

**Mallee Track Health and Community Service**

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**Ouyen & District Nursing Home  
Kaleesa Nursing Home – Sea Lake**

**Residential Aged Care**



**Information Book**

## Mallee Track Health and Community Service

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## INTRODUCTION:

The Ouyen Service Centre Residential Aged Care facility has 20 beds. This is conveniently located at 28 Britt Street, Ouyen as part of the Flexibed Unit. It includes both the Martin and Garner Wings. It is known as the Ouyen & District Nursing Home.

The Sea Lake Service Centre Residential Aged Care facility has 10 beds. This is conveniently located at 33-43 McClelland Avenue, Sea Lake as part of the Flexibed Unit. It is called Kaleesa Nursing Home.

This information has been put together to answer many questions often asked about these facilities. The Director of Nursing (Sea Lake) and Nurse Unit Manager (Ouyen) are available to supply further information that you may require.

## PHILOSOPHY OUR RESIDENTS

To the residents of our facility, we provide high quality aged care through the provision and adoption of the most current nursing practices developed, researched and implemented in long term aged care settings. By prescribing to such high nursing care standards, we are committed at all times to promoting maximum individual independence of all residents while concurrently providing the highest standards of care.

## FAMILY AND FRIENDS

Mallee Track Health and Community Service (MTHCS) recognise that the transition from one place of residence to another for a person can provide feelings of unsettlement, equally amongst family members and close friends as it does for the person seeking admission into our facility. MTHCS is committed to providing the psychological support required to residents' families and friends as they adjust to the transition of the move of their loved one.

We encourage family members and friends of residents to continue to be involved with the resident and their lifestyle. Through the continuous rapport with family and friends, we are striving to provide the most appropriate and individualised care for each resident.

## SERVICE PROVIDERS

Service providers in the Residential Aged Care facility work together to provide care and services to an appropriate standard. We aim to display a

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courteous, caring attitude to residents and their visitors. Staff attend in-services to enable them to maintain their level of care.

### **APPROVED FOR GOVERNMENT AGED CARE BENEFITS**

The Ouyen based Residential Care facility is a 20 bed, and Sea Lake is a 10 bed residential facility for the aged which is approved and certified by the Commonwealth Department of Health to provide residential aged care.

We aim to meet all the requirements of the Aged Care Quality Standards and are certified under AS/NZS ISO 9001 Quality Management System as an accredited health care provider.

### **WHO TO CONTACT FOR FURTHER INFORMATION**

Any questions that you may have regarding the operation of the facility or services provided to the residents, can be directed towards:

The Ouyen Nurse Unit Manager is available on (03) 50921111 Mon. to Fri. during business hours.

The Sea Lake Director of Nursing is available on (03) 50702155 Mon. to Fri. during business hours.

### **ACCOMMODATION**

MTHCS Ouyen provides accommodation with single and two bed units, all with ensuites. Built-in wardrobes and shelving are a feature of each unit. A vanity unit is located in the ensuite. Call buttons are located beside the bed, in the toilet, and also in the shower to summons assistance.

MTHCS Sea Lake provides accommodation with single units. Built-in wardrobes and shelving are a feature of each unit. Call buttons are located beside the bed.

Residents are invited to bring their own doona/bedspread or favourite pillow to create a more personal setting, preferably machine washable or family will be responsible for laundering. A small piece of furniture may be brought with the resident if it is suitable, for example a personal chair.

### **SERVICES**

MTHCS offers a comprehensive range of services to its residents. In addition to providing services from within our facility, it also provides access to a wide range of services operating within the wider local community. The following are services offered to residents of Residential Aged Care.

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## **NURSING CARE**

Trained and experienced nursing staff, in consultation with the resident and their family, ensure that care needs are met 24 hours a day. Staff are very aware that the facility is the resident's home and every effort is made to respect the resident's privacy and dignity and to meet individual needs.

A registered nurse is rostered on duty 24 hours a day to oversee the care delivered to residents. In addition to this registered nurse in charge, supplementary nursing staff are rostered on to care for the residents as is required to meet nurse/patient ratios.

## **MEDICAL CARE**

The resident's Doctor will continue to provide care following admission to the facility. Referral to appropriate specialists is made as required by the attending Doctor.

The resident has the right to refuse treatment at any time. They should understand the nature of the procedure or treatment and possible discomfort and risks and the nature of his/her condition to ensure client participation in planning care. The resident has the right to consent or refuse disclosure of medical information as outlined in the Privacy Brochure which is available upon request or entry to aged care.

