

Naracoorte Home for the Aged Inc



2022

***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 will hopefully answer all of
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 Aged Care Quality & Safety Commission. Assessors visit the home and undertake a comprehensive review of all standards required to provide Aged Care services. Whilst accreditation may be viewed as an onerous & bureaucratic task, we here at Longridge view it as a positive experience whereby we are able to improve our services so that the public can be confident that the ‘Accredited facility’ really does meet the high standards required.

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!)

Management meet fortnightly to review the Plan for Continuous Improvement and proactively ensure that we are keeping the home in a clean and tidy condition that is safe for all who choose to call Longridge Home.

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 be current and relevant to the resident’s 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 consider leaving alcohol to staff to be stored in the kitchen. (It will have the residents name on it) 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 additional heating in the cooler months & do not like the ambient warm of an aircon are provided individual column heaters in their rooms to provide the warmth they require. A thermometer can be installed in the room to assist staff to reassure residents of a comfortable temperature.

Allied Health Specialists.

Longridge has a team of Allied Health professionals who visit frequently. They include GP's, Podiatrist, Speech Therapist, Physiotherapy team and a Dietician. We are also able to access Mental Health services for older people, Occupational therapy, Diabetic Nurse educator. Any engagement with Allied health will be discussed with the resident and/or their Next of Kin.

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 around \$800.00! Please supply the current membership number at entry.

Assessment

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 and/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 Health & Ageing / 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, behaviors, etc. It is a huge task but necessary for us to develop the individualized Care Plan that each resident deserves.

External assessors attend Longridge and assess residents 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 our profits! The Department of Health & Ageing / 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 'aged care specialist' financial advisor.

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 & 2 x quilt covers or a bedspread.

Board of Governance.

Longridge is governed by a Board of up to 10 community members who meet regularly with the CEO. 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 (CEO, CNM or FD) 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 &/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.

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.*)



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.

Throughout the 2020 Covid Outbreak periods in Australia, Longridge was under the comprehensive guidance of both State (SA Health) authorities & Commonwealth depts.

At every stage of the year Longridge adjusted our restrictions and visiting limitations to reflect the risks.

Regular updates were emailed to all family & friends on the emailing list & posted on our website to provide clear guidelines for families.

Longridge continues to plan for any future outbreaks with a comprehensive Infection Control Plan and an Outbreak Management Plan, negotiated and developed consultatively with all members of the management team. It is our fervent hope that all this preparation will never be required.

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 as to the budget limits you wish to set if we purchase on your behalf. Receipts of all purchases are maintained in their resident fund records at Administration

Longridge has a formal internal complaints process. We welcome **The Complaints Process**, 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 CEO, CNM or Finance Director 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 throughout the facility.**

Refer to the Complaints Process in its entirety as noted in 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:

- o **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.
- o **Resident Life History. Captures** a VERY large part of the resident's lives. We ask you take the time to read & complete as much of the life 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.
- o **Wellbeing Program (previously named Lifestyle) Activities;** are offered Monday – Friday. A planner is supplied to all residents on Monday morning – with the week's 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.

- o **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.
- o **Relative's Satisfaction Survey;** is sent out the following month from the Resident's Satisfaction Survey, **to the nominated Next of Kin** with a very similar set of questions. The rationale for this is that the resident may have shared their feelings with family, but is 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 pillow, doona & covers or bedspread to ensure their room has 'their own signature.' Pictures may be hung on the walls (Maintenance staff happily assists with this in the days following entry.) Residents should supply their own electric stand assist armchair & occasional furniture but excessive furniture posing a mobility risk to residents or staff will be removed from the room following assessment by Longridge staff. Excess furniture 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 & Hospital medical computer systems. (Not all GPs visit so if your Naracoorte 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 are willing to 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 for a fee.

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 per 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, noting the approximate time of return.

Taxi returns from functions are acceptable by prior arrangement between the Taxi & Staff. The arrangement must be by prior approval with the RN to ensure a smooth & safe transition back to our care. 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 CNM or Clinical Nurse.



