

Naracoorte Home for the Aged Inc



2018

***Independent
Living Unit***

Orientation Booklet

*Welcome to our 'Independent Living Unit'
Orientation Booklet.*

*This booklet has been produced in response to
feedback from past residents and families.
It covers all those small details which will
hopefully help you to settle into your new
home!*

*This document and the Longridge Resident's
Guide should answer all your questions.
However, if you find something missing,
please let us know.*

*This booklet is a "living document". It will be
reviewed & changed as required.*



www.longridge.org.au

Accreditation.

The hostel is accredited and thus matches quality assurance principles across all The Organisation. Heather Kiernan manages the Longridge Continuous Improvement Program. The Longridge Program encompasses both the independent living units & the hostel and includes a range of checks & monitoring to ensure services are maintained & ideas for improvement are captured, planned for & implemented. A representative committee from all departments, management & a Board representative meet monthly & review the 'checks & balances' to ensure Longridge continues to strive for excellence & support our residents to enjoy the very best of their 'ageing!' Minutes & reports from our Quality Improvement meetings are posted on the central corridor Notice Board in the hostel so have a read if you are passing!

Allied Health Specialists. *For all community services please contact Community Health or Kincaig Medical Clinic and discuss with your GP access to services.*

Ambulance Cover.

We encourage ALL residents to maintain their ambulance cover – at their own cost. If you require transfer to hospital for illness or injury via ambulance to Naracoorte Health Service the cost is in the vicinity of \$800.00! Ambulance Cover is well worth it!!

Asbestos.

The age of Longridge buildings guarantees the presence of asbestos in the buildings. In a well maintained & intact state the asbestos is completely safe. However, should building works or renovations be required this would disturb the integrity of the asbestos product & thus pose a risk to residents or others.

Longridge has contracted specialist asbestos consultants to review & identify all asbestos in Longridge buildings & this 'register' of risk areas is readily available for all contractors to refer to prior to any works commencing. This 'register' is updated every 2 years. Should you consider any works to be done in your unit please notify the Maintenance Manager to review your plans & determine the risk **PRIOR TO ANY WORK COMMENCING.**

Authority.

Whilst it is not a requirement of entry into the Independent Living Units we believe it sound planning for your future that ALL residents have formalised the authority of family or nominated Next of Kin to be able to act on your behalf in the event of illness. Putting these formalities into place ensures your wishes will be respected in your ongoing care. We ENCOURAGE all residents have in place the following authorities:

- Enduring Power of Attorney (*This is ONLY a Financial authority.*)
AND
- 1. Medical Power of Attorney OR
- 2. Guardianship Orders OR
- 3. Advanced Care Directives.

Without such documentation your choices may not known or enacted as per your wishes.

Board of Governance.

Longridge is governed by a Board of 10 community members who meet regularly with the EO/DoC & Business Services Manager. As a governing Board their role is to oversee and strategically steer the organization. They are not involved in the day to day management of Longridge and as such all communication should be directed via the management (EO/DoC or BSM) team who will then communicate your feedback onto the Board.

Board members photos & Board positions are prominently displayed in the foyer. The AGM is held annually in October & residents & families will be notified of the AGM meeting via the Newsletter.

Care Support.

Residents living in the Right to Occupy units (we will refer to as ‘owners’) and residents living in the flats (we will refer to as ‘tenants.’) The flats and units are collectively called ‘Independent Living Units’ (ILU) Residents living in the ILU units are independent. If they require assistance with activities of daily living (showering, housework, shopping, etc) they need to contact My Aged Care and request an assessment of their needs. Once assessed by ACAT they can then access home support through one of the local care providers. Care is available through:

- South East Regional Community Health Services (SERCHS) 8762 8160
- Boandik Services 8766 2440
- Resthaven Services. 8762 4389

(Note Resthaven is a tenant of Longridge but have no affiliation with Longridge.)

We would appreciate if owners or tenants notified Longridge if they are receiving services from one of these care providers so that in the event of any change in your health & mobility we can consult with them on your behalf.