## **PHYSIOTHERAPY**

The Physiotherapist completes an assessment on admission and then annually. If requested by staff or the Doctor an assessment will be completed and any treatment assessed as necessary for the resident will be implemented.

## **PODIATRY**

A Podiatrist will complete an assessment on admission and then visits every six (6) to eight (8) weeks for those residents with an assessed need. A nurse trained in the care of feet is also available for basic nail care.

## **OCCUPATIONAL THERAPY**

The Occupational Therapist will visit upon staff or Doctor's request to do an assessment and implement any treatment as necessary for the resident.

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## ACTIVITIES

MTHCS provides a diverse range of activities within its activities program. The activities provided endeavour to take into account, individual interests and preferences. Shortly after admission into the facility, one of our activities staff will introduce themselves to both the resident and their family members/significant other person, and will talk about the resident's leisure and activity interests. This will help them complete a Social, Spiritual and Cultural Profile for the resident.

Residents may be asked to meet the personal costs of outings. Family and residents will be consulted prior to the outing re: costs.

## HAIRDRESSER

A local hairdresser regularly visits, and attends to residents' needs as required. Prices are negotiated with the hairdresser and are paid directly to them. Alternatively, Residents might like to make their own arrangements.

## CLOTHING AND LAUNDRY:

A full laundry service operates for no additional cost to residents. This service will wash all clothing items that can be accommodated by a standard machine cycle and tumble dried. Items that need special care (e.g. woollens) need to be attended to by the family.

All clothing must be clearly but discreetly labelled on admission with sewn labels/marker pens for preference, with the resident's name. This is the responsibility of the family and the facility will make regular checks of clothing.

If purchasing new items of clothing please ensure these are well labelled prior to placing in resident's cupboard.

Please check items regularly as no responsibility is accepted for lost clothing not labelled.

Residents generally require frequent changes of clothing and therefore it is important to ensure residents have an adequate supply of clothes for day to day use. Clothing should be adequate in size, design and material to accommodate ease of dressing and undressing. The provision of residents' clothing (including underwear) remains the responsibility of the family.

Petal back clothing is optional. Brochures are available from the Director of Nursing (Sea Lake) or Nurse Unit Manager (Ouyen).

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## RECOMMENDED CLOTHING LISTS:

These lists are to assist residents and family members only and are not compulsory. The lists are a recommended minimum requirement of suitable clothing often found most appropriate for residents residing within long term residential care facilities. Individual residents may require more. Staff will notify family representative if more items are required.

MTHCS recognises that some listed recommended clothing items may be in complete contrast to a resident's normal dress style and code.

All clothing must be of a suitable nature to minimise risk of injury to both staff and residents. As suitable items may be in complete contrast to the resident's normal dress style, it may be necessary to alter existing garments accordingly or purchase new clothing that is a suitable size, design and material to accommodate ease of dressing and undressing. Catalogues containing specially made suitable clothing can be obtained for residents' perusal on request.

## RECOMMENDED FEMALE CLOTHING LIST

Night Wear:	Winter Nighties	3
	Summer Nighties	3
Underwear:	Singlets	4
	Spencers	3
	Petticoats	3
	Underpants	8
	Socks	6 pair
	Knee stockings	6 pair
Footwear:	Slippers	2 pair
	Casual shoes (runners)	1 pair
	Formal shoes	1 pair
Shirts:	T-shirts	3
	Summer shirts / blouse	3
	Winter shirts / blouse	3
Leg Wear / Dresses:	Winter pants / slacks	2 pair
	Dresses	2

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Track pants	4 pair
Jumpers / Tops:	
Windcheaters	4
Machine washable cardigan/jumper	1
Winter / Warm Clothes:	
Jacket for outings	1
Summer protective clothing:	
Sun protective hat	1

### RECOMMENDED MALE CLOTHING LIST

Night Wear:	
Winter pyjamas	3
Summer pyjamas	3
Underwear:	
Singlets	4
Underpants / Jocks	8
Socks	6 pair
Footwear:	
Slippers	2 pair
Casual shoes and runners/sneakers	1 pair
Shirts:	
T-shirts	3
Summer shirts	3
Winter shirts	3
Leg Wear:	
Winter pants/trousers	2 pair
Summer weight pants	2 pair
Track pants	4 pair
Jumpers/Tops:	
Windcheaters	4
Machine washable cardigan/jumper	1
Winter / Warm Clothes:	
Jacket for outings	1
Summer protective clothing:	
Sun protective hat	1

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## MEALS AND MEAL TIMES

The meals are prepared in the kitchens at MTHCS Ouyen and Sea Lake and delivered ready for eating prior to each meal time. Meals are prepared fresh on a daily basis to meet the resident's need. There is a four weekly rotating menu which is reviewed by the Hotel Services Coordinator in conjunction with a qualified dietitian.

