



Casterton Memorial Hospital - Nursing Home

# GLENELG HOUSE



***CONSUMER INFORMATION BOOKLET***



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## **CONTACT NUMBERS**

### **Manager Nursing Services**

Ph: 03 5554 2555

### **Glenelg House Nurse Unit Manager**

Ph: 03 5554 2555

### **Glenelg House Staff Base**

Ph: 03 5554 2598

### **Casterton Memorial Hospital Reception**

Ph: 03 5554 2555

### **Website Address:**

[www.castertonmemorialhospital.com.au](http://www.castertonmemorialhospital.com.au)

### **Email:**

[mail.cmh@cmh.org.au](mailto:mail.cmh@cmh.org.au)



## **OVERVIEW**

### **GLENELG HOUSE**

During 2001 – 2003 a \$7.15 million redevelopment of the Casterton Memorial Hospital took place. The redevelopment consisted of a new 30 bed Residential Care facility (Glenelg House), redeveloped Acute facility and a new Community Health / Visiting Services facility.

Within Glenelg House there are 30 rooms available for consumers who require 24 hour nursing care, along with 3 communal kitchen / dining / lounge areas. There are also 2 quiet lounges which can be utilised by consumers and visitors who would like a more private area.

Glenelg House is surrounded by beautifully landscaped gardens accessible to all consumers.

Employees provide a caring and supportive environment, encouraging all consumers to maintain independence and their chosen community interests.

### **PRE-ADMISSION ORIENTATION**

Prospective consumers, family and carers are encouraged to visit Glenelg House prior to making a decision on becoming a resident.

Please phone the Nurse Unit Manager, (03) 5554 2555, to arrange a suitable time to view Glenelg House and discuss your care requirements.



## WELCOME

Glenelg House provides a service that is sensitive to diverse cultural needs and encourages you, your family and / or representative to visit prior to admission. A nurse will be available to show you through the home and answer any questions you may have.

We are committed to providing personalised care of the highest standard to you. Families and representatives are made welcome; this is your home and continuing family visits and involvement is important.

An individualised plan of care is developed with you in the first two months of admission. This plan is developed with input from you, your family / representative and a nurse of Glenelg House. The Nurse Unit Manager arranges a meeting with you, your family / representative to discuss this plan of care to ensure we are providing you with the care you need and desire.





# CASTERTON MEMORIAL HOSPITAL

## “With Open Arms”

### *Vision & Mission Statement*

#### OUR VISION

To meet the health and aged care needs of the Casterton community.

#### OUR MISSION

To provide services that promotes an individual's life to the fullest.

#### **W**ith Open Arms

To welcome and include all persons equally.

#### **E**xcellence

To provide the optimum standard of care and service within available resources.

#### **A**ccountability

To be accountable and transparent for all our actions.

#### **R**espect

To demonstrate dignity, privacy and honesty towards all clients.

#### **E**mpathy and Compassion

To understand and respond to people's needs and feelings.

*CMH welcomes feedback to improve the care and your experience whilst undertaking a service. If you have a concern, complaint or suggestion for improvement this can be made:*

- *Directly to the person in charge of the area you are in,*

*By contacting the manager nursing services on 55542555*

*or*

*By using the feedback forms which are located outside at the front entrance of the facility,  
or the main office of Residential Care.*

## AGED CARE STANDARDS AND ACCREDITATION

Glenelg House is a Commonwealth Government funded Residential Aged Care Facility and is regularly monitored by the Aged Care Quality and Safety Commission.

We are committed to providing quality care and we encourage any feedback or suggestions to assist us in improving our service.

Quality Standards are made up of eight individual standards ranging from Dignity and Choice through to Organisational Governance.

Should you require any further information on these Standards, please visit the Aged Care Quality and Safety Commission website: [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)





## **ADMISSION**

### **GETTING READY:**

In preparation for an admission to Glenelg House, you and / or your family / representative are requested to:

- Arrange a time with the Nurse Unit Manager to have a tour of the facility;
- Make an appointment to see the Health Information Officer to discuss financial aspects of entry to Glenelg House;
- Complete the “Combined Income and Asset Assessment” which is contained in the Glenelg House Information Package and return to Department of Health or DVA (if applicable) immediately, so we can determine what Aged Care Fees may be payable. Once advice is received from Centrelink or DVA, please provide a copy to the Health Information Officer; and
- Complete all sections of the “Application for Respite Care or Permanent Entry to Aged Care Homes” and send to Health Information Officer, Casterton Memorial Hospital, 63-69 Russell Street, Casterton, Vic, 3311.

### **WHAT HAPPENS WHEN A BED IS AVAILABLE:**

When a bed becomes available you, or your family, will be contacted by CMH. Once you decide to accept the bed fees will be charged from this date. However, you have up to seven (7) days to move into Glenelg House once the bed has been accepted (this is called pre-entry leave).

### **ADMISSION DAY:**

To allow for a smooth transition into the facility, generally you will be admitted at approximately 2.00pm or at a time mutually agreeable. This enables us to spend quality time with you and your family and obtain the relevant information required to ensure you receive the care you have requested.

If you are an inpatient at Casterton Memorial Hospital, you will be able to move into Glenelg House as soon as we are available to assist; usually the following day.

Please bring the following information with you:

- Medicare Card;
- Pension / DVA Card;
- Private Health Insurance Details (if applicable);
- Ambulance Membership;
- Power of Attorney documents; and
- Advanced Care Plan (if applicable).

