

SPRINGHAVEN LODGE

RESIDENT'S HANDBOOK

INFORMATION FOR RESIDENTS AND THEIR RELATIVES AND FRIENDS



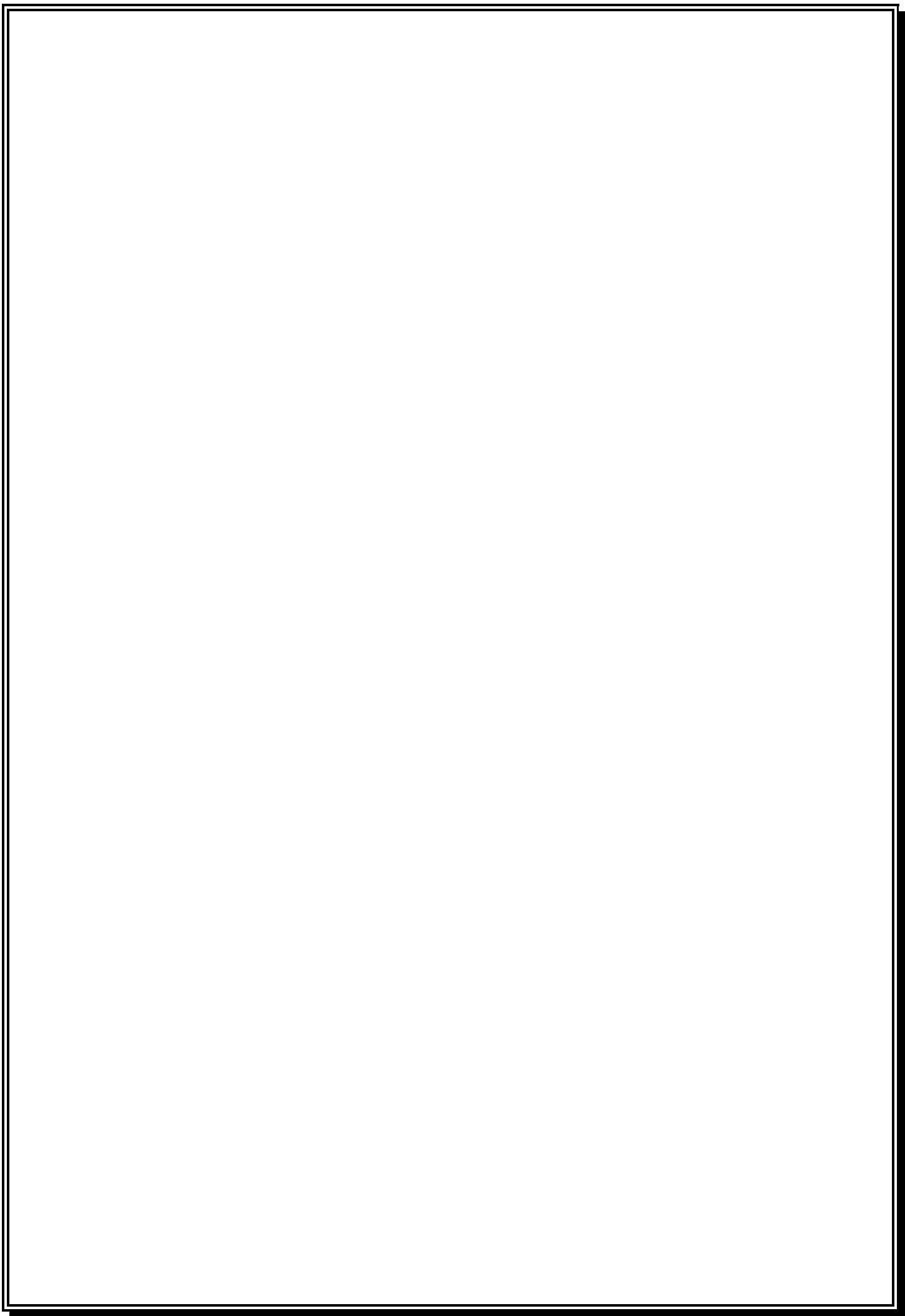
Springhaven Lodge

Address: Barracks Place,
Kojonup WA 6395

Telephone: (08) 9831 2800

Facsimile: (08) 9831 1925

Email : macs@kojonup.wa.gov.au



Welcome to Springhaven Lodge



Our aim is to create a homely, family atmosphere.

