

RESIDENTS CARE HANDBOOK

Living at MURRAY HOUSE Aged Care

Accommodation

Our residents are encouraged to personalise their room. The suitability of certain items may need to be discussed with the Chief Executive Officer to ensure sufficient space for your safety, as well as that of the staff.

The following furniture, furnishings and linen are provided:

An electric high/low bed, mattress, linen and blankets

A bed-side table

Built in wardrobe with a lockable drawer

Armchair

A towel rail and a container for personal laundry.

You may wish to bring the following items with you:

Vase, ornaments, photographs, books etc to assist in personalising your room

Radio with earpiece

One small bag or case to take to hospital if necessary.

Your own chair (replacing ours)

A maximum of 2 items of personal furniture / electrical equipment to be located at floor level.

All items bought in by residents must be checked first to ensure they meet OH&S requirements.

Personal belongings should be labelled (e.g. clothes, hearing aids, spectacles, radios etc) as they may be misplaced and can be very difficult to identify.

Murray House Aged Care does not take responsibility for any personal items, therefore residents are advised to arrange personal insurance cover for any items of value e.g. jewellery or electrical equipment.

Financial Affairs and Valuables

Any resident who is capable of doing so is encouraged to manage his or her own financial affairs.

It is recommended that valuables are kept to a minimum. Locked drawers are available in each resident's room for the storage of small valuable items. Murray House Aged Care cannot accept responsibility for loss or theft of money or jewellery.

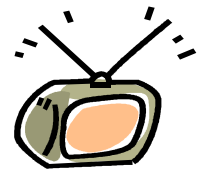
A trust account for residents is available to make your finances a little simpler. Accounts for expenses including hairdressing, outings and taxis can be paid from this account. All money deposited is kept in the residents' trust account which is separate to the facility's own account.

Personal property is not covered by the facility's insurance. Please arrange insurance cover with a company of your choice.

Electrical Appliances

Electrical appliances including but not limited to clocks, lamps, televisions, radios and electric scooters must be checked and tagged by an appropriately trained person **prior** to bringing them into the facility, and annually, to ensure they conform with Electrical Safety Standards.

Management can arrange this with our electrician for a fee. Please contact the Administration Assistant for further information.



Refrigerators

In order to comply with our duty of care requirements, all refrigerators within the hostel must be regularly checked to ensure they are operating within a specified temperature range. Residents may have a small refrigerator in their room for personal food items. The refrigerator must not have a deep freeze compartment because of maintenance requirements.

Consideration of Others

We ask that residents and visitors behave in a manner that is not loud or offensive to others.

Smoking and Alcohol



While smoking is discouraged and not permitted **inside** the facility, designated smoking areas with ashtrays are available outside. Staff will assist residents who wish to go outside to smoke. For safety reasons, residents who are at risk to smoke unsupervised are requested to leave lighters and cigarettes at the Nurses Station for storage and safekeeping.

While residents may enjoy alcohol at any time, it is expected that they maintain a reasonable standard of behaviour. Alcohol consumption will be discouraged if their medical officer has stated otherwise.



Visitors

Visitors, and particularly children, are welcome at Murray House Aged Care between the hours of 9.00am and 7.00pm and at other times by arrangement (for security purposes). Please ensure children are supervised at all times.

Visitors are asked to sign in and out in a Register on the Reception desk as part of our "Emergency Procedures". All visitors are asked to respect the rights and dignity of the residents whose home they are entering.

Facilities and Services

Hospitality Services



Well balanced, nutritious and appetising meals to meet your expectations and requirements are available from our eight week cyclic menu. The menu is displayed in the dining room.

Individual dietary preferences, likes and dislikes are noted by Personal Care staff and acted upon wherever possible. Residents' meals are served in the communal dining room.

The usual meal times are:

Breakfast:	from 8.00 am	Morning Tea:	from 10.30 am
Midday Meal:	from 12.30 noon	Afternoon Tea:	from 3.00 pm
Evening Meal:	from 5.30 pm	Supper:	from 7.30 pm

If you are ill and would prefer to have a quiet meal in the privacy of your own room, this can be arranged by speaking with the Personal Care staff.

Additional food and beverages are available outside these times; please ask the Personal Care or Catering Staff.

Note: The food services in the hostel must comply with Food Safety Regulations. Cooked food brought into the facility by visitors must be consumed straight away. Any unconsumed food must be taken out of the facility. Fresh fruit, biscuits and cakes can be stored and served at a later time. All food must be registered at Reception on arrival.

Cleaning

All resident room cleaning and bed linen change will be attended to on the day allocated according to your room number.