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 CNM 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 Health & Ageing / Social Services. Fees are reviewed by the Dept approximately 3-monthly. Residents & / or their family or carer are required to make an appointment with the Finance Director 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

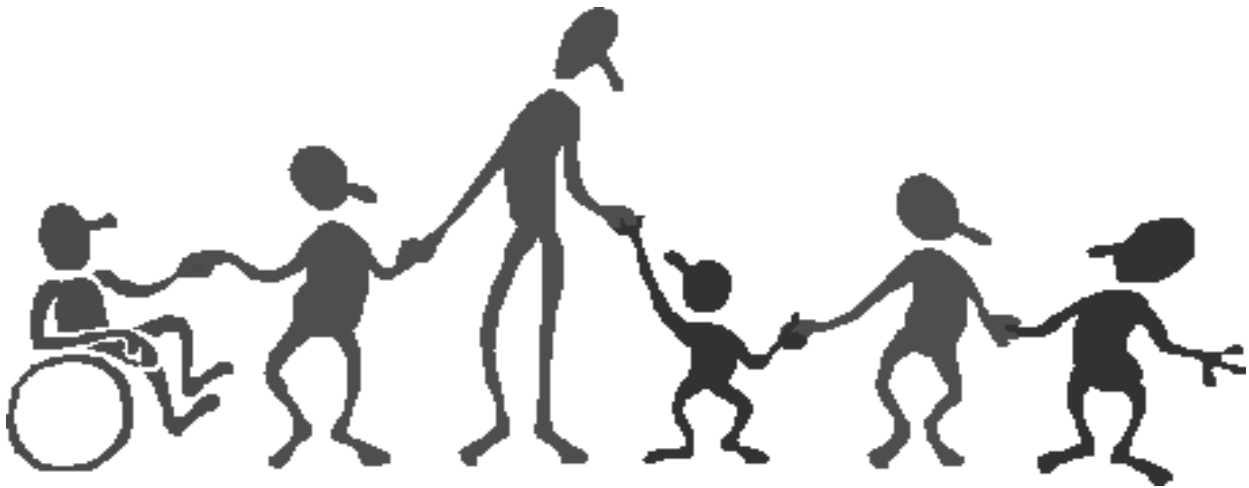
The Dept of Health & Ageing / Social Services has implemented stringent planning & reporting demands on all aged care facilities on days of EXTREME fire danger. (*Please refer to Heat Wave Policy.*)

The complex has a sophisticated automatic smoke & heat detection system. This is wired to the MFS so early detection is operational. 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 annually in fire & evacuation procedures.

The 2015 redevelopment provides 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 sites in the region to temporarily relocate residents should there be a disaster.



Furniture - All residents must supply:

- o Their own pillow, doona & 2 x quilt covers (or a bedspread) to personalize their rooms (labelled).
- o A bedside cupboard,
- o A TV (no larger than 68 cm). *Larger TVs may be wall mounted – at the expense of the resident. Please liaise with management.*
- o One upright chair (with arms preferable) to be seated at the bench or for guests.
- o One comfortable lounge chair (preferably an electric lift recliner. Jason recliners are not appropriate for older residents.)
- 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.*)
- o Pictures can be hung on the walls.
- o Additional occasional furniture is permitted – but be mindful of cluttering the room.

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 - \$15/ 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 weekly services of an independent hairdresser, who either works on Tuesday or 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 rescheduled. 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.

When residents are taken off site by family or friends Longridge will supply 250mls water for their excursion (available from front desk) to aid in the prevention of dehydration

Recognising the risk to residents sustaining sunburn & heatstroke from seeking out the sun in gardens we have imposed a protocol whereby the garden courtyard usage will be monitored by staff when the temperature is greater than 28°C. All residents going outdoors are strongly encouraged to wear sunscreen a hat & sun safe clothing.

Hospitalisation

Longridge shares a close working 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 overnight 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.

Labelling Clothes

ALL clothing must be labelled 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 labelling system & is available on site at a cost of \$1.00 / item (this is printed & permanently fixed to the clothing by Longridge.)

Linen

Basic linen (Sheets, pillowcases & towels are supplied by Longridge. Residents must supply a pillow 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 2 full time maintenance staff who maintain the entire hostel & 45 independent living units. We also have part time staff. 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 via priority. After hours issues are prioritised & 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. 12.15pm daily.

The evening meal is served @ 5.00 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 or their nominated NoK / 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.

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 the resident wants or needs!

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 is 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 Resident Services Manager (Deidre Williams) & the resident.

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

Mobility Program

A formalised program of exercise and physical assessment is developed for all residents (who accept) in the first few weeks of their stay. The program is developed by Good Country Physiotherapy & maintained on-site. 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.

