

*Caring for the Elderly
in Western Australia*

Riverslea

**Information Booklet
for
Residents and their Relatives and Friends**

Please leave this Information Booklet in your room.

Riverslea
100 Guildford Road, Mount Lawley 6050
Phone: 9272 5979
Fax: 9271 2614
E-Mail: riverslea@uchwa.com

Welcome to Riverslea.

This booklet has been designed to provide as much information as possible for residents and complements the Residence Agreement which also contains important information.

A copy is provided to each resident and further copies are available if you would like one for a family member or representative. A staff member will be happy to discuss the contents with you.

The services mentioned are current at the time of writing but may be varied from time to time. As changes occur, your Carer will explain them to you and provide new pages to insert into your booklet.

We hope you will be very happy at Riverslea where we strive to provide safe and pleasant accommodation and encourage residents to maximise their independence and enjoyment of life.

Kathleen Rock
CARE MANAGER
11th November, 2009

This facility has been **certified** by the Commonwealth Department of Health and Ageing and has been Accredited till 2011 by the Aged Care Standards and Accreditation Agency.

UNITING CHURCH HOMES

Mission

To journey in a Christian environment with people who require care and support services.

Vision Statement

A good life for all our people.

Philosophy of Care

- We acknowledge that each person is an individual whose physical, spiritual, emotional and social needs must be respected regardless of disability.
- We believe that elderly people or those close to them should as far as possible have real options in deciding the environment in which to spend their later days.
- Within these options, we believe that residential services should be available only where other support systems are not appropriate to meet the needs of people.
- We seek not to isolate elderly people but to encourage social and spiritual support for them from neighbouring parishes and communities.
- We encourage services which develop and enhance personal freedom and independent functioning.
- We respect the right for frail or chronically ill people to have comprehensive rehabilitation and restoration of function and ultimately to die with dignity and peace.
- Access to services must be based on assessed needs.

Core Values

Respect	Valuing all people equally, recognising that everyone has a unique worth and purposeful contribution to make in life.
Compassion	Caring for others with empathy and responding appropriately to provide comfort and enable healing.
Welcome	Being warm, friendly, gracious and empathetic to all and open to new ideas.
Hope	Encouraging people to celebrate life, both now and in the future, demonstrating a realisation that each person's existence has a value and purpose with expectations, desires and dreams.

Description of Accommodation

General

Riverslea is a 46 bed, Low Care facility with single ensuite rooms. Riverslea has a central kitchen and all meals are prepared from fresh produce on site. There are two lounge areas, one dining room, a laundry and a hairdressing salon. We also have courtyards and a balcony overlooking the Swan River.

Residents' Units

A bedside locker and wardrobe are provided for each unit. However each resident is encouraged to furnish and personalise the room with items such as bed, television, radio, telephone, photos, pictures and paintings etc. However, alterations to rooms must comply with UCH requirements – please see the Care Manager for details. Management has the right to ask that furniture or equipment is removed or modified if it poses a safety risk. There must be adequate room for staff to provide services. If pictures and paintings are to be hung, this may be done by the Maintenance Person– your carer can assist you to organise this.

We provide bedding – sheets, towels, pillow, pillow case, blankets etc. If the resident wishes to provide their own, all items must be discreetly marked with their room number (a laundry marker is available – please ask your carer).

Certain items are standard in each room, these being:

- Built-in wardrobe and drawers
- Window treatments
- Heater
- Television socket located in each bedroom and an adequate number of power points.

Electrical Equipment

Residents may only bring in electrical equipment which has been tagged in the last twelve months, or has been purchased in the last twelve months (receipt required as proof). Uniting Church Homes will pay for Residents' electrical items to be checked and tagged every three years. No electric blankets please.

Telephone

Residents and/or their representatives should make arrangements with a telephone service provider (such as Telstra) if they wish to have a private phone in the room.

Hearing enhanced telephones and large dial numbers are available upon request from the telephone

service provider.

A public payphone is available. It is situated in the passageway outside the administration offices. The cost is \$0.40.

Call Bells

In the case of an emergency, Residents have three call bells: one on the wall above the bed, one located in the shower recess and the other by the toilet in the bathroom.