Clothing and Personal Laundry

Laundry services are available five (5) days a week. Individual arrangements need to be made for special care items such as dry cleaning and hand washing.

You will require an adequate supply of suitable clothing including underwear, pyjamas, sets of clothing for summer, sets of clothing for winter, shoes, a hat and a coat.

All clothing should be clearly labelled with your full name. While staff is always careful, they do not take responsibility for lost clothing which was not labelled or on which the labelling has faded.

Staff set aside items of clothing that are in obvious need of dry cleaning, mending or re-labelling and contact the resident's representative. Minor repairs of clothing can be arranged at a small cost to the resident.

Clothing that is not named will be labelled by staff and will incur a cost of 50 cents per garment.

Lifestyle Program

At Murray House Aged Care we value your desire to spend your leisure time doing things that give you pleasure. Group and one-to-one Lifestyle Programs are implemented, based each resident's expectations and requirements, regardless of their physical or intellectual capacity. A program will be developed to suit you after your needs and expectations have been assessed and discussed with you.



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A weekly program of activities is developed by the Lifestyle Coordinator and displayed within the facility. Activities may include outings, performances by musical or school groups, bingo, shopping excursions, special event celebrations i.e. birthdays, Christmas, Melbourne Cup etc.

Mobility Equipment

Each resident's mobility is assessed on admission and on an ongoing basis. Appropriate equipment will be put in place to ensure the safety of residents and staff is maintained e.g. transfer equipment.

Residents are able to bring their own wheelchair, walking frame, commode/show chairs into the facility, or purchase their own according to their needs within the facility's guidelines.

A physiotherapist is available to visit the facility for consultations.

Our Mobility Policy requires no internal use of gophers and the use of our designated secure external parking area for storage.

Hairdressing Service



Hairdressing is available during the week on a fee-for-service basis. Appointments are made at Reception.

Religious Groups and Church Services

Religious and spiritual services are provided on an individual basis. Residents wishing to attend worship or be visited by religious and spiritual people are supported to do so by staff and volunteers.

St. Johns Anglican Church

Darling Street, Wentworth

Service: 10.30am each Sunday 8.00am Daylight savings

St. Francis Xavier Church

Short Street, Wentworth

Service: 6pm on the 1st, 3rd & 5th Saturdays of the month.

Uniting Church

Service: 9.30 am each Sunday

Uniting Church Guild

Service: 2.30pm the 1st Wednesday of the month.



Volunteers and Community Groups

Murray House Aged Care values the contribution of our Volunteer team. Volunteers assist with delivery of the Lifestyle Program, man the kiosk and generally support the social needs of our residents.

We encourage schools, churches and community groups to maintain their past and present associations with our residents.



Community Transport Bus

H.A.C.C. Community transport bus is available to transport residents to Mildura for Medical, Dental and Banking and other appointments and personal shopping on Tuesday and Fridays weekly. A \$5.00 donation is expected to help cover ongoing costs of this service.

Bookings are essential and can be made by phoning Wentworth District Hospital on 03 5027 7111.

Wentworth Library

Monday, Wednesday, Thursday and Fridays

opening hours 10.30am to 5.30pm and on

Saturday from 10 am – 12 pm

The library is closed on Tuesdays and Sundays

Staff are able to assist with book exchanges.

Staff per phone 03 5027 3287 to arrange for book delivery and exchanges.

Pets



Murray House Hostel does not allow residents to have pets however those residents who have left behind a pet to become a resident of Murray House may gain prior consent to have their pets visit. Of course it would be expected that they would only be in the residents own room or in the outside patio area.

All visiting animals must be on a leash at all times.



Residents may also contact library

Mail

Mail is received and distributed each weekday. Mail to be posted may be left in a stamped envelope at Reception. Stamps can be purchased from Reception.

Staff is happy to assist residents to write and post letters and cards, or make taped messages to send.

Newsletter

A monthly newsletter is provided to keep you informed of events and happenings both within the facility and in the community. Residents are encouraged to put items into the newsletter.

Newspapers



Arrangements may be made at reception if you require your own newspaper or magazines. They are delivered daily from Clarkes Newsagency in Darling St and payment of the account is your responsibility.

Interpreters and Translators

Access to qualified interpreters is available.

Banking Services

Commonwealth banking agency is available at Wentworth Post Office, Darling Street, Wentworth.

Bendigo Community Bank in Darling Street, Wentworth.

Residents unable to visit banks can make telephone contact on 03 5027 3362 and the Bendigo Bank staff are able to visit Murray House to complete your banking for you.