Centrelink.

It is the responsibility of the resident / carer to notify Longridge of their pension status every year. This information is required for Rental Assistance applications.

Cleaning.

Responsibility of 'Owner' or 'Tenant'.



Complaints Process.

Longridge has a formal internal complaints process. We welcome constructive feedback & are happy to work with residents, family or friends if there is an area of concern. Feel free to make an appointment with the EO/DoC or Business Services Manager to discuss your concerns. If you prefer a written format: Complaints forms are prominently displayed in the entrance foyer & may be completed & left in the complaints box as displayed.

A laminated 'Complaints Flow Chart' is posted on the inside of each resident's door. *Refer to the Complaints Process in its entirety as noted in the Longridge Guide & your signed Longridge ILU Agreement.*

Community Visitor Program.

For all community services please refer to your home care provider.

Consultation / Communication.

We welcome meeting with residents & families but ask if you require time to discuss an issue with management could you please ring & make an appointment in business hours. This ensures you are provided the time you require & minimises any waiting or inconvenience for either you or Longridge.



Correspondence ongoing.

ILU Resident's Satisfaction Survey; Residents are surveyed privately (by a Board member) alternative years with a range of simple questions about how our facilities & services meet their needs. We appreciate your feedback as you provide us with valuable ideas for improvement – or congratulations to staff for a ‘job well done’!

Decorating Units.

We encourage residents to supply personal items to ensure their unit feels like home. Noting the risk of disturbance to asbestos when hammering hooks in walls, it would be advisable to arrange assistance with Maintenance staff to hang pictures or install shelving, etc. (*Contact Administration to book: 8762 1340*) *Note some of these services are supplied at a fee. Please discuss with Administration at the time of booking.*

Donations & gifts.

It is the policy of Longridge that staff are unable to accept any personal gifts of money or possessions. Donations may be made formally to the staff ‘kitty’ via management – with a receipt of the transaction provided.

Entry Evaluation.

Usually posted within 12 weeks of entry, this very short quiz just asks for some constructive feedback about how the entry process to Longridge worked for you &/or your family member.



Family / Next of Kin updates.

Whilst we are very mindful of all resident's right to privacy: we request when residents come to live at Longridge they provide us with some basic details of their Next of Kin , Power of Attorney, etc. It is then the obligation of the resident & or family &/or carers to notify Longridge of any change in details. (e.g; phone numbers, email addresses, postal address, etc.) *This ensures should any circumstances occur that require us to notify your Next of Kin, etc we can do this on your behalf.*



Financial matters (fees, direct debit, subsidy increases etc!).

All fees & charges are set by the Board annually. Residents &/or their family/carer are required to make an appointment with the EO/Doc in the week following entry. The EO/Doc will finalise arrangements for all care fees/charges to be paid via direct debit (preferably.) Alternate arrangements can be made if required. Any increases in fees as set by the Board will only be implemented following a letter from Longridge. Fees & charges cover costs of all unit grounds maintenance, internal maintenance, Council Rates, water rates, sewerage rates & TV Antenna. *(Personal use services such as electricity, gas, phone, personal contents insurance, Pay TV, etc are born by the tenant / owner.)*

Fire and Evacuation Procedures.

Refer to the laminated plans as posted in your unit.

The Quality / Risk Manager & Maintenance Manager visit the units at least 6 monthly assessing the currency of these plans. You will be alerted to any changes as required.

ALL units are fitted with 'hard wired' smoke detectors as an early warning system for residents. These detectors have a battery 'back up' so operation is maintained even in power failures. The Maintenance Dept checks these detectors at least 6 monthly.

All units are fitted with fire blankets in the kitchen area. Residents will be instructed on the use of the blanket at entry or annually thereafter during the annual inspection (by the Quality Risk Manager & Maintenance Manager.). In the event of a fire in the unit residents are asked to use the fire blanket to smother the fire. If residents are not confident to fight the fire by these means they are requested to leave the unit immediately, shut their unit door, go to a neighbour to call 000 & then evacuate to a safe area by the curb so the CFS can locate the unit in trouble. (Residents are NOT TO RE-ENTER THEIR UNIT.)