You will be treated with dignity and respect at all times, and will be encouraged to maintain your own identity. You can make informed choices about your care and services, and live the life you choose at Springhaven Lodge. All decisions you make will be treated with respect.

We very much hope that you will continue to be as independent as possible, even if you would just like to continue to do small things for yourself, such as dusting your own ornaments or washing a few personal items. Don't worry if you can't, we will cheerfully help you.

The services mentioned are current at the time of writing but may be varied from time to time. As changes occur the manager will explain them to you.

This facility has been accredited by the Commonwealth Department of Health and is guided and monitored by the Aged Care Quality and Safety Commission.

Assistance can be given in activities of daily living:

1. Bathing, showering, personal hygiene and grooming, including hair washing.
2. Maintaining continence or managing incontinence, and the use of aids and appliances designed to assist continence management.
3. Eating, use of eating utensils and eating aids and the provision of eating aids.
4. Dressing, undressing and the use and provision of dressing aids.
5. Moving, walking, wheelchair use and the use of devices and appliances designed to aid mobility, including the fitting of artificial limbs and other personal mobility aids.
6. Communication, including addressing difficulties arising from impaired hearing, sight or speech, or lack of common language (including the fitting of hearing aids) and checking hearing aid batteries and cleaning spectacles.

There are a few rules but we try to keep them to a minimum. They are mostly commonsense and allow everyone to live in a harmonious way.

The main thing is that as far as possible you continue to live the life you want (with a little thought for your neighbors) with minimum restrictions.

We're very flexible, just ask any member of staff if you need assistance, we can usually sort out most problems.

Join in when you can, meet lots of new people and maybe some old friends and let us know if we can make the service better.

ALCOHOL AND SMOKING



We ask you to consume reasonable amounts of alcohol, so as to not impinge on the rights of others. Please remember that your fellow residents may not drink, so respect their rights also. Please ask the Manager if we can organise an alcoholic drink for a special occasion.

Smoking is not allowed in the lodge itself but we do have some outside areas where you can smoke a cigarette.



MAINTENANCE AND GARDENING STAFF

Staff can arrange for our maintenance contractor to hang pictures and paintings or put up any other fittings in the room.



Gardening staff maintain the grounds and gardens of the Springhaven Lodge. Any resident who is interested in gardening is welcome to develop his/her own garden area outside their room. We also have a communal vegetable garden for all staff and residents to maintain. Our cook is more than happy to add the produce to your meals.

CCTV CAMERA'S

There are CCTV camera's located throughout the facility in communal areas. These can only be monitored by the Manager of Springhaven Lodge and CEO Shire of Kojonup.

APPLIANCES

A restriction has to be placed upon the number and type of appliances in use in resident's rooms, in order to minimise the danger of fire or electric shock.

The following list is for your guidance:

Acceptable: Electric clock/radio/cassette player/
Television
Bedside lamp/shaver/hairstyler.

Not acceptable: Kettle/microwave/electric fire/electric fan
Heater/electric blanket.

All electrical items must be checked and tagged by an electrician within twelve months of entry into the facility.

MEDICATION



You can be assisted with medication but all current medication must be in a Webster Pak made up by the local pharmacist. This will be arranged for you. To conform to regulations, medication is kept locked away by the staff at all times. You are able to self-medicate if granted permission by your doctor – see the Manager for details.

MONEY



No responsibility for money and valuables can be accepted so Springhaven Lodge prefers residents to place valuables in the safe custody of a relative or a bank.

If the resident wants to keep their valuables in his/her room in the locked cupboard the responsibility of the key will need to be accepted by the resident or relatives.

BEDDING AND TOWELS

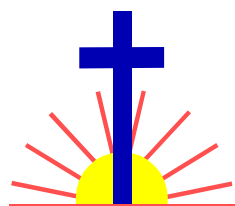
Bedding and towels are provided by Springhaven Lodge and are changed weekly or more frequently as necessary.



The care staff will change the linen weekly and you will be notified. Please advise staff if you need any linen changed outside of these times.

You are welcome to provide your own bedding if you wish, providing it can be laundered. Any items requiring dry cleaning will be your own responsibility. The local dry cleaning company will collect items from the service for a fee.

CHURCH SERVICES



There is a weekly church service in the recreational room.

It takes place on Wednesdays at 10.30am. It is usually Anglican, but other churches are represented from time to time.

