

Naracoorte Home for the Aged Inc



2018

***Permanent Care
Orientation
Booklet***

*Welcome to our Orientation Booklet.
This booklet has been produced in response to
feedback from families.
It covers all those small details that help you
settle into your new home!
This document & the Longridge Guide will
hopefully answer all your questions but if you
find something missing please let us know!
This booklet is a “living document” & will be
changed as required.*



www.longridge.org.au

Accreditation.

Longridge is proud of its record – achieving ongoing Accreditation since 2000. As a commonwealth funded facility Longridge is accountable to The Standards & Accreditation Agency. The ‘Agency’ visits for a planned 2 day review every 3 years. Two assessors undertake the EXTENSIVE review & test all 44 standards of required care & services. Compliance must be achieved in ALL 4 standards & 44 outcomes or ongoing Accreditation will not be permitted. Whilst Accreditation may be viewed as an onerous & bureaucratic task at times it is an excellent process whereby the public can be confident that the ‘Accredited facility’ really does meet an extensive set of standards! Along with the 3 yearly reviews Longridge is required to report frequently to the Agency & also welcome the Unannounced Visits that arrive without warning approximately 6 monthly (or more often if the Agency is aware of any changes in management or complaints made to the Complaints Investigation Scheme.) These surprise visits ensure that quality services are provided at all times & not just for the ‘big 3 yearly checks!’

Accreditation is tied to commonwealth funding – so if there are any breaches or lapses in compliance funding may be sanctioned (a serious risk to any organization!)

Heather Kiernan manages the Longridge Continuous Improvement (CI) Program. A representative committee of all departments and a Board Representative meets monthly to review all auditing / checks & plan for ongoing improvement in care, services & facilities. Minutes are posted monthly on the Notice Board in the main corridor connecting Hinze & Chapman Wings (just outside the Rec Room.) Please take the time to review these minutes & be reassured Longridge is always striving for excellence!

Aged Care Assessment Team. (ACAT)

ALL residents entering residential care are required to have a current ‘ACAT’ for Residential Care PRIOR TO their entry. This assessment must have current and relevant to the residents care needs, it should be provided to Longridge during the planning phase of the resident’s entry to Longridge.

Alcohol Consumption.

Residents are welcome to enjoy moderate alcohol consumption – with the approval of their GP. Alcohol is supplied at the resident's own cost. We would ask family or friends to please forfeit all alcohol to staff to be stored in the kitchen. Drinks will be supplied to the resident as per arranged quantities & times.

Air-conditioners.

Every room in Longridge is supplied with an individual split system reverse cycle air-conditioner (i.e; heating & cooling.) To avoid confusion (& frequent loss of the controls) staff manage the aircons & ensure rooms are maintained at an appropriate temperature (preferred 22- 24 degrees.)

If you have problems with your aircon please notify staff & we will work to correct the problem for you. Some residents who require heating in the cooler months are provided individual column heaters in their rooms to provide the warmth they require.

Allied Health Specialists.

Following clinical assessment by the GP or RNs Longridge can access the contracted services for Occupational Therapy, Dietician, Social Work & Mental Health Services For Older People to assist in the development of specialized care planning should it be required. The resident & or their Next of Kin will be notified of any such arrangements & the outcome.

Ambulance Cover.

We encourage ALL residents to *maintain their annual ambulance cover* – at their own cost. All transfers to hospital for illness are via ambulance & a trip to Naracoorte Hospital is now > \$800.00! Please supply the current membership number at entry



Assessments.

Longridge is a 'Not For Profit' commonwealth funded 'Ageing In Place' facility. The 'Ageing In Place' definition permits Longridge to accept all levels of care at entry & / or support residents to remain at Longridge through their ageing process until their passing.

As a commonwealth funded facility Longridge is required to report **EXTENSIVELY** to the Department of Social Services. Because of the funding arrangements we are required to undertake **EXTENSIVE** assessments for every resident during the first 4 – 6 weeks of their permanent entry to Longridge. These assessments include the documentation of **EVERY LITTLE DETAIL** of every resident's individual needs. Needs that include, personal care, toileting, continence, pain, mobility, safety, memory, sleeping, diet, behaviours, etc., etc., etc.! It is a huge task but necessary for us to develop the individualized Care Plan that each resident deserves.

From the Care Plan we submit an 'ACFI' claim to Medicare to fund the specific range of care needs each resident requires. A daily care fee is paid by the Commonwealth to Longridge & these funds are used to pay for the staffing hours to provide all services for residents. A complicated process but Longridge is fortunate as a 'Not For Profit' organization all funds are used for resident needs – no shareholders taking out profits! The Department of Social Services regularly audits all such funding claims with assessors checking documentation & reviewing residents to ensure what care we claim is the care we deliver! Perhaps knowing the demands of the Department will assist residents & families to understand why staff are often busy working on the computers documenting!! Aged care is a very regulated business!



Assets Assessment.