## **WHO TO NOTIFY WHEN YOU MOVE:**

The following is a list of people and organisations you may need to notify of your change of address:

- Your family;
- Your friends;
- Your neighbours;
- Your doctor;
- Any services that you may have been receiving eg. District Nursing, Meals on Wheels, Home Help;
- Centrelink;
- Department of Veterans' Affairs (DVA);
- Australian Taxation Office;
- Medicare;
- Your Private Health Insurance company;
- Ambulance Service (if a current member);
- Your local Post Office;
- Your bank, building society or credit union; and
- Your local office of the Australian Electoral Commission.

## **ROOM ALLOCATION:**

Glenelg House has 20 single rooms with a private ensuite and 6 single and two double rooms with shared ensuites. These are allocated as they are vacated, therefore a room with a private ensuite is not always immediately available. Upgrading to a single room is possible. Feel free to discuss this with the Nurse in Charge. Additional fees may be incurred when moving to a new room.

## **VISITING HOURS:**

Visitors are welcome at any time. Please discuss appointment / care times with your family and nurses so that visiting times do not coincide with these times.

Glenelg House's security system is locked from 8.00pm to 8.00am each day. You will need to push the call bell at the door if arriving outside these times. Overnight stays are limited to periods of illness or deteriorating conditions. Please discuss your preferences with the Nurse in Charge.

## **CARER:**

In many instances you may already have a carer who has assisted you prior to admission. Casterton Memorial Hospital recognises the role this person (husband, wife, friend etc.) plays in care. Please ensure the nurses know who this person is, so they can continue to be involved in your care, if that is your wish.

## **COST AND FINANCE**

### **CONSUMER AGREEMENT:**

Upon entry to Glenelg House, consumers will be requested to enter into a Resident Agreement. This Agreement details terms and conditions of entry into Residential Care.

You may wish to take time to seek advice from friends, family, financial advisor or a legal practitioner.

### **ACCOUNTS:**

Accounts for residential fees and charges will be sent to you or your nominated relative, Power of Attorney or other authority.

Fees are set by the Commonwealth Department of Health and Aged Care. Should you wish to handle your own accounts, you may do so.

A nominal amount is encouraged to be kept in the facility's safe for your use to pay for hairdressing etc. It is advised that \$50.00 is an appropriate amount.

If insufficient funds are available within the facility, then any personal items such as hairdressing, will be debited to your monthly account.

If you have any queries regarding fees, please do not hesitate to see the Accounts Receivable clerk at the Administration Office.

### **MONEY AND VALUABLES:**

Glenelg House does not accept responsibility for money or valuables kept in your room. Valuable items should be lodged with the Administration Office to be put in the safe for safe keeping for a short length of time only. It is highly recommended that any possession that has monetary or sentimental value not be kept at the Home if it will cause distress if lost or misplaced.

Valuables not needed in your possession should be given to relatives or friends for safe keeping outside of the Home. Personal property insurance will be your responsibility. Valuables kept in the Home are documented in the appropriate area of the consumer's care plan on admission and updated as required at annual care plan reviews or as circumstances change.

## **SERVICES - HEALTH AND PERSONAL CARE**

### **GLENELG HOUSE CARERS:**

Registered Nurses, Enrolled Nurses, Personal Carers, Activities Coordinators and Health Care Attendants are employed at Glenelg House to undertake care for you 24 hours a day.

### **MEDICAL OFFICER CONSULTATIONS:**

Your medical care will be provided by your Doctor of choice. You will be reviewed according to your clinical needs, similar to your pre-admission care. Medical Officers undertake regular visits and are available on call should the need arise. Your family or representative may be notified if a Medical Officer is required to see you outside of routine reviews. You and your family / representative will be consulted when medical, pharmacy or allied health reviews are planned to provide time for you to have a support person present, if requested.

Families can liaise with the Nurse Unit Manager so they can meet with the Medical Officer to discuss any specific enquiry with prior notice to organise a suitable time. Specialist referrals are undertaken in consultation with you, your family or representative, Nurse Unit Manager and Medical Officer.

### **PRIVATE HEALTH INSURANCE:**

Private Health Insurance does not cover fees and charges for Glenelg House. However, your Private Health Insurance will cover you for some or all of the costs of being a private patient in either a public or private hospital, and for a range of other items not covered by Medicare.

### **AMBULANCE COVERAGE:**

Eligible pensioners who reside in Victoria receive free ambulance transport from Ambulance Victoria (AV). Please ensure that if moving to Glenelg House from interstate you change your address on your pension to Glenelg House.

For non pensioners, membership with Ambulance Victoria is available for a fee per family. It is recommended that all non pensioners have AV membership as ambulance fees may be the responsibility of the resident.

### **PHYSIOTHERAPY:**

A Physiotherapist will assess you shortly after admission. The Physiotherapist will develop a plan of care with you to follow, which may involve the Physiotherapist, a Personal Services Attendant or nurse. This will be reviewed according to your care needs and preferences. Exercise classes are available, should the Physiotherapist recommend you attend. These classes have two goals; socialising as a group and improving overall physical condition which is known to reduce risks including falls and improve general wellbeing.

**MEDICATION:**

Please bring all your current medications and scripts with you and give them to the Nurse Unit Manager on entry. Please also bring your Medicare Card and Pension Card.

If you have experienced any reaction to any substance in the past, please notify the Nurse Unit Manager on admission, so this can be communicated to all clinicians.

Medications are ordered by the doctor, who then instructs the Nurse Unit Manager who arranges for the medications to be supplied. Medications are ordered and supplied from the Casterton Pharmacy or if by prior arrangement, a pharmacy of your choice. An account for medications is sent to you or your nominated person by the Pharmacy. Any queries regarding pharmacy accounts should be directed to the Pharmacies.

Consumer's medications are administered from individual Webster-packs supplied from a pharmacy. These packs are stored in the locked drawer of the consumers room for security reasons. Webster-packs are supplied and renewed on a weekly basis at no cost to you.

