



RESIDENT INFORMATION BOOK



Lakeview & Bolga Court

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Welcome

It is a pleasure to welcome you as a prospective respite or long term resident to our fully accredited, government funded Lakeview and Bolga Court. Facilities that specialise in accommodating long term aged persons.

We recognise that it is a very difficult time for you, your family and friends when the decision has been made that respite and/or long term residential care is required to meet your special health and care needs. Be assured, that staff will encourage and support residents to maintain their independence for as long as possible. Socialisation is a very important part of life and activities in both Lakeview and Bolga Court try to ensure all residents have the opportunity to be involved in activities to the extent that they desire.

It is very important to us that residents feel a sense of homeliness, to assist in this process, rooms can be personalised with familiar possessions. These items can include some furniture. Please discuss this further with staff.

Lakeview and Bolga Court are both part of the services of Tallangatta Health Service (THS). The Board and Management of THS have a responsibility to ensure the safety of both residents and staff and have implemented and maintain policies on minimal handling and zero tolerance to bullying and aggressive behaviour.

This information book has been developed to provide you and your family with some details of our facility, staff, services and activities that are available, general information about residential care and ways that you can contact management or staff about your concerns. It will also provide information of the differences that occur to costs, services and residents' rights and responsibilities.

If you decide to reside at either Lakeview or Bolga Court, we trust that your time with us will be very happy. We hope that you settle in very quickly and before long that you, your family and friends will recognise Lakeview or Bolga Court as your new home.

The Executive



Our History

Tallangatta Health Service has been located on its present site, on the foreshore of Lake Hume, since 1958. The original Tallangatta hospital was established as a Cottage Hospital in 1914, at the original township, which is now referred to as the Old Town, at Tallangatta East. In 1937, a wing was added to the original building to accommodate the increasing numbers of patients and improve the facilities for the delivery of much needed services. This building is still standing and is now partly used for private accommodation.

The entire township was relocated in the mid-1950s to allow for the enlargement of Lake Hume. The original 30 bed hospital was officially opened on 26 March, 1958 and provided general medical, surgical, obstetric and children's care and 24 hour emergency services for the township and surrounding districts. Sadly, like many smaller facilities, the range of service provision declined due to high costs, regulation and safety requirements and availability of skilled medical and nursing staff. Surgical and obstetric services are now fully provided at Albury Wodonga Health.

The community's health needs, government policy and funding changes have resulted in many changes to service provision over the intervening years. In 1997/98, a major redevelopment at a cost of \$ 914,000 was completed. Fifteen of the original 30 hospital beds were converted into Commonwealth funded high care beds which are referred to as **Lakeview**.

The Day Centre was relocated to the previous nurses' home site and redeveloped as the Community Services Building. Since March 2000, the Home and Community Care (HACC) services for the Tallangatta area of the Towong Shire have been managed and provided by the Tallangatta Health Service.

Bolga Court: In 1987, the Tallangatta and District Extended Care Centre Incorporated was established, as a separate organisation, with the aim to design and construct a hostel to meet the future needs of the community. It was envisaged that as the general community members aged and the farmers retired they would move from the outlying properties, after handing the farm over to their younger family members to run, to a home-like environment at Bolga Court, where they would be supported till their dying days. This plan came to fruition. Construction began in March 1990 and in April 1991, the Bolga Court 30 bed complex was occupied. In 2002, an additional 6 beds were opened. Bolga Court was managed as a separate entity until July 1, 1997 when the 2 services combined to form the new entity, Tallangatta Health Service.

The Bolga Court complex offers residents a magnificent and uninterrupted view of the lake and the surrounding hills. The original concept of providing low care support to the residents is no longer viable and, in 2011, was refurbished to enable residents with high level care needs to be also admitted and cared for in the future.

Mr Pleming turns the first sod at the new Day Care Centre, now known as Bolga Court



Our Facilities

Tallangatta Health Service (THS) is a government funded rural community health service located on one site above the picturesque Lake Hume foreshore.

The facility includes an acute hospital ward, residential aged care, on – site Medical Clinic with two permanent Medical Officers, community and support services. THS employs approximately 150 staff and has 55 registered volunteers who provide services and programs, on - site or within the community.

Bolga Court is a set of seven buildings – one of which is the main dining and reception area and other 'modules' that each have six individual bedrooms, a shared lounge, dining room and kitchen. There is a lovely garden all around, with a gazebo, outdoor seating and barbeque area. Bolga Court can accommodate 36 residents.

Lakeview has 15 beds – which are twin share and share a bathroom. There are a number of lounges, two dining rooms and outdoor areas; one a sheltered courtyard with gazebo and barbeque area and another area has a balcony overlooking the lake.



Views of Lake Hume from Bolga Court

Lakeview & Bolga Court Staffs' Philosophy and Purpose

The Staff of Lakeview and Bolga Court believe that:

- A caring, supportive and positive environment provided by staff, family, friends, carers, volunteers and the community enables the residents to continue as integral, respected and valued members of society.
- Every resident has the right to freedom, respect, dignity and the right to be treated fairly by others.
- A resident's rights are not diminished regardless of their physical or mental faculty or ability to exercise or fully appreciate their rights.