If you wish to visit a church for a service, transport can usually be arranged.

CLOTHING AND PERSONAL LAUNDRY

We are very happy to launder your personal clothing but you are welcome to use our facilities if you wish to launder your own clothes. We are required to use a hot wash for all clothing items and are unable to guarantee your delicates will wash to your satisfaction.



To avoid articles being lost, all clothing should be clearly marked with your name on admission. Printed or woven tags are preferred and must be securely attached to **every** garment. Order forms for printed labels are available from the office. No responsibility can be taken for unmarked or lost clothing

HOLIDAYS



Should you wish to go on holiday or have an overnight stay with your family, please let us know.

Note that your room rate must be paid even when you are on holiday. You are entitled to 52 days per financial year social overnight leave.



POSTAL SERVICE

At approximately 10 am Monday, Wednesday & Friday morning's mail is collected from the post box outside foyer front door. The office will distribute the mail to the resident's pigeon hole mailboxes in the dining room. Mail that is taken care of by family members will need to be arranged with the Kojonup Post Office for holding of mail and or redirecting of mail.

Newspapers can be delivered daily (please make your own arrangements for delivery).

Banking is the responsibility of the resident and families. Lodge staff are unable to assist with personal banking or manage any cash for residents.

PERSONAL EMERGENCY BUZZER

There is always staff on the premises 24 hours a day.

A personal buzzer is installed in each resident's room. Please help the staff by only using this buzzer in an emergency. For example, in the event of illness or an accident press the green button in the middle of the buzzer firmly and you will receive help quickly as the buzzer will sound on the pagers all care staff wear. A light will also be activated above the door outside your room informing staff you require assistance.

RESIDENTS GROUP

Residents and representatives are welcome to make suggestions and comments about the service at any time. Use a 'Tell Us What You Think form' located in the foyer. Resident meetings are held every 3rd Thursday of the month. These meetings are held in the recreation room and all are welcome to attend.

If you have a maintenance issue or you have witnessed an accident/ incident or if you have noticed a hazard please tell a staff member who will provide you with assistance. Staff will then arrange further action as required to make the situation safe. We encourage you to be involved in continuously improving the services and environment we offer at Springhaven.

GP SERVICES

You are welcome to retain your own doctor when you come to Springhaven providing he/she is happy to visit you here if required. A local doctor, from St Luke's Practice, Kojonup attends Springhaven weekly.



HELEN BIGNELL
Physiotherapist
Kojonup
Ph: 0428 37 851

CHEMIST/KOJONUP
Bruce Warland
Kojonup Pharmacy
Kojonup
Ph: 9831 1135

DENTIST/KOJONUP
Stock Road
Kojonup
Ph: 9831 1029
04330236436

HEARING LIFE
Bunbury
Ph: 97911995

DOCTOR/KOJONUP
St Lukes Family Practice
Katanning Road
Kojonup
Ph: 9821 2155

KATHRYN BALDWIN
Massage – Remedial
Kojonup
Ph: 0422 332 279

OPTOMETRY/KATANNING
Family Eye Care Centre
Stephen Bowes
173 Clive Street, Katanning
Ph: 9821 1600

FIRE AND SAFETY

If you detect smoke or a fire please raise the alarm by pressing your personal nurse call buzzer or notifying a member of staff in the vicinity.

Go to the Emergency Assembly area furthest away from the fire.

These are: the Recreational Room and Dining Room



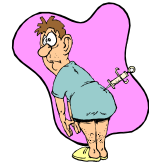
Assistance will be provided if you are unable to evacuate your room.

The staff have been instructed as to what to do in the case of fire, so please leave it to them. Do not try to put out the fire. Leave this to the staff and the fire brigade who will arrive within a few minutes.

The Fire Brigade is familiar with Springhaven Lodge and they know where everything is.

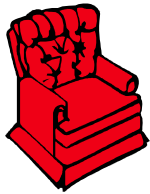
Please look after your own safety and that of others by exercising caution when using electrical appliances.

SHARP OBJECTS



Please exercise caution when using sharp objects. If you are a diabetic and inject your own insulin, please ask the staff for a sharps container in which to dispose of your equipment. We will exchange this for you when it is three quarters full for an empty one.