Meal times are:

Breakfast:	7.45 – 8.45 am	Morning tea:	10.00 am
Lunch:	12.30 – 1.30 pm	Afternoon tea:	3.00 pm
Dinner:	4.45 – 5.30 pm		

Supper is served at 7.30 pm to any resident who would like it.

Food may be brought in for individual consumption by family/friends, but staff reserve the right to check that perishable foods are fit for consumption in accordance with food safety regulations.

## TELEVISION AND RADIO:

Residents are welcome to bring their own radio and television if they choose. A communal television is available for watching in the lounges. A DVD is also available for use. A radio with accompanying tape/cd player is also available for communal use in the day room.

Residents need to be aware that if noise is excessive from television/radio, that they may need to use earphones/earplugs to minimise disturbance to other residents.

## ELECTRICAL ITEMS

All items need to have an electrical safety check and tag attached prior to use upon admission. These items will be checked at 12 monthly intervals. This can be performed by MTHCS free of charge.

## TELEPHONE

Relatives/friends are welcome to ring at any time. It is advisable to ring and notify the staff so as to allow the staff time to have the resident waiting by the phone, therefore reducing expense to the caller.

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## SOCIAL LEAVE

All residents are entitled to take up to 52 days per financial year of social leave away from the confines of the facility without losing their right of occupancy. (Please note: This 52 days is for social leave purposes only and does not include time spent in hospital for any type of treatment – hospital admissions do not incur any restrictive limits for length of stay away from the facility).

## COMPLIMENTS, CONCERNS AND SUGGESTIONS

The MTHCS encourages all people involved with the facility to offer feedback on the standard of service and care received. By receiving feedback, management is able to address issues that may well have escaped their attention, but which may be of paramount importance to the residents of the facility.

All concerns expressed by residents, their family members or friends are treated with the strictest confidentiality. A complete and systematic approach is employed for all grievances. An appointment can be made with the Executive Director of Nursing or Chief Executive Officer to address any issues or make either positive or negative comment/suggestions or alternatively complete the 'Consumer Complaint/Feedback' form available at the ward station.

If you would prefer to speak to someone independent of the MTHCS, the following services may be of assistance to you:

Aged Care Complaints Commissioner  
Locked Bag 3  
COLLINS STREET EAST VIC 8003  
Telephone 1800 550 552  
[www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)

My Aged Care  
Telephone 1800 200 422  
[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

Elder Rights Advocacy (ERA)  
Telephone 1800 700 600 (not mobiles)  
Or: (03) 9602 3066

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Office of the Public Advocate  
PH: 1300 309 337

### ADMISSION REQUIREMENTS

Assessment by Aged Care Assessment Service (ACAS) is required prior to admission to confirm care is required and at what level. The preferred pathway to access an assessment is through the My Aged Care website or phone My Aged Care on 1800 200 422. In some cases (where urgent assistance is required), referrals can be arranged by contacting the Northern Mallee Aged Care Assessment Service directly, at Sunraysia Community Health Services Mildura, PH: 5022 5444, or contact the Nurse Unit Manager at Ouyen or Director of Nursing at Sea Lake for assistance.

### ADMISSION CHECKLIST

In order to ensure the easiest and most comfortable transition into either the Ouyen & District Nursing Home, or Kaleesa Nursing Home management asks that you check to be sure that you (or your family member(s) / representative / other) brings the following items with you on your admission day.

#### Items of Importance:

- |   |     |    |
|---|-----|----|
| • Medicare card (current)                                   | YES | NO |
| • Pension card (current)                                    | YES | NO |
| • Repatriation card (if applicable)                         | YES | NO |
| • Pharmaceutical Benefits Scheme (PBS) card                 | YES | NO |
| • Ambulance No.   | YES | NO |
| • Private Health Insurance card (if applicable)             | YES | NO |
| • Current nominated Doctor's name                           | YES | NO |
| • Doctor's address  | YES | NO |
| • Doctor's telephone number                                 | YES | NO |
| • Next of Kin   | YES | NO |
| • Next of Kin's address and telephone number                | YES | NO |
| • Nominated Funeral Director                                | YES | NO |
| • Nominated Religion  | YES | NO |
| • Name of person responsible for paying account             | YES | NO |
| • Address and telephone number of the person paying account | YES | NO |
| • Enduring Power of Attorney (if completed)                 | YES | NO |
| • Enduring Medical Power of Attorney (if completed)         | YES | NO |
| • Guardianship Administration Board orders (if applicable)  | YES | NO |

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### RESIDENT/FAMILY MEETINGS

Resident/Family meetings are conducted regularly. All residents, their family members, representatives and volunteers are welcome to attend this meeting. The date of the next forthcoming meeting is located on the main notice board.