On admission, with your consent, your photo is taken for identification purposes and attached to your medication chart. Photographs are retaken every six months or as required.

If you wish to, a nurse will do a short safety assessment and discuss this with you to enable you to self medicate or manage your own medications. If you feel that you have been incorrectly assessed, please discuss your preferences with the Nurse Unit Manager.

**EYE TESTS:**

Your eyesight may be assessed by the admitting Nurse at the time of admission. If further investigations are recommended, this will be discussed with you and your family / representative as to your preference before any action is taken. Either Glenelg House nurses or yourself / family member / representative can arrange appointments for these investigations, however costs will be your responsibility.

**PODIATRY:**

You may request a Podiatrist appointment **according to your preference**. These appointments will be made by Glenelg House at no cost to you. Alternatively, you or your family can arrange to see the Podiatrist of your choice at your own cost.

**CONTINENCE AIDS:**

Continence aids are provided by the Home. A range of products are available to suit your particular needs. Feel free to discuss your preferences with the nurses.

## **PRESSURE INJURY PREVENTION:**

Glenelg House provides high pressure reduction mattresses on all beds, which work best with minimal bedding between the consumer and mattress. We request that you do not bring in underlays, renders the mattress ineffective in reducing risk.

Consumers are encouraged to use PH neutral hygiene products and a quality moisturizer each day, as provided. This reduces skin tears, pressure injuries and dry skin in an air conditioned environment. Glenelg House has alternative products at cost for purchase, should you prefer a different brand.

## **HEARING TESTS:**

Your hearing may be assessed by the admitting Nurse at the time of admission. If any further investigations are recommended, this will be discussed with you and your family / representative as to your preferences before any action is taken. Investigations can be organised with the visiting Audiologist of your choice. Costs will be your responsibility and can be claimed through Medicare.

## **DENTURES:**

If you have dentures that are not already named, this will be done on admission by a nurse with specialised equipment, or can be arranged with the dentist of your choice.

Dentures are checked daily when hygiene is undertaken and a 12 monthly comprehensive assessment performed.

Should you require any dental work, you and your family will be consulted as to your preferences, and arrangements made for you to see the local dentist, or a dentist of your choice. You may wish to attend a free dental clinic where available. Family will need to contact Glenelg House to make arrangements for transportation to such appointments.

Clinics are available at:

- Dr Tim Halloran 5581 1228
- Portland Dental Clinic 5521 0390
- Hamilton Dental Clinic 5551 8347

Costs will be your responsibility, therefore you and your family / representative will be contacted if dental care is required. Poor dental health quickly leads to weight loss and can have serious effects in the elderly.



## **CONSUMER LEISURE AND LIFESTYLE**

CMH encourages and supports you to participate in as many interests and activities as possible. A Lifestyle Therapist will assess and develop a plan with you. Once the plan is formulated, an Activities person, who works Monday to Friday, will encourage you to participate in activities should you wish to do so.

### **MAIL:**

Mail is delivered Monday to Friday. If you are unable to read any letters sent to you, Nurses are available to read these to you, if you desire.

If you wish to have letters posted, these can be placed in the red mail box and we will arrange for this to be forwarded to the Post Office.

Glenelg House also has internet access, email, Skype and other IT services. Relatives and friends may send emails or Skype and these services can be arranged for you.



The email address for CMH is [mail@cmh.org.au](mailto:mail@cmh.org.au). Any emails received will be passed on to you.

### **USE OF TELEPHONE:**

You are able to have your own telephone in your room. These telephones are allocated their own number. If you are unable to use the telephone, enquiries can be made through the Nurses on 03 5554 2596 or 03 5554 2598. If there is no answer on either of these numbers, call Hospital reception on 03 5554 2555.

You are most welcome to make calls if you wish and Nurses or Administration are only too happy to assist with this. It is helpful if you have a book of relevant contact numbers with you at the facility. Please note that any long distance calls made will be added to your monthly account.

### **NEWSPAPERS:**

If you wish to receive a newspaper or magazine on a regular basis you may do so. This is strongly encouraged to keep you aware of current events.

You / your family or representative should make arrangements for this service with the local newsagency.

A monthly "What's On" in Glenelg House is published for consumers. Information pertaining to current events, birthdays, excursions, Day Centre, fun exercises, TV programs of interest etc. is included.

## COMPUTERS / INTERNET / EMAIL:

Computers, Wi-Fi internet and email facilities are available and CMH can assist you to use these. Should you have any special requests (such as video conferencing or Skype) please discuss with the Nurse Unit Manager, so we can arrange this with you.

## MEALS AND DRINKS:

Meal times are as follows:

Breakfast:	8.00 – 8.30am
Morning Tea:	10.00am
Lunch:	12.00—12.30pm
Afternoon Tea:	2.30pm
Dinner:	5.00—5.30pm
Supper:	7.00 – 7.30pm



Eating your meals in the dining room is encouraged and assistance is available. This promotes a community atmosphere and reduces isolation, increases exercise and physical activity and assists in a good bowel regime.

There are a range of freshly cooked meals for you to choose from and a copy of the menu is displayed on the wall in each of the three dining areas.

Family and friends are welcome to eat with you; just inform the Nurse Unit Manager so that appropriate catering can be arranged. Meals ordered by your family and friends are to be paid for at reception.

Meals are delivered in to the Home by catering employees in a mobile Bain Marie. Everyone is offered a choice from the menu/meal of the day. Meals are served directly from the Bain Marie for your pleasure.

## SNACKS:

Fresh fruit, biscuits, drinks (hot and cold) are available in Glenelg House at all times should you desire a light snack during the day or evening. Due to health standards, these are kept in the main kitchen. Just ask carers to assist you.





