LONGRIDGE
AGED CARE

RESIDENT HANDBOOK

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Introduction

Welcome to Longridge! We understand that transitioning into residential care is a significant change for both you and your family. To ease this journey, we have compiled this informative booklet, which we hope will be a valuable resource as you settle in.

At Longridge, we take pride in our friendly and supportive staff, who are dedicated to assisting residents and their families in every aspect of their needs. We recognize that you may have specific requirements during your initial weeks with us, and our team is here to help.

We encourage you and your loved ones to reach out to our Clinical Nurse Manager with any questions or concerns you may have. If they are unavailable at the moment, please feel free to speak with our administrative staff, who will ensure that the Clinical Nurse Manager gets back to you as soon as possible.

Management

Chief Executive Officer	-	Ravi Aulukh
Clinical Nurse Manager	-	Manny Geri
Finance Director	-	Robyn Mencel
People & Culture Manager	-	Alicia Nikkerud
Builds and Maintenance Manager	-	Ben Nikkerud
Resident Services Manager	-	Deidre Williams
Lifestyle Coordinator	-	Donna Armoogum

Office Hours

Our office is open Monday to Friday, from 9:00 AM to 5:00 PM. We are closed on weekends and public holidays.

Visitors

Visitors are always welcome and encouraged to treat the home with the same respect and care as they would their own. For security reasons, the front entrance is locked after office hours. To gain entry, please use the intercom located on the left side of the front door. A staff member will assist in unlocking the door. As staff may be attending to residents, please allow a few minutes for someone to arrive. We appreciate your patience and understanding during after-hours visits.

All visitors must sign in and out each time they visit the facility using the LoopSafe facial recognition located at reception.

Occasionally, visiting restrictions may be in place. These will be communicated through notices on the outside doors and via email to families.

A keypad at the front entrance provides a secure exit after hours, with the exit code displayed for your convenience. In the event of a fire, all exits will automatically unlock, ensuring a safe and easy evacuation for all.

Respite

Longridge provide respite services to all new residents. Respite residents have the same rights and responsibilities and access to the same service as permanent residents.

Staffing
Our staff receive continuous education and training to ensure that evidence-based practices are consistently applied across all aspects of care.
We have dedicated staff available 24/7 to provide the highest level of support and ensure the safe management of residents' health and care needs at all times.

Maintenance Staff
All requests for hanging pictures or the installation of fixed items must be directed to the Administration staff, who will then refer them to the Maintenance team. For safety and consistency, residents and their families are asked not to install their own hooks, screws, or fixtures.

If you notice any issues that require attention, please notify the Administration staff, who will coordinate with Maintenance to address the matter. For urgent concerns outside of regular hours, please inform the care or nursing staff, and they will immediately communicate with Maintenance. Non-urgent requests will be addressed as time allows. Please note that Longridge is not responsible for the repair or maintenance of personal items.

Weekly Planners
Weekly planners are a valuable tool used in aged care settings to help families stay informed about the activities, routines, and care schedules of their loved ones. These planners typically outline the daily activities and any special events or therapies planned for the week. Sending weekly planners to family members allows them to remain connected to the resident's day-to-day life, ensuring they feel reassured and involved in their loved one's well-being. It also provides an opportunity for families to offer feedback or request adjustments to the schedule, fostering communication and transparency between the aged care facility and the family. By keeping families informed, weekly planners help to enhance the overall care experience, promoting a sense of trust and peace of mind for both the residents and their families. It is up to families to inform Administration of changes to email addresses, Additionally if persons other than primary contact wish to receive, please advise administration.

Our Vision
A trusted and sustainable community asset providing safe, high-quality options for living and ageing well within the local Naracoorte community

What you can expect from us
- Be treated with respect at all times
- Be treated fairly and without discrimination
- Be provided with high quality services
- Ensure your information is confidential and your privacy respected
- Be open and transparent and encourage feedback

To help us provide the best possible service, we ask that you:

- Share honest, constructive feedback with us
- Provide accurate and up-to-date information about your needs and situation
- Inform us promptly if anything changes

Your feedback is invaluable in helping us improve our services. We welcome hearing about your experiences, whether you have positive feedback or wish to raise a concern. Your input helps us continually enhance the care we provide. You can do this by:

- Talking to a staff member
- Completing a feedback form
- Ring on 08 8762 1340
- Email us at longridge@longridge.org.au

Admissions and Assessments

Aged Care Assessment Team (ACAT)
All residents entering care are required to have a current ACAT. Applications can be lodged through the My Aged Care website. Once received you will need to forward a copy to the Clinical Nurse Managers email: **egeri@longridge.org.au**

Assessment
As a Commonwealth funded facility Longridge is required to report extensively to the Department of Health & Ageing / Social Services. We areas such 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. Needs that include: 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.