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 optimized 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 – flag fall to be paid at booking: and mileage over 15 kms to be invoiced at 78c / 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 safely & a register of individual resident's funds & all transactions sent out to their next of kin (or nominated family member) periodically, on request.

Nail Care

Longridge is fortunate to have Wellbeing 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 means not every resident gets a manicure every week.

Newsletters

Informative newsletters are produced quarterly. 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. 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 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

Management:

- | | |
|--|--------------------|
| - Chief Executive Officer | ~ Mary-Ann Koerner |
| - Clinical Nurse Manager | ~ Manny Geri |
| - Finance Director | ~ Robyn Mencil |
| - Administration Manager | ~ Bec Greening |
| - People & Culture/WHS/Return to Work Lead | ~ Alicia Nikkerud |
| - Maintenance & Grounds Lead | ~ Dino Bueti |
| - Resident Services Manager | ~ Deidre Williams |

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 supports our service. The CNM, CN & RN team 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 (Naracoorte Discount Pharmacy & Terry White Kincaig 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. Please discuss with the Admin Team at Reception 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 3-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.

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 and 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 the local podiatrist.

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 or boxed water to be stored in resident's 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

All resident leave must be approved in consultation with the RN's and their legal guardian at least 24 hours prior to leaving the premises.

Resident's leaving the hostel overnight or for an extended period of time will need to notify us in advance so staff can prepare medications etc. This will need to be organized with the approval of the CEO, CNM & or CN. 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 in to the

facility on every occasion they enter. (Workplace Health & Safety requirement in the event of an emergency we are aware of all occupants.)

An intercom is used for access after-hours & on weekends. Please ring the intercom button and identify yourself to staff & advise to whom you will be visiting.

A keypad at the front entrance doorway permits exit after hours. The exit code is displayed for your convenience. 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 tablet as you leave the premises.

Shower Facilities

All residents have private shower / toilet facilities in each room. Staff negotiate shower assistance needs with each resident at a time of their choice.

Smoking Policy

It is the policy of Longridge that there is **NO** smoking on the premises as of 1st May 2021. (Staff, visitors or residents.) Longridge acknowledges the resident's right to assume some level of risk however; we cannot absolve our duty of care based on the premise of resident choice.

All residents entering care as of January 1st 2019 will enter care with the knowledge and understanding that Longridge will not be offering any staff support, time or supervision if they wish to smoke.

Family & friends are welcome to take residents off the premises to smoke (they must supply the cigarettes, lighter, etc.) Families / friends then assume the duty of care & all responsibility to **STRICTLY** supervise the resident throughout this activity.

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 resident's 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.

If family cannot transport, Longridge staff can take them for a fee.

Staffing

Most staff wear a uniform. RNs wear Teal shirts, Carers wear navy or cobalt blue colored shirts.

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 resident's 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.
- Staff are active at all times with nil ‘sleepover’ staff on duty.

The following staff are rostered in the resident services departments:

- Kitchen & Resident Services staff managed by Deidre Williams operates 7 days / week between 6.00am - 8.00pm.
- Laundry operates 5 days / week between 7.00am - 1.30
- 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

If residents would like a TV they are required to supply their own. Maximum size is 32 inches. ‘Pay TV’ is available at the residents own arrangement & cost. All our communal Living areas have wide screen colour televisions.

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 Grounds & Maintenance Lead.

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 (for a Fee) 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 staff 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 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.

Minor clothing repairs can be attended for a small charge. Larger jobs such as zips, hems or major repairs will be charged a fee for service / hour.

Minimum charge is \$15.00 with larger sewing jobs being charged at \$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 resident's 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 woollen garments then washing will be the responsibility of family. Please supply a basket for the woollen garments and we will ensure these are kept aside.

The Wellbeing Program.

The Wellbeing team consists of the Lead Claire & team members Chloe & Stacey.

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 week's 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 program offers a wide range of social options to accommodate most interests. Those residents unable or unwilling to attend events & activities are provided 1:1 options of interest to them.

The resident's right to refuse participation in any activity will be respected at all times.

The Wellbeing Program team frequently post resident photos & video on Facebook to record the activities & capture the resident's participation. Many families have expressed they feel reassured by these regular snippets and photos of their relative. A picture paints a thousand words. (*See Facebook: Longridge Aged Care*)

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