



Resident's Handbook

Association for Christian Senior Citizens' Homes Inc.

Aged Care and Christian Retirement Village

Initiated by Christian Reformed Churches of Victoria

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Welcome to Outlook Gardens Aged Care Facility

Introduction

We are pleased to welcome you as a new resident of Outlook Gardens and hope that the information presented here will assist you in becoming familiar with the beliefs and values of Outlook Gardens and in adjusting to your new home as quickly as possible.

Outlook Gardens is a not for profit organisation that was established by the Association for Christian Senior Citizen's Homes Inc and was opened in 1992. Currently we are providing care for 95 residents with the aim to provide Ageing in Place. Our facility tries to create a home-like atmosphere where resident's wishes and beliefs are respected. As a Christian Organisation we are dedicated to the provision of holistic care for our residents. Care is available to all persons from all walks of life regardless of ethnic origin or religious beliefs.

We have expansive areas for activities, dining, an extensive garden in which to stroll or laze and most importantly your very own room with its ensuite bathroom. Some rooms have kitchenettes and some rooms have shared bathrooms.

This handbook has been produced to help residents to settle into living at Outlook Gardens and provides information for the most commonly asked questions. If you should have any further questions, please do not hesitate to ask the staff.

Aim

It is the aim of the Outlook Gardens to ensure the physical, emotional, spiritual and social well-being of the residents of the facility. Outlook Gardens was established to specifically meet the needs of the aged and ageing people and to do so in a Christian atmosphere of love and care, where by rights they can expect that their individuality and dignity will be respected.

Philosophy

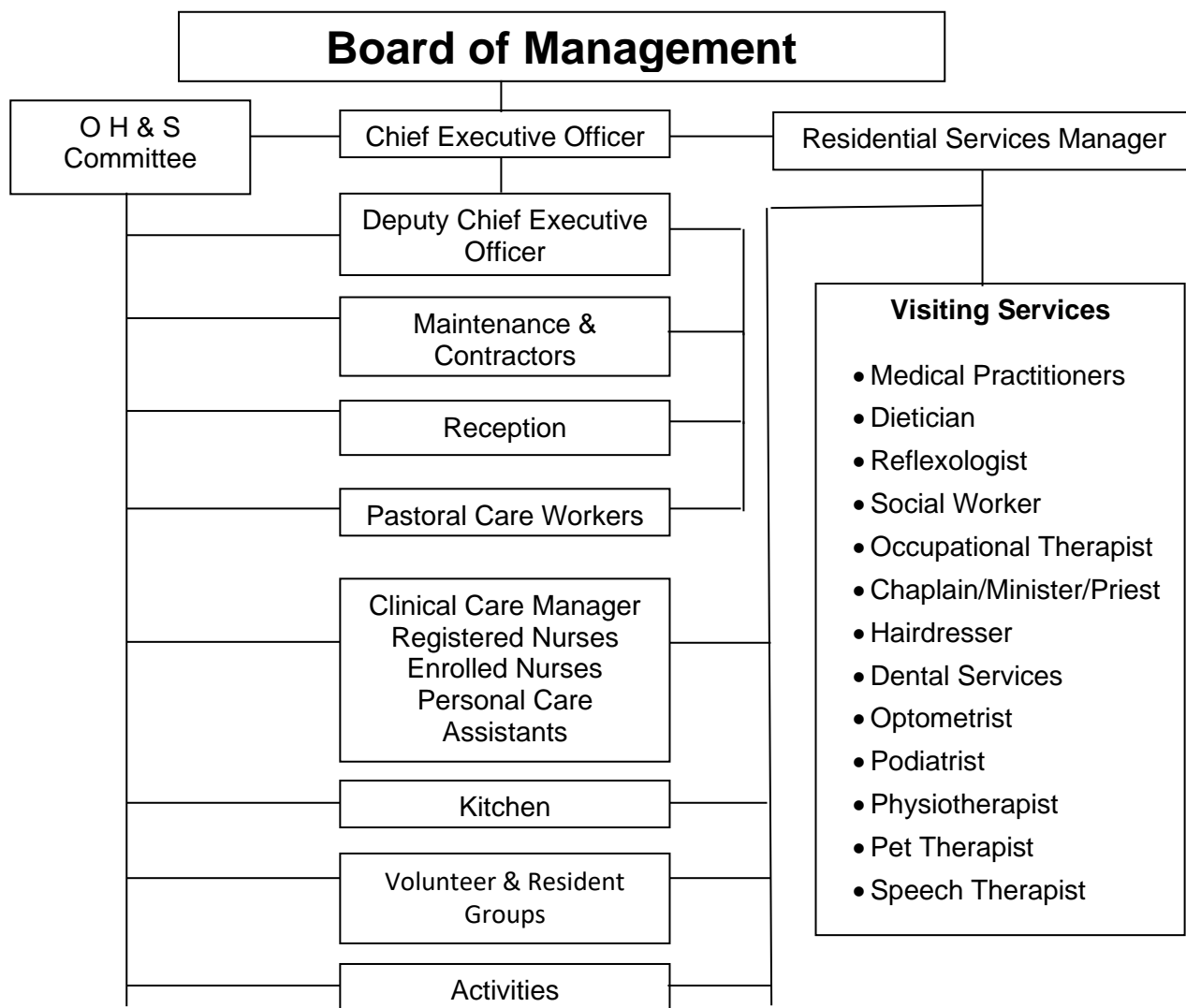
We believe that the Bible as the Word of God is authoritative for all of life. The Bible reveals that man is created in the image of God and we believe that, each person is a unique individual with his or her spiritual, physical, emotional and social needs.