On days of EXTREME ("catastrophic") fire danger residents are encouraged to plan with their family / caregiver what action they will take in the event of a fire emergency. Hostel carers or Administration staff will **not** be responsible for the evacuation of residents from their units in the event of an emergency occurring. IF residents do not have a family member or carer responsible for checking their safety & wellbeing on these extreme days Longridge requests residents make arrangements to spend the day in the hostel.

(Refer to laminated Fire Plan instructions.)

The hostel is cool and staff will be happy to ensure their comfort inside the complex with meals & drinks. These residents will then be the responsibility of Longridge hostel staff to care for in the event of an emergency developing & evacuation if required.



Furniture.

Carpet, Built in Robes, Sheer curtains, Blinds, Heating and Cooling are supplied by Longridge at entry. All other furnishings are supplied by the tenant / owner.

*If residents require changes to these basic unit amenities (i.e carpet, robes, curtains, etc) a written request must be forwarded to management stating the extent of the proposed changes. Approval from management must be gained **PRIOR TO** the commencement of any works. Longridge will not be liable for the cost of changes if the existing amenities are deemed to be appropriate. (Please refer to your ILU Agreement for ongoing clarification.)*

Gardens.

Longridge continues to strive to develop a consistent and water wise plan for all the grounds & gardens.

Residents will continue to be welcomed to maintain

their small garden beds near their unit: weeding and watering being most appreciated. If residents wish to add plants to these beds we would request they consult with Maintenance Department (Dino & Colin) to ensure their choice meets our watering & garden maintenance limitations. If residents wish to extend or make significant changes to their garden areas a written request must be forwarded to management for approval **PRIOR TO THE COMMENCEMENT OF ANY WORKS**. Formal approval of the proposed project must be gained from management to ensure it is aligned to the Longridge landscaping theme, water requirements & maintenance programs.



In the event of a resident's health & activity status changing the garden beds may require some modifications to ensure Maintenance staff can meet the upkeep. All garden beds are watered from the Longridge water supply bore. Plants are not to be watered from the unit internal water supply as this is softened water.

Common Garden Area Facilities.

The Independent Living Unit BBQ Pavilions / Pergolas situated in the grounds are available for use by residents and their guests. The facilities are to be left clean and in sound order at the end of use.

Guide.

We also provide the complete Longridge Guide. This refers to the entire Longridge organisation. The Guide is updated at least annually (& as required) to note any changes that may be implemented from governing authorities. You are welcome to ask for an updated version if required from the Administration staff during business hours.

Hairdresser.

Longridge is lucky to have the services of Kym McGinty twice weekly. Kym usually works on Tuesday & Thursday in the 'Great Waves' salon on site. Hairdressing is at the resident's cost. Bookings are made through the front office Administration: 8762 1340 Mon – Fri.

Heating / Cooling.

Longridge provides heating / cooling air conditioners in all units. These units will be the property of Longridge & will be maintained by our contract service provider. The cost of running the systems (electricity) is the responsibility of the tenant. Any problems with the systems are to be reported via the Maintenance log at Administration.

Air-conditioning filters will be cleaned 6 monthly by the Longridge Maintenance Program. More frequent cleaning is the responsibility of the tenant / owner.



Hospitalisation.

Longridge shares a close relationship with Kincaig Medical Clinic & Naracoorte Hospital. If residents become unwell they may require admission to the hospital. We encourage all residents to prepare a small bag of clothing as a precaution should hospitalisation result from sudden unexpected illness or injury. Remember 'Security of Tenure' protects the resident from losing their place at Longridge – so do not fear! Even extended hospital stays do not put your tenancy / ownership at risk.