Telephones

All residents have telephone outlets in their rooms. It is the responsibility of yourself or your representative to arrange the connection and also payment of your monthly account.

Connection options can be;

Making and receiving calls

Receiving calls only



If new residents have been living in Wentworth prior to coming to Murray House, it is usually possible for the phone company to transfer you home number to your room at Murray House.

Televisions and Music

There are communal television sets, video/DVD players and CD players in the Activities room. There is also a piano in the activities room.

Citizenship

Any residents who choose to remain on the electoral role are assisted to vote in local, State or Federal elections. If they wish to exercise their rights of citizenship, a polling booth will be set up at Murray House Aged Care to facilitate this.

Taxi Service

Murray Darling Taxis provide 24 hour service. The subsidized Taxi voucher scheme can be used. Contact on 03 5023 2239.

For people having difficulty with transport needs when Specialist doctor's appointments are not on Community Transport Bus days and relatives are not available to transport. A voucher may be obtained by contacting Jenny Gledhill on 03 5027 7111.

Our Manual Handling Policy prevents our staff and volunteers from assisting with motor vehicle transfers.

Rules for Gopher Drivers

All drivers must take care while driving outside the hostel.

No gophers are allowed in the dining room.

Drivers are responsible for opening and closing Exit gates themselves.

Horns are not to be used in the hostel building.

Please ensure that wheels are fairly clean before entering the building.

Gophers must be parked in the designated area.



Health and Personal Care

Excellence is the only standard of health and personal care acceptable at Murray House Aged Care. The level of care you receive will depend on our level of need and will change as required. Staff are trained to provide quality care to meet your individual needs. Health and personal care is provided 24 hours a day, 7 days a week.



Medical Services

The doctor of your choice will provide your medical services. If your usual doctor is unable to continue providing medical services for you, we have a database of information (doctors and other health professionals) that may help you to choose another. Residents wishing to maintain their doctor need to ensure they will be willing to visit the facility on a regular basis and as needed. Staff will seek medical assistance immediately you require same.

Emergency Treatment/Ambulance

Access to emergency medical treatment is available 24 hours a day in the manner nominated by yourself/representative and your doctor or through the Rural Ambulance Service if required.

Note: It is recommended that you join the Rural Ambulance Service if you do not hold a Pensioner Concession Card.

Therapy

The facility's therapy programs are designed to maintain mobility and dexterity, promote independence and wellness. The services of our allied health practitioners and trained Health and Personal Care staff are combined to develop quality programs to meet your expectations and requirements.

Other Health Practitioners are available by referral from Health and Personal Care staff. These include:

Dental	Pharmacy	X-ray
Optometry	Pathology	Physiotherapy
Psychiatrist	Speech therapy	Psychologist
Dietetics	Infection control consultant	Occupational therapy
Audiology		

Complementary Therapies

Murray House Aged Care accepts the rights of residents to access complementary therapies of their choice. Care staff will assist you in obtaining access to these services.

The residents are responsible for the cost of such services. Relatives are responsible for accompanying the resident to appointments.

Pharmacy

We have obtained the services of a pharmacist who will dispense your medications into a weekly administration system. You will be responsible for the cost of the medications but the facility will pay for the dispensing into the weekly packaging. There is no problem if you choose to use an alternate pharmacy, but we request you discuss this with management to finalise these arrangements.

The same safety net system applies to your medication at Murray House Aged Care as you had at home. Proof of any previous expenditure for the year will need to be submitted to our pharmacy to continue the safety net calculations.

Security and Safety

Security

The building is secured with a security system. Electronic key pads have been installed on all exterior doors and into the special service area for the safety of wandering residents. The external doors are locked at 8.30pm and opened at 6.00am. Please use the intercom buzzer at the front entrance to gain entry to the building between 8.30pm and 6.00am. You need to advise a staff member when leaving so the doors remain secure.

Emergency Call System

A 24-hour emergency call system is accessible from all bedrooms, ensuites and living areas.

Fire Safety

All staff are trained in the latest fire safety techniques and processes, with refresher training and drills conducted annually. Fire training is available for residents annually; dates will be advertised in the newsletter.

The fire system installed meets the required safety standards. Smoke doors will automatically close and electronic locks automatically open when a fire alarm is sounded.

Occupational Health & Safety

Occupational Health & Safety is important at Murray House Aged Care. It is to this end that we have clear guidelines on lifting and manual handling, along with a good preventative maintenance programme. If you identify a possible hazard, please notify a staff member or complete a Hazard and Incident Report.

Communication

As part of our philosophy of continuous improvement, Management and staff of Murray House Aged Care welcome your comments on the care and services provided and will promptly action any concerns or complaints you raise.