### **BRINGING IN FOOD ITEMS FROM OUTSIDE THE FACILITY:**

Please ensure that you check with the Nurse in Charge before bringing any food items into Glenelg House. *(Please read the brochure enclosed in the Information Package regarding safe food preparation.)* Food labels are available on the main refrigerators in each of the lounges and a main food Register located at the front reception area of Glenelg House for your convenience.

### **ALCOHOLIC BEVERAGES:**

If you wish to partake in an alcoholic drink, arrangements should be made with a nurse or family for purchase of your preferred drink.

Glenelg House will strongly discourage alcohol use that detrimentally affects the lifestyle of fellow consumers. Where this occurs, we will consult with you / your representatives.

A variety of special functions are provided during the year in which menus and dining experiences can vary. These are advertised in advance.

### **GARDEN:**

The facility has lovely gardens with secure areas accessed through the sitting and dining areas for the enjoyment of yourself and your family and friends. Doors to rooms are locked at 8 pm each night and opened each morning.

Feel free to take advantage of the warmer weather by using the barbecue and enjoying the outdoor area provided.



## FRIENDS OF GLENELG HOUSE:

Friends of Glenelg House are a group of volunteers visit Glenelg House a number of times each week. Time is spent entertaining with a variety of activities e.g. playing cards, indoor bowls, bingo, reading mail, or just a quiet chat.

The Friends also give freely of their time when outings are arranged for Glenelg House consumers. Anyone wishing to join the Friends of Glenelg House group, or contribute in any way can contact Friends of Glenelg House by calling the number displayed on the noticeboard in Glenelg House.

All enquiries and new members are most welcome.

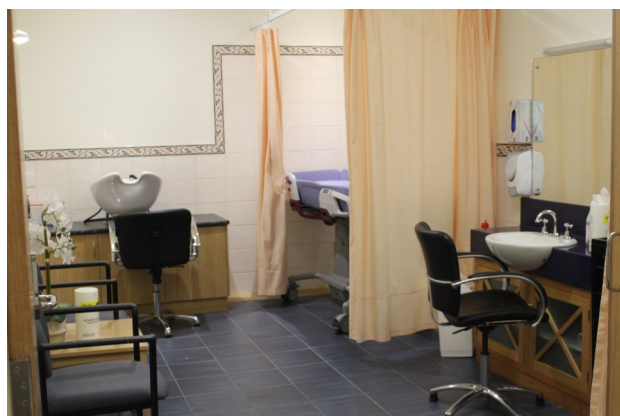


## VOLUNTEERS:

Glenelg House has many dedicated volunteers who visit during the week, assisting Activities Coordinators to implement activities and programs for consumers. If you know of anyone who is interested in becoming a Glenelg House volunteer, please contact Manager Nursing Services.

## HAIR APPOINTMENTS:

Hairdressers attend Glenelg House on a regular basis and attend to cuts and perms as required. These appointments can be made by the Nurses. If you wish, you are welcome to make appointments with the hairdresser of your choice. Families may be required to organise transport and hair care costs are your own responsibility. If required, contact the Nurse in Charge for assistance and advice.





### **MASSAGE THERAPY:**

You or your family may choose to make appointments for these services with external private practitioners. Costs are the responsibility of yourself / family.

### **TOILETRIES:**

Soap, shampoo, conditioner, toothpaste and other personal items are provided by Glenelg House. Other preferred items such as perfume and make-up are encouraged and most welcome. Please help us to remain aerosol free by ensuring toiletries supplied or given as gifts are non-aerosol.

### **SMOKING:**

Casterton Memorial Hospital is a cigarette free facility and whilst therefore smoking in Glenelg House is not permitted. Consumers who smoke are required to go outside the facility's grounds.

Whilst we respect your right to smoke, we must also respect the rights of employees and other consumers. Under Occupational Health and Safety guidelines, employees are unable to assist smokers, therefore family will be asked to assist where applicable.

If you or your family members have any questions regarding this Policy, please contact the Nurse Unit Manager to discuss your concerns.

### **DAY CENTRE:**

Day Centre is a community programmed activity group held several times per week. Consumers are most welcome and may choose to continue the affiliation and attend for a while further when they move into Glenelg House. Some activities undertaken at the Day Centre are:

- Craft
- Singalongs
- Entertainment from community
- Organised outings
- BBQ's

### **COMMUNITY GROUPS:**

Glenelg House fully encourages residents to continue to participate with their community organization groups and affiliations. CMH can provide the Hospital bus for community groups if they wish to collect consumers.

### **TRANSPORT:**

Transport within the local area is provided free of charge, but travel greater than five (5) kilometres will attract usual bus hire fees.

Glenelg House can provide wheelchair bus access and transport options to families who wish to undertake community / local trips.

## **LEAVE OF ABSENCE:**

Residents are free to partake day or overnight leave at any time. Medications will be provided for the duration of your outing and these will be explained to you / your family / representative.

Due to legal requirements, it is necessary for the person responsible to sign a "Leave of Absence" form prior to you leaving Glenelg House for overnight or social leave.

When you are going on an outing outside of the facility, the Day Leave book is to be completed. This is located on the window ledge of the main office and ensures that the whereabouts of all consumers is maintained in the event of an emergency.

If you are wishing to go on an outing, please clarify with the Nurse Unit Manager the number of meals or nights for which you will be absent.

You may be absent from the home a total of 52 nights over 12 months. If this is exceeded, there will be additional daily fees attached to excess leave days. Feel free to talk to the Nurse in Charge about your preferences.