All residents entering permanent hostel care are required to complete and submit an Assets Assessment to Centrelink (or Dept of Veteran's Affairs) **PRIOR TO ENTRY!** (Don't forget to keep a copy of what you submit!) This assessment must be completed to ascertain the level of a resident's financial state in order to identify the level of Accommodation Deposits or Payments that the resident pays. A package is available from Longridge or ACAT & will be required to be submitted in the months prior to entry so costs can be defined on the date of entry or prior to entry. Whilst quite a complex process to complete all the financial arrangements for permanent residential care; Longridge is happy to support residents or families through this process. Centrelink in Mt Gambier offers an excellent service or if a non-pensioner it may be worthwhile for residents or families to access the advice of a private financial advisor.

Please contact Longridge for the relevant advice phone number.



centrelink

Authority.

To ascertain the authority of family or nominated Next of Kin to be involved in the ongoing decision making for residents medical care it is an ESSENTIAL OBLIGATION that a copy of all legal authorities are supplied to Longridge PRIOR to entry. These documents include:

- Enduring Power of Attorney
- Medical Power of Attorney
- Guardianship Orders
- Advanced Care Directives.

Without Longridge sighting such documentation they will be deemed to not be in place and care and communication will be limited by the constraints of non - formal authority to speak on the resident's behalf.

Bed-making.

All residents are supplied a bed. Staff are happy to make the bed daily (& often several times throughout the day!) Beds are changed weekly (or more often if required.) It is a requirement of the resident that they supply their own doona & quilt covers x 2 or bedspread.

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.

Call Bells.

Bells operate in every resident room. These can be activated when assistance is required & staff will attend resident needs as soon as possible. On occasions (especially evenings & overnight) staff may be working together (using lifters or administering medications) in another

area of the complex. Minutes may pass before their call is answered but we ask for your patience as staff endeavor to attend all 50 resident's needs. If visitors require the attendance of staff & are unable to find staff please just ring the bell in the resident's room & staff will come to the room. (Staff are often 'hard to find' during the mid afternoon when they are giving handover or attending resident cares with lifters etc.) Call bell response times are audited regularly to ensure staff are addressing care needs in a timely manner.

Centrelink or Department of Veteran's Affairs.

It is the responsibility of the resident / carer to notify Longridge of their pension status. When a new card is re-issued we request a photocopy of the card be presented to Administration ASAP.

Christmas Season Reminders Booklet

Be sure to pick up a copy of the "Christmas Season Reminders" booklet. The guide is full of reminders, frequently asked questions, and important policies to follow to ensure that everything runs smoothly over the holiday season.

Cleaning.

All rooms are cleaned thoroughly weekly, & the bathrooms cleaned at least 3 times weekly. Staff attempt to monitor for any accidents that may occur between cleans. Staff try to check resident fridges regularly but will appreciate the assistance of family or friends to check the fridges in rooms when visiting & discard foods that are past their safe consumption. (*Residents often place leftovers or goodies in the fridge & then forget.*)



Clothing Purchases.

Acknowledging that some family live long distances from Longridge we are happy to shop for resident's needs on their behalf. Items such as underwear, hosiery & nighties require regular replacement due to extra washing. If you would like staff to maintain your relative's stock of items please notify us & provide some guidance for management as to the budget limits you wish to set. Receipts of all purchases are maintained in their resident fund records at Administration

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 the 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 & The Longridge Residential Care Agreement.

Confidentiality.

As per The Privacy Principles Longridge is obliged to protect all resident personal information, records are maintained in secure storage & access to computers is STRICTLY managed. However, Longridge is required to share information with the resident's pharmacist & medical care providers on occasions & thus residents will be asked to sign a Confidentiality Agreement at admission to allow us to share this information if required. All other financial information is stored securely so as to maintain the privacy & integrity of all residents.

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 & minimizes any waiting or inconvenience for either you or Longridge.

Correspondence, ongoing.

Having now entered Residential care we will continue to seek your feedback to ensure the care & services we deliver are of the highest standard. We appreciate the time demands on families & carers at this time but would welcome your support in completing the following documents as sent to you over the coming weeks & months:

- **Entry Evaluation.** Usually posted within 8 weeks of entry, this very short quiz just asks for some constructive feedback about how the entry process to Longridge worked for you & your family member.
- **Welcome & History. Lifestyle;** is a VERY large part of the residents lives (I think we all focus more on the ‘fun’ than the showering & aches & pains!) We ask you take the time to read the Welcome Booklet & complete as much of the history as you can. All the information you share with us helps us to build an interesting & individual program that meets your relative’s needs.
- **Lifestyle Activities;** are offered Mon – Friday. A planner is supplied to all residents on Monday – with the weeks activities clearly noted. Family & friends are welcome to have this emailed to them on request – a most useful tool for conversation when connecting with dementia sufferers. The program offers a range of activities, but the resident’s right to refuse attendance must always be respected.
- **Resident’s Satisfaction Survey.** Residents are surveyed privately each year (usually April) with a range of simple questions about how our care & services meet their needs.
- **Relative’s Satisfaction Survey;** is sent out the following month from the Resident’s Satisfaction Survey, to the nominated Next of Kin or Family Carer with a very similar set of questions. The rationale for this is that the resident may have shared their feelings with family, but be reluctant to admit to some dissatisfaction to Longridge. We appreciate your feedback as you provide us with valuable ideas for improvement – or congratulations to staff for a ‘job well done!’