The purpose of the meeting is to provide an environment where residents and their family members/family representatives are allowed the opportunity to comment on matters relating to the facility and be involved in decision-making regarding its operation. Notice of the meeting will be sent to each family representative.

### SECURITY OF TENURE

Residents are free to move out of the facility at any time, be it for reasons of re-locating to another care environment or returning home to live with their family.

Every effort is made to ensure residents move into the most appropriate room – reflective of their care need requirements. As circumstances change, however, it may be necessary to move a resident from one room to another for bona fide medical or other care needs. Any such move would be made in consultation with the resident and their family prior to the move.

A resident's security of tenure is valid from their time of admission to the time of their departure on leave.

### EMERGENCY ARRANGEMENTS

MTHCS has plans for emergency situations that may occur at any time to ensure the safety of residents and staff. The plans for Residential Aged Care include 'Shelter in Place' during emergencies such as bushfire.

You may prefer to be with your family during such an emergency. Please notify staff if this is your wish. You and your family will need to have a plan that includes them collecting you from the facility during such emergencies. If you would like more information about our emergency plans please speak with the Director of Nursing (Sea Lake) or Nurse Unit Manager (Ouyen).

### SMOKING

MTHCS prescribes to a no smoking policy within the facility. Residents who wish to quit will be offered support. No smoking is permitted within the

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building and grounds. Entry to the Nursing Home will be deemed as agreement to abide by MTHCS Smoke Free Policy.

### **ALCOHOL**

Residents may consume a limited amount of alcohol unless such consumption is contrary to medical advice or results in behaviour infringing on the rights of other residents.

Visitors are not permitted to consume alcohol on the premises unless it is part of a celebration or activity that the residents are participating in. Some alcohol is provided by the facility for special celebrations. All other requirements must be purchased by the resident / family.

Family members are asked to notify the Registered Nurse in charge when bringing alcohol onto the premises. This will then be labelled and stored securely.

### **PENSIONS / RESIDENTS' MONEY**

MTHCS encourages residents (or their significant other person) to manage their own affairs. Where this is not possible, MTHCS refers you to 'State Trustees'. Information regarding the financial management of individual's affairs can be sought from State Trustees on (03) 9667 6444 or Free call 1300 138 672.

### **VALUABLES / SPENDING MONEY**

MTHCS discourages the practice of leaving valuables or large amounts of cash in the facility. MTHCS will not take responsibility for the loss of valuables or money despite all endeavours to maintain and promote a secure environment. Residents and/or their family members that insist on leaving valuables in the facility may do so after exonerating the facility from any responsibility.

Residents often require some spending money (petty cash) for the purchase of small items / services such as hairdressing and outings. Residents whose family/authorised representatives are not local may contact the Aged Care Finance Officer through reception at the Ouyen Service Centre (03 5092 1111) or Sea Lake Service Centre (03 5070 2155) for information about our resident trust account process.

### **FEES AND CHARGES**

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MTHCS operates under the same auspices that control all Aged Care Facilities functioning and operating in Australia, the Commonwealth Department of Health. MTHCS assesses and charges daily care fees and other accommodation payments in accordance with the Aged Care Act 1997 and associated legislation.

Currently, your income and assets will affect the fees and charges you will be asked to pay. For more information in relation to fees and charges can be gained from the Finance Officer at the Ouyen or Sea Lake Service Centres, My Aged Care or Centrelink on 13 23 00 or our website, [www.mthcs.com.au](http://www.mthcs.com.au).

### **ACCOUNTS**

Aged care fees are payable in advance. Accounts are processed on a monthly basis and are posted to the person nominated as responsible for paying the account. Payment is due prior to the end of the month and may be paid at MTHCS reception at Ouyen or Sea Lake, between 8.30 am and 5.00 pm. EFTPOS is available at both centres. Payment can also be made by Cheque through the mail, Electronic Funds Transfer (internet banking) or Centrepay Deduction.

Residents should not provide cash or their bank account and PIN details to any person to pay their accounts for them, unless that person is their duly authorised representative.