Purpose:

To create a home like environment for each Resident where he/she receives quality care appropriate to his/her needs.

To ensure that the culture and practices of both Lakeview and Bolga Court encourage the resident to:

- Live with respect and dignity without fear of exploitation, abuse or neglect.
- Maintain personal privacy with freedom of movement and without undue restriction.
- Continue cultural and religious practices and to retain the language of his/her choice without discrimination.
- Be treated and accepted as an individual.
- Have freedom of speech.
- Select and maintain social and personal relationships with any other person without fear, criticism or restrictions.

Residents' Rights and Responsibilities:

We have adopted the Charter of Rights and Responsibilities as developed and distributed by the Commonwealth Department of Health and Ageing. (now called the Department of Social Services) A copy is included with this document and affirms social justice principles (Attachment 1).



Commonly Asked Questions

Is Tallangatta Health Service an accredited facility?

Yes, Tallangatta Health Service is an accredited facility for Residential Aged Care. The Australian Aged Care Quality Agency (AACQA), in accordance with the Commonwealth of Australia Aged Care Act 1997 has granted three years accreditation to both Lakeview and Bolga Court.

Periodic site visits will be conducted by the AACQA during the period of accreditation to determine that the 44 standards are being met and that quality care and services are continuing to be provided to the Residents of Lakeview and Bolga Court.

How do I put my name on the waiting list for admission to Lakeview or Bolga Court?

Your name will be put onto the waiting list for placement on receipt of a completed application form and a current Aged Care Assessment Approval that has been provided by the Aged Care Assessment Team.

Prior to or at the time of application, you are encouraged to visit our facility.

Lakeview and Bolga Court are open for inspection by appointment. Please telephone the Nurse Manager on 02 6071 5200 to make an appointment to ensure adequate time is available to meet your needs for queries and inspection.

We request that you or your family members bring/s the following documentation at the time of your visit: -

- Medicare Card
- Pension Card *
- Private Health Insurance Details *
- Vic Roads Taxi Cards*
- Veteran Affairs Card*
- Pharmacy Safety Net Number *
- Enduring Powers of Attorney, (Financial, Medical and Guardianship) *

(**if applicable*)



How long will I have to wait for admission?

This depends on the availability of a bed and your care needs at the time.

When a bed becomes available at Lakeview or Bolga Court, all applicants are given consideration regardless of time on the waiting list. Priority is usually given to those with the highest needs.

What type of accommodation is available?

Bolga Court has 36 individual rooms All bedrooms have separate ensuites.

Lakeview has 15 high care beds, most rooms are twin share with shared ensuites.

Bed Allocation

The actual bed allocation is dependent upon availability at the time of admission. Consideration is always given for the wellbeing and care needs of residents.

After residents have been allocated to a particular room and bed it is important that residents feel secure there. A resident will only be moved to another bed or room if:

- The move is at the Resident's request, or
- The Resident / Power of Attorney agrees to move after being fully consulted and agrees to move without any pressure, or
- The move is necessary due to change of care needs.

How long do I have to take up the offer for admission?

The time available for you to make up your mind is set by the Commonwealth aged care policies. When an offer of accommodation is made, the transfer needs to occur as soon as possible.

When coming directly from home, another aged care facility, or from hospital, a Resident has a maximum of seven days (social) pre-entry leave from the time of the offer.
Costs are incurred from the date of offer.

Is there a formal agreement?

Yes, a formal agreement, the Resident Agreement as issued by the Aged Care Industry Council is given to you and your family member or agent to view and the opportunity to discuss the agreement is given to you prior to considering signing the agreement.

This agreement is a common agreement that sets out the terms and conditions of occupancy, rights and responsibilities of Residents, financial statements, complaints resolution, and protection of personal information.

Residents have the right to choose whether or not they wish to enter into a written agreement; however, if this is not done then the terms and conditions of the standard agreement will be deemed to apply.

This agreement does have a cooling off period of 14 business days from the date of signing in which the agreement can be terminated.

Do I have security of tenure for my accommodation?

Yes, security of tenure is assured once an offer of placement has been given to you and accepted, providing that THS has the facilities and staff to meet your changing needs. Please refer to the Resident Agreement for further details about rules of occupancy.

What are the Charges and Fees for my accommodation and care?

Residents have a choice to pay for their accommodation either as a refundable deposit (a lump sum, also known as a Refundable Accommodation Deposit or RAD), an equivalent daily payment (a Periodic payment , also known as a daily accommodation payment of DAP) or a combination of both.

For concessional / fully supported Residents the above does not apply.

All Residents pay the Commonwealth Daily Care Fee.

We would advise that Residents discuss their individual circumstances with the THS Director of Corporate Services.

When do I have to pay my fees and charges?

Accounts are created in arrears to you on a fortnightly basis in line with the Australian Pension Pay Day Calendar. Payments are made fortnightly via direct electronic transfer on pension day. Invoices and receipts will be sent to yourself, your designated family member or person / agent with financial power of attorney.