FURNITURE



Springhaven Lodge provides basic furniture for your room. We also provide a floor covering and curtains. You are welcome to provide any items of furniture which are special to you; perhaps a favorite chair or desk. We also encourage you to bring in photographs or pictures that will make you feel more at home. We will hang them for you. Please do not clutter your room.



HAIRDRESSERS

A private hairdresser visit Springhaven once every 3 weeks. You will need to make an appointment by notifying the Office/Carer. You can pay the hairdresser direct or arrange your family to be invoiced and pay by direct deposit.

INSURANCE

Springhaven Lodge insures all building, fixtures and fittings. It is the responsibility of residents to insure the personal contents in their room.

RISK TAKING

At Springhaven, we respect the resident's right to participate in activities which he/she enjoys even though there is some degree of risk involved.

Staff has a duty of care to ensure that residents are not exposed to an unreasonable risk of being harmed and have full access to all the information necessary to make an informed decision.

The staff also has a duty to ensure no other person is placed at risk.

FREEDOM OF CHOICE

Where certain routines need to be maintained the wishes of individual residents will be considered.

SAFETY AND EMERGENCIES

Call Bells are provided in all rooms for the security of residents. They are to be used for all emergencies whether medical, fire or an intruder in the area. Staff will stop what they are doing to answer a call bell.

Fire Evacuation drills are held during the year and all staff, residents and visitors must treat them as real emergencies. Everyone must follow instructions given by the person in charge of the drill. A floor plan of Springhaven Lodge showing the evacuation exits is displayed in each area.

MEALS

Residents are provided with meals at the following times:

Breakfast: from 7.30 - 9.00am

Lunch: 12 noon

Evening meal: 5:00pm



Tea and biscuits or similar are provided in the Recreation Room for morning, afternoon tea and supper.

All meals are served in the dining room.



Tea and coffee making facilities are provided in the recreation room. Please feel free to make your visitors a drink or invite them to make their own. Do not hesitate to ask for more tea/coffee or milk if supplies are running low.

Suggestions on ways of improving the catering are always welcomed and should be directed to the Manager or fill out a suggestion form, if you prefer. Similarly we would like to hear if you have a favorite dish that we aren't serving- we are always looking for new ideas for meals.

If Families would like to bring in non-perishable items for their loved one under the Food Act they are then required to fill out the food register (which is situated in foyer) and place a sticker on food item. The sticker should include the name of the resident and the date and time the food was bought into the facility. Staff cannot reheat food for residents under any circumstances.

Family members are able to bring in a replacement meal for their loved one, but they must inform the kitchen in advance. The meal cannot be reheated at Springhaven and cannot be shared with other residents.

Birthday cakes are allowed to be shared with other residents as long as they are non-perishable. The RN or Personal Carer in charge of the shift must be notified when the food arrives at the facility.



TELEPHONES

You may have your own telephone installed at your own expense. If you decide not to do this then a staff member will arrange for you to use the main phone. Be sure to have some change ready to pay for the call.

TELEVISION AND RADIOS

You are welcome to use your television in your room.



Radios and musical devices can be used but as with all these appliances please be considerate of your immediate neighbors.

If you have a hearing deficit, you may like to bring in earphones so that you can hear comfortably but not disturb anyone else.

THERAPY/SOCIAL ACTIVITIES



Visiting groups and other activities are arranged at the lodge. Therapy and social based individual programs are designed by the Consultant Occupational Therapist & implemented delivered by the Occupational Therapy Aid.

You will enjoy the social interaction but if you choose not to participate then your choice will be respected. If you have any ideas or suggestions please let the OT or OTA know.

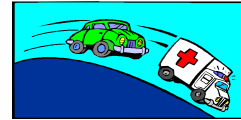
If you require transport to outings, please let us know – we are not always able to help, but may be able to arrange a volunteer to assist you. Books from the Shire Library are always available. Please ask the care staff or OTA.

PODIATRIST



Please tell a staff member if you need an appointment. All residents are responsible for payment of Podiatry services unless the resident has been assessed for a high level of care. Please discuss this with the manager if you have any concerns.

TRANSPORT



It is in your own interests to maintain your membership of the St. Johns Ambulance Fund in case you need to be transported to a hospital.

St John's is a volunteer Ambulance Service therefore Springhaven residents are required to make private arrangements for transport to and from specialist's appointments etc.

Families are expected to transport their loved one to any external appointments. If this is not possible you will need to contact the Manager to make alternative arrangements.

