government services and their strategies.

Please Note: RN = Registered Nurse (formally Div 1 Nurse)
EN = Enrolled Nurse (formally Div 2 Nurse)

ACCOUNTS

All accounts are processed fortnightly by CDHS' Administration Department. Payments can be made fortnightly or monthly by cash/cheque, direct bank deposit, internet transfer or via CDHS' free direct debit service.

ACTIVITIES

CDHS has planned daily/weekly activities, Monday to Friday. Activities and outings are coordinated by an Activities Coordinator and include bus trips, craft groups, movement to music, singing, bingo, art, discussion groups, cooking and concerts. Please note that most activities are at no cost to the Residents. A weekly activity program is issued, providing dates and times for forthcoming activities.

ADMISSION

Admission is between 10-11:00am unless prior arrangements are made with the Clinical Manager. Please report to reception or Clinical Manager's office upon arrival.

ALCOHOL

Residents are requested to be moderate in their consumption. For high care Residents, alcohol must be kept in the Nurses station, not in Resident's room.

APPLIANCES

It is a requirement that all personal appliances brought into the facility be tested and tagged by our Maintenance Department **prior to being placed in rooms**. Residents are requested to be very careful in their use of appliances as they will be responsible for any damage caused by such use. Small bar fridges are permitted, however, the control of correct temperature, disposal of out-of-date contents, cleaning and maintenance is the responsibility of the resident/resident's family. (We are not able to monitor the use of personal fridges but if we become aware of a food safety risk, we may have to ask for the fridge to be removed). CDHS does not allow the use of electric blankets, power-boards, double adapters, touch lamps or extension leads. These are against our Occupational Health and Safety Policy (OH & S).

ASSISTANCE TO STAFF

Assistance from Residents is most welcome whether it takes the form of social activities, light domestic work or lawn and garden interest and you are invited to discuss any assistance you wish to give with the Clinical Manager.

BEDS AND ADDITIONAL EQUIPMENT

Each room is equipped with essential furniture including an electronic bed, mattress, linen and lockable cupboard. Personal beds/mattresses are not allowed due to compliancy with CDHS' no-lift policy. If the Resident wants to bring in a doona or special requirement; they are permitted to do so providing they are clearly named and the Clinical Manager is notified. Residents can inquire about rooms of preference, depending on availability and circumstances. Management will assist Residents with recommendations for suitable types of furniture/clothing. TV aerial points are available in all rooms.

CHEMICALS

All chemicals coming into the facility must be approved by the Environmental Services Supervisor and O.H. & S. Co-ordinator. Legislative requirements apply to certain chemicals (e.g. fly spray, hair spray).

CHEMIST & MEDICATION

All your current medications and any prescriptions are to be brought in with you and handed to nursing staff upon arrival. Arrangements can be made for prescriptions and accounts to be delivered if needed. There is a chemist in Cobden.

CHURCH SERVICES

Representatives of all religious denominations visit regularly. You can check times by contacting the Clinical Manager or Activities Staff.

CLEANLINESS OF ROOMS & REFUSE

Residents are encouraged to keep their own rooms in an orderly manner. Our staff can maintain tidiness if you are unable to maintain it yourself. Too much furniture can be a risk to the Resident and prevents Environmental Services staff from maintaining room to appropriate standards.

Please ensure that all your food scraps and the like are properly wrapped and placed in a garbage bin. Newspapers etc. should be placed next to rubbish bins for disposal by the Environmental Services staff.

CLOTHING

Clothing should have plenty of give and not be tight fitting like a lot of cotton garments. Track pants and polo shirts are ideal clothing, making it easier to put on and take off.

The ordering of clothing labels is done for Residents on admission by the facility. A cost of \$56.22 for 100 labels will be invoiced to the Resident. Staff will place the labels on all clothes to ensure minimal loss of clothing.

COMMENTS, CONCERNS AND COMPLAINTS

You are welcome to make any comments, complaints or voice concerns to management or staff at any time and we will act swiftly upon these. If any complaint cannot be resolved by negotiation with management, there is a complaint resolution procedure in your Resident Agreement, plus contact details for the Australian Government and independent advocacy groups. If you have a complaint about any member of our staff, this complaint should be made to our Clinical Manager and/or Chief Executive Officer.

A Residents Opportunity to Improve form, as well a Comments & Suggestion form, is available for your suggestions on improving our services. These can be given to staff or management or placed anonymously in the suggestion boxes located in the foyer of Heytesbury Lodge and Lovely Banks. We also provide regular questionnaires in respect to all aspects of your life at CDHS (which you can complete anonymously, if you wish).