All Residents are required to pay via Direct Debit. Your Direct Debit agreement will need to be authorised prior to the first payment.

If you have difficulties at any time with paying these charges and fees, we recommend that you contact us as soon as possible to discuss your issues and arrange payment options.

Bad debts will be recovered by THS or contracted recovery agency.

Do I have a choice in who provides my pharmacy services?

The local pharmacy at Tallangatta provides a direct delivery service to our facilities.

If you choose to use a pharmacy outside Tallangatta it will be yours or your support person's responsibility to fully manage your pharmacy (medication) needs.

Can my own General Practitioner (Doctor) visit me and provide my care?

Residents of both Bolga Court and Lakeview, or their family/support person, are able to nominate a preference for local general practitioner (GP) medical care.

The THS GP visits the residents at Lakeview and Bolga Court on a regular basis, or residents can make an appointment at any time at the Medical Centre, located on site.

If an alternative GP is selected, resident/family member is responsible for arranging appointments and any associated costs, and paying for transport to and from these appointments.

Specialist and other service referrals are made by the GP as necessary. It is the resident's or family's responsibility to support the resident to attend such appointments.

Responsibility for ambulance or other transport costs to obtain care or services?

All residents are responsible for all costs should they require ambulance transfer direct from THS to another facility, hospital, or appointments.

THS recommends that residents who are not pensioners continue to maintain their Rural Ambulance Victoria membership.

When ambulance services are not required it still remains the responsibility of the resident and/or family to provide the transport and/or meet the costs and be the escort person to assist the resident for appointments.

THS staff will assist the resident/family members with these arrangements.

If THS provides staff to act as escorts or drivers, staff costs will be payable by the resident at full recovery costs along with vehicle running costs. Costs associated will be included in your monthly account.

What happens if I need hospitalisation or would like to have Leave/Temporary Absence?

A resident may be absent from either Lakeview or Bolga Court during periods of authorised leave. To be counted as a day of leave the resident must be absent overnight. The full Daily Care Fee is payable when a resident is on leave.

There are 3 types of leave:

1. HOSPITAL LEAVE: A resident can take unlimited days of leave for the purpose of receiving hospital treatment.
2. SOCIAL LEAVE: A resident can take up to 52 days of social leave in a financial year.
3. PRE-ENTRY LEAVE: Up to 7 days of social leave may be taken as a pre-entry leave immediately before a resident enters a service.

A resident may take more leave than prescribed above provided that there is:

- Approval by THS.
- Agreement by the resident to pay the Accommodation Fees plus compensation to the THS for the subsidy not paid by the Commonwealth Government.

What times can my family and friends visit?

The visiting times are unrestricted as is the number/s that can visit at one time. We request that family be reasonable when celebrating special events and remember that Lakeview and Bolga Court are also the home of other Residents. If visiting outside normal sociable hours, a courtesy telephone to staff prior to your arrival would be appreciated.

We request that you sign the visitor attendance register on arrival and when leaving, for safety reasons, especially if we have the requirement to evacuate the premises, we need to know who is actually present or absent at the time. The register is located in the Bolga Court Community Building and the Entry in Lakeview.

We request that you do not visit if you are ill or are suffering from a cold or stomach upset as the potential to pass your illness on to the residents is very high. We request that you use the Hand Hygiene solution located throughout the facilities prior to visiting and on leaving the facility.

Can A Resident take leave?

Yes a Resident can take leave. There is a register to be completed if you take the Resident/s off site, for either day or overnight leave. Prior to overnight leave arrangements are to be made with Clinical Care Staff so arrangements can be made especially for medications or other clinical care needs. Where the Resident decides to take overnight leave, the location of where they will be residing is to be provided to care staff prior to leave and a contact phone number.

Can I or my family members have a say in my care?

Yes, on admission, a care plan is developed with the resident, family and whole health team. This plan is reviewed regularly and is changed to ensure that the information available to staff, your GP and other health professionals is what is really happening at the time. Your care is based on the information in this plan and is documented to ensure all staff are aware of your needs and requirements so that the care provided is top quality at all times.

Can I or my family members have a say in what happens?

Yes, we encourage Residents and/or their family members to participate in planning and reviewing of activities and services at Lakeview or Bolga Court. Often, people prefer to do this through a group meeting. All residents/relatives/support persons are encouraged to participate in meetings and are always welcome.

- **Bolga Court** holds a bi - monthly - ***Bolga Residents and Friends meeting.***
- **Lakeview** holds a quarterly meeting - ***Residents Family and Friends meeting***

Minutes of these meetings are distributed to all residents and their nominated person/s.

We also encourage residents or their families to discuss matters with the staff or management on an individual basis at a mutually convenient time. If you are visiting from outside the facility, we suggest that you telephone ahead of time to arrange a convenient time.

Do I wear my own clothing and footwear when I am a Resident?