Centrelink or Department of Veteran's Affairs
It is the responsibility of the resident &/or their families to notify Longridge of their pension status. When a new card is re-issued we kindly request a photocopy of the card be presented to Administration.

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 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
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.

Resident personal information will be retained for 7 years after departure and then destroyed. Longridge will not destroy Aboriginal and Torres Strait Islander personal information.

Your details
The entry form completed by you and your family at the time you move in is kept on file as a record of your personal details.

Please remember to notify administration if there are any changes to your personal details such as:

- Next of kin's address, Telephone number and email address
- Pension, Medicare or Ambulance details
- Health fund details
- Electoral roll status

Resident Admission Photo
All residents are required to have an identification photo taken at admission and annually thereafter. The photos are our form of identification to allow staff to familiarise themselves with new residents. The photos are used on all forms of resident documents & medication packaging etc.

Elections – Federal and State
If you are enrolled to vote in federal and state elections, you are required to vote at each election.

Generally, a mobile polling booth visits Longridge prior to election day which all enrolled residents may access this service. You will be notified well in advance as to what, if any voting services will be available. Alternatively, you may choose to submit a postal vote or visit a polling booth on polling day. These arrangements are your responsibility.

If the resident has some cognitive deficits you may wish to consider having them removed from the Electoral Roll. Notification of their change of address is the responsibility of the resident or their family. If the address is not changed can Administration staff be notified of the registered address on the Electoral Roll.

Falls Prevention Program
As you settle into your new home there will be a lot of questions to ask and to answer as we get to know you and understand your particular needs.

Your safety is important to us, and we know from experience that the risk of falling over is higher in a new and unfamiliar environment. We will want to know if you have had any falls or if you have dizzy turns or lose your balance. If you experience and dizziness or unsteadiness while you are here, use the call bell to alert staff and wait for them to come to you.

There is a lot you can do to ensure your own safety. It is wise to wear well fitting, low heeled, non-slip shoes, wear your glasses, keep your room well-lit when moving about (we pay the electricity bill) and remember to always use your walking frame if you have one.

Medical Information and Services

Doctors' Appointments
Your right to choose your own doctor is respected. A number of the local Medical Clinic GPs visits Longridge. Not all GPs visit, so if your Naracoorte regular GP does not attend Longridge, we recommend you change to a GP who does. If you wish to continue as a patient of a specific doctor who does not visit Longridge it is your responsibility to discuss these arrangements with your doctor. You will need to arrange transport by your family or friend as Longridge does not provide transport to appointments. It is vital that staff are aware of any changes in medications or treatments to manage your care appropriately. All visiting GPs attend approximately monthly.

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.

Medications
Longridge has an agreement with each of the local pharmacies for the supply and delivery of all pre-packed (Webster Pack) medications.

All medications are stored in the nurse's office and dispensed in accordance with the prescriber's directions by registered nurses. This enables staff to closely monitor compliance to correct medication & it's effectiveness to meet resident's health needs. 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 Kincraig Pharmacy) & delivered to Longridge weekly in Webster packaging. Residents continue to pay for their medication but the cost of the 'Webster' packaging fee is absorbed by Longridge.

Podiatry
Longridge Registered and Enrolled Nurses 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 Registered Nurse staff with the local podiatrist.

Hospitalization
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 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.

Ambulance Cover
You are strongly advised to maintain annual ambulance subscriptions to avoid any unnecessary expense. An ambulance may be used for transport purposes which is not covered by private health.

The registered nurse will call an ambulance if it is considered the most appropriate mode of transport for treatment. Please remember to notify SA Ambulance of your change of address prior to your admission at Longridge.

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 family 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.

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.

Vaccinations
You are encouraged to have an annual influenza vaccination to prevent the spread of flu within Longridge.

The COVID 19 vaccine is recommended for all older people, please speak to the clinical nurse if you have not had a current vaccination.

Finances

Fees
All residents pay a standard fee. If residents have income assets over the limit determined by the Department of Health, they will also pay a means tested fee. Fees are not

determined by Longridge but determined by the Department of Health who provide written advice of the fee level. Fees are reviewed by the Department approximately 3-monthly.