Decorating Rooms.

We encourage residents & their families to supply personal items from home as desired – to ensure their room feels homely & welcoming. Residents are required to supply their own doona & covers or bedspread to ensure their room has ‘their own signature.’ Pictures may be hung on the walls (Maintenance staff happily assist with this in the days following entry.) Any excess of furniture posing a mobility risk to residents or staff will be removed from the room following assessment by the Quality / Risk Manager (Heather Kiernan.)

This will be stored safely & family are requested to collect excess within 14 days.



Doctors Visits (Health matters).

A number of the Kincaig Medical Clinic GPs visit Longridge. Longridge is networked to the Kincaig Medical Clinic & Naracoorte Hospital medical computer systems. (Not all GPs visit so if your regular GP does not attend here we would require you change to a GP who does visit.) All the visiting GPs attend approximately monthly, but if you are unwell an appointment can be arranged with the Duty Doctor.

Longridge encourages the input of family at regular GP visits. If you can attend please advise us and we will contact you with the appointment time . This ensures we are all working together for the resident’s best health outcomes.

Longridge always appreciates the assistance of family or friends to transport residents to appointments with the Duty Dr, however if family are unable to transport (or the resident is immobile & unable to use a car) we will transport the resident by the Longridge mobility van.

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.

Dressing.

All residents are asked to be dressed daily when leaving their rooms (i.e; night attire is not appropriate.) Neat, casual & clean clothing is required. Staff are happy to assist residents with their showering / dressing needs as their care plan recognizing their mobility / health state dictates.

Duty of Care.

Longridge is responsible for the safety & care of all residents. This responsibility extends to their care & safety when attending appointments or social events outside Longridge. We therefore request ALL residents be under the care of a responsible person (*fit & able*) at all times whilst out.

The attending person is required to notify staff at their departure & complete the Register at the front entrance, noting the expected time of return. On return to the complex the register must be completed & the resident is returned in person to the care of staff. (*Drop off at entrance is not acceptable.*)

Taxi returns from functions are acceptable if prior arrangement between the Taxi is previously negotiated & Staff have been notified of this arrangement. The resident must be physically transferred into the care of staff on their return. No drop off at the entrance!

Electrical Equipment & Annual Tagging.

ALL electrical equipment must be checked (tagged) at entry & 2 yearly thereafter. A small fee is charged for this requirement & sent to the resident / or advocate. Please notify the Office if you are bringing some electrical equipment into the Hostel.

Note: personal fans or electric blankets are not permissible.



‘End of Life’ Directives.

It is an industry expectation that during the entry process (approx. 21 days) we will try & discuss the resident’s ‘End Of Life’ wishes. These need to be formally documented on the Advanced Care Directive. Of course, should their cognitive state prevent them from being able to understand this issue this will not be completed. The directives are simply a formal clarification of the RESIDENT’S wishes should they experience a major medical event that compromises their life. Some people are very clear “to let nature take its course!” Others can be quite frightened by any discussion re the possibility of death. We respect each person’s view & can complete the documentation accordingly as per their instructions. The instructions can be signed off by their nominated pharmacist without any duress from Longridge staff. If you wish to discuss this process in more detail make an appointment with the EO/DoC or RN.

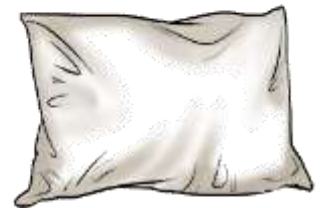


End of Life Services. Longridge has an excellent room (The Recreation Room) that serves very comfortably as a funeral / memorial venue. Room hire & light refreshments etc are available for a fee. Please discuss with your Funeral Director & Longridge to confirm if these facilities would suit your needs.

Facilities Supplied.

Longridge supplies a bed for the resident's room. Built in robes & cupboards meet most basic requirements, extra furnishings are at the choice of the resident & installed in consultation with the Quality Risk Manager to ensure the room does not have excess clutter – posing a risk to the resident or staff.

Residents are required to supply their own pillows



Family / Next of Kin Updates.

It is the obligation of family / carers to notify Longridge of any change in details. (E.g.; phone numbers, email addresses, postal address, etc.)

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

All fees & charges are set by the Commonwealth Department of Social Services. Fees are reviewed by the Dept approximately 3 monthly. Residents & / or their family/ carer are required to make an appointment with the EO/DoC or Business Services Manager in the week following entry. This 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 Department of Social Services will only be implemented following advice from the Department & a letter from Longridge. Fees & charges cover costs of all care & services delivered by Longridge staff. There are no extra fees for electricity, rates, water etc.