Yes, Residents are encouraged to be dressed during the day. The provision of clothing and footwear is the responsibility of the Resident. Clothing, nightwear and underwear needs to be of a minimal care type, of a design to allow ease of dressing and undressing and adequate in supply. The amount is dependent on many factors, for example continence. Please discuss your needs with the staff. Suggestions of clothing requirements are available on request from the Nurse Manager.

Footwear needs to be well fitting and must be non-slip. The Nursing Staff will provide advice to you as relevant.

We suggest that you talk to staff about the supplies and type of clothing required and the status of the resident's wardrobe. It is the resident's or family's responsibility to label, supply and ensure that clothing is available and suitable for the weather season at all times.

Can I have money and valuables with me?

Yes, but we assume no responsibility and we recommend that only small amounts of money for small items / outings be held by the Resident. A small lockable cash box is available within each Resident's wardrobe unit. If the Resident is not capable of caring for valuables, it is suggested that valuables remain in the safe care of family.

Can my family members participate in the activities and events?

Yes, family members and /or friends are encouraged to participate in Lakeview and Bolga Court activities or to spend time with Resident's one on one. Please discuss with the Nurse Manager / Staff if you would like assistance with preparing for an activity with your family member e.g. meal alone, some private time to be arranged, or to go on an outing. If family members would like to participate in events that require catering, a cost is incurred by the family member/s. Arrangements for catering prior to the special occasion are required.

Can my family members bring food for me?

Yes you can, but when you bring food into an Aged Care Facility for a relative or friend it is you and not the staff who is responsible for its safety.

This means that food and meals brought in by families must not be handled by staff. If needed, meals or food can be reheated in the microwave ovens/s and then served to the Residents by family members or the Residents themselves without staff involvement.

A "Food Safety Tips" Australian wide guide that is produced by the Food Safety Information Council advises of your responsibilities and directions of how to prepare, cook, store and transport and reheating of food that will be consumed by the resident. It lists the higher risk foods including meats, fish and dairy products. Information can be obtained from their website: www.foodsafety.ans.au

Can my family members or others volunteer their services?

Yes, there is a formal Volunteer Service for both Lakeview and Bolga Court. All volunteers are now required by government regulations to complete registration forms and a Police Check prior to being placed on the Volunteer Register. Volunteers are supported by the Nurse Manager, as well as the THS Volunteer Coordinator. Volunteers provide support and activities for the Residents. This support in daily activities and in outings is greatly appreciated by both staff and Residents.

If your family members or friends would like to consider becoming volunteers, further information can be obtained from the Nurse Manager / THS Volunteer Co-ordinator.

Education and support information session are conducted for people interested in volunteering.

Can I have pets at the facility or can my family members or friends bring pets to visit me?

Whilst THS recognises that pets bring comfort and wellbeing to some Residents, others prefer for them not to be within their surroundings. Therefore; the only permanent pets that can be located at the facility are birds in smaller cages. It is the responsibility of the Resident / family to provide for the care and all associated costs of their birds.

Relatives / friends may bring small animals to visit. These animals must remain under the relative's / friend's care and supervision at all times during their time in our facility.

Am I able to vote in local, state and federal elections?

Yes, it is possible to vote whilst you are a resident of Lakeview or Bolga Court. Usually, the Election Office staff visits Tallangatta Health Service 1 to 2 weeks prior to the elections. The date and time is advertised and staff will ensure that the opportunity to vote is provided.

Please note that voting at Federal and State elections is compulsory and a fine can be imposed for not voting. If the Resident is not capable of making a valid decision, then the Australian Electoral Commission must be advised that the Resident has a valid and sufficient reason not to vote. A standard form is available to notify the Commission, which must be certified by a Doctor.

On receipt of the certified form the Electoral Office will remove the person's name from the register.

Providing Feedback – Including Compliments, Comments, Complaints or Concern

Yes, users, advocates or support persons of those using THS facilities have the right to make complaints and have satisfactory resolution of same. THS has established procedures for dealing with complaints received from patients and/or visitors with respect to Hospital Facilities and services.

It is preferable for complaints to be received in writing but verbal complaints also noted as concerns will be recognised as a formal complaint and notes will be made / registered with respect to any conversation involving such adverse comments. These complaints/concerns will be managed as for a formal complaint. In the first instance, complaints can be made to the Registered Nurse in charge of the shift or the Nurse Manager. The nurse will document your concern.

Brochures labelled 'Comments, Complaints and Compliments' are located at the entrance to THS and also at other key places throughout the facility. Suggestions are encouraged as they help us to improve our care. The completed form can be given to any of our staff or posted to the CEO.

Please direct your comment or complaint to the Nurse Manager or senior nurse on duty in the first instance. Direct contact can be made to the Director of Nursing or the Chief Executive Officer if this is your preference.