Mission Statement

To provide – as an organisation motivated by the love of God – a service for Aged people in a comfortable and caring environment in which the resident's needs are diligently assessed and they are provided with the opportunity to live a full life, not only in terms of their physical well-being, but also their social and spiritual fulfilment.

Organisation Chart

The organisational structure is as follows.



Policy Statement

Outlook Gardens Aged Care Facility follows documented processes through the implementation of a quality plan that complies with the requirements of the current Department of Health and Ageing Accreditation Standards and also meets all requirements of the Commonwealth of Australia Aged Care Act 1997.

Outlook Gardens Aged Care Facility Management believes that success is achieved by:

- Providing quality care to residents and promptly responding to their changing needs;
- Commitment to continuous improvement;
- Providing a home-like living environment;
- Working in co-operation with the resident's family;
- Addressing culturally specific needs of all residents;
- Recognition and appreciation of staff achievements;
- Commitment to staff education and training.

Senior management is fully committed to systematic Continuous Improvement to achieve a highly efficient and comprehensive Management System. The Association shall provide all resources necessary to achieve the above objectives.

General Information

Every effort is made to enable residents to continue to enjoy any activity or hobby they may have pursued prior to entry into the facility. In addition, a wide range of recreational activities and entertainment are offered. Monthly activity programs are handed out to residents at the start of each month, placed on notice boards and copies are also made available to their families.

Annual General Meeting

The Association has an Annual General Meeting (usually in November), Management can provide a copy of the Annual Report upon request.

Board

The Board of Management members are elected by the Association for Christian Senior Citizen's Homes Inc. and meet on a monthly basis. The Board is strongly pro-active in ensuring that all residents receive care and services of the highest quality.

Care Plans

Care plans are determined by the needs of each individual resident. The process of care planning begins as soon as you move into Outlook Gardens. In consultation with you or your advocate, a care plan will be devised to meet your needs. The care plan will be regularly reviewed and informs staff about meeting all of your care needs. We also like to include family members, your doctor and other professionals such as the physiotherapist, in the care planning process and reviews.

Cash

Residents are discouraged from keeping large amounts of cash in their possession. There is a safe available at Reception where money can be kept and accessed by reception staff when needed.

Chemicals

Only Barwon Chemical products are permitted to be used throughout the Aged Care Facility. Exceptions to this include dishwashing detergents, air fresheners and personal toiletries used for personal use in resident's rooms. If a resident or resident's representative wishes to bring in any other products, they are to discuss this with the Care Coordinator on duty. Products that do not comply will be removed and returned to the resident's representative.