Australian Government

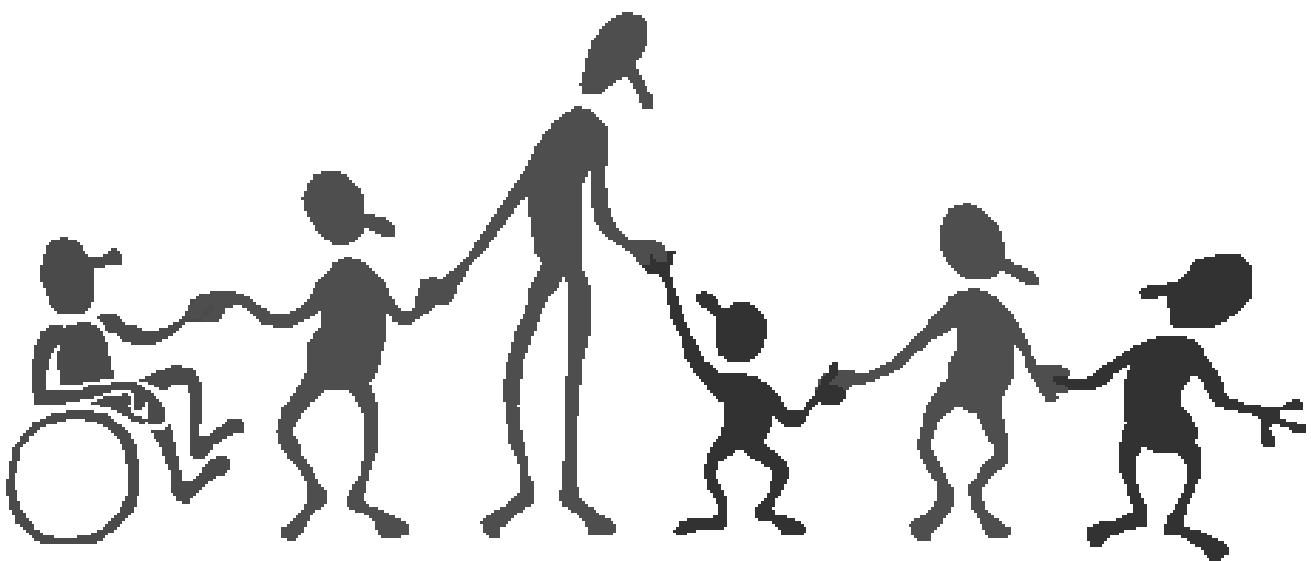
Department of Social Services

Fire Safety

The Dept of Social Services has implemented stringent planning & reporting demands on all aged care facilities on days of EXTREME fire danger. (*Please refer to Heat Wave Policy.*) The complex has a sophisticated automatic smoke & heat detection system. This is wired to the MFS so early detection is available. The building is compartmentalized so in the event of a fire the danger can be confined to a small area without all the residents having to be evacuated outside the complex immediately. The system is checked monthly by contracted fire specialist & staff trained 6 monthly in fire & evacuation procedures.

The 2015 redevelopment has provided a state of the art “fire haven” which is fire walled, sprinkled, sheltered and roof deluge protection so evacuation is most unlikely from an external fire danger.

As per The Residential Care Agreement & Dept of Social Services requirements Longridge is entitled to relocate residents to an alternate facility in the event of an emergency evacuation (fire or disaster) to ensure the safety & provision of care for residents. Longridge in consultation with Naracoorte Health Service & Naracoorte Lucindale council has made emergency management plans. In the HIGHLY UNLIKELY event evacuation was required Longridge would relocate to the Naracoorte Catholic Church Hall. Due to the extensive fire protection scenario – but as we all know we can never say ‘never!’ Staff are trained & prepared for any such events as part of our annual training program.



Furniture - All residents must supply:

- o Residents supply their own doona & quilt covers x 2 (or a bedspread) to personalize their rooms.
- o A bedside cupboard,
- o A TV (no larger than 68 cm). *Larger TVs may be wall mounted – at the expense of the resident.*
- o One upright chair with arms to be used for eating meals at the bench.
- o One comfortable lounge chair (preferably an electric lift recliner. Jason recliners are not appropriate for ageing issues.)
- o If necessary a small bar fridge. Note the expense of electricity mean we are not encouraging fridges to keep a block of chocolate cold!
- o A bedside ‘touch lamp.’ (*Note: no glass shade due to the risk of breakage.*)

Extra furniture may be accommodated in the rooms if space allows. This provides a home like environment for the residents.

Guests Meals.

We welcome visitors joining residents for meals. We ask at least 2 hours’ notice prior to the meal & request the payment of \$12/ person be paid at the end of the meal. Payments are made to Administration during Business Hours & to Care Staff to receipt in a locked cash box after hours. Special occasions such as Christmas or Easter celebrations may incur an increased fee—to be advised at booking the meal.

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 the Department of Social Services. 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.

Other hairdressers may use the salon on alternate days. To be booked with Administration.

Health Cover.

Residents aren't required to have private health cover. However if it is their wish to maintain the cover we require their details of membership.

Heat Wave Policy.