CONFIDENTIALITY

Residents of our facility can be assured that any details about them personally, their family, or their business affairs will not at any time be discussed with anyone or mentioned outside the facility unless you have signed a Privacy Disclosure Statement which lists those services information can be passed on to (e.g. Police, Ambulance, Doctors etc). Our organisation complies with requirements under the Privacy Act.

CROCKERY/CUTLERY

Provision is made in the lounge areas for you to make cups of coffee and tea when required. These items are to remain in the "dining room" for everyone's use.

If a Resident has special or favourite pieces, these can be brought in, providing they are clearly named and the Clinical Manager is notified.

DISCLAIMER PROCEDURE

The facility may make recommendations to Residents, particularly in regard to safety matters or in order to comply with regulations or Australian Government Outcome Standards. If a Resident or relative disagrees with the recommendations, they may be

required to acknowledge this by signing a Disclaimer Form (e.g. in the case where a walking aid is recommended for the Resident's own safety and this is refused and puts the Resident at risk of falling).

DISCHARGE

If the Resident is leaving CDHS to go home or to another facility, discharge is between 10-11:00am (unless prior arrangements are made with the Clinical Manager).

DOCTORS

The facility prefers that your Doctor be chosen by you. Weekly appointments or visits by your chosen Doctor are arranged by the RN/ EN staff. Your family is encouraged to assist wherever possible in transporting you to such appointments, outside the facility (eg specialists). Any information obtained from a consultation should be presented to the RN/ EN staff upon return. All appointments made personally by the Resident, must be notified to RN/ EN staff for noting in progress notes/care plan. This is required under our duty of care.

DRESS

Residents are requested to be respectably and fully dressed at all times. Residents and families are encouraged to liaise with the Clinical Manager as necessary to ensure suitable clothing is available.

EMERGENCY CALL SYSTEM

A 24 hour emergency call system is available from all bedrooms, en-suites and living areas.

EQUIPMENT

Residents are to bring with them any item of dependency (e.g. walking frame, wheelchair, walking stick etc). These items are to be clearly marked and notified to nursing staff on arrival.

FEES AND SERVICE CHARGES

Fees include accommodation and all meals, plus room cleaning, laundry service and activities. Fees do not cover personal pharmaceuticals prescribed by your doctor; hairdressing, dental, optometry or massage services. Appointments can be arranged for Residents by CDHS staff; however, the expense is the responsibility of the Resident. High care Resident fees include podiatry, continence aids and physiotherapy. CDHS staff are not permitted to provide Financial Advice.

FIRE & OTHER EMERGENCIES

At CDHS, you may hear alarm bells and/or sirens. This is our automatic fire detection system, which exists throughout the facility for your safety. These alarms automatically ring through to the Cobden CFA and a fire truck is dispatched immediately.

In the unlikely event that a major emergency occurs necessitating evacuation, our staff members are trained in such procedures and an evacuation plan is set up for each area of the facility. There are several easy exits from each area.

HAIRDRESSER

A visiting hairdressing service for men and women is provided on appointment. A salon is situated in Heytesbury Lodge.

INSURANCE

CDHS insurances do not cover your personal property. You would need to arrange insurance cover with a company of your choice, if you so choose.

LAUNDRY

All your personal laundry is done by our Environmental Services staff. All bed linen is laundered by external contracted services. All knitted garments, delicates and valuable items should be taken by family members to be laundered at home.

Whilst every effort is made to have laundered clothing returned on the same day, this is not always possible on weekends.

LEAVE ARRANGEMENTS

Residents are free to go at any time to visit or go on business. For safety reasons, staff should be informed of the destination and expected length of absence. Staff must be personally informed and the leave book signed, both when leaving and on return. Notice should be given of any intention to be absent for more than 24 hours.

Residents may be absent from the facility on social leave for a period of 52 days in one financial year without their fees being affected. Any social leave period in excess of this requires special financial arrangements to be made if you wish to retain your place at CDHS.

If a Resident is hospitalised, the Resident's place in the home will be retained for the Resident provided arrangements are made for continuing payment of fees. Hospital leave is unlimited.

LIBRARY

A library service is available in Cobden and a small library has been established within the facility.

MAIL

Incoming and outgoing mail is encouraged. All mail will be delivered directly to the Resident or redirected after alternative arrangements are advised to the administration office. All outgoing mail is at the Resident's expense.

MARKING OF WALLS

You are requested not to mark or affix anything to the walls in your room. Any items to be attached to any walls will be attended to by the facility's Maintenance Department staff.

MEALS AND FOOD

The present meal times are breakfast 7-8:00am, midday meal 12:00noon–12:30pm, evening meal 5-5:30pm. Lunch and dinner are served in the dining room. Tea making facilities are also available 24 hours a day.

All food which is kept in rooms must be stored in sealed containers and at the appropriate temperature.