Cleaning of Rooms

All rooms are cleaned on a weekly basis and maintained in a clean and tidy state. Bed linen is also changed weekly, and a supply of toilet paper is provided. Residents are encouraged to participate in maintaining their personal area where he or she chooses to and can maintain it for themselves. Rubbish bins are emptied daily.

Doctors

Residents are free to choose their medical practitioner. However, Outlook Gardens has a doctor who comes in each weekday for a few hours and residents are welcome to use their services if they wish.

Donations

Donations to Outlook Gardens are always appreciated as they provide for many extras which further enhance the quality of life for the residents.

Escorts

Should you need to attend appointments to external services such as doctors, dentists etc, you should make your own arrangements in respect to transport or escorts. If family members are unable to assist, please see the staff member in charge of your resident's area.

Electrical Appliances

All electrical appliances e.g.:TVs, kettles etc need to have an initial electrical check. These checks will be followed up on a bi-annual basis. A fee will be charged for this service.

Emergency, Fire and Safety

At least one responsible person is continuously on call and in reasonable proximity to render emergency assistance. A copy of the Fire Safety Plan is on the back of each resident's door and Emergency Evacuation Safety Plans can be found throughout the facility.

There is a fire detection system in place which automatically comes on in case of fire or alert. This system automatically connects to the Fire Brigade. The building is also fitted with a sprinkler system.

Family Conferences

A meeting can be arranged with the Residential Services Manager should a resident or their family wish to discuss any concerns.

Financial Matters

There is a daily living fee that is set by the Commonwealth Government, which is subject to variation from time to time. This fee covers meals, accommodation and care and is adjusted as the pension changes. Service fees charges are paid fortnightly in advance. You are responsible for your own financial affairs unless you appoint someone to act on your behalf.

Feedback Complaints and/or Suggestions

All residents, family members and staff are encouraged to alert management regarding issues of concern or with any suggestions to improve the facility/care. Suggestion forms are available from reception, outside the main dining area and on the kiosk. There is a locked suggestion box on the kiosk which is monitored daily.

A hazard alert form and feedback form, including the ability to send confidential messages to the Residential Services Manager can be filled in and handed to the receptionist or place them in the locked suggestion box (envelopes available). All forms can remain anonymous as per individual choice.

Internal process for complaints resolution:

- Provide feedback to staff.
- Complete a feedback form.
- Speak to the unit manager.
- Meeting with the Residential Services Manager (RSM).

If a grievance does extend to the RSM, the resident, nominated representative (and witness if required), will discuss the issues raised and the RSM will make a written report - a copy of which will be made available to the resident. The RSM will inform the resident what action, if any, will be taken and the timeframe expected. If the resident is not satisfied with the outcome, they can refer the complaint in writing to the Chief Executive Officer.

We endeavour to resolve matters immediately, if this is not possible there is an external process available.

External Process for complaints resolution:

- Contact the National Aged Care Advocacy line on 1800 700 600 or (03) 9602 3066. They will listen to your concerns, provide you with information and speak on your behalf if you want them to (brochure available at reception).
- Contact the Aged Care Complaints Commissioner on 1800 550 552, this service is free of charge (brochure available at reception).

If you need an interpreter, we can help through the Translating and Interpreting Service. **Call 131 450** and ask for **1800 550 552**.

Function Rooms

Families are encouraged to use one of our lounge areas for functions, eg. birthdays, anniversaries or any other large family gathering. Please book a room at Reception.

The guidelines for using the room are:

- Please bring your own crockery, cutlery or glassware that you may need for your function.
- Please keep children under direct supervision during your function remembering that we are an aged care facility.
- We ask that if you are using the Sunflower Lounge, that the organ is only used by those able to play the organ.
- Please make sure you leave the room in its original state – clean and tidy with all furniture put back.
- Any rubbish is to be taken to the rubbish skips outside.