It is the policy of Longridge that when the expected temperature is > 32°C all bus trips will be cancelled. To minimize the risk to residents of heat related illness we discourage residents from going out of the complex into the heat. Staff will encourage residents to stay cool & drink extra fluids as dehydration is a risk to the aged & frail. Recognising the risk to residents sustaining sunburn & heatstroke from seeking out the sun in gardens we have imposed a protocol whereby the garden courtyards in Longridge will be locked in the hours between 11:00am until 7:00pm when the temperature is greater than 28°C. All residents going outdoors must wear sunscreen & a hat.

Hospitalisation.

Longridge shares a close relationship with Kincaig Medical Clinic & Naracoorte Hospital. Residents are sent to hospital via ambulance if it is considered of benefit to their health care needs. Simple illnesses can be managed at Longridge: with the consultation between RNs & their local GPs ensuring their safety & wellness. A small bag of clothing is sent over to the hospital with them (*please provide an o'night bag for such occasions*). 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 at risk.

Insurance

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

Labeling Clothes.

ALL clothing must be labeled with the resident's name clearly visible. (No responsibility will be accepted for any loss of clothing occurring as a result of nil labels.) We remind residents & their families of their ongoing responsibility to label any new items of clothing purchased or brought into Longridge after entry.

Longridge has purchased an excellent labeling system & is available on site at a cost of \$1.00 / item (this printed & fixed to the clothing by Longridge).

Lifestyle.

A 'Lifestyle Program' is offered Mon – Fri (with occasional weekend events.) An enlarged print planner is supplied to each resident on Monday morning – with the weeks activity clearly noted. Family & friends are welcome to have a copy of this emailed to them on request (a most useful tool for conversation when family & friends connect with residents with memory problems.) The Lifestyle Program offers a wide range of social options to accommodate most interests. The resident's right to refuse participation in these activities will be respected at all times.

Linen.

Basic linen (Sheets, pillowcases & towels are supplied by Longridge. Residents must supply a doona and 2 x quilt covers or a bedspread to personalise their room. We encourage the doona to be synthetic as frequent dry cleaning when an accident happens is expensive (for the resident.) Towels are changed at least twice weekly (or more often if required.)



Maintenance.

Longridge has 1 full time maintenance staff (Dino) and 3 part time maintenance staff (Colin, Andrew, & Peter) who maintain the entire hostel, all grounds & 53 independent living units. It's quite a challenge to keep up to! If you notice a problem that requires attention please notify the carer staff or Administration staff & they will record the issue in the Maintenance Log. The log is checked daily & maintenance issues are handled promptly. After hours issues are prioritized & urgent issues are communicated to the maintenance staff immediately & other requests will be addressed as time permits early in the new week

Meal Times.

Breakfast is served to resident's rooms between 8:00 am – 8:30am daily. Lunch is served in the dining rooms at approx. 12.15 daily. The evening meal is served @ 5.30 pm. Alternate times for meals or guests can be accommodated with prior (at least 2 hours) arrangement with kitchen staff. Cuppa rounds are served between meals. Extra cuppas or drinks are available overnight if the resident is unable to sleep.



Medicare Card.

It is the responsibility of the resident / carer to notify Longridge of their current Medicare status. When a new card is re-issued we request a photocopy of the card be presented to Administration ASAP.

Medication Management.

We encourage ALL resident's medication to be stored & managed by care staff. This enables staff to closely monitor compliance to correct medication & it's effectiveness to meet resident's health needs. Medications are delivered via the Webster packaging system as prepared by the resident's nominated pharmacist. Residents must have an account at their nominated pharmacy to ensure supplies can be ordered by Longridge as required.

Menu.

Food is a VERY important part of the resident's life. Longridge works very hard to meet resident's individual tastes but there are times when we do not meet their needs. We ask residents & families to please talk to us if their meals are not to their liking. We cannot solve a food problem if we do not know what the problem is – so PLEASE make sure you tell us what you want or need!

Residents are offered a continental style breakfast, main meal is served at lunchtime & a lighter snack style evening meal. Home cooked morning tea 'goodies' are provided daily & fresh fruit available at any time on request. Alternate options are always available if the resident dislikes or is unable to eat the choice offered. Daily meal choices are checked each morning & special dietary needs are negotiated between the Kitchen Manager & the resident.

**When residents are unwell or receiving Palliative Care special options are provided at each meal based on the residents' health state.*



Mobility / Safety.

All residents are assessed by a contracted Physiotherapist at entry and regularly thereafter to maximise their safety when mobilising. The physiotherapist identifies the need to use walkers, lifters or wheelchairs. It is an expectation that this equipment will be used when the resident goes off site. Safety is optimised at Longridge due to our even surfaces and railing throughout the corridors, etc. Visits off site pose increased risks as such safety items are not available. We therefore strongly encourage relatives and friends to strictly supervise the use of walkers or wheelchairs on those occasions the resident is off site.

If you believe a wheelchair may be necessary to safely manage residents off site, these are readily available for loan on request (e.g; appointments at alternate facilities, shopping trips, restaurant / parties.) Please advise staff of your plans so we can have a lightweight wheelchair ready for you to take.