If, after consultation with the Executive Staff, the issues/matters are felt to be unresolved, other avenues available are:

Aged Care Complaints Resolution Line Free call: 1800 550 552
 Complaints Resolution Scheme
 GPO Box 9348 Melbourne Vic 3001



Talk to our staff

Elder Rights Advocacy Toll Free 1800 700 600
 Level 4 140 Queen Street or (03) 9602 3066
 Melbourne Vic 3000



Give us a call

Health Services Commissioner

Health Services Commission or Toll Free 1800 136 066
 30th Floor, 570 Bourke St or Complaints Line (03) 8601 5200
 MELBOURNE VIC 3000



Fill in a Comment, Compliments and Complaints form



Send an email



Post or fax a letter

For complaints regarding Information privacy principles
 Victorian Privacy Commissioner Toll Free: 1300 666 444
 GPO Box 5057
 Melbourne Vic 3001
 Level 11, 10-16 Queen Street
 MELBOURNE VIC 3001

On the other hand, we all like to receive feedback when we have done a good job or an individual staff member has done those little extra things to improve the lifestyle of the residents. We also appreciate your thoughts and ideas as to how our care and services could be improved. The opportunity to provide this feedback can be taken anonymously or you can speak to the Unit Manager or Nurse in Charge or put your suggestion in the suggestion box that is provided at the entrance to both Bolga Court and Lakeview or complete one of our forms.

SUMMARY FOR GOVERNMENT SPECIFIED CARE AND SERVICES

Applies to Residents admitted prior to 30th June 2014.

Service	High Care	Low Care
Activities on site	Costs by THS except for special individual interests.	Costs by THS External: Cost to Residents
Chairs	THS to meet resident's needs in consultation with OT/Physiotherapist.	Resident responsible for all costs. DVA may offer some financial assistance.
Continence Aids	Costs by THS	Costs by residents. Can participate in Government and DVA Continence Aid Payment schemes.
Visiting Dental	Resident/relative responsible for making arrangements and transport, and payment of all costs.	Resident/relative responsible for making arrangements and transport, and payment of all costs.

Service	High Care	Low Care
Dietitian	THS to arrange and pay for service	Resident/relative responsible for making arrangements. All costs paid by resident.
Dry Cleaning	Residents responsible for all costs	Residents responsible for all costs.
Laundry Service for machine washing and minimal ironing only	THS to meet costs	Residents, with assistance from THS staff.
Leisure & Lifestyle External Outings	Meals and transport costs by THS	Transport costs by THS. Meals – 50% THS, 50% residents
Mobility Aids	THS – non-motorised wheel chairs, frames, etc. Costs for hip protectors are the responsibility of residents	Residents responsible for all costs. DVA may offer some financial assistance. Costs for hip protectors are the responsibility of residents
Visiting Optometry	Resident/relative responsible for making arrangements and transport, and payment of all costs.	Resident/relative responsible for making arrangements and transport, and payment of all costs.
Physiotherapy	THS to arrange and pay for service	Resident/relative responsible for making arrangements. All costs paid by resident.
Podiatry	THS to arrange and pay for service	Resident/relative responsible for making arrangements. All costs paid by resident.
Speech Therapy	THS to arrange and pay for service	Resident/relative responsible for making arrangements. All costs paid by resident.
Toiletries & Goods	Bath towels, face washers, soap, and toilet paper provided. In addition THS provides general brands of : <ul style="list-style-type: none"> • Toothpaste • Denture cleaners • Shampoo • Conditioner • Talcum powder Additional products will be at resident's cost. No charge for items identified for clinical need.	Bath towels, face washers, soap, and toilet paper provided. Other items at resident's choice and cost. No charge for items identified for clinical need e.g. mouth care
Wound Dressings & Products	Costs by THS	Resident responsible for all costs
Hearing Aids	Resident responsibility for all costs	Resident responsibility for all costs

What Services are provided at Bolga & Lakeview?

Depending on the level of government subsidy to the individual Residents, the costs incurred for the services will vary. This may be from no charge to full cost recovery.

The responsibility for arranging for and the transport may be met by THS or the individual Resident.

Nursing

You will have access to 24 hours care provided by qualified Registered Nurses, Enrolled Nurses and/or qualified Personal Care Assistants (PCAs). Students undertaking Nursing, PCA or Allied Health training visit THS for clinical experience from time to time. The students are supervised by the THS staff during their time with us.

Residents' family / support persons are encouraged to be involved in the planning, implementation and evaluation of all aspects of care. Please feel free to discuss any issues with the staff.

Nursing care plans are reviewed regularly in consultation with Residents and/or residents' family. This will be confirmed by a notation that is included in the resident's progress notes.

Nurses carry out care supporting allied health care workers per the care plan.

Meals

On admission and as required, each Resident's dietary requirements are assessed for individualised needs and special diet. A daily menu is available for selection. Specific likes, dislikes and allergies are noted.

All food for the Residents is prepared onsite at THS. The Kitchen is audited by the environmental services staff of the Towong Shire Council and an external auditor on an annual basis to ensure it complies with all the Food Handling Regulations. A food safety plan has also been implemented and the food services staff complete monitoring and auditing regularly to ensure all safety standards are met.

In addition to the three main meals, morning tea, afternoon tea and supper are provided.