## **INFORMATION BOARD:**

Internal and external information, community news, church news, "What's on in Glenelg House", government literature, birthday lists etc., is displayed in the corridor outside the Nurse Unit Manager's office for everyone's enjoyment. Take the time to look for special notices or check out the photos.

## **SUGGESTION BOX:**

Suggestion forms are available outside the Glenelg House reception area at the main reception desk.

Please feel free to leave suggestions and/or comments. We encourage all feedback so we may improve our care to you. Confidentiality is assured at all times.



## **RESIDENTS' COMMITTEE:**

The Residents' Committee is held bi-monthly on the 2<sup>nd</sup> Wednesday of the month at 2pm in the Jeffreys Lounge in Glenelg House. It comprises consumers, family / representatives and representatives from the Nursing, Catering and Environmental Services departments.

Minutes are taken by a member of the group and sent to you or a family representative. A copy is also placed on the notice board.

Everyone is welcome and it's a great opportunity to discuss things as a group and keep informed about Glenelg House activities.



## **CULTURE, LANGUAGE AND RELIGION:**

Glenelg House provides care appropriate to your cultural beliefs and customs. Glenelg House will help you to maintain your existing links with cultural, national or social communities, and to take part in the social life of those communities as much as possible.

If you require an interpreter to help explain your needs and preferences, this can be arranged by nurses.

You have the right to practice your own religion wherever you live. Glenelg House has a chapel that can be utilised at any time.

## **VISITS BY A MINISTER OF RELIGION:**

Ministers of Religion are welcome to visit you (with your consent). If the services of a minister are required by you, or your family, it may be arranged by the Nurse Unit Manager, however families are free to organise at anytime for visits by the Minister or outings to church services of your choice.

Ministers of Religion from various faiths visit the facility on a regular basis. Small services and Mass are also held on a regular basis for those care recipients who wish to attend. Please talk to the Leisure & Lifestyle people to ensure your wishes are known.

### **Local Ministers:**

Uniting Church	0448 363 623
Anglican Church	5575 2152
Catholic Church	5536 2402
Lutheran Church	5571 1810



## **PERSONAL BELONGINGS**

We strongly encourage you to name your clothing, whether they are to be laundered at the hospital or not to help us to keep track of them.

THE FOLLOWING ARE NOT ESSENTIAL BUT MAY BE DESIRED:

- Rug, Pillow (of own)
- Recreation Activities i.e. craft, books etc.
- Photographs
- Ornaments
- Personal radio
- All rooms are fitted with a wall-mounted television, as are lounge rooms throughout the facility. If you would prefer a larger screen television, you may arrange your own. Our Maintenance team are more than happy to help.
- Large items may be limited due to the size of the rooms and the need to use lifting and care equipment

### **WHAT TO BRING: *(Items are only suggestions)***

*Please name all items.*

- Doona x 1 (preferably not feather) – double bed size
- Doona Cover
- Pillow Cases
- Own knee rug, if preferred
- Own cushions, if preferred
- Boomerang pillows (optional)

It is preferable that these items be supplied to create a more homely atmosphere.

### **FURNITURE:**

Rooms are fully furnished; personal chairs are acceptable if they meet Occupational Health and Safety guidelines and Physiotherapy needs of the consumer.

Glenelg House provides an armchair and visitor chair for each consumer to suit their needs; however you are welcome to purchase, or bring a chair assessed as suitable by the Physiotherapist or Occupational Therapist.

## **CLOTHES:**

Below is a general list for consumers. It is a guide only and your individual tastes are respected. Due to the high care needs of most consumers, we suggest that clothing be non-restrictive, loose fitting and easy to launder. Physical impairments which make dressing difficult may require alternative clothing types to accommodate ease of dressing. Please discuss alternatives with the Nurse Unit Manager as several manufacturers provide these articles.

### **MALE:**

Dressing Gown	Pyjamas
Singlets	Slippers
Underpants	Jumpers – Windcheaters
Socks	Handkerchiefs
Walking shoes	Electric Razor
Trousers / Tracksuits	Hair Comb and Brush
Shirts / T-Shirts / Polo shirts	Coat / Jacket
Toilet Bag (with appropriate articles)	Hat (if desired)
Aftershave / Deodorant	

### **FEMALE:**

Dressing Gown	Stockings (Preferably knee hi type)
Pants / Trackpants	Nighties
Walking Shoes / Slippers	Cardigans / Jumpers
Skirts and Blouses	Jewellery / Beads / Brooch (if applicable)
Singlets	Petticoats
Toilet Bag (with appropriate articles)	Bras (if worn)
Hair Brush and Comb	Briefs
Make-Up	Perfume / Deodorant
Handbag (for outings if preferred)	Coat / Jacket / Hat if desired

Please check any requirements with the Nurse Unit Manager.

## LAUNDERING OF PERSONAL BELONGINGS:

Laundry is provided by the hospital at no charge for all Glenelg House consumers, however, costs for articles requiring dry-cleaning are the responsibility of the consumer or their representative.

Should your family / representative wish to launder your clothing, they are free to do so. Please provide a small linen receptacle for collection of linen. Linen may need to be laundered immediately due to soiling etc.

Please check your clothes regularly and replace them as they become worn. Any queries can be directed to the Nurse Unit Manager or Hotel Services Supervisor.

Clothing should be labeled prior to entry, or alternatively we can undertake labeling of all items of clothing at a once only fee of \$50.00 (*subject to change*). A consent form is included in your admission pack. Once signed please give to a nurse.



## **CHOICE & DECISION MAKING**

### **HOW WE WORK WITH YOU AND YOUR FAMILY**

We aim to work with you to achieve optimal health and wellbeing. We believe that by working in partnership, we can achieve the best possible outcomes. Your treatment and care plan will be developed in consultation with you and your representatives.