Mobility Van

Through the generosity of donations and fundraising Longridge has purchased its own wheelchair friendly van for residents with limited mobility needing transport. It accommodates only one manual wheelchair. Electric wheelchairs are NOT to be used in the van.

To use the van drivers will need to supply a copy of their driver's license, complete a formal induction with Maintenance staff (during business hours) and sign off on the Terms & Conditions contract.

The van is hired for a fee – flagfall to be paid at booking and mileage > 15 kms to be invoiced at 66c / km (as per ATO prescribed rates.) Failure to maintain payment will exclude ongoing use.

Please book ahead with Administration. Unplanned use on weekends is ONLY permissible if prior induction & T&C contract has been completed and would be arranged in consultation with the RN.



Money: Residents Kitty Fund.

It is the policy of Longridge that residents hold minimal funds in their personal possession. \$10.00 to \$15.00 is considered adequate. Extra funds may be deposited for secure (& audited) safe keeping with Administration staff at the front desk. The money is stored in the safe & a register of individual resident's funds & all transactions sent out to their next of kin (or nominated family member) periodically.

Nail Care.

Longridge is fortunate to have Lifestyle staff to provide weekly nail care for residents. The Nail Carers' provide that social contact & personal care that makes residents feel special. Of course, meeting the needs of all 50 residents EVERY week is a difficult task but please let staff know if nail care is required & we will ensure you are on the next list!

Newsletters.

Informative newsletters are produced at least 3 monthly. These are sent to the nominated next of kin, but other copies can be picked up. With the excessive costs of postage emailing is now our preferred mode of communication. We have an extensive email list & are happy to send all information/ newsletters to family or friends if an email address is supplied.

Newspapers / Magazines.

Residents are welcome to arrange delivery of their regular newspapers or magazines to Longridge. This arrangement will be at their own cost. Magazines & papers will be taken to their room when delivered.



No Lift No Injury' Policy.

Longridge adheres to a 'No Lift No Injury' Policy This impacts on all aspects of care & services & requires staff be mindful at all times to use all equipment at their disposal to minimise injury risk to themselves or others.

Staff are instructed at least annually in all manual handling procedures & all residents mobility needs are monitored & reviewed by Workplace Health & Safety / Quality Risk Manager Heather Kiernan or Physio Aide Staff to ensure safe procedures.

Equipment available includes:

- o Use of lifters
- o Use of slide sheets
- o Use of wheelchairs
- o Use of walkers

It is the policy of Longridge that staff are not involved in the loading or unloading of residents from cars if it involves any manual lifting movement. (Staff are happy to instruct relatives or friends how to use slide sheets & guide the resident verbally to move themselves.)

*Please refer to the **Mobility Van** section if loading is challenging.*



Office Hours.

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

(For afterhours access please refer to 'Security.')



Ordering Toiletries.

Staff monitor resident toiletry needs & will order extra items from the pharmacy weekly should they be required. If families do not want items purchased from the pharmacy they need to notify staff at entry & the responsibility for purchasing will be theirs.



Organisational Structure.

Please refer to the Longridge Guide for the complete Chart.

Longridge is managed by the:

Management:

- Executive Officer/Director of Care ~ Elizabeth Broadstock
- Business Services Manager ~ Julie Goetz
- Human Resource Manager ~ Donna Gurney
- Clinical Nurse ~ Robyne Roeder
- Quality/ Risk Manager ~HeatherKiernan.

Heather's role encompasses the very large obligations of Workplace Health & Safety, Accreditation & Physiotherapy.

Department Supervisors:

- Ancillary Manager ~ Deirdre Williams
- Grounds & Maintenance ~ Dino Bueti
- Lifestyle Coordinator ~ Jenny McEachern



Palliative Care.

Longridge is proud to provide care for residents to the end of their lives. Generous donations from the local Cancer Council & past resident's families have provided us with an excellent range of equipment to support resident's special needs. The Kincaig Medical Clinic & local Palliative Care Coordinator supports our service. The EO/DOC & RNs will consult with families when this time arrives & provide information & support as to resident needs. Care will be continued on-site unless it is apparent the resident's safety or care needs cannot be met.

Families & close friends are welcome at all times during the palliative care period (overnight sofa bed available should you request to stay.)

Pharmacy Accounts.

Medications are kept at the resident's nominated pharmacy (Chemmart & Naracoorte Pharmacy) & delivered to Longridge weekly in Webster packaging. Residents continue to pay for their medication but the cost of the 'Webster' packaging fee is at the expense of Longridge

Phones.

ALL residents are welcome to have a phone installed in their own room, at their own cost. The NBN process has complicated installation so please discuss this with BSM Julie Goetz or Administration for the current 'best option.' SIMPLE Mobile phones are welcome. (Staff can assist with charging.)

Photos.

All residents are required to have an identification photo taken at admission & approximately three monthly thereafter. Residents (or their family) will be required to sign a consent at admission to permit this to occur. The photos are our form of identification just as the printed wrist band is in the hospital environment. The photos are used on all forms of resident documents & medication packaging etc.