Gifts to Staff Members

It is the policy of Outlook Gardens that NO money or gifts exceeding a market value of \$20 are to be accepted by staff members from residents.

Hairdresser

Outlook Gardens has two hairdressers who come in on Tuesday and Thursdays. The charges are on the notice boards. You can make an appointment with the Reception staff for your hairdressing requirement/s.

Insurance

Under Outlook Garden's insurance policy your room and all that is fitted by Outlook Gardens (floor coverings, built in robes, plumbing etc) is covered, as is all public liability. Your own possessions are not covered by Outlook Gardens.

Internal Services

Assistance is offered in all areas listed below and the care program for every resident is discussed with them in order to achieve the best result.

- Mobility
- Dressing
- Diet
- Newspaper delivery
- Chemist
- Medication
- Grooming
- Treatments
- Podiatry
- Medical
- Dietician
- Physiotherapy
- Showering
- Toileting/Continence
- Mail delivery
- Hairdressing
- Hospital services
- Hearing aids etc

Kiosk

There is a small kiosk in the entrance area which supplies basic toiletry items. Craft items, made by residents, are also sold.

A vending machine with coke, lemonade and some snacks are also available.

Labelling of Clothes

All items of clothing and linen need to be labelled to ensure that they are recognisable by laundry staff and returned to the resident. We are unable to take responsibility for lost or misplaced items that have not been labelled.

Residents can choose from several methods of making their clothing and linen recognisable;

- Family to label items pre entry into care.
- A permanent marker can be provided to resident/family to name items
- Using the labelling system provided by the facility, there is a cost associated with purchasing the labels, laundry staff will apply them free of charge. Any new items should be left in a named plastic bag at reception to ensure that they are marked.

Laundry

Items which are suitable for machine washing are to be placed in the provided washing baskets in resident's rooms, which are collected daily. They are washed and dried onsite.

Clothing that requires any special cleaning process (e.g. dry cleaning), is the responsibility of the family.

We do not provide a daily ironing service, however, articles required for special occasions can be ironed. Please provide at least 24 hours' notice.

Leave

Hospital Leave

There is no limit to the amount of time a resident may be absent from the facility in hospital or other healthcare facilities. Accommodation charges continue during the period of absence on hospital leave.

Social Leave

A resident is permitted to take a total of 52 days overnight social/holiday leave from the facility each financial year. Accommodation charges continue during the period of absence on social leave.

Library Services

The City of Dandenong Library Service visits approximately every six weeks and can provide magazines, DVDs, videos, large print books. If you would like to join the service, please speak to the Leisure Lifestyle Coordinator.

Lost and Found

Lost property is kept in the laundry. Please ensure that all clothing is labelled. The contents of the box are shown at resident's meetings.

Mail

Reception Staff deliver mail at meal times, Monday – Friday. If you are away and would like your mail held for you, please advise Reception. Outgoing mail can also be left at Reception for posting.

Maintenance

Any maintenance work that needs to be carried out should be reported to Reception. The Reception staff will note it in the Maintenance Book for attention.

Meals and Refreshments

Three meals of adequate variety, quality and quantity for each resident are served each day in the dining rooms. Special dietary requirements are also catered for. During periods of illness, tray service to your room may be provided as required.

For a nominal fee a limit of two guests may join you for a meal, however three days' notice must be provided to kitchen staff.

Meal times are as follows:

Breakfast	8 am
Lunch:	12 noon
Dinner:	5 pm

Morning Tea	10 am
Afternoon Tea	3 pm
Supper	7.45 pm

Medications

All residents have the choice to use their preferred pharmacy. If not, O'Brien's Pharmacy in Springvale is currently contracted to Outlook Gardens and is available to all residents.

If you choose to remain with your current pharmacy, medications must be packed in the Webster 7 system and delivered to the facility on a regular basis. The pharmacy should also have provision to deliver any new medications, such as antibiotics, to the facility as required. Your drug chart must also be uploaded to O'Brien's Pharmacy's database, as this correlates with our electronic medication system (MedSig).