A charge will apply if staff from Springhaven Lodge are expected to assist with transporting residents to appointments.

The Manager will provide details before the appointment date for you to make an informed decision.

VISITORS

Visitors are welcome at any reasonable hour. The service is secured after 7.00pm in the summer and 6.00pm in the winter. After hours visitors will need to ring the bell at the front door to gain entry to the facility.

When family or friends visit in-house, please sign the Visitor's Register (SS10A) which is located in the foyer.

You are able to leave the facility with your visitors. Please sign the Resident's Leave Register (SS10B) in the foyer and it will be helpful to notify a member of staff before leaving, for safety reasons and we will know if you will be out for a meal.

You may invite a guest/s to share a meal with you. Twenty four hours' notice is preferred and there will be a small charge of \$5.00 per head.

FEES

Fees at Springhaven Lodge are determined by the Department of Social Services and revised periodically. Fees are individually calculated depending on your assets & income, which is discussed with the Manager before you entered the lodge permanently.

The fees increase in proportion to the rise in the pension. If you are on a full pension you will always have some change from your pension after paying rent. Automatic rent deductions will be arranged on admittance.

ELECTORAL ROLL/VOTING

New residents will need to complete a re-enrolment/change of address form for both the State and Federal Electoral Rolls. These forms are available from any Post Office. If you no longer wish to vote a family member will need to assist in removing you from the electoral roll.

VISITING PETS

Residents are encouraged to have visiting pets at Springhaven Lodge provided the following guidelines are followed:

- pets must be under the control of a responsible person whilst in any part of the Lodge or grounds;
- animals must be clean and are not permitted to visit at meal times or enter the dining room at any time;
- the owner is responsible for cleaning up after their animals whilst on site.

ACCESS TO RESIDENT'S ROOMS

The carers on duty have a master key for access to resident's rooms in case of an emergency. However, the master key will not be used to allow family and friends access to a resident's room in the absence of that resident unless prior arrangements and explanations are made with the Manager.

If a resident is taken to hospital, family and friends will only be allowed in the room if the resident has given them permission.

Access will also be granted if the person wishing to enter the room holds an Enduring Power Of Attorney or Letter of Authority from the resident.

DECEASED ESTATES

On the death of a resident no person will be allowed to enter the room without a letter of Authority from the Executor of the Estate.

All monies held by Shire of Kojonup together with any refund due, will be paid by cheque payable to the Estate of the deceased resident.

THE CHARTER OF RESIDENTS' RIGHTS AND RESPONSIBILITY

A. Each resident of a residential care service has the right to:

- full and effective use of his or her personal, civil, legal and consumer rights;
- quality care which is appropriate to his or her needs;

- full information about his or her own state of health and about available treatments;
- be treated with dignity and respect, and to live without exploitation, abuse or neglect;
- live without discrimination or victimisation and without being obliged to feel grateful to those providing his or her care and accommodation;
- personal privacy;
- live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction;
- be treated and accepted as an individual and to have his or her individual preferences taken into account and treated with respect;
- continue his or her cultural and religious practices and to retain the language of his or her choice, without discrimination;
- select and maintain social and personal relationships with any other person without fear, criticism or restriction;
- freedom of speech;
- maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions and choices, even though some actions may involve an element of risk which the resident has the right to accept, and that should then not be used to prevent or restrict those actions;
- maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, his or her financial affairs and possessions;
- be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service;
- have access to services and activities which are available generally in the community;
- be consulted on and to choose to have input into, decisions about the living arrangements of the residential care service;
- have access to information about his or her rights, care, accommodation, and any other information which relates to him or her personally;
- complain and to take action to resolve disputes;
- have access to advocates and other avenues of redress;
- be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

Each resident of a residential care service has the responsibility to:

- respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole;
- respect the rights of staff and the proprietor to work in an environment which is free from harassment;
- care for his or her own health and well-being, as far as he or she is capable;
- inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and his or her current state of health.

POLICY

In line with our values we respect the individual worth and dignity of all people, and are committed to achieving best practice in the Privacy Amendment (Private Sector) Act 2000 and the ten National Privacy Principles.

As an Aged Care Provider we are in a special position of trust in providing personal, intimate, social and medical care to residents in their own home. This is a special position of trust, and the right to privacy is regarded as a fundamental ethic in our organisation.