### **CHARTER OF AGED CARE RIGHTS:**

Nurses will talk to you and explain how Glenelg House provides care and services that meet the Charter of Aged Care Rights when you first arrive. You will be offered a signed copy to keep for future reference. By signing this Charter you also acknowledge that you have been assisted to understand your rights. Rights and Responsibilities are also detailed in the Residential Agreement.

If anyone has any queries regarding this Charter of Aged Care Rights, please do not hesitate to contact the Nurse Unit Manager.

### **PERSONAL PREFERENCES IN THE EVENT OF SERIOUS ILLNESS:**

Many people have particular preferences about their treatment during a serious illness. During this time, although difficult, it is important to ensure that your preferences are clearly communicated to those people who may need to look after your affairs.

You may wish to provide information about your personal preferences in the event of a serious illness to nurses when you move in. This can be done in the form of an Advanced Care Directive. An Advanced Care Directive is a written statement of what health care you want should you no longer be able to take part in decisions about your medical treatment. This statement helps to communicate your wishes to those who care for you in the event that you are unable to express those wishes at the time. Medical Officer will assist in this process.

Alternatively, you may appoint a Guardian or Power of Attorney (Medical) to make decisions for you in the event that you are unable to do so.

### **STATE TRUSTEES AND GUARDIANSHIP BOARD:**

Where a need exists (i.e. when a consumer is alone, has a disability or is unable to make reasonable decisions) the Victorian Civil and Administrative Tribunal (VCAT) can appoint a State Trustee to make financial, personal or lifestyle decisions on your behalf.

Further information can be obtained from VCAT, Guardianship List on 1800 133 055 or via their website [www.statetrustees.com.au](http://www.statetrustees.com.au).

State Trustees can also assist people who are currently looking after the affairs of a relative or friend and require assistance with the administrative work involved.

**ELDER ABUSE:**

Casterton Memorial Hospital is responsible for ensuring the safety of consumers who live in Glenelg House. We are also responsible for ensuring that consumers, families and employees feel free to raise any concerns they may have in regards to abuse or potential abuse and to have these concerns addressed appropriately.

Abuse of an older person is defined as any act occurring within a relationship where there is an implication of trust, which results in harm to an older person. Abuse may be physical, sexual, financial, psychological, social and / or neglect.

Casterton Memorial Hospital is required, under the Aged Care Act 1997, to:

- Report alleged or suspected reportable assaults.
- Require carers to report alleged or suspected reportable assaults.
- Ensure that these carers are not victimised for making a report.
- Protect the informant's identity.

All Glenelg House employees and volunteers undergo mandatory police checks, receive education and complete competencies to ensure they are aware of the importance of identifying and reporting elder abuse.

**VOTING:**

Australian citizens who are 18 years or older are required by law to enrol and vote in state and federal elections. The Australian Electoral Commission (AEC) supports consumers of residential care facilities through the provision of mobile voting booths and postal voting in hospitals and aged care facilities. Alternatively a family member may be able to take you to a polling booth.

It is compulsory for consumers under 70 years of age who are on the Electoral Roll to vote in Council Elections, these elections are usually postal elections, so it is conducted entirely by post.

Please ensure on admission to Glenelg House that you arrange for your address to be changed on the Electoral Roll by completing an AEC form (available at Glenelg House) or online through the AEC website [www.aec.gov.au](http://www.aec.gov.au).

*The Commonwealth Electoral Act (1918) allows for the removal of names for the Electoral Roll if an elector is unable to understand the nature and significance of enrolment and voting. Requests based on this reason must be made by completing an objection form and accompanying this with a certificate from a registered medical practitioner specifying that the person is of unsound mind and incapable of understanding the nature and significance of enrolment and voting.*

Please talk to our carers who can assist you with this process.



## HEALTH INFORMATION PRIVACY:

During your stay in Glenelg House, health information is collected and recorded in a Medical Record.

The information is collected to:

- Provide a health service to you and as a means of planning and communicating your health care needs to the health professionals involved in your care;
- Fulfil the administrative and reporting functions of Glenelg House as required under relevant legislation;
- Evaluate the residential service we provide;
- Participate in research, provided information is de-identified or ethical and the Health Services Commissioner's standards are met when information is not de-identified.

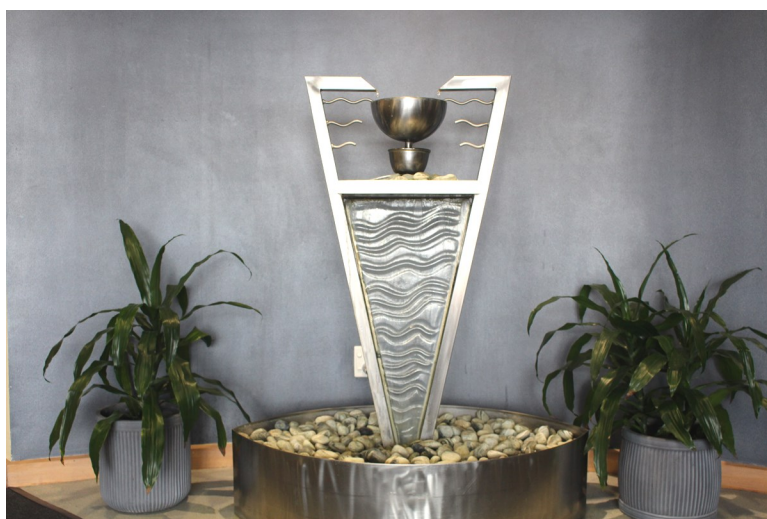
Information will not be used or disclosed without consent except where permitted, according to the relevant legislation.