If you choose to use O'Brien's, medications will be packed appropriately and delivered to the facility free of charge. They are also happy to deliver as required any extra medications to the facility seven days a week.

Newspapers

Newspapers can be delivered daily through the local newsagent. You or your family can call Pinewood News 9802 7008 to organise delivery.

Notice Boards

Notice Boards are used to advertise matters of interest, including advance notice of entertainment and events. Please check the notice boards on a regular basis.

Nurse Call Buttons

Each room is equipped with 'Nurse Call buttons' (next to the bed and in the toilet) which is linked to a paging system carried by staff.

Wireless remote pendants which are linked to our Nurse Call system can also be used in our facility. There are two types available, either on a chain around the neck or a wrist band unit. These units are suitable for residents with limited mobility and who cannot easily reach the standard Nurse Call bell button provided in rooms and bathrooms. If you or your family are interested in purchasing a unit, please feel free to discuss this with the nursing staff.

Outlook Newsletter

A newsletter for residents of Outlook Gardens Facility and the Independent Living Units is published on a quarterly basis. This is a vital part of community life and a way of keeping in touch with what is happening. Your contribution to the newsletter will be greatly appreciated. Please leave articles with Reception staff.

Pastoral Care

Pastoral Care workers are available. Discussions with residents and family regarding pastoral care needs are encouraged. Our Pastoral Care workers offer prayer and worship times on a regular basis and they can assist with liaising with families and church groups when appropriate.

Palliative Care

We respect resident's wishes and when possible, these are acted upon in relation to their Palliative Care. We accommodate religious and cultural beliefs and recognise individual choices. We will assist family and residents to access Palliative Care services.

Podiatrist

Fully qualified podiatrists visit every six weeks. The dates of visits are posted on the notice boards. If you require more information, you are most welcome to seek them from the reception staff. A fee will be charged for the podiatry service.

Physiotherapist

All residents are seen by a physiotherapist as part of their initial assessment. These visits are followed up as needed.

Privacy

Outlook Gardens is committed to respecting the privacy of your personal information. Your medical and personal information is handled in accordance with state and federal's privacy legislation.

Resident's Meetings

Residents' meetings are conducted every two months and all residents, and their family/friends are encouraged and welcome to attend. The purpose of these meetings is to provide a forum for communication between residents and management where concerns can also be expressed.

Resident's Responsibilities

Residents need to respect the rights and needs of other people in the facility and to respect the rights of staff to work in an environment free from harassment. A copy of the 'Charter of Aged Care Rights' is included at the back of this handbook.

Rooms

Residents' rooms are furnished with an adjustable bed, built in wardrobe and a set of drawers with a lockable drawer. Your name will be displayed on your door.

Where applicable, a key for your room will be provided. These are for the exclusive use of residents only.

Most residents prefer to bring their own bed linen, pillows, towels and blankets but these can also be provided by the facility. Residents are encouraged to bring with them some personal items such as a favourite armchair, pictures and photos.

Every effort is made to accommodate each person in a room which suits their individual requirements. However, if care needs change, relocation could be offered.

Residents are responsible for maintaining their balconies and verandas (where applicable) as well as providing their own plants and furniture.

Safety and Security

Your safety is important to us, so we have keypad entry and exit points to come in and go out of our facility. There are also keypads to exit some of the units within the facility. Family members will be given access to the internal codes and will be informed of the monthly updates.

There are some other secure areas in the facility including the power rooms and laundry area. Visitors are required to sign in and out of the facility for safety/emergency situations. By accepting a place at Outlook Gardens, you are accepting the use of our security devices.

Security of Tenure

While living at Outlook Gardens, a resident's needs may change to the point of their current room no longer being suitable for their care needs. If this was to occur, a consultation with the resident and their representative will take place to discuss suitable options.

Smoking Policy

It is Outlook Gardens' policy that there will be no smoking allowed in:

- any of the public areas
- any facility rooms or toilets
- any vehicle used by Outlook Gardens for resident transport.