Visitors are not restricted during meal times. Family/Support persons are also encouraged to assist the Residents with meals. On special occasions, family members can join Residents in a meal. Costs will be incurred and prior arrangements are to be made.

Meal Times

Breakfast	7- 9am	Morning Tea	10.30am
Lunch	12 – 12:30	Afternoon Tea	2.30pm
Tea	5 - 5.30pm	Supper	

Alcohol Consumption

Residents are entitled to drink alcoholic beverages on approval from their General Practitioner. Staff will document the Resident's likes and requests for alcoholic beverages on the care plan. The cost for alcoholic beverages is met by the Resident / family. Alcohol in small amounts can be kept in a secure place.

Family members and visitors are requested to speak with staff before bringing alcohol into the facility. The reason for this is for the resident's safety and also the potential for possible interaction with medications that may have been administered. In some instances monitoring of Residents alcohol intake may be required for medical reasons.

Telephone Calls

To contact Bolga Court or Lakeview - 02 6071 5200.

In Bolga Court residents can have access to a permanent telephone in their room at their own cost including connection and line rental.

Leisure and Lifestyle Therapy

There is a program of activities provided for the Residents (Monday to Friday) to provide stimulation and interests to meet special needs. This is managed by the Activity coordinator.

- One-to-one sessions are also provided.
- Staff providing these services have completed special training.
- Costs for some items or activities are levied.
- Details of activities are displayed.
- Feedback on the Lifestyle Program is welcome.

Personal Belongings

Residents are encouraged to have personal items in their room. These items include photographs, pictures, bedspreads / doonas and some small furniture (in consultation with staff). Items such as pictures may be hung or attached to the wall. This is to be carried out by THS maintenance team.

Bedside / lounge chairs can be brought if desired for special needs. Unfortunately, storage of items is not possible and family members will be required to take the items home if they are deemed inappropriate or no longer able to be used by the resident. All care is taken of these items, but THS accepts no responsibility for loss or damage.

All electrical items are required to be tested and tagged prior to use and then in accordance with THS testing and tagging schedule.

On leaving THS, all Residents' belongings are to be collected by the family / next of kin. Donation of equipment such as walking frames and wheelchairs cannot be accepted by THS.

Laundry Services

A laundry service is available for all Residents. Low Care Clients (both respite and Permanent) can also elect to have their personal items washed and will be charged at a weekly rate- please enquire further for assistance. All laundering procedures are done to the Australian Standard 4146. It is important to note that the temperatures used to launder clothes is very hot and these temperature can be detrimental to some fabrics.

Whilst every care is taken with items THS cannot take responsibility for damage to clothing and other items that require special care. Wash and wear clothing is recommended, preferably not wool. If there are any special items that require special care such as hand washing this becomes the responsibility of the family.

All items of clothing **must be labelled** with the individual Resident's name before admission, as non-labelled items are hard to trace.

Labels may be purchased by the family either through THS or privately, please enquire with Hotel Services department for advice. Staff can advise which type of labels will withstand commercial laundering. The cost and supply of clothing is the responsibility of the Resident and / or family.

Family members are encouraged to check the Residents clothing regularly to ensure that there are adequate changes of clothing. The items are appropriate for the seasonal conditions, they are of good repair and appropriate size.

Hairdresser

THS has a specific hairdressing area within the Activity Centre Building. A Resident may organise a hairdresser of their choice to visit to attend to their needs. The Resident meets all costs for their hairdressing needs. Please advise staff who will arrange for the hairdressing room to be booked or you may do this through THS Reception.

Library Books

The Tallangatta Library lends books (including large print) & listening books to Residents. Individual requests and preference for authors or topics are noted by the library staff and provided if possible.

Bolga Court and Lakeview have a range of books and a selection is available on request.

Newspapers / Magazines

We encourage the Residents to keep abreast of current issues and events. Daily newspapers and magazines can be ordered through the Crisps Newsagency in Tallangatta. The newsagency delivers daily to Lakeview and Bolga Court.

Mail Deliveries

Daily: Monday to Friday through Reception at THS.

Staff will assist with posting of items. Postage costs are the responsibility of the Resident. Stamps are available for purchase at main reception and via the Bolga Court Volunteer Shopping Trolley service.

Radios

Community stereo systems are available for groups or individual use within the community areas. Individual radios are allowed, annual electrical cord inspections and tagging will be undertaken by qualified THS staff.

Televisions

Lakeview and Bolga Court have a number of lounges and activities rooms with TVs for community viewing.

All Residents' bedrooms may have a TV installed. The cost and installation and repair of TVs is the responsibility of the Residents.

The THS maintenance team will check all units for their safety when purchased or brought into THS and complete a 12 monthly inspection of the electrical cords.

Please respect other Residents – headphones may be required to assist with hearing or use of text on TV's.

Church Services and Spiritual Care

Church services are held at both Bolga Court and Lakeview. The church group involved in the service changes on a rotating basis. Ministers of Religion, Pastoral Care and Pastoral Visitors are welcome to visit at any time. Pastoral Care and visitor's association or status is required to be confirmed with the relevant minister or priest. Residents may attend external church services as desired; families are to liaise with staff if they wish to take Residents to other services, which are advertised in the Tallangatta Herald.

