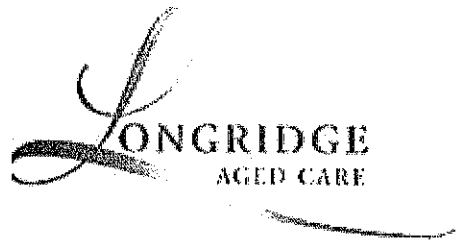


Naracoorte Home for the Aged Inc.



**Respite Care
Orientation Booklet
2022**

Welcome to our Orientation Booklet.

Accreditation

Longridge is proud of its record – achieving ongoing Accreditation since 2000. As a commonwealth funded facility Longridge is accountable to The Aged Care Quality & Safety Commission. The 'ACQ & SC' 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 8 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 ACQ&SC & also welcome the Unannounced Site Visits that arrive without warning approximately 6 monthly (or more often if the ACQ&SC is aware of any changes in management or complaints made to the Aged Care Complaints Commission.) These surprise visits ensure that quality services are provided at all times.

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!)

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

All transfers to hospital for illness are via ambulance & a trip to Naracoorte Hospital is now > \$800.00! Please we encourage **ALL** residents to maintain their annual ambulance cover – at their own cost. 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 during their respite stay. Each resident that arrives for respite care is comprehensively assessed and a basic plan of care developed for their period of stay.

Assets Assessment

Respite care is NOT asset assessed. All respite residents pay the equivalent daily rate of 85% of the aged pension.

They are not involved in the day to day management of Longridge and as such all communication should be directed via CEO 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 endeavour 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 to residents' care 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 & / or their 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.

A laminated 'Complaints Flow Chart' is posted around the facility

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 meetings 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

Having now entered Residential care as a respite resident we will continue to seek your feedback to ensure the care & services we deliver are of the highest standard.

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.



COVID-19 Risks & Restrictions

Acknowledging the risks Covid-19 would pose to our family of aged and frail residents & as a Residential Aged Care Facility (RACF) Longridge is mandated to implement a robust infection control management system.

Electrical Equipment & Annual Tagging

If you require electrical equipment to be installed for the respite period this must be checked (tagged) at entry. 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 & 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.



Australian Government
Department of Social Services

Fire Safety

The Dept. of Health & Ageing / 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. Staff are trained & prepared for any such events as part of our annual training program

Longridge is confident our extensive fire protection facilities will provide our residents safety – but as we all know we can never say ‘never!’ 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 has entered into Memorandum of Understanding with other site in the region to temporarily relocate residents should there be a disaster.

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 Di McInnes twice weekly. Di 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.

Health Cover

Residents aren't required to have private health cover. However if it is their wish to maintain their 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. All residents going outdoors must wear sunscreen & a hat.

Maintenance

Longridge has 2 full time maintenance staff who maintain the entire hostel & 45 independent living units and are ably assisted by our part time gardener. It's quite a challenge to keep up to! If you notice a problem that requires attention please notify the care 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

Medicare Card

It is the responsibility of the resident or their nominated Next of Kin/ 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 under the supervision of RN's. 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.

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.

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.

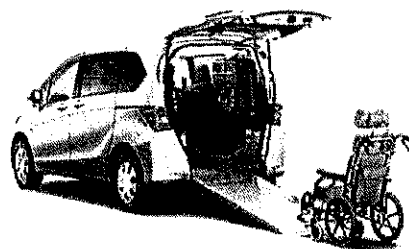
Mobility Van

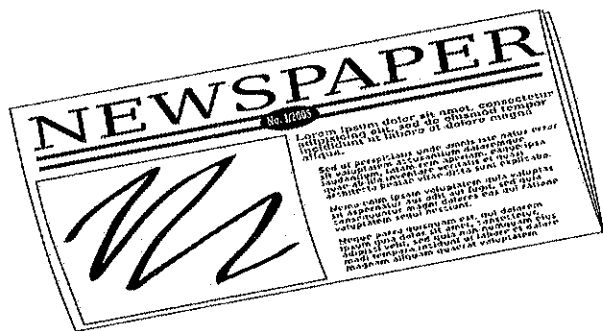
Through the generosity of donations and fundraising Longridge has purchased its own wheelchair friendly van for residents with limited mobility needing transport. It accommodates only one manual wheelchair. Electric wheelchairs are NOT to be used in the van.