Where the resident pays a means tested fee this is used to offset, or reduce the subsidy paid to Longridge by the government.

Accommodation fees may also be payable for permanent residents depending on their personal financial means.

Prospective permanent residents are encouraged to seek information from outside of Longridge in relation to Aged Care fees. This includes Services Australia Aged Care specialists or other financial advisors.

A meeting should be made with the Longridge Finance Director to go through the potential fees for your personal situation. Quotes and explanations will be provided which are prepared from the income and asset information given by the resident or their representative at the meeting. At this meeting it can be determined whether you must submit an "Aged Care Calculation of Your Cost of Care" application to Services Australia.

There is a 14 day cooling off period for agreements for care.

Access to money
Longridge strongly encourage you to not have money in your room and hold no responsibility for lost money. We provide a 'petty cash' service which means your money will be put in a locked filing cabinet at the front desk which can be accessed by residents when needed.

Longridge will pay the hairdresser on your behalf with the petty cash money and all purchases or deposits will be recorded and sent to the family when petty cash is ceased or on family request. Additionally, staff will notify your family when funds are getting low.

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 the 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, and on request.

Hostel Facilities and Services

Rooms
When you move into Longridge you will firstly be moved into one of our respite rooms. Once you have decided on going into permanent care you then may be moved into one of our permanent rooms. Longridge rooms are a single room with built in robes & cupboards with your own ensuite.

You are welcome to have extra furnishings installed (in consultation with the Clinical Nurse Manager to ensure the room does not have excess clutter – posing a risk to the resident or staff.) Basic linen including sheets, pillowcases, blankets and towels are supplied by Longridge, however, you are welcome to bring in your own linen if you would prefer as required it will also need to be labelled.

Longridge supplies a bed and a basic chair with arms. If you would prefer a different chair you are welcome to bring in your own or you can hire one from Longridge on request. Built

in robes & cupboards meet most basic requirements, extra furnishings are at the choice of the resident and installed (in consultation with the Clinical Nurse Manager to ensure the room does not have excess clutter – posing a risk to the resident or staff.)

The decision to move rooms will be made following consultation and assessment with:

- You, the resident
- Family or another appropriate person
- Clinical nurse

If you are unhappy with the room that you occupy, please speak to the Clinical Nurse Manager.

Personal Belongings

You are welcome to bring in personal items to make your room as home-like as possible but per our policy all electronics will have to be tag and tested. Some examples include:

- Bedspread, quilt, blankets, pillows, towels
- Bedside table, lamp, dressing table
- Ornaments, pictures, clock
- Radio, Television, fridge

Longridge will not accept any liability for the damage to personal property or valuables. We recommend that you maintain your household contents insurance to protect your personal items.

Prohibited items

For the benefit of all, some personal items are considered high risk, and as such cannot be used at Longridge. These items include:

- Double adaptors
- Clip on bed lamps
- Bar heaters, blow heaters and Electric Blankets
- Personal fans not enclosed in a fine mesh cover
- Hot water bottles
- Woollen Underlays and Doona's
- Talcum powder
- Floor mats
- Wheat bags
- Card tables or tv tables
- Glass top tables or glass fronted china cabinets
- Lamps with a glass shade

If you are in doubt about the safety or suitability of any item, please see the Clinical Nurse Manager.

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 (families will have to request a key in order for the draw to be locked) and 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.

Locking of rooms
If you would like a key to your door or drawer please see administration and they will get you a key. If a key is lost, you will be charged the cost of cutting a new key. If you need to go to hospital, or go on holiday, your room will be locked until you return and only accessed by staff for cleaning purposes.

Hazards
Safety is everyone's responsibility. If you become aware of any hazardous situation it should be reported to a staff member right away.

Phones
All residents are welcome to have a phone installed in their own room, at their own cost. Landline 'Wi-Fi' 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. Maximum size is 42 inches. 'Pay TV' is available at the Resident's own arrangement & cost. All communal living areas have wide screen smart televisions. Wall mounted TV's must be installed under the direction of the Maintenance Manager and will be at resident's own cost.

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 Safety
For safety reasons ALL electrical equipment must be tested and tagged upon entry. If you are bringing in an item that has not been tested and tagged please let reception know and they will organize for the maintenance team to test and tag. This process needs to be done frequently, and a small fee is charged to the resident.

Air-conditioners/heaters
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 aircon's 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. A thermometer can be installed in the room to assist staff to reassure residents of a comfortable temperature.