Call bells are also located in common room areas, e.g. in dining and lounge areas.

Lounges

The River Room is aptly named and is located on the eastern side of the building with stunning views of the Swan River. This room is used for daily activities, church services and concerts. Morning and afternoon tea is also served in this room. The Day Room is located on the western side of the building and overlooks Guildford Road. This room makes an ideal setting for family and friends to get together. Tea and coffee is available upon request. If you would like to book the River Room for a family function (birthday, anniversary etc.) please book the date and time with the Administrative Assistant.

Kitchen

The kitchen is a restricted area with access to Catering Staff and limited access to other staff in order to provide a safe environment for both Residents and Staff. We ask that Residents and their families do not enter the kitchen. If you require anything from the kitchen please ask your Carer.

Dining Room

Riverslea is happy to cater for visitors and family dining is encouraged. Meals for visitors can be ordered one day in advance or brought by the visitor. Just tell the carer if you would like your visitors to have a meal with you. The current charge is **\$5.00** for a two-course meal. Christmas lunch **\$10.00**.

Laundry

A laundry service is included in the fees. It is recommended, where possible, that relatives launder delicates such as woollens. All care is taken but accidents may occur with delicates.

For safety reasons, residents are not allowed to enter the laundry. Small handwashing may be carried out in ensuite basins. There is a clothes line at the rear of the laundry or if you prefer your Carer can place clothing in the dryer.

Clothing must be discreetly marked for identification and it would be appreciated if the resident or their family takes responsibility for this. Dry-cleaning is the responsibility of the resident and family.

Staff Services

Personal Care

All Residents or their Representative will be consulted regarding their care plan. It will provide relevant information to residents and carers about current health and care issues to guide carers in their care activities. As Care Staff are rostered to meet the needs of the Residents, the number of staff on duty will vary throughout the day. However, at least one Staff Member is available at any time to provide emergency assistance. Sometimes Staff may be assisting residents in their private rooms and this may give a sense of “*no one being around*”. This is unfortunate but unavoidable. Please use a call bell either in your own room or in communal areas and the carer will respond.

Assistance with showering, dressing, administration of medications and so on is provided in response to **identified needs** in a way that promotes the independence and dignity of the resident.

We are fortunate to have a diversity of care staff, both male and female, from different cultural backgrounds. We often provide placement supervision of students. If you do not wish for a student to attend to your personal care, please inform the Care Manager. Our volunteers do not provide direct personal care.

Meals

Breakfast is served at 8.00 am in the dining room. A selection of cereals, prunes, toast, tea, coffee and fruit juice is available. A cooked breakfast is offered on Sunday mornings.

Lunch is served at 12 noon in the dining room:

A choice of hot meal and sweet is provided but residents may have a salad or sandwiches if preferred.

The Evening Meal is served at 5.00 pm, in the dining room:

Once again there is a choice of soup, hot meal, salad or sandwiches.

Bedtime drinks are available on request from the Supervisor. If, for any reason a resident is unable to attend the communal dining area, a tray will be provided by the care staff.

Food preferences, allergies and special diets will be fully discussed with you and information kept in the kitchen. Meals ordering is completed daily and orders are taken a day in advance. Menus have been carefully designed with a dietician and satisfaction surveys are undertaken regularly.

Cleaning

Bedroom and ensembles are cleaned weekly and as required. Waste bins are emptied daily. Residents are encouraged to generally keep their room tidy (all according to capability).

Washing and Ironing

Washing and ironing is provided by Riverslea. Please refer to "Laundry" section.

Podiatry, Physiotherapy and Occupational Therapy

These services are provided free of charge due to a Commonwealth funding program (podiatry for high level care Residents only). However, we cannot guarantee the funding will continue but residents will be given ample advice of any proposed fees.

Podiatry: Staff can arrange an appointment with Podiatry Services.

Physiotherapy: A qualified Physiotherapist visits the facility every Wednesday. Residents are individually assessed and programmes developed if required. The Physiotherapist develops and evaluates individual and group exercise programmes and is assisted in carrying out the programmes by therapy staff.