NOISE

You are asked to consider the comfort of your fellow Residents and to control your radio or TV and noise generally so as not to disturb them.

NO LIFT POLICY

CDHS aims to optimise patient quality care as part of its ongoing quality improvement process. The facility has implemented a safer and more comfortable system of work practices for staff to use when handling, transferring and mobilising Residents. This is known as the No Lift System.

On admission to the facility, you will be assessed by the nurse in relation to your ability to move yourself on an ongoing basis during your care. The assessment will be recorded on a form and be part of your clinical notes.

If you happen to need assistance to move on or off the bed, the nurses will use devices that will aid your movement to make it more comfortable and safer, whilst helping to prevent possible injury to staff during the manual handling of Residents.

PENSIONS

CDHS requires you to make your own private arrangements with regard to payments and/or banking of your pensions.

PETS

At CDHS, a cat and fish live at the facility. Residents are not permitted to keep individual pets. Personal pets can visit; however, they need to meet our health requirements and must be monitored and controlled at all times. Please check with staff prior to entry.

PODIATRIST/ PODIATRY ASSISTANT

A Podiatrist visits CDHS fortnightly, and the Podiatry Assistant visits weekly on a Monday. Appointments can be made at CDHS' Administration by family or CDHS staff.

POWER OF ATTORNEY

CDHS Staff are not permitted to provide Legal advice. See Clinical Manager or Administration Services Supervisor for more information.

RADIO

Radio coverage is not always clear from every Residential room within the facility. Inquire with Clinical Manager.

RESIDENT MONTHLY MEETINGS

Resident meetings are held bi-monthly to discuss matters relating to life at CDHS. A newsletter is provided monthly and is sent out with accounts.

RESIDENTS RESPONSIBILITIES

Residents have an obligation to consider and respect the rights and needs of other Residents and staff within the facility and to respect the needs of CDHS as a whole. Every Resident has a right to raise any concerns they may have regarding our services without fear of retribution. Please see the nurse in charge or Clinical Manager immediately if you have any concerns at all.

SMOKING

Our facility is subject to a "No Smoking" Policy. Smoking is only permitted in designated external areas and with the approval of the Clinical Manager and/or Resident's Doctor.

SNACK TROLLEY

Presently, we have a snack trolley available once per week. Residents can purchase miscellaneous items (i.e. snacks, magazines) from the trolley.

TELEPHONE/INTERNET

Residents/families must arrange connection of phone/internet directly with Telstra or other service provider. Due to privacy laws, CDHS staff are not permitted to arrange these services. All connection/account fees are at the Resident's own expense.

TERMINATION

The conditions for termination of occupancy at CDHS are detailed in full in the Resident Agreement. Should you have any questions, please speak with the Clinical Manager.

TRANSPORT

Resident families are responsible for the transportation of the Resident to and/or from the facility for appointments etc. In certain circumstances, transport with the Ambulance Services maybe utilised. A taxi service is available at your own expense. Red Cross Community transport can be arranged with prior warning (limited times).

VALUABLES and MONEY

CDHS will not take any responsibility for valuables misplaced or lost. If you have any items of particular value, we suggest you lodge them in safe custody with your bank or leave them with family members for safe keeping. For safety reasons, we ask that large amounts of money are not kept in rooms. For those unable to take care of their finances, a small amount of petty cash can be left with the nursing staff for the purchase of small goods or for certain activities not covered by fees. If you choose to bring in valuable items (or are given or purchase such items during your residency), you do so at your own risk.

VICTORIAN AMBULANCE SERVICE

We encourage non-pensioners to become subscribers to the ambulance service. Non-pensioners are not automatically covered for ambulance services. It is the Resident's/family's responsibility to organise such cover.

VISITING HOURS

Visiting hours are flexible, keeping in mind other Residents' privacy and meal times. All external doors are locked at 6:00pm except for the main Entrance which is locked at 8:30pm. We encourage entry to the facility via the main entrance (off Victoria Street). For security and safety purposes, visitors must sign the log in/out book at the entrance doors on all visits.

VOTING AT GOVERNMENT ELECTIONS

A polling booth is made available on the premises for ease of voting. If you require your name to be removed for the electoral roll, please contact the Australian Electoral Commission.

It is only through your help that we can ensure that all Residents receive the best possible care. Please feel free to contact the Chief Executive Officer or Clinical Manager if you have something you would like to discuss. At times we may want to meet you and/or your relatives to talk about your progress and discuss mutual concerns. If a meeting is required, the Clinical Manager will arrange a convenient time.

Residents are encouraged to continue their independence and to enjoy family visitation in our relaxed atmosphere. Cobden District Health Services' management and staff are proud of our beautiful environment and the high standard of care provided for our Residents.

Jeannine Creely
Chief Executive Officer