Your health record is securely stored. Records are maintained and destroyed according to the Victorian Department of Human Services, "Public Health Services Patient Information Records General Disposal Schedule". Most records are kept for a minimum of 15 years.

**We rely on information you give to help provide the right care for you and to maintain accurate records. You should always ensure you provide full information in the interests of your care planning and record management.**

Employees of Glenelg House are dedicated to maintaining confidentiality which maintains the privacy of your record.

Under the Freedom of Information Act 1982 and Health Records Act 2001 you have the right to apply for access to your health information. Persons should apply in writing to the Chief Executive Officer.



## **DONATIONS:**

Maintaining the facility, garden and providing the latest equipment is expensive and Casterton Memorial Hospital warmly welcomes any financial assistance to help plan for future needs.

Regardless of the amount, Casterton Memorial Hospital will allocate any donation to the highest priority.

## **SUPPORT SERVICES:**

Support services which are available for consumers and their families within the Casterton area.

***Community Health Nurses:*** ***03 5554 2555***

***Peer Support Person:*** ***03 5554 2555***

***Manager Nursing Services:*** ***03 5554 2555***

***Casterton Community Centre:*** ***03 5581 2139***



## COMPLAINTS AND SUGGESTIONS:

You / your family / representatives have the right to address any concerns about any aspect of your care and life in Glenelg House without repercussions. Management and Glenelg House employees are committed to providing a quality service and therefore will treat concerns in a confidential and impartial manner. You will be provided with a pamphlet containing information regarding suggestions and complaints. Pamphlets are also available in the main entrance foyer along with other valuable information.

### Process:

- Ideally, if the concern is minor and easily remedied, addressing it with the Nurse or Carer at the time is the best approach as it may be resolved there and then. If not able to be resolved at that time, they will forward the message to the Nurse Unit Manager.
- If a concern is more detailed or concerning you / your family / representative, then the Nurse Unit Manager should be contacted. A message can be left for the Nurse Unit Manager / Manager Nursing Services to respond and make a suitable time to meet with you / your family / representative to discuss and assist in resolution.
- If the matter requires a formal approach, please address in writing marked "Confidential" to the Chief Executive Officer. This will be acknowledged as soon as possible.
- To minimise stress, anxiety and to improve your experience, we hope that you or your family / representative bring your concerns to our attention at the earliest available time so that it can be resolved in a timely manner.

Residents or family members who feel their concerns are not resolved to their satisfaction can also contact the:

Aged Care Quality & Safety Commission  
Phone Toll Free: 1800 951 822  
Website: [agedcarequality.gov.au](http://agedcarequality.gov.au)

Older Persons Advocacy Network  
Freecall 1800 700 600 or (03) 96023066  
[www.opan.com.au](http://www.opan.com.au)



## ENQUIRIES AND CONCERNS:

Should you wish to enquire about any aspect of the Residential Care Facility, or should you have any concerns regarding your relative or Glenelg House routines, please feel free to contact the Nurse Unit Manager of Glenelg House or the Manager Nursing Services.



## **RISK MANAGEMENT**

### **FALLS IN RESIDENTIAL CARE:**

As we become older our bones become more fragile, our mobility decreases and we often are prone to falls and fractures. Consumers in High Care facilities are very prone to falls. At Glenelg House we assess and implement preventative measures to minimise the risk of fractures and falls.

### **PREVENTING FALLS**

We can all be a little unstable on our feet at times and as we get older, we are at greater risk of having a fall. When we are unwell and in unfamiliar surroundings, are vision impaired or wearing unsafe footwear, the risk of falling increases.

While all efforts are made to care for consumers in a safe environment, occasionally consumers fall in hospital. While some falls cause no injuries, others can cause serious harm. There are a number of ways we can work together to reduce your chance of falling. Casterton Memorial Hospital employees will help reduce your risk of a fall by:

- Keeping your surroundings safe and clutter-free and providing you with falls prevention information;
- Undertaking an individual risk assessment specifically for you, which will assess your risk of falling, and discussing the results with you;
- Developing and implementing a Falls Prevention Care Plan suited to your needs;
- Referring you to specialist employees who will help provide support to assist you in avoiding a fall.
- Regularly checking on you.

### **WHAT HAPPENS IF YOU FALL?**

If you have a fall, nurses will provide the care you need, identify what contributed to the fall and may put further strategies in place to reduce the risk of you falling again.

You may be assessed by a doctor and a nurse will repeat your Falls Prevention Care Plan and discuss any changes to your plan with you.

Preventing falls is just as important when you go home. During your stay or before you leave hospital, you may be referred to the Occupational Therapist who will work with you to make your home safer.

This may involve making suggestions on moving some furniture, rugs or other floor coverings and providing suggestions or equipment that may assist you to move around your home more safely.

## **VIRAL ILLNESSES:**

Frail and aged people are often far more susceptible to viruses, especially the common cold, influenza and gastroenteritis. Once you live in a Residential Care facility, the risk is often higher due to communal living and the large amount of employees and visitors that frequent the facility.

We take every effort to reduce the likelihood of consumers contracting these viruses. We encourage consumers who are able, to have the annual Influenza Vaccination.

If an outbreak occurs, signage will be posted in our facility. We would appreciate everyone's cooperation, if you have respiratory, cold / flu-like symptoms or gastroenteritis please refrain from visiting for the time being, or if you are unsure please do not hesitate to contact us.

Consumers, employees, volunteers and visiting health personnel are required to have the annual flu vaccination. The greater the number of persons having this each year, the less risk of serious complications occurring in our frail population.

CMH requires evidence from every visitor to Glenelg House that they have been vaccinated each year.

## **EMERGENCY PROCEDURES:**

Glenelg House employees undertake regular education for emergency situations. The fire and evacuation system is connected to a warning system which, when activated, will relay tones and messages throughout the facility.

