

Naracoorte Home for the Aged Inc



***Permanent Care & Respite
Orientation Booklet***

www.longridge.org.au

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LONGRIDGE AGED CARE Accreditation

Longridge is proud of its record – achieving ongoing Accreditation since 2000. As a Commonwealth funded facility Longridge is accountable to the people who call Longridge home and the Aged Care Quality & Safety Commission. Every three years, Aged Care Quality & Safety Commission assessors conduct an unannounced visit and undertake a comprehensive review of all standards required to provide Aged Care service; at the highest level possible. Accreditation is tied to commonwealth funding – so if there are any breaches or lapses in compliance funding, the organisation may be sanctioned, which is a serious risk to any establishment.

The Longridge Management team meet fortnightly to review the Plan for Continuous Improvement (PCI) and proactively ensure that we are keeping the home in a clean and tidy condition that is safe for all who choose to call live here.

Organisational Structure - Management:

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

Board of Governance

Longridge is governed by a Board of Governance consisting of community members who meet regularly with the CEO. As a governing Board, their role is to oversee and strategically steer the organisation. They are not involved in the day to day management (operations) of Longridge, and as such all communication should be directed via the management team, who will then communicate your feedback to the CEO, who then takes reports to the BoG. The AGM is held annually in October and residents & families will be notified of the AGM meeting via the Newsletter – all welcome!

Entrance Point

The complex is secure with only 1 public exit/entry point. This provides freedom within the complex & protection to all residents from any unwelcome intruders. The front doors open automatically during business hours. All visitors to Longridge are required to sign in and out of the facility on every occasion they enter; it is a Workplace Health & Safety requirement in the event of an emergency we are aware of all occupants.

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

A keypad at the front entrance doorway assists after hours exiting. The exit code is displayed for your convenience. In the event of a fire, ALL exits will be disabled automatically therefore providing ease of exit to safety. If you are unsure if a resident may be trying to exit the complex, please ask staff to assist you. Please sign out as you leave the premises.

Office Hours

The office is open between 9.00 am – 5.00pm on business days. It is closed on public holidays & weekends. Nursing staff will attend to any inquiries out of business hours.

Staffing

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

- Registered Nurses provide 7 day/week coverage with all residents reviewed by an RN every day. RNs are on call (via mobile phone) 24 hours a day for staff reference & support.
- Enrolled Nurses work with Certificate III Aged Care workers to deliver '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 to 1.30pm.
- 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.

Maintenance Staff

Longridge have maintenance staff maintain the hostel and the independent living units. If you notice a problem that requires attention please notify the care staff or Administration staff and they will record the issue in the Maintenance Log. The log is checked daily and maintenance issues are handled promptly as per priority of need. After hours issues are prioritised and urgent issues are communicated to the maintenance staff immediately. Requests that are not considered urgent, will be addressed as time permits and in order of priority.

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 during business hours. This ensures you are provided the time you require & minimizes any waiting or inconvenience for all parties.

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 and are happy to send all information/newsletters to family or friends if an email address is supplied.

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 hospitalization do not affect their security of tenure.

ADMISSIONS/ASSESSMENTS Aged Care Assessment Team (ACAT)

All residents entering care are required to have a current ACAT, specifying approval for either permanent residential care or residential respite care. A copy of the current ACAT must be forwarded to the Clinical Nurse Manager prior to approval for entry. Placement will be negotiated with the Clinical Nurse Manager & priority will be given according to potential resident need.

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 the resident's individual needs including personal care, toileting, continence, pain, mobility, safety, memory, sleeping, diet, behaviours, etc.

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. 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.

Assets Assessment

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

All residents entering permanent hostel care will initially meet with our Finance Manager who will talk you through the process of entry with regards to Finances. An Assets Assessment will be submitted to Centrelink or Dept of Veteran's Affairs prior to entry. 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 the Aged Care Assessment Team (ACAT) that will be required to be submitted prior to entry so costs can be defined on the date of entry or prior to entry.

Centrelink in Mt Gambier offers an excellent service in assisting families to complete the assessment 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. Please make an appointment with our Finance Manager prior to entry by phoning the front office.

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.

Authority

To ascertain the authority of family or nominated Next of Kin (NoK) to be involved in the ongoing decision making for residents' medical care it is an essential obligation that a copy of all legal authorities is 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.

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 and 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 and integrity of all residents.

Financial Matters

All fees and 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 weeks before entry. This will finalise arrangements for all care fees/charges to be paid via direct debit. The direct debit form is contained in the information pack. Any increases in fees as set by the Department of Social Services will only be implemented following advice from the Department and a letter from Longridge. Fees and charges cover costs of all care and services delivered by Longridge staff. There are no extra fees for electricity, rates, water etc.

Resident Admission Photo

All residents are required to have an identification photo taken at admission and 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.