Clergy Contact Details

DENOMINATION	CONTACT	ADDRESS	PHONE	MOBILE
ANGLICAN	Father Alan Kelb	Albury		0418 464 053
UNITING	Rev. Rhonda Kissick	Willong Street Tallangatta	(02)6071 2527	0408 948 598
CATHOLIC	Father Brian Carey	Queen Elizabeth Drive Tallangatta	(02)6071 2526	0409 670 426
JEHOVAH'S WITNESS	Trevor Anderson		(02)6071 2742	

Safety and Security

The safety and security of the Residents and staff is paramount at all times.

- A minimal/no lift policy is maintained throughout Tallangatta Health Service and specialised equipment has been purchased and is maintained to minimise the risk to staff and Residents.
- THS also has zero tolerance to occupational violence and people who do not adhere to the policy will be asked to leave the facility.
- An individual care plan is developed for every Resident and reviewed as required, to encourage independence to reduce the risk of falling or injury.
- Staff education is provided to ensure their own and the Resident's safety is maintained.
- There are secure areas for wandering Residents. Keypad/swipe devices are fitted to assist in the provision of this security.

- Full fire suppressant equipment is installed, including extinguishers, fire hydrants and hose reels, and a fire sprinkler system. Ongoing staff education and maintenance occurs to ensure that the emergency management plan and risk management is known and can be actioned by all staff.
- Residents are requested to participate in emergency exercises to ensure they are familiar with the procedures and assembly areas if an emergency should arise. Emergency/evacuation familiarisation will be provided on admission.

The following information is provided to assist the Residents / families with basic safety and security features. Please ask staff if you are unsure of devices or have any suggestions in this regard.

Security Entrance / Exit Doors

At Bolga Court doors are all locked at night and have alarms fitted. During the day, Bolga Court is open with many doors opening to garden areas; however some modules are fitted with a swipe card access to support the safety of Residents.

At Lakeview, the main corridor doors have security keypads fitted while other internal doors also have keypad locks fitted. Staff will advise / assist with the code as relevant. From 6.30 am till 9.00 pm, entry is unrestricted and care must be taken to ensure the doors fully latch following entry/exit.

An intercom is available for entry via the main doors after hours.

The main entry points of Tallangatta Health Service are under camera surveillance, which is monitored at the nurses' station.

Bullying & Aggressive Behaviours

THS has adopted a zero tolerance to bullying and aggressive behaviours policy. This policy applies to staff, Residents, and family members. When incident/s of bullying or aggressive behaviour occurs towards staff or Residents, senior staff on duty has the authority to call the police to have the perpetrators removed from the area. All incident/s are investigated and in most situations the perpetrators will be interviewed in person or by telephone. If the incident is found to be aggressive or bullying in nature, the perpetrator/s may have their visitation rights withdrawn.

It is acknowledged that Residents with dementia and other brain conditions or behavioural issues may sometimes be aggressive, physically violent and in general difficult to manage, especially when staff are attempting to provide their necessary care. When these behaviours are evident, nursing staff will commence behavioural monitoring charts and identify events and actions that may trigger these outbursts. Discussions will occur with the Resident's GP and nursing staff and behavioural strategies will be implemented in the hope of reducing the outbursts. In some circumstances specialist medical and nursing advice will be sought.

Some Residents may require closer observation and may have to be transferred to another facility, with an appropriate environment that best meets the needs of the Resident. Consultation between health care professionals the Resident & family occur should this transfer be required.

Nurse Call Bell System

Nurses and Personal Care Attendants carry a Dect phone pager in Lakeview and Bolga Court. This is activated when the resident presses a button in their room or ensuite or if a motion sensor is activated. Nursing and Personal Care staff will attempt to respond to your call promptly; however, sometimes a delay occurs and usually means that the nurse is responding to another Resident's needs.

Nurse Duress System

The nurses have access to a duress system that can be activated in times of emergency to summon external assistance. An external contractor provides 24 hour monitoring and will contact the Tallangatta Police if the duress alarm/s is activated.

Resident Restraint

THS aims to be a restraint free facility. Our policy is to only utilise restraint in extreme situations. Restraint is only implemented in conjunction with other behavioural management strategies and after

referral and discussion with the treating doctor/specialist, nursing staff, Resident and/or family members. Signed consent must be completed prior to the use of restraints.

No Lift Policy, Lifting Machines and Other Devices.

THS has adopted and implemented a No Lift Policy throughout the organisation. In Lakeview and Bolga Court, an individual care plan is developed for each Resident to encourage independence and minimise the risks of injury and falling. Ongoing staff education and manual handling aids / technique evaluation will continue throughout the Resident's stay. Equipment that best suits the Resident's needs will be explained, utilised and aids will be modified on an as needs basis.

High – Low Beds

THS use height adjustable electric beds to reduce the incidence of injury should residents fall out of bed. Floor mats may also be used next to a lowered bed for added safety.