Should you discover a fire or emergency please press the nearest "manual call point / break glass" alarm located in the passage ways (marked on the attached map).

If evacuation is to occur this will be relayed over the PA system.

Employees will direct all persons to the safe evacuation point (see the map on the next page). This map is also located at the front entrance of Glenelg House. As a visitor / care recipient please remain where you are until alerted by nurses.

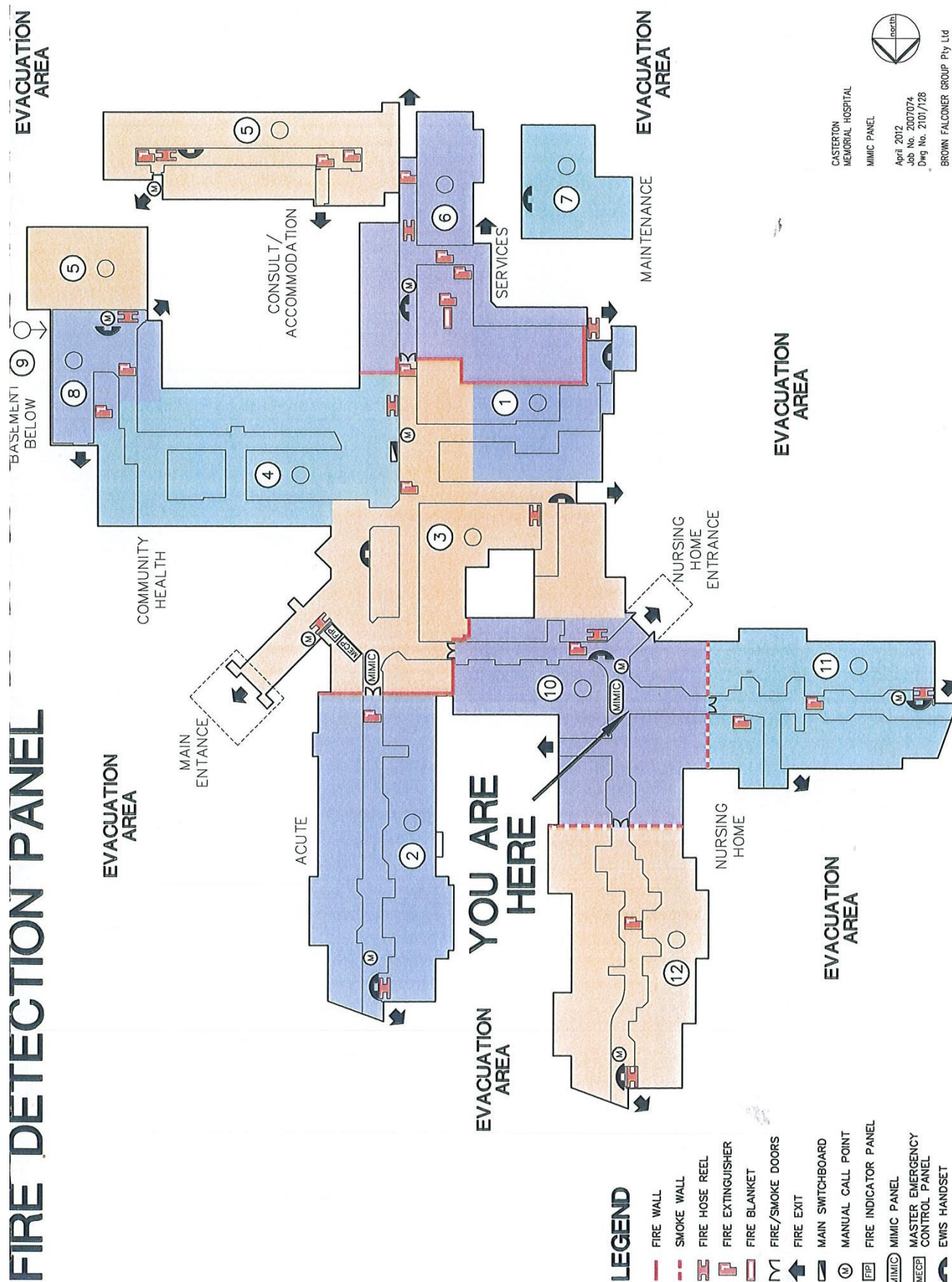
Testing of our system occurs regularly and this is clearly explained over the PA system.

Feel free to ask questions of the Nurse in Charge.





# FIRE DETECTION PANEL



## EMERGENCY EVACUATION PLAN - OVERALL



## TWO MOTHERS REMEMBERED

I had two mothers – two mothers I claim  
Two different people, yet with the same name.  
Two separate women, diverse by design,  
But I loved them both because they were mine.

The first was the mother who carried me here,  
Gave birth and nurtured and launched my career.  
She was the one whose features I bear,  
Complete with the facial expressions I wear.

She gave her love, which follows me yet,  
Along with the examples in life she set.  
As I got older, she somehow younger grew,  
And we'd laugh as just mothers and daughters do.

But then came the time that her mind clouded so,  
And I sensed that the mother I knew would soon go.  
So quickly she changed and turned into the other,  
A stranger who dressed in the clothes of my mother.

Oh, she looked the same, at least at arm's length,  
But now she was the child and I was her strength.  
We'd come a full circle, we women three,  
My mother the first, the second and me.

And if my own children should come to a day,  
When a new mother comes and the old goes away,

*Initial Compilation: July 1997*

*Reviewed: April 1999, May 2003, November 2005, April 2006, July 2007, July 2009, November 2011, September 2012, December 2014, June 2020*

*Validated and Approved by Resident's Committee December 2012*