It is our policy that personal information is only used for the primary purpose for which it was provided.

For residents this means it is used to provide care and services directly by Springhaven Lodge staff, including on occasion casual or relieving staff, and information may be shared with others involved in care, such as doctors, pharmacists, therapists etc.

In emergencies we may share the information with people such as visiting doctors or ambulance paramedics to help them provide the proper care and treatment.



We also have statutory obligations to give some information to the Commonwealth Department of Social Services (including if you are missing from Springhaven) and some infectious diseases must be reported to the Health Department of WA, or other health care bodies.



A current photograph is required so that staff are able to recognise all residents. Photographs are mainly used to identify residents on their medication profile chart and evacuation lanyards

WHAT KIND OF INFORMATION IS COVERED IN OUR PRIVACY POLICY?

Our privacy policy covers personal information, health information and sensitive information.

- a) **Personal information** is information or an opinion about a person.
- b) **Health information** is information or an opinion about:
 - the health or disability of a person;
 - a person's wishes about the future provision of health services; or
 - the health service's being provided to a person.
- c) **Sensitive information** is information or an opinion about a person's:
 - racial or ethnic origin or
 - political opinions or
 - membership of a political association or
 - religious beliefs or affiliations or
 - philosophical beliefs or
 - membership of a professional or trade association or
 - membership of a trade union or
 - sexual preferences or practices or
 - criminal record.

COMPLAINTS AND FEEDBACK

COMPLAINTS

If you have a matter of concern regarding the service we give you or the standards within the service please do not hesitate to raise the matter with the Manager or any member of staff you feel comfortable with. If you prefer you may fill in a 'Tell Us What You Think Form', these forms are in a holder situated in the foyer. Your complaint will be dealt with promptly and confidentially.



Alternatively, Management values your comments and will always intervene on your behalf. You may speak to the Manager or if you prefer to write a letter with your concerns, they can be mailed to the:

**The Manager
Springhaven Frail Aged Hostel
Barracks Place, Kojonup WA 6395**

MARK YOUR LETTER **STRICTLY PRIVATE AND CONFIDENTIAL AND IT
WILL BE DEALT WITH FORMALLY AND DISCREETLY.**

FEEDBACK

To help us improve our service Springhaven Lodge encourages you and your family to provide us with feedback on all aspects of our work.

We have included in the foyer forms titled 'Tell Us What You Think'.

Please fill one in whenever you have any ideas or suggestions to make or if you want to pass on any comments. Any of our staff will be pleased to help you fill in a form.

EXTERNAL ASSISTANCE

Advocacy services available for residents/representatives include:

Aged Care Quality & Safety Commission – 1800 951 822

They are always ready to listen to your problems when you live in an aged care facility.

Other external avenues of complaint also exist via:

**ADVOCARE
The Perron Centre
61 Kitchener Ave
Victoria Park
WA 6100
PHONE: 94797566**

ELDER ABUSE HELPLINE: 1300 724 679

**AGED CARE QUALITY AND SAFETY COMMISSION
PHONE: 1800 951 822
GPO BOX 9818
PERTH WA 6000**

OUR MISSION

To provide appropriate aged care accommodation to senior within the Kojonup district under endorsed quality assured frameworks.

OUR PHILOSOPHY

At Springhaven we believe:

- Each person is an individual with unique needs;
- Care services must be holistic and should recognize the physical, emotional and social needs of the individual;
- Residents of our service have the same rights as they would in their own home, including the right to be treated with dignity and respect, and the right to make decisions and choices regarding their lives and
- Residents have a right to safe and secure accommodation free from harassment and fear regardless of age, race, sexual preference or religion.

COMMITMENT TO QUALITY

Springhaven Lodge is committed to providing quality services and to continually improving the services for residents. In pursuing the highest quality of services we will continually seek the involvement of our staff, residents and their families and other key people in the community whenever appropriate.

OBJECTIVES

The objectives of the Springhaven Lodge are as follows:

- Deliver care appropriate to the individual needs of residents.
- Provide a safe working environment for our staff.
- Ensure staff are appropriately trained and are part of the multidisciplinary care team.
- Ensure the building is properly maintained to relevant standards and is fit for purpose.
- Operate within the budget and maintain a viable service.
- Meet the standards expected by residents, relatives, the community and government.
- To support the Council to develop strategies to respond to the needs of the community.