Call Bells
You will find call bells located in your bedroom and ensuite, communal areas such as lounges, and public bathrooms/toilets. Neck pendants are also available.

These can be activated when assistance is required and staff will attend to residents 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 endeavour to attend all resident's needs.

If visitors require the attendance of staff and are unable to find a member of staff please just ring the bell in the resident's room and staff will come to the room.

Cleaning
All rooms are cleaned thoroughly weekly, & the bathrooms cleaned 5 times a week. Staff attempt to monitor for any accidents that may occur on weekends. 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.

Laundry facilities
All resident clothing can be washed on-site by our laundry staff, who are available Monday to Friday. If residents prefer for their relatives to handle laundry, they must provide a large, covered laundry basket (preferably lined with a plastic liner) in their room.

To ensure that residents have an adequate supply of clothing, we recommend maintaining a good stock of clean clothes, especially to cover the weekend when laundry services are not available. This helps prevent any shortfalls, particularly during times when "little accidents" may reduce the 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 an excellent labelling system and is available on site for a small cost (this is printed & permanently fixed to the clothing by Longridge.)

Lost Property
Laundry staff make every effort to match each item of clothing to its rightful owner but are not always successful. If a resident is missing clothing, they or their family are asked to speak to reception or laundry staff to arrange for a search to take place.

Unnamed items are held in the laundry for a minimum of three months, with every effort made by staff to find the rightful owner.

Washing Woollen's
We have observed that frequent washing of woollen garments—often due to spillages or accidents from frail residents—can cause the protein in the fibres to harden, which may result in shrinkage over time.

To help preserve the quality of wool garments, we encourage families to consider purchasing synthetic clothing, which is more durable for frequent washing. However, if you prefer to continue using woollen garments, please note that the responsibility for washing these items will lie with the family.

If you wish to continue using woollen items, please provide a designated basket for these garments. We will ensure they are kept separate to avoid damage and ensure proper care.

Meals
Food plays a vital role in the lives of our residents, and at Longridge, we work diligently to cater to individual tastes and preferences. However, we understand that there may be

occasions when meals do not meet your expectations. If this happens, we encourage residents and their families to speak with us so we can adjust.

Residents are offered a continental-style breakfast, a main meal at lunchtime, and a lighter evening snack. Morning tea treats are provided daily, and fresh fruit is available at any time upon request. Alternate meal options are always available if a resident dislike or is unable to eat the offered meal. Daily meal choices are confirmed each morning, and any special dietary needs are coordinated between the Clinical Nurse Manager and the resident.

Daily Meal Times:

- Breakfast: Served daily between 8:00 AM and 8:30 AM
- Morning Tea: Served mid-morning
- Lunch: Served in the dining rooms around 12:15 PM
- Tea: Served from 5:00 PM
- Beverages: Coffee, hot chocolate, fruit juice and tea are available between meals
- Dinner: Served at 7:30PM – 8:00PM
- Fresh Fruit: Always available
- Extra Drinks: Are always available upon request
- Extra Food: Is always available upon request

We strive to make mealtime an enjoyable and accommodating experience for all residents. Please let us know if there are any specific requests or concerns. Please inform staff of any likes, dislikes, or food allergies you may have upon admission. If you have any special meal requirements or preferences, or if you need adjustments to meal times, don’t hesitate to let staff know.

If you plan to be away during meal times, please remember to notify staff before you leave. Family and friends are welcome to join you for a meal. Arrangements for this can be made through Admin for a small fee. We also have designated areas available for families and friends who wish to celebrate residents' birthdays or other special occasions. Please contact the Administration team to make arrangements.

The following staff are rostered in the Resident Services Department:

- Kitchen & Resident Services: Open 7 days a week, from 6:00 AM to 7:30 PM
- Laundry: Operates 5 days a week, from 7:30 AM to 1:30 PM
- Cleaning Services: Monday to Friday, from 7:30 AM to 2:00 PM

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 leave alcohol with staff to be stored in the kitchen. Drinks will be supplied to the resident as per arranged quantities and times.

Rainwater and 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 hot drinks 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 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.

Smoking

We respect the right of a resident to smoke and have a designated area where residents may smoke safely. Residents who smoke will be assessed for safety considerations prior to entry, as part of the admission process, 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.
Visitors are requested to smoke at least 10 metres away and outside from the premises.