All account enquiries should be directed to the Administration Office, Mallee Track Health and Community Service open Monday to Friday, 8.30 am to 5.00 pm (excluding public holidays) on (03) 50 921111.

### **PRESCRIPTIONS & PHARMACY ACCOUNTS**

Prescriptions will be stored at the facility and will be sent to the Ouyen Pharmacy for dispensing as necessary. Items will be delivered upon dispensing to the facility.

Pharmacy Accounts are billed directly from the pharmacy to the resident and payment is to be made directly to the pharmacy by the resident or their representative.

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### **VISITING HOURS**

MTHCS encourages family and friends to visit residents as often as possible. However, to ensure residents have adequate time for rest and attending daily needs, visitors are preferred between 11.00 am and 8.00 pm. Visiting at meal times is especially welcome, allowing positive interaction to take place.

### **VOLUNTEERS**

MTHCS is grateful for any volunteer input that it receives. Volunteers are welcomed into the aged care facility and can assist residents with their normal functioning in many different ways.

If you would like to be involved formally as a volunteer on a regular basis, please speak with the Volunteer Coordinator, who will make the necessary arrangements. They are located at the Volunteer Coordination building or can be contacted on (03) 50922133 or 1800 065 358.

### **FRIENDLY VISITING**

This service is available for any person who has relatives who are distanced or unable to visit regularly. Please ask staff to arrange service if required or contact can be made with staff at the Volunteer Coordination building or on (03) 50922133 or 1800 065 358.

### **VOTING/ELECTORAL INFORMATION/CENTRELINK/MEDICARE/D.V.A**

Following admission into the facility, it is necessary all relevant authorities be notified of your change of address, regardless of whether you still have a spouse living at home in the community.

The alteration of a resident's address from their previous place of residence to MTHCS is the responsibility of the resident or their nominated next of kin.

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## POWER OF ATTORNEY

MTHCS strongly advises prospective residents of the facility to nominate a Power of Attorney. It is extremely important that a Power of Attorney be nominated before the health status of an individual alters as this sometimes renders people ineligible from nominating the person of their choice to act on their behalf. This should be Enduring Power of Attorney.

If an individual is unable to nominate a Power of Attorney due to their current level of health, then they are referred to the Victorian Civil and Administrative Tribunal (VCAT) for the appointment of a Guardian (for decisions about where a person lives, with whom, health care and medical treatment and an Administrator (for financial matters).

## MEDICAL POWER OF ATTORNEY

A Medical Power of Attorney is a legal document that allows a nominated other person to make decisions regarding your health status. MTHCS recommends that all people nominate an Enduring Power of Attorney – Medical, so as any previous convened wishes for care (or refusal of such), can be implemented. Nominating a medical power of attorney also protects each resident of an aged care facility ensuring that no medical treatment or the prescription of medications is instigated without the prior approval and consent from your nominated party, if you are unable to do so.

## CHURCH

Each Wednesday an Interdenominational Church Service is held by the clergy and lay people for the residents who wish to attend.

## PETS

Personal pets are not permitted to be kept at either the Ouyen and District Nursing Home, or Kaleesa Nursing Home however arrangements can be made to have your pet visit by contacting the Director of Nursing (Sea Lake)

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or Nurse Unit Manager (Ouyen). The Pet Links program has a dog visit the residents.

### **ABSENCES**

Relatives are free to take residents on social outings, but it is requested that staff are notified when leaving the premises and given an estimated time of return. Staff are to be notified of their return.

### **TOILETRIES & INCONTINENCE AIDS**

Basic toiletries are provided but relatives are free to supply them if the resident has a particular preference. Incontinence aids, appropriate to meet the individual needs, are provided at no cost to the resident.

### **MAIL**

Mail is delivered by staff to the resident's room when it arrives.

### **NEWSPAPERS**

Newspapers will be delivered. This needs to be arranged by the resident/representative with the newsagent. Residents are responsible for their own accounts.

### **NO LIFT SYSTEM**

The facility has adopted a 'No Lift' policy to protect staff and residents from injury. In order for the 'No Lift' policy to be implemented safely and effectively, it is requested that residents' own furniture be kept to a minimum. If a resident wishes to use their own chair, it will be required to be of a suitable height and style to suit the needs of both the resident and carer.

All clothing must also be of a suitable nature to minimize risk of injury to both staff and residents. As suitable items may be in complete contrast to the resident's normal dress style, it may be necessary to alter existing garments accordingly or purchase new clothing that is a suitable size, design and

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material to accommodate ease of dressing and undressing. Catalogues containing specially made suitable clothing can be obtained for residents' perusal on request.

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