Physio Program.

A physiotherapy program is developed for all residents (who accept) in the first few weeks of their stay. The program is developed by Naracoorte Physiotherapy Clinic Physiotherapists & maintained on-site by trained Physio Aides. Residents needs are reviewed at least 4 monthly – or more as their mobility & pain status requires. All residents are provided an individual program of exercise at least 30 minutes in duration.

Residents are welcome to arrange extra services by private arrangement & at their own cost should they so desire. We encourage all residents, families, and friends to liaise with staff and acquaint themselves with the mobility requirements of their resident and what equipment may be required e.g. wheelchairs for a distance.

Pick-up & Drop Off Procedure.

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’ residents 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 residents are walked in or out of the complex as this disrupts the access for others.

Podiatry.

Longridge RNs & ENs are trained in basic foot care and provide regular toe nail trimming and foot health checks for all residents. Some residents with significantly compromised circulation a high risk clinical issues may be required to see the Podiatrist for ongoing care. These needs will be assessed and arranged by RN staff with MyPod.



Rainwater/ Drinking water

Unfortunately food safety guidelines in aged care prevent us from using our own rainwater supply for cold drinks. Rainwater supplies the urns as boiling ensures the safety of the water: So **all** cuppas are made with rainwater. Due to these restrictions all residents water jugs are filled with mains water. Should this not be palatable, family/ friends are welcome to supply fresh rainwater to be stored in residents rooms and dispensed by the resident. This is an “at your own risk” issue that we are required to adhere to.

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.

Residents Leave

Resident’s leaving the hostel overnight or for an extended period of time will need to notify us in advance staff can prepare medications etc. This will need to be organized with the approval of the EO/DoC &/ or Clinical Nurse. Daily accommodation fees will still be charged.

Security of Tenure.

As per the Aged Care Act all residents entering permanent care have the right to security of their room & placement. Residents cannot be relocated to another facility (for higher care or more appropriate to their needs) without prior consultation & agreement with them & / or their advocate. Even extended periods of hospitalisation do not affect this right to security.



Security. *(includes WHS)*

The complex is secure with only 1 exit / entry point. This provides freedom within the complex & protection to all residents from any unwelcome intruders. The front doors are open automatically during business hours. All visitors to Longridge are required to sign the Entry / Exit Register on every occasions they enter to note their presence on the premises. (Workplace Health & Safety requirement in the event of an emergency we are aware of all occupants.)

An intercom is used for controlled access afterhours & 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 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 complex please ask staff to assist you.

Please sign out on the Entry / Exit Register as you leave the premises.

Shower Facilities.

All residents have private shower / toilet facilities in each room. Staff arrange shower assistance needs with each resident. Showering assistance is offered mornings or evenings according to resident choice.

Smoking Policy.

It is the policy of Longridge that there will be NIL smoking inside the premises. (Staff, visitors or residents.) Smoking areas are available in designated garden areas. Residents are to be supervised at ALL times by staff when smoking and they are to wear a fire retardant garment as supplied by LAC. Based on this requirement for 1:1 supervision residents cannot expect anymore than 2 – 3 cigarette breaks with staff / day. If the weather is hot there will be no smoking breaks in the heat of the day. Of course family / friends are welcome at ANY time to take their resident outside for a cigarette.

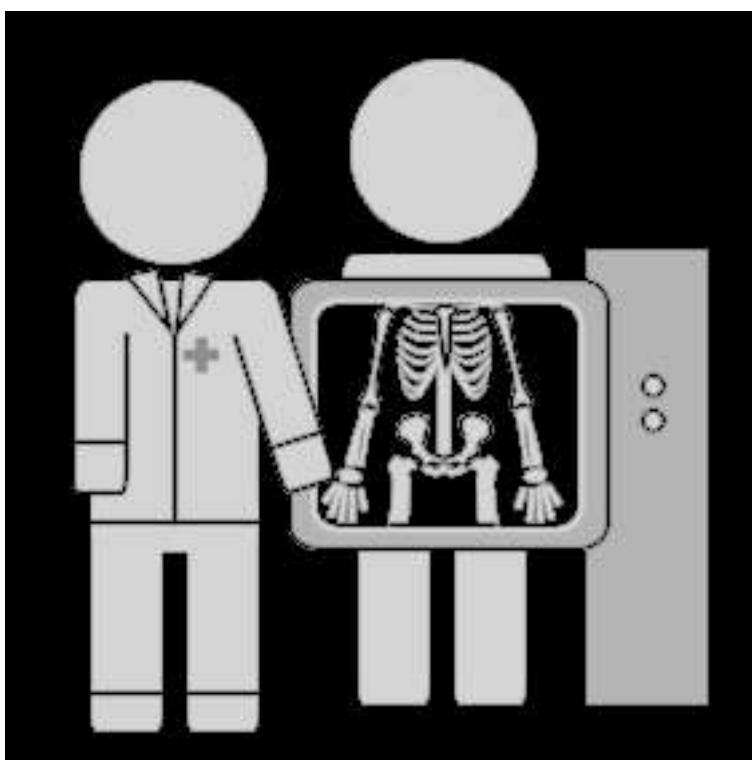
Social Outings.