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 please notify Administration staff 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 has compromised their ability to vote may be exempt on the day. We encourage all residents to have a responsible family member with them on 'voting day' to assist them.

HOSTEL FACILITIES & SERVICES Rooms

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 and installed in consultation with the CNM to ensure the room does not have excess

clutter – posing a risk to the resident or staff. **Residents may wish to supply their own pillows, quilts, covers or coverlets to personalise their room.** Basic linen including sheets, pillowcases, blankets and towels are supplied by Longridge.

Furniture

Longridge will supply these items:

- A basic chair with arms. Electric recliners are available to hire on request, however;
- If an electric recliner is deemed medically necessary, Longridge will provide this to you at no cost; All residents must supply:
 - A TV (no larger than 68 cm). *Larger TVs may be wall mounted – at the expense of the resident. Please liaise with management.*
 - One upright chair with arms to be seated at the bench or for guests.
 - If necessary, a small bar fridge.
 - A bedside ‘touch lamp.’ *(Note: no glass shade due to the risk of breakage.)*
 - Pictures can be hung on the walls.
 - Additional occasional furniture is permitted – but be mindful of cluttering the room. Excessive furniture may pose a mobility risk to residents, visitors and staff; Longridge management reserves the right to remove furniture/items at their discretion. Excess furniture will be stored safely and family are requested to collect excess within 14 days.

Phones

All residents are welcome to have a phone installed in their own room, at their own cost. Landline ‘Wifi’ phones are available to hire at Administration for a fortnightly fee. Simple mobile phones are also welcome.

Televisions

Longridge offer TV’s to hire, or you may supply one. ‘Pay TV’ is available at the resident’s own arrangement & cost. All communal living areas have wide screen colour televisions.

Wall mounted TV's must be installed under the direction of the Maintenance Manager and will be at resident's own cost. This does allow for a larger TV.

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.

Ordering Toiletries

Staff monitor resident toiletry needs and will order extra items from the pharmacy weekly should they be required. Residents may order toiletry goods from the pharmacy if they have any special preferences, which will be billed directly to them. Family members may also provide residents with their preferred toiletry goods.

Electrical Equipment & Annual Tagging

ALL electrical equipment must be checked (tagged) at entry and then as required thereafter. A small fee is charged for this requirement and 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.

Air-conditioners

Every room in Longridge is supplied with an individual split system reverse cycle air-conditioner for heating and cooling. To avoid confusion staff, manage the aircons and ensure rooms are maintained at an appropriate temperature. If you have problems with your aircon, please notify staff and we will work to correct the problem for you. Some residents who require additional heating in the cooler months and do not like the ambient warmth of the air conditioner 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.

Call Bells

Bells operate in every resident room. These can be activated when assistance is required and staff will attend resident needs as soon as possible. On occasions 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 resident's needs. If visitors require the attendance of staff and are unable to find staff, please just ring the bell in the resident's room and staff will come to the room. Call bell response times are audited regularly to ensure staff are addressing care needs in a timely manner.

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 appreciate the assistance of family or friends to check the fridges in rooms when visiting & discard foods that are past their safe consumption.

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.

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 and 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.

Residents are offered a continental style breakfast; main meal is served at lunchtime and a lighter snack style evening meal. Home cooked morning tea 'goodies' are provided daily and 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 and special dietary needs are negotiated between the Resident Services Manager and the resident.

Meals 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 at 5.30 pm. Alternate times for meals or guests can be accommodated with prior arrangement with kitchen staff. Cuppa rounds are served between meals. Extra cuppas or drinks are available overnight if the resident is unable to sleep.

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. 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.

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 and 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 and is available on site at a cost of \$1.00/item (this is printed & permanently fixed to the clothing by Longridge.)

Washing Woollens

We are noticing that frequent washing of woollens, due to resident's spillages on wool garments, often requires washing after only one wear. Often, this means that the garment then shrinks. 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.

Resident Valuables

All valuables kept in the resident's possession and 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. We encourage all residents to maintain their household contents insurance (at their own cost) to protect their personal items during their stay. Longridge will not keep valuables in the safe.

RESIDENT LIFESTYLE CHOICES Alcohol Consumption

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

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, and therefore 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" and up to the family to maintain supply.

Smoking

We respect the right of a resident to smoke and have a designated area outside the building where residents may smoke safely. Residents who smoke will be assessed for safety considerations prior to entry, and on an ongoing basis. Where deemed necessary the need for supervision will be established. If a resident is assessed as a risk, cigarettes and lighters may be held at the nursing station for the safety of residents and others. Under no circumstances will smoking be permitted in resident rooms, bathrooms or anywhere in the building.

Social Outings

All residents are encouraged to maintain their social connections with their family, friends and 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 and on

return to ensure staff are aware of all resident's whereabouts. We would discourage any resident from being taken to the town and 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 and guide the resident verbally to move themselves.