Hostel Security: *For your information if visiting the hostel.*

The complex is secure with only 1 entry / exit point. This provides freedom within the complex & protection to all residents from any unwelcome intruders. The front doors are open automatically during business hours. An intercom is used for controlled access after -hours & weekends. A keypad at the front entrance doorway permits exit after hours. Please ask staff for the exit code to the front door – however do not share this code with hostel residents. In the event of fire ALL exits will be disabled automatically therefore providing ease of exit to safety.

We ask when leaving the complex you do not provide an exit for anyone 'loitering' near the doorway. If you are unsure if a resident may be trying to exit the hostel complex please ask staff to assist you.

Insurance.

We encourage all residents to maintain their household contents insurance (at their own cost) to protect their furnishings and personal items.



Maintenance.

Longridge has 1 full time maintenance staff (Dino) and 3 part-time groundsman (Colin, Andrew, & Peter) to support the program to maintain the entire hostel, all grounds & 53 independent living units. Volunteer (Carol) also offers valuable support & assistance to the gardening program. Maintenance includes the following tasks:

- Plumbing problems such as Hot Water Service leaks / breakdowns, toilet leaks, sewerage blockages, leaking taps, blocked drains, etc.
- Air conditioning faults / breakdowns
- Replacement Light globes blown
(*not supplied*)
- Blind / vertical drape malfunctions
- Stove problems
- Mowing lawns, doing edges, sweeping paths, etc
- Gardening (including pruning)
- Cleaning gutters / drains



It's quite a challenge to keep up to! If you notice a problem that requires attention please notify the Administration staff on 8762 1340 & they will record the issue in the Maintenance Log. The log is checked several times daily & maintenance issues are handled promptly.

If problems occur After Hours you are welcome to notify Longridge (8762 1340) so that staff can 'log' your request & prioritize the urgency of the issue. If the issue is deemed urgent by staff they will notify maintenance staff immediately on your behalf. Non-urgent requests will be addressed as time permits when maintenance staff are next on duty.

IT IS NOT PERMISSABLE FOR RESIDENTS TO MAKE DIRECT CONTACT WITH MAINTENANCE STAFF AFTER HOURS BY PHONE.

NOTE: Longridge will not accept the cost of any arrangements made between residents & a Commercial Repairer if prior arrangement has not been approved by Longridge management.

Maintenance ‘Fee For Service’

Along with maintenance fee there are ‘fee for service arrangements.

- Fee For Service work includes the following such as:

• Service	• Fee / Flat Rate OR \$ Fee / hr
• cobwebbing	• \$10 / unit (G.S.T Inclusive)
• Additional installation of shelves, etc	• \$ 50 / hr. (G.S.T Inclusive)
• Installation of clothes dryer on the wall	• \$ 50 / hr (G.S.T Inclusive)
• Rearranging furniture in unit minimum	• \$ 15 call out • - larger jobs \$ 50/ hr • (G.S.T Inclusive)

Please negotiate with Administration to clarify costs prior to these additional service requests.



Meals.

The Longridge hostel caters for 50 residents, many staff & visitors. All meals are cooked fresh each day on site & we pride ourselves on the quality of food services. Longridge is now offering a limited number of ILU residents (up to 12) the lunch meal daily, if you have a friend or relative residing in the hostel & with whom you wish to dine you are welcome to join them. Meals cost \$12.00 / head and are booked that day by contacting Longridge Administration on 8762 1340 by 10.00 am on that day.

Newsletters.

Informative newsletters are produced at least bi-monthly. These are delivered to the Units but other copies can be sent on request. We have an extensive email list & are happy to send all information/ newsletters to family or friends if an email address is supplied.

These are also available on the website.

Newspapers / magazines.

Residents are welcome to arrange delivery of their regular newspapers or magazines, this arrangement will be at their own cost.



Office Hours.

The office is open between 9.00 am – 5.00pm on business days. It is closed on public holidays & weekends.

(For after- hours access please refer to ‘Security.’)

Organisational Structure.

