

# COBDEN DISTRICT HEALTH SERVICES INC

5 Victoria Street  
Cobden Vic 3266  
Ph: 03 55953100  
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## Information Booklet for Residential Respite Care



## **WELCOME TO COBDEN DISTRICT HEALTH SERVICES INC.**

The purpose of our facility is to provide accommodation and personal care for Respite Clients. It is also to provide Respite Clients 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 members of the family along with prospective Respite Clients 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 we are offering the prospective Respite Client.

Once allocated a room, this will be yours for the duration of your stay. Respite Clients are rarely shifted from one room to another, but on some occasions this does occur for an important reason.

All necessary forms relating to a respite application are available from the Barwon Health Carer Respite & Carelink Services in Warrnambool (BHCRCS) P.O. Box 912 (78a Fairy Street) Warrnambool, Vic, 3280 Ph: 5564 6054 Fax: 5561 5091.

### **CODEN DISTRICT HEALTH SERVICES Inc. is located at:**

5 Victoria Street, COBDEN. VICTORIA, 3266.

### **ACCOMMODATION:**

Cobden District Health Services Inc (CDHS) has 1 respite bed in an individual room in the general wing of Heytesbury Lodge Hostel.



Respite Bedroom

### **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 care will be upgraded as required.

## **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 Inquiries: 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.

## **ACCOUNTS**

Except by prior arrangement with DVA or BHCRCS, all accounts are processed at the end of the respite stay by CDHS' Administration Department. Payments can be made by cash/cheque, direct bank deposit or via the internet.

## **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 Respite Client. 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**

Respite Clients are requested to be moderate in their consumption. For high care Respite Clients, alcohol must be kept in the Nurses station, not in Client'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**. Respite Clients are requested to be very careful in their use of appliances as they will be responsible for any damage caused by such use. CDHS does not allow the use of electric blankets, power-boards, double adapters, touchlamps or extension leads. These are against our Occupational Health and Safety Policy (OH&S).

## **ASSISTANCE TO STAFF**

Assistance from Respite Clients 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**

The respite room is equipped with essential furniture including an electronic bed & mattress, linen, lockable cupboard, chair, TV and phone. Personal beds/mattresses are not allowed due to compliancy with CDHS' no-lift policy. If the Respite Client 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.

## **CHEMICALS**

All chemicals coming into the facility must be approved by the Environmental Services Supervisor and OH&S Coordinator. 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. All medication must be in bottles. Webster Packs are not permitted. There is a chemist in Cobden should a prescription need to be filled.

## **CHURCH SERVICES**

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

## **CLEANLINESS OF ROOMS & REFUSE**

Respite Clients are encouraged to keep their room in an orderly manner. Our staff can maintain tidiness if you are unable to maintain it yourself.

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 quantity of clothing will depend on when and how long the Client stays in residential Respite care. All clothing must be clearly marked.

## **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 Respite 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 as 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 box located in the foyer of Heytesbury Lodge.

## **CONFIDENTIALITY**

A Respite Client 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 Respite Client 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 Respite Clients, particularly in regard to safety matters or in order to comply with regulations or Australian Government Outcome Standards. If a Respite Client 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 Client's own safety and this is refused and puts the Client at risk of falling).

## **DISCHARGE**

Discharge is between 10-11:00am (unless prior arrangements are made with the Clinical Manager).

## **DOCTORS VISITS**

Doctors are called only when the necessity arises. However, doctors are welcome to visit the Client during the respite stay.

## **DRESS**

Respite Clients are requested to be respectably and fully dressed at all times. Clients 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**

Respite Clients 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, massage services or toiletries. Continence aids are to be supplied by the Client.

## **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 OF ABSENCE**

Depending on the Client, Respite Clients are free to leave the facility 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.

### **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 Respite Client or redirected after alternative arrangements are advised to the administration office. All outgoing mail is at the Client'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**

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

All food which is kept in the room 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. Respite Clients are not permitted to bring 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.

### **RADIO**

A radio is available; however, reception is not always clear.

## **RESIDENTS RESPONSIBILITIES**

Respite Clients have an obligation to consider and respect the rights and needs of other residents & staff within the Hostel and to respect the needs of Heytesbury Lodge as a whole.

Respite Clients have 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 the Respite Clients' Doctor.

## **SNACK TROLLEY**

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

## **TELEPHONES**

A telephone is available in the room for direct incoming and outgoing calls. Call costs are the Respite Client's responsibility and will be included with the account.

## **TELEVISION**

Television is available.

## **TERMINATION**

The conditions for termination of occupancy at CDHS are detailed in full in the Respite Agreement. Should you have any questions, please contact the BHCRCS or our Clinical Manager.

## **TRANSPORT**

CDHS does not provide transport. In situations where carers are unable to transport the person to the facility or cannot afford a taxi, contact the BHCRCS for available options.

## **VALUABLES & MONEY**

CDHS will not take any responsibility for valuable items that are misplaced or lost. Therefore, it is better to leave them at home during short-term respite.

Generally there is no need for money; however, 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. For security reasons, we ask that large amounts of money are not kept in the room. . If you choose to bring in valuable items (or you are given such items during your respite stay), 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 Respite Client'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 6pm except for the main Entrance which is locked at 8.30 pm. 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.

Respite Clients are encouraged to continue their independence and to enjoy family visitation in our relaxed atmosphere. CDHS' Management and staff are proud of our beautiful environment and the high standard of care provided for our Residents and Respite Clients.

Jeannine Creely  
Chief Executive Officer



Heytesbury Lodge - Lounge Room



Heytesbury Lodge - Dinning Room