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 Outing Register (Located at Reception) 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. It includes many different choices to suit the needs of individuals. A copy of the weekly planner is put in each resident's room and put up around the facility on Monday mornings. 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 unwilling to attend events and 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 Lifestyle team frequently post

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

Hairdresser
Longridge is lucky to have the weekly services of an independent hairdresser, who works on Tuesdays and Thursdays in the 'Great Waves' salon on site. Bookings are made through the front office Administration and hairdressing is at the resident's cost. Longridge can pay this on your behalf if you have a petty cash set up.

Mobility Program
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 clinical 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 and 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.

Volunteers
Longridge volunteers are an integral part of the organization and are welcomed and valued. We have multiple volunteers that come to Longridge to help with activities or to come and have 1:1 session with residents.

Resident Meetings
Residents meeting are held to allow discussion of care and services and to provide an update from management. The resident meetings are attended by the Lifestyle Coordinator. You are encouraged to come to these meetings, you will be made feel the most welcome at these meetings and we look forward to seeing you there.

You will be notified of the date and times in advance by the Lifestyle Coordinator.

Social Media
Longridge actively shares information and resident activities and photos on Facebook for friends and family near and far to keep in touch and see their loved ones. Photos are only published with resident's approval.

Follow www.facebook.com/longridge to enjoy updates.

Gardens
All out-door areas are available for your pleasure and use. We currently have a BBQ area, Fishpond and Multiple Courtyards.

Mobility and 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 Registered Nurse 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 offs at the entrance please.

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. Daily accommodation fees will still be charged.

Mobility Safety

All residents are assessed by a contracted Physiotherapist at entry and regularly thereafter to maximize their safety when mobilizing. 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 Longridge 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 of $20 to be paid at booking: and mileage over 15 kms to be invoiced at $0.50 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 & T&C contract has been completed and would be arranged in consultation with the RN.

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.

Procedures and Policies

Grievance Procedure
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 and 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.

Donations & Gifts
Staff are unable to accept and personal gifts of money or possessions. If you would like to make a cash donation please speak to the front office staff who can arrange for a receipt of the transaction.

Heat Wave
It is the policy of Longridge that when the expected temperature is over 32C 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.

Recognizing 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 28C. All residents going outdoors are strongly encouraged to wear sunscreen a hat and sun safe clothing.

Fire Safety & Emergency Evacuation Procedures
Longridge has a sophisticated automatic smoke and heat detection system which includes sprinklers, detectors, alarm systems and fire and smoke doors which create compartments to contain fire and smoke meaning all the residents can stay indoors.

Alarm systems are checked monthly by contracted fire specialist and staff trained annually in fire and evacuation procedures. In the event of an emergency residents should be alert but not alarmed. Wait until staff direct you in what to do. If there is a fire in the room where you happen to be, you should leave the room and close the door behind you. Do not return to the site of the fire unless cleared to do so by fire authorities.

Manual Handling/lifting
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

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 'unload' residents 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 and Services

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.

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" 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. The Medical Clinics support our services. 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' Chapel 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.

Australian Government
Department of Health

Australian Government
Aged Care Quality and Safety Commission

Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

Please note the Charter of Aged Care Rights will be replaced by the Statement of Rights which can be accesses on the QR code below.

Scan QR code for the full Statement of Rights

Resident Advocacy & Support Resources

Advocacy & Support Organisations

ELDAC (End of Life Directions for Aged Care)
Website: www.eldac.com.au – Tools and resources to support quality end-of-life care.

ARAS (Aged Rights Advocacy Service)
Phone: 1800 700 600 | Website: www.sa.agedrights.asn.au – Advocacy for older people experiencing abuse or needing rights support.

OPAN (Older Persons Advocacy Network)
Phone: 1800 700 600 | Website: www.opan.org.au – Free, independent advocacy and information for older people.

NACAP (National Aged Care Advocacy Program)
Delivered by OPAN to ensure all older Australians can access advocacy services.

Additional Aged Care Supports

Aged Care Quality and Safety Commission (ACQSC)
Website: www.agedcarequality.gov.au | Phone: 1800 951 822
Regulates aged care services, handles complaints, and promotes care standards.

My Aged Care
Website: www.myagedcare.gov.au | Phone: 1800 200 422
Central government portal for aged care information, assessments, and services.

Dementia Australia
Website: www.dementia.org.au | Phone: 1800 100 500
Support, education, and advocacy for those living with dementia and their families.

Carer Gateway
Website: www.carergateway.gov.au | Phone: 1800 422 737
Support for carers, including counselling, financial aid, and respite.

National Elder Abuse Helpline
Phone: 1800 353 374
Free and confidential support for older people experiencing or at risk of abuse.