Please refer to the Longridge Guide for the complete Chart.

Management

Longridge is managed by the;

Executive Officer/Director of Care: Elizabeth Broadstock.

Business Services Manager:

Julie Goetz

Human Resource Manager:

Donna Gurney

Clinical Nurse:

Robyne Roeder *(chiefly responsible for clinical issues in the hostel),*

Quality Risk Manager:

Heather Kiernan. *(Heather’s role encompasses the very large obligations of Occupational Health, Safety & Welfare & Accreditation.)*

Departments

Each Department has a nominated staff member in a supervisory role. For the ILU residents it is important to note the following:

Grounds and Maintenance Manager: Dino Bueti.

Kitchen/Ancillary Manager:

Deirdre Williams

Lifestyle Coordinator:

Jenny McEachern

Pick-up & Drop Off Procedure at The Hostel.

The canopy / driveway entrance at the front entrance has been designed for the safe transfer of residents from in & out of cars. A park bench has been installed at the entrance to enable family or friends to ‘unload’ people from the car & safely seat them on the bench whilst the car can then be moved to the parking areas beyond the canopy area. ***Cars are not to be left in the driveway whilst people go in or out the complex.***

Phone Systems.

All residents are welcome to have a phone installed in their own unit, at their own cost. The NBN has complicated so please discuss this with the BSM Julie Goetz or Administration for the ‘best option.’ Simple mobile phones are an excellent choice!

Priority of Care.

Many residents move from their homes to the Independent Living Units as a first step in the ageing care process. We are very supportive that residents want to remain in their own units for as long as possible – and Longridge is working to ensure the facilities we provide support such choices. However, in the event that you can no longer be safely cared for in your own home you may need to consider moving into the hostel setting. As Longridge residents there is an expectation of priority placement – and this is true to some degree. ALL people entering hostel care are required to be assessed by ACAT. Accessing this assessment can be booked through the My Aged Care website or phoning 1800200422 and requesting an assessment. The My Aged care site is a complex govt department so please expect delays and a phone queue. Encourage your next of kin or primary carer to be with you when making this call.

Gaining that assessment we can then plan for the resident's placement as soon as a vacancy is available. (Obviously if a resident in the community is in crisis & needs placement they will be accommodated first if the ILU resident is not in a compromised state.) Waiting times for hostel placement vary – but placement within 6 months is usual.

Residents Charter of Rights.

Longridge values the resident's charter (as displayed in the foyer & noted in detail in the Longridge Guide) & adheres to all the principles of respect, duty of care & choice & decision making in all its policies & procedures.



myagedcare

myagedcare.gov.au

Resident's Meetings.

Longridge management currently hosts ILU residents to 'drop in' for a meeting 4 monthly. Meetings are informal and held in the afternoon at the request of residents. All residents are welcome & a sumptuous afternoon tea is always provided to end the meeting with time to chat to management or fellow residents.

In accordance with the Retirement Village Act all residents (attending or not attending) will receive a copy of the minutes of the meeting within 7 days of the meeting.

Security of Tenure.

As per the Aged Care Act all residents entering residence have the right to security of their own Unit. Residents cannot be relocated to another unit or flat without prior consultation & agreement with them & / or their advocate. Even extended periods of holidays or hospitalisation do not effect this right to security of tenure.

Smoking Policy.

We understand it is the right of all residents to smoke but we want to remind residents that it is the organisations policy that residents ONLY smoke outside their units. Smoking inside the unit causes paint & odour damage and can result in the adjoining unit enduring smoke contamination in their units. We encourage all residents to respect this policy.

Should a resident choose to ignore this policy a cleaning / painting penalty will be incurred on vacating the unit to meet the costs of reinstatement to a *pre-smoke contaminated state*.

Social Activities.

All unit residents are welcome to attend activities in the Rec Room of the hostel as organised by the ILU social group. Longridge is happy to provide the Rec Room as a venue – air conditioned & with an extensive PA & wide screen TV facilities the venue offers residents a comfortable spot!