Lifestyle Program

A 'Lifestyle Program' is offered Monday to Friday. 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. The program offers a wide range of social options to accommodate most interests. Those residents unable or who prefer 1:1 time, are provided options that match their interests.

We acknowledge the person's right to refuse participation in any activity and their choice be respected at all times.

The Lifestyle team frequently post resident photos and videos on Facebook to record the activities, capturing the resident's participation. (*See Facebook: Longridge Aged Care*)

Mobility Program -Exercise

A formalised program of exercise and physical assessment is developed for all residents in the first few weeks of their stay. The program is developed by Good Country Physiotherapy and maintained on-site. Residents needs are reviewed at least 4 monthly – or more as their mobility and 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 and 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.

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.

Guests Meals

We welcome visitors joining residents for meals. We ask at least 2 hours' notice prior to the meal and request the payment of \$12 - \$15 per person be paid at the end of the meal. Payments are made to Administration during Business Hours. Special occasions such as Christmas or Easter celebrations may incur an increased fee – to be advised at booking the meal.

MOBILITY/RESIDENT OUTINGS Duty of Care

Longridge is responsible for the safety and care of all residents. This responsibility extends to their care and 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 and staff. The arrangement must be by prior approval with the RN to ensure a smooth and 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.

Residents Leave

All resident leave must be discussed with senior Nurses 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. Daily accommodation fees will still be charged.

Mobility Safety

All residents are assessed by a Physiotherapist at entry and regularly thereafter to maximize their mobility that is safe for the person. 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 always 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 people who have limited mobility when needing transport. The Van fits 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 "*flagfall*" fee, to be paid at booking, plus mileage over 15 kms to be invoiced at per km. Failure to maintain payment will exclude ongoing use.

Please book ahead with Administration. Unplanned use on weekends is only permissible if prior induction and training has been completed & a T&C contract has been completed in consultation with the senior worker on duty.

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.

We do understand that from time to time exceptional circumstances present themselves & therefore Longridge will provide transport (for a Fee), but strictly if you have no other options.

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.

MEDICAL INFORMATION/SERVICES Doctors' Visits

A number of the Medical Clinic GPs visit Longridge. Not all GPs visit, so if your Naracoorte regular GP does not attend here, we would require you to either change to a GP who does visit or transport your relative to their regular Doctor. All 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.

Medication Management

Resident's medication is stored & managed by care staff/Enrolled Nurses, 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.

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

Hospitalisation

Longridge shares a close working relationship with both Medical Clinics & the 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 consultation between RNs & their local GPs (and family/responsible others as required) 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.

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.

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.

Medicare Card

It is the responsibility of the resident or their nominated NoK/carer/responsible other, 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**.

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 and a Diabetic Nurse educator. Any engagement with Allied health will be discussed with the resident and/or their Next of Kin and/or responsible other.

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.

PROCEDURES/POLICIES Grievance Procedure

Longridge has a formal internal complaints process. We welcome **The Complaints Process**, and constructive feedback & we are very 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: Feedback forms are prominently displayed in the entrance foyer & may be completed & left in the feedback box as displayed (orange). **A laminated 'Compliments, complaints and feedback Flow Chart' is posted throughout the facility.**

Refer to the Feedback Process in its entirety as noted in The Longridge Residential Care Agreement, and also available on our website.

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.

Heat Wave Policy

It is the policy of Longridge that when the expected temperature is > 32°C – does 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.

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 and sun safe clothing.

Fire Safety/Evacuation

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 and heat detection system. This is wired to the MFS so early detection is operational. The building is compartmentalised 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 and staff trained annually in fire and 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.

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 and provision of care for residents.

Longridge has entered into Memorandum of Understanding with the Catholic Church to use the Church Hall here at Naracoorte, should the need arise.

“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:

- Use of lifters

- Use of slide sheets
- Use of wheelchairs
- 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. Please refer to the **Mobility Van** section if loading is challenging.

Residents Funds

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 safe keeping with Administration staff at the front desk. The money is stored safely and a register of individual resident's funds & all transactions sent out to their next of kin (or nominated family member) periodically, on request.

Pick-up & Drop Off Procedure

The canopy/driveway entrance at the front entrance has been designed for the safe transfer of residents from in and out of cars. A park bench has been installed at the entrance to enable family or friends to disembark people from the car and 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.

END OF LIFE DIRECTIVES/SERVICES

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 residents wishes should they experience a major medical event that compromises their life. Some people are very clear "to let nature take its course" while others can be quite frightened by any discussion re the possibility of death.

We respect each person's view and 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 Clinical Nurse Manager.

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 Medical Clinics supports our service. The nursing team will consult with families when this time arrives, providing information and 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 and close friends are welcome at all times during the palliative care period, an overnight sofa bed is available should you request to stay.

End of Life Services

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