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 OF \$10.00 to be paid at booking and mileage > 15 kms to be invoiced at a per km rate (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.





No Lift No Injury' Policy

Longridge adheres to a 'No Lift No Injury' Policy. Manual handling risks 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 Mobility & Comfort Lead Elissa Williams or the Physio Aide Staff to ensure safe procedures.

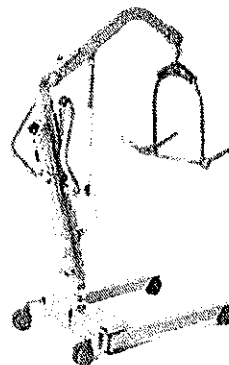
Equipment available includes:

Use of lifters

Use of slide sheets

Use of wheelchairs

Use of walkers



Organisational Structure

Please refer to the Longridge Guide for the complete Chart.

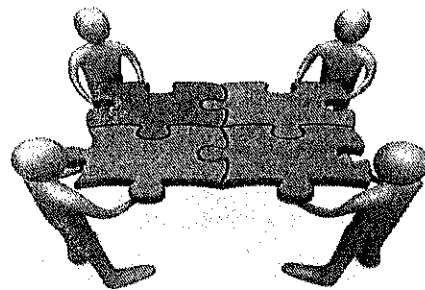
Longridge is managed by the:

Management:

Chief Executive Officer ~	Mary Ann Koerner
Clinical Nurse Manager ~	Manny Geri
Finance Director ~	Robyn Mencil
Administration Manager	Bec Greening
Resident Services Manager ~	Deidre Williams

Department Leads:

People & Culture Lead ~	Alicia Nikkerud
Grounds & Maintenance Lead ~	Dino Bueti
Fire Safety Co-ordinator ~	Dino Bueti



Physio Program

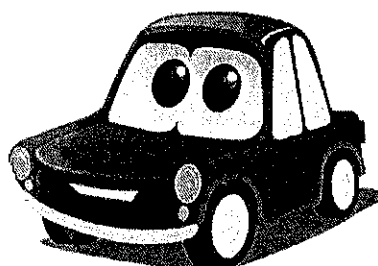
A physiotherapy program is developed for all residents (who accept) as part of their entry process. The program is maintained on-site by Physiotherapists from Good Country Physiotherapy. Should a respite resident have complex mobility or rehab needs they will be assessed by the Physiotherapist (at the resident's expense) and a program implemented for them during their stay. Residents' needs are reviewed regularly as their mobility & pain status requires. Most 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 WHILE RESIDENTS ARE WALKED IN OR OUT OF THE COMPLEX AS THIS DISRUPTS OTHERS ACCESS.



Security of Tenure

As per the Aged Care Act all residents entering respite care have the right to security of their room & placement during the contracted period of respite. Should the scope of care and needs be deemed outside that which Longridge can safely provide, the CNM will liaise with the resident / & / or family to seek alternative accommodation. Once the contracted period of respite ends the resident is required to vacate.

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 in at the Entry / Exit tablet on EVERY occasion 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. Please ring the intercom and identify yourself to staff & advise to whom you will be visiting before staff will release the door and you sign in.

A keypad at the front entrance doorway permits exit after hours. Please ask staff for the exit code to the front door.

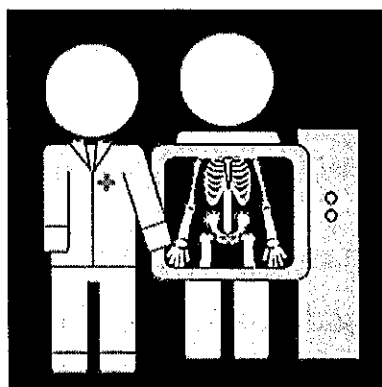
In the event of fire ALL exits will be disabled automatically therefore providing ease of exit to safety. We ask when leaving the complex, you do not provide an exit for anyone 'loitering' near the doorway. If you are unsure if a resident may be trying to exit the complex please ask staff to assist you.

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

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 & name badge. RNs wear teal shirts and carers wear blue shirts. It is hoped this provides a visual marker for residents, visitors & families of who to seek out for advice 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 & they work with Certificate III Aged Care workers to deliver the 'on the floor' care needs to residents 24 hours / day.

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. We encourage all residents to have a responsible family member with them on 'voting day' to assist them.

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.

Wellbeing (Formerly Lifestyle)

A 'Wellbeing 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 Wellbeing 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.