Resident Surveys

Provide us with valuable information to improve the care and services we provide and ensure the standard and expectations of residents and their representatives are met and maintained.

Are posted bi-annually with accounts and distributed at Resident and Relative Meetings.

Results are tabled at the Resident and Relative Meeting and Management Meetings within two (2) months of survey return.

Comments, Compliments, Improvement Opportunities, Complaints & Advocacy

Murray House Aged Care encourages residents and relatives to raise concerns and complaints. Bringing these to our attention enables us to address issues of concern to you and improve our service.

Residents, family, friends and representatives can raise issues of concern or make suggestions without fear of harassment, retaliation, repercussions or victimisation.

Staff can assist residents to complete a **Suggestion / Comments Form** form.

Forms should be placed in the "**Suggestion Box**" in the Reception area when completed.

An External Advocacy/Aged Care Rights Service system is also available:

In conjunction with the "Comments and Complaints" system, it may be necessary to assist a resident or representative in accessing an advocacy service to assist them with making choices and decisions regarding their lifestyle.

The Residential Care Rights Unit is an independent, government-funded organisation, which provides advocacy services to people receiving Commonwealth-funded aged care services.

These services focus on the resident's needs, wishes and rights, including protection of confidentiality.

Address and contact numbers are listed below:

Commonwealth Department of Health & Aged Care
GPO Box 9848, Melbourne Vic 3001
Ph: (03) 9665 8888

Residential Care Rights
Suite 4B/C, 4th Floor, 343 Little Collins Street, Melbourne Vic 3001
Ph: (03) 9602 3066

The Aged Care Complaints Resolution Line

GPO Box 9848, Melbourne Vic 3001

Ph: 1800 550 552

Resident/Representative/Advocacy Meetings

Residents, family, friends and representatives are invited to attend monthly meetings, which provide important opportunities for both feedback to Management and to receive information about the facility and services provided.

Dates and times are published in the Newsletter and posted on foyer and lounge notice boards.

Minutes are posted on foyer and lounge notice boards.



Information Brochure

GENERAL INTRODUCTION

Murray House – a hostel comprising 42 units situated in Murray Street, Wentworth is managed and controlled by a locally elected community committee, known as Wentworth District Hostel Society Incorporated.

The hostel aims to provide a place of concerned care in a happy and secure environment, under supervision, where all residents retain as much of their independence as possible.

Single room accommodation with en-suite facilities are provided for all residents. All rooms and en-suites are fitted with an emergency call system and assistance is on hand at any hour. Staff are available to assist with showering, dressing, meals, special diets, medication, etc. if necessary. All rooms are provided with built-in wardrobe, small dressing tables, bed and chair. Residents may bring their own favourite chair, small items of furniture and pictures etc. These need to be assessed to ensure they meet OH&S requirements.

All meals are provided and are served in the main dining room. Meals can be delivered to rooms only in cases of temporary illness.

All bed linen and towels are provided and laundered. Staff will launder residents' personal items, but family are asked to be responsible for the cost of any dry cleaning or special laundering requirements.



FINANCIAL ARRANGEMENTS:

Fees and any other charges are determined by the commonwealth Department of Health and Ageing and will vary slightly according to individual circumstances. Ongoing fees are paid by all residents and are 85% of the standard pension, plus an income adjusted amount in some cases.

Fees will be paid fortnightly in advance (corresponding with the day aged pensions are paid) and are adjusted in line with movements in the aged pension. Fees are to be paid by either bank transfer or deduction from the Centrelink pension .

Accommodation bonds are required to be paid by some residents, depending on individual financial circumstances. Part of the bond is retained by the Hostel (under Government regulations) and the remainder refunded to the resident on departure.

HOW TO ENTER THE HOSTEL:

1. Prospective residents must be assessed as suitable for hostel placement by an approved assessment authority (Aged Care Assessment Team) Dareton Primary Health 03 5021 7200 / Mildura Aged Care Assessment Team 03 5025 9000
2. Prospective residents are interviewed by the CEO or Hostel Supervisor where financial and other matters are discussed and questions are answered.
3. The prospective resident is placed on a waiting list and contacted when a vacancy occurs


OTHER INFORMATION:

VISITORS are permitted at all reasonable times.

SMOKING is not permitted in the Hostel. Residents wishing to smoke may use the outside facilities.

PETS are not allowed.



 TELEPHONE: Some residents may wish to have their own phone, the rooms are wired for this and residents should make individual arrangements with Telstra. Rentals and calls are payable by the resident.