Occupational Therapy: A qualified Occupational Therapist visits the facility every Wednesday. Residents are again, individually assessed and programmes are developed if required. The Occupational Therapist develops and evaluates both individual and group programmes and may arrange to have aids provided. The Occupational Therapist is also responsible for developing the activity programme with the Therapy Assistants.

Therapy Assistants

Under the guidance of an Occupational Therapist, the Therapy Assistants organise a program of activities based on the interests of individual Residents. (Refer to "Recreational Activities" later in this manual).

Other Therapies

Other therapies are not currently provided by the facility. However, if you require other therapies, please discuss the matter with your Senior Supervisor.

Maintenance and Gardening Staff

The Carers can assist Residents to arrange for the Maintenance Person to hang pictures and paintings or put up any other fittings in the room.

Gardening staff maintain the grounds and gardens of the facility but any resident who is interested in gardening is welcome to develop their own garden area.

How to report a Maintenance Request

Maintenance Request forms are available from the Reception desk. If you require assistance or would like someone to log a request on your behalf, simply ask a staff member.

If you have, or witness an accident, incident or if you notice a hazard, please tell a Staff Member as soon as possible. They will provide assistance if needed and take further action if required to make the situation safe.

Administration

Administration staff are available to assist with issues that occur with Uniting Church Homes.

Administration is open from 9.00 am to 4.00 pm each day, except weekends, and also excluding public holidays.

Doctors

All Residents are encouraged to retain their own Doctor where possible. However, a number of Doctors visit the facility and the Senior Supervisor will provide on request a list of attending General Practitioners.

Dentists

Staff can provide assistance in locating a Dentist and obtaining costs for Residents.

Pharmacy

Maylands Compounding Pharmacy (located corner Guildford Road and Eight Avenue) provides chemist and medical supplies for the Lodge and its Residents.

Carers can place orders with the pharmacy for any pharmaceuticals required.

Optometry

Staff can provide assistance in locating an Optometrist and obtaining costs for Residents.

Hearing Services

Staff can provide assistance in locating Hearing Services and obtaining costs for Residents.

Hairdressing

There is a fully equipped hairdressing salon at Riverslea. Trims, perms and tints are provided for residents at a reasonable cost. The Hairdresser visits every Tuesday afternoon. Please book with the administration staff.

Payments are to be made directly to the Hairdresser or if you wish, you may nominate a Relative or Representative to receive your accounts and make payments on your behalf.

Shop

A volunteer operates a small shop in the River Room every Friday afternoon. The shop stocks biscuits, drinks, chocolates, sweets, toiletries and other items requested by Residents.

Toiletries and Contenance Aids

Riverslea maintains a small supply of soap, shampoo and continence aids for use by Residents in an emergency.

The Aged Care Act 1997 dictates whether the facility will provide toiletries, continence aids and personal equipment free of charge. Certain Veterans' Affairs card holders will be eligible for DVA entitlements. Please discuss this issue with the Care Manager. (Lodges and Nursing Homes only).

Newspapers

The local Newspaper Delivery Service is provided by Mayland's Newspaper Delivery and they can be contacted on ☎ 9379 3397.

Incoming and Outgoing Mail

Mail is delivered on weekdays to Reception by Australia Post. It is then placed in residents' individual mail boxes. If you wish for a relative or representative to receive your mail on your behalf, please advise Reception who will arrange for it to be forwarded to them.

Banking

Each of the major banks are located in the Mount Lawley area. Your Carer can provide details if required.

Interpreter and Other Services

There are several help services listed in the front of the White Pages Telephone Directory. Your carer can assist you to access these services.

Church Services and Chaplaincy

Chapel

The River Room is utilised as a Chapel. Services are listed below.

Uniting Church

Every Sunday 9.30 am.

Chaplaincy

The Chaplaincy service is available for spiritual and emotional support or simply a listening ear.

It is offered to all Residents, Family, Friends and Staff.

All discussions with the Chaplain are confidential and are not divulged to any other party.

Contacting the Chaplain

The Revd. Can be contacted through administration or the Carer can arrange for the Chaplain to visit the Resident.

Recreational Activities

A programme of activities is planned in consultation with Residents and distributed every week. Activity programmes are also posted to notice boards throughout the facility.