The Lifestyle Co-ordinator is the organiser & flyers will be circulated periodically alerting residents to upcoming events.

On Wednesday the hostel has a Men's Only bus trip. We encourage any male ILU residents to join this group as the hostel men love the company & interaction. Contact Jenny McEachern (Lifestyle Co-ordinator) for more details (8762 1340.)

Spring Cleaning & Window Cleaning.

Extra cleaning services are available for a fee for Independent Living Unit Residents. The requirements and costs are negotiated with the Ancillary Manager. (Please call 8762 1340).

Taxis.

If residents do not have a phone they are welcome to come to the Admin Office & staff will order a taxi on their behalf. Costs are at the resident's own expense.

Televisions.

Residents, if they would like a TV are required to supply their own. In reference to the 2010 changes all televisions must be compatible to the new digital system (i.e; digital TV or older TV with a 'set top box.')

'Pay TV' is available at the residents own arrangement & cost.

Unit/Flat Security.

ALL units have locked security screen doors & doors. It is the responsibility of the tenant / owner to ensure the security of the property. In the event the ILU resident locks themselves out of their unit please notify the hostel staff (8762 1340) to provide you with a master key to gain access. The Master Key must then be returned IMMEDIATELY to Longridge. (Some units have a 'key hide' near their front door: securely hiding a key & only accessed if the correct code is logged into the keypad. If you have one of these installed please check with Admin re the code.) It has been an ongoing problem over many years that the village has been the target of episodes of vandalism on occasions. We therefore encourage all residents to maintain their own safety by securing doors at all times. If you should identify any persons loitering about the grounds for no obvious reason please notify the police on 131 444 or 8762 0466.

We also appreciate residents notifying management of such episodes so that we can negotiate with the local police on your behalf.



Unit Inspections.

As per WHS & Fire Safety guidelines all units will be formally inspected by the Quality Risk Manager (Heather Kiernan) & the Maintenance Manager (Dino Bueti) at least 6 monthly. Maintenance & safety will be reviewed & the information gained used to develop the ongoing maintenance plan for the coming year. Obviously safety & risk will have priority but all units requiring work will be identified & the tenant notified formally of the works to be undertaken.

Vacating Units.

When residents 'leave' Longridge families are requested to vacate the Unit as soon as practicable. This includes the removal of all their furniture & belongings. The unit is to be left in a clean & tidy condition (including cleaning of carpets and windows.) If the unit is not left to a satisfactory level of cleanliness a cleaning fee will be imposed on the vacating tenant.

The Unit may require maintenance (painting, refurbishment) so the unit will then undergo further cleaning by Longridge staff prior to the next tenant. If removal of furniture poses difficulties for families Longridge can provide **short** term secure storage on site. However, this storage is only available for a maximum of 14 days. If not collected by 14 days the furniture will be delivered 'locally' to the nominated address at a minimum fee of \$25, higher fees for more than 2 furniture pieces.

The Rental/Maintenance fee will continue to be charged until the Unit/Flat is fully vacant.

Valuables.

All valuables kept in resident's possession are held at their own risk. The organisation accepts no responsibility for any loss that may occur.

'VitalCall'

Many members of the community require a system of alert to notify family if they are in need of emergency assistance. VitalCall is used by many residents, please contact Community Health for more details.

Waste Collection Bins. (Thursdays)

As you are aware we try and share the bins between residents to minimise costs and the effort of putting bins in & out. We appreciate any resident that puts their bins out on collection day but realize there are some residents unable to manage this task. Colin is happy to oblige to get the bins out but we are certainly happy if residents are able to bring them in once emptied. Any assistance is always appreciated!

Water Softeners.

All units have softened water. Longridge supplies all the salt & maintains the systems. We request residents do NOT use softened water on their garden beds or pot plants.

Washing.

Residents may access laundry services through the hostel facility. This service is at a cost and arrangements will be negotiated with the Ancillary Manager.