Mattresses are specifically designed to reduce pressure on bony areas of the Residents' bodies and are one of the aids to reduce the likelihood of pressure injuries developing.

Bed / Chair / Floor Sensors

For residents increased safety following assessment by the multidisciplinary team to prevent falls or harm from falls; falls prevention devices such as bed / chair or floor sensors may be utilised. These devices detect movements and are connected to the nurse call pagers and staff are alerted to the fact that the Residents have moved from their original settled position. At night, floor sensors also pick up that the Resident is moving around their room.

Hip Protectors

To help reduce the likelihood of fractures when residents fall on their hips, many residents wear hip protector devices. Hip protectors are inserted into specially designed underwear. The costs of the hip protectors are the responsibility of the Residents. Nursing staff and physiotherapists will provide advice and education regarding the need and use of hip protectors.

Smoking

It is our policy that there is **no smoking within the buildings of Tallangatta Health Service.**

However it is recognised that long-standing smokers have a need/preference for this activity and designated outside areas are available. Supervision may be necessary for the welfare of them and others, even at this late stage in their life, residents can be assisted to reduce or cease their smoking habit. The Medical Centre Doctor or nursing staff will be very happy to discuss the latest programs and treatments for smoking cessation. Residents who plan to smoke onsite will have a risk assessment attended on admission to ensure their and the safety of other Residents is maintained. We request that those who do continue to smoke are mindful of other Resident's health care needs.

Immunisation

Annual influenza immunisations are offered with other immunisations, such as Pnevumovax on request.

Staff Identification

All staff employed at THS are required to wear photographic identification. They may also wear a name badge with the THS logo on a white background. Staff wear uniforms in a variety of colours regardless of their role. Staff should identify themselves before providing care or treatment. If in doubt, please ask the staff member to provide identification.

Privacy

THS is committed to respecting the privacy of your personal information.

Some information may need to be disclosed to State or Commonwealth government or their agencies, so that they can make decisions about funding, lifestyle, and care delivery.

The organisations Privacy & Confidentiality Policy is available on request from the Nurse Manager

In Conclusion

We trust that we have answered the majority of questions that you may have about the admission process and services provided at Lakeview and Bolga Court.

If you have any further queries or questions you are most welcome to contact the following:

	TELEPHONE	FACSIMILE
Tallangatta Health Service	(02) 6071 5200	(02) 6071 5293
Chief Executive Officer Robyn Gillis	(02) 6071 5200	(02) 6071 5293
Director of Nursing Lenore Rhodes	(02) 6071 5200	(02) 6071 5293
Director Corporate Services Julie Polmear	(02) 6071 5200	(02) 6071 5293
Nurse Manager Leanne Gale	(02) 6071 5200	(02) 6071 5295

Or visit our Website: www.tallangattahealthservice.com.au or email us at: THS@ths.vic.gov.au

We would appreciate your feedback on our website. Feel free to complete our feedback form.

CHARTER OF RESIDENTS' RIGHTS AND RESPONSIBILITIES

Each resident of a residential care service has the right:

- ❖ to full and effective use of his or her personal, civil, legal, and consumer rights;
- ❖ to quality care which is appropriate to his or her needs;
- ❖ to full information about his or her own state of health and about available treatments;
- ❖ to be treated with dignity and respect, and to live without exploitation, abuse, or neglect;
- ❖ to live without discrimination or victimisation; and without being obliged to feel grateful to those providing his or her care and accommodation;
- ❖ to personal privacy;
- ❖ to live in a safe, secure, and service-like environment, and to move freely both within and outside the residential care service without undue restriction;
- ❖ to be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect;
- ❖ to continue his or her cultural and religious practices and to retain the language of his or her choice, without discrimination;

- ❖ to select and maintain personal relationships with any other person without fear, criticism, or restriction;
- ❖ to freedom of speech;
- ❖ to maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions and choices, even though some actions may involve an element of risk which the resident has the right to accept, and that should then not be used to prevent or restrict those actions;
- ❖ to maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions;
- ❖ to be involved in the activities, associations, and friendships of his or her choice, both within and outside the residential care service;
- ❖ to have access to services and activities which are available generally in the community;
- ❖ to be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service;
- ❖ to have access to information about his or her rights, care, accommodation, and any other information which relates to him or her personally;
- ❖ to complain and to take action to resolve disputes;
- ❖ to have access to advocates and other avenues of redress; and
- ❖ to be free from reprisal, or well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

Each resident of an aged care service has the responsibility:

- ❖ to respect the rights and needs of other people within the residential care service; and to respect the needs of the residential care service community as a whole;
- ❖ to respect the rights of staff and the proprietor to work in an environment which is free from harassment;
- ❖ to care for his or her own health and wellbeing, as far as he or she is capable; and
- ❖ to inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and his or her current state of health.

References: Department of Health, *The Charter of Residents' Rights and Responsibilities*, viewed 20 June 2012, <http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-publicat-resicharter.htm>