Staff

Key Staff: Chief Executive Officer

The role of the Chief Executive Officer is to oversee the general and financial management of the Aged Care Facility and Retirement Village, supervise maintenance and the upkeep of the buildings and grounds. In this capacity the Chief Executive Officer is available for all residents to ensure that all concerns have been addressed.

Key Staff: Residential Services Manager

The Residential Services Manager is responsible for the general management of the facility and staff while interacting with residents and relatives to ensure their wellbeing. An experienced Division 1 Registered Nurse has the role of managing the medical and nursing care needs of residents. She may be contacted to further discuss any issues that residents or relatives feel need to be pursued after initial discussions with the Care Co-ordinator.

Staff

Staff are employed for their skills and expertise extending across a range of services. All staff undergo continuous appraisal, annual performance reviews and 3 yearly police checks. An extensive staff support and training program enables all staff to maintain high professional standards.

Staff Recognition

Outlook Gardens has a staff recognition programme where management consider nominations for employee of the month. If you would like to nominate someone for employee of the month there are forms available from the kiosk.

Students

Outlook Gardens works with several Registered Training Organisations, providing the opportunity for students studying personal care or enrolled nursing to do their clinical placements with us. This provides students with a great opportunity to gain on-the-job experience under supervision.

If residents prefer not to have a student in attendance, please notify care staff.

Telephones

Each room has the facility to have a telephone connection. All service fees are the responsibility of the resident. If you have any queries, please see Reception.

If you wish to make a phone call and do not have a telephone connection in your room, there is a public phone available in the Banksia section or you can ask Reception for help.

Televisions

We have a Closed-Circuit Television system in place which allows us to link directly with the Dandenong Christian Reformed Church. All televisions are able to receive this transmission which means that you can watch church services, choir nights and other special events.

There is also the capacity to have Dutch television tuned to your TV at your cost. Please ask our staff if you have any queries about these services

There are televisions in Banksia and Grevillia sections. These can be rented for \$5 per fortnight.

Violence and Aggression

Outlook Gardens has a 'Zero tolerance against violence agreement'. A copy of this agreement is included in this handbook.

Visiting

Relatives and friends may visit residents at any reasonable hour between 9 am – 9 pm except during meal times. All visitors are expected to register their name in the visitor's book located at the front reception and at the rear entry to the facility.

No resident may have another person residing in the resident's room overnight.

Volunteers

Volunteers are welcomed and encouraged at Outlook Gardens. This is an excellent way for community and the Facility to interact and share valuable time together.

“ZERO TOLERANCE AGAINST VIOLENCE” Policy

Treatment and Care

I/We understand that:

- My care is as important as the other residents at Outlook Gardens Aged Care facility. Staff will provide professional services to address everyone’s needs where possible.
- All staff should be treated with respect and acknowledged for the crucial roles they play in providing treatment and best care for all residents in the facility.
- Providing the best possible care to every resident is Outlook Gardens’ main aim and working together will achieve this.

Behaviour

I/We agree that whilst receiving treatment and care at Outlook Gardens:

- My/Our behaviour will not cause stress or injury to staff, visitors or other residents
- I/We will refrain from behaviour, such as: threats, obscene or abusive language, disruptive actions, verbal or physical aggression, racial taunts, the use of recording devices and any other actions that staff consider inappropriate or offensive.
- I/We will not cause damage to any facility property as a result of actions I/We may take.

Care Questions/Complaints

I/We understand that:

- Complex care questions should be directed to the Registered Nurses/Unit Managers/Clinical Care Manager or the Residential Services Manager.
- Outlook Gardens has Complaint/Suggestion system in place – complaints/suggestion forms are available at Reception/kiosk and residents’ notice board (next to main dining room).

Breach of Resident / Family Agreement

I/We understand that if I/We breach any of the behaviour conditions listed in this agreement, Police or other relevant authorities may be alerted and medical/psychiatric review may be conducted to determine the suitability of Outlook Gardens to service my/our needs.



CHARTER OF AGED CARE RIGHTS

Charter of Aged Care Rights takes effect from 1 July 2019

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.