All residents are encouraged to maintain their social connections with their family, friends & community. However this need to maintain contact must be tempered with the obligation of Longridge to maintain a duty of care (even off the premises.) We therefore ask family and friends that should a resident wish to go out; that they are collected by a responsible (& fit & able) person to escort them on their visit. A Resident Outings Register must be signed at departure & on return to ensure staff are aware of all residents whereabouts. We would discourage any resident from being taken to the town & left to shop or wander alone.

It is the policy of Longridge that staff are not involved in the loading or unloading of residents from cars if it involves any manual lifting movement. (Staff are happy to instruct relatives or friends how to use slide sheets & guide the resident verbally to move themselves.)

Specialists Appointments.

Residents attend specialist appointments as usual at McMillan Wing. It is the responsibility of family/ carers to arrange transport & accompany residents if at all possible.



Staffing.

Most staff wear a uniform. RNs wear white shirts, carers wear cornflower blue coloured shirts, physio staff wear a jade colour and Lifestyle staff wear a hot pink coloured shirt. It is hoped this provides a visual marker for residents, visitors & families of who to seek out for advice or assistance. We look forward to introducing you to all other members of the team as you settle into Longridge.

To ensure the safe management of residents health & care needs the following staff provide the residents personal / clinical care needs:

- Six Registered Nurses are on the roster. They provide 7 day / week coverage with all residents reviewed by an RN at some time every day. RNs are on call (via mobile phone) 24 hours a day for staff reference & support.
- Several Enrolled Nurses are on the roster (all part time) & they work with Certificate III Aged Care workers to deliver the ‘on the floor’ care needs to residents 24 hours / day.
- Staff are active at all times with nil ‘sleepover’ staff on duty.
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The following staff are rostered in the ancillary services departments:

- Kitchen & Ancillary staff managed by Deidre Williams it operates 7 days / week between 7.00am - 7.00pm.
- Laundry operates 5 days / week between 7.00am - 2.00pm.
- Cleaning services operates Mon – Friday between 7.00am–2.00pm.

Staffing levels are constantly reviewed between management & staff to ensure hours meet the current needs of residents. Every shift is busy but staff have the flexibility to have extra hours of support should workload demands so require.



Televisions.

Residents, if they would like a TV are required to supply their own. Maximum size is 68cms. 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. All our communal Living areas have coloured television available.

Some rooms are supplied with a wall mounted flat screen TV. If you wish to install your TV on the wall it is at your own cost and must be installed under the direction of the Maintenance Manager.

Transport Issues.

We encourage all family/ carers to manage transport to appointments, shopping, etc. Unfortunately, staffing demands do not allow carers to transport residents without residents on-site being left short of the carer support they need. Of course, we understand exceptional circumstances & will provide transport if no other options. We appreciate family / friends support in this issue. Immobile residents can only be transported to appointments in a wheelchair in the Longridge Wheelchair Friendly Van or on the Longridge bus. If at all possible we appreciate if family can be present at the clinic to attend the appointment with the resident. Please advise staff of your arrangements so we can have a lightweight wheelchair ready for you to take if necessary.

Valuables.

All valuables kept in the resident's possession & rooms are held at their own risk. The organisation supplies a locked drawer in each room (the resident holds their own key to this drawer) but accepts no responsibility for any loss that may occur.

Voting.

If the resident has some cognitive deficits it may be worthwhile having them removed from the Electoral Roll. Notification of their change of address is the responsibility of the resident or their family/ carer. If the address is not changed can Administration be notified of the registered address on the Electoral Roll. Voting is offered on-site prior to the election for those residents wishing to participate. Residents whose health state has compromised their ability to vote may be exempted on the day.

Washing Clothing (Laundry facilities.)

All resident clothing can be washed on site by the laundress who works Mon – Fri. Residents nominating for their relatives to wash their clothing must supply a large covered laundry basket (preferably lined with a plastic liner) in their room.

Hand-washing of ‘special items’ may be attended by the laundress from Tues – Thurs.

We appreciate all residents having a good supply of clothing to ensure no shortfalls over weekend periods when ‘little accidents’ may deplete their supply of clean, fresh clothing.

Washing / Mending / Sewing.

In the past the laundress has attended minor clothing repairs such as the odd button. This service will continue free of charge.

Larger jobs such as zips, hems or major repairs will now be charged a fee for service / hour.

Minimum charge is \$15.00 with larger sewing jobs will be \$30/ hour. (GST inclusive) These fees will be charged out to the resident via Administration.

Washing Woollens.

We are noticing that frequent washing of woollens due to frail residents spillages on wool garments often requiring washing after only one wear is resulting in the protein in the fibres becoming hardened. This can appear as shrinkage. We encourage family to purchase synthetic garments but should they wish to continue with woolen garments then washing will be the responsibility of family. Please supply a basket for the woolen garments and we will ensure these are kept aside.



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