Bus Trip

Outings on the Bus are organised Wednesday mornings twice monthly by the Therapy Assistants and are very popular. Suggestions for places to visit are most welcome. A licenced volunteer provides this service.

Exercises

Exercise sessions are held each morning, including the "Upright & Active" Falls Prevention programme (Monday to Friday). Details are given on the Daily Programme.

Library

A selection of large print books are available in the Day Room. The Mayland's Library also provides a "Books-on-Wheels" service. Further details can be obtained from the Therapy Assistants.

General Information**Outings**

Residents may come and go as they like but must let the Carer know if they will be out for meals, overnight, etc. A Visitors' "In and Out" book is available just inside the main foyer for Residents and Visitors to sign. If Residents arrive back late, we ask that the call bell at the front door is pressed to

let the carer know they are home (and to gain entrance). If you are due to receive medications while you are out, please also see your Carer prior to leaving.

Visitors

Visitors are welcome at all reasonable hours providing normal courtesies towards others are observed.

Overnight stay guests are not normally allowed but in certain cases may be possible. The matter should be discussed with the Care Manager.

Visitors are asked to sign the Visitor's Book when they come and go for safety reasons. This is located just inside the main door.

Comments, Compliments and Complaints

Residents, their Representatives and staff are encouraged to make suggestions, comments and complaints about any aspect of life within Uniting Church Homes which will be dealt with fairly, promptly, confidentially and without retribution.

A locked box is available for suggestions from residents and families. It is situated on the front foyer (just outside reception). The box is checked daily (business days only) and any suggestions are followed up. The person making the suggestion does not have to identify themselves. Please see our policy on comments, compliments and complaints.

Residents and Visitors may also complete a Continuous Improvement (CI) Form available from a carer.

Electoral Roll/Voting

New residents will need to complete a re-enrolment/change of address for both the State and Federal Electoral Rolls. These forms are available from any Electoral Office or Post Office.

Enrolment also entitles residents to vote at Local Government Elections.

A **Mobile Polling Booth** visits Riverslea for all State and Federal Elections and Referendums. Details are placed on the Resident Noticeboard in advance.

Medicare

If you would like your mail from Medicare to be addressed to your family member or guardian, please see the administration assistant for the appropriate form.

Insurance

It is the responsibility of Residents to insure the personal contents of their own room.

Hospital Benefit Fund

Mayland's 7 Day Pharmacy is an Agent for HBF of WA.

Taxi Stands

Taxis will pick Residents up from the main entrance to order a taxi.

- Swan Taxis  13 13 30
- Black and White Taxis  13 10 08

Residents' Meetings

Meetings are held bimonthly. Times and dates are available on the Residents' Notice Board. Further enquiries can be made to therapy staff. Residents, families and representatives are encouraged to attend. The meeting is minuted and posted on the Residents' Notice Board. Further details can be obtained from the Therapy Assistants.

Fortnightly Fees

The fortnightly fees for Residents are fixed by the Commonwealth Department of Health and Ageing and are payable a fortnight in advance.

The fortnightly fee is increased in line with any increase of the pension or rent assistance. Direct bank account debit is encouraged as an easy automatic payment. Please see Reception for more details.

Leaving the Premises

Residents are entitled to be absent from the facility for any reason and for any period. However, under the Commonwealth's Lodge funding regulations, Riverslea is eligible to receive the recurrent subsidy for a permanent resident to take temporary leave of more than three days:

- to enter hospital (limited to 28 consecutive days)
- to enter a nursing home (limited to 28 days per financial year)
- for whatever other reason, including holidays (limited to 52 days per financial year)

If leave, additional to the above, is required, it must be discussed with the Care Manager as it may be necessary to charge for the lost subsidy.

Notice to staff about going out is required.

Privacy

Privacy of Personal Information

UCH collects and uses a wide range of personal and sensitive information about our residents.

Uniting Church Homes protects privacy by keeping personal information secure from unauthorised access, use or loss.

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

For residents and clients this means it is used to provide care and services directly by Uniting Church Homes staff, including on occasion 'temp' 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 to provide the proper care and treatment.

We also have statutory obligations to give some information to the Commonwealth Department of Health and Aged Care and some infectious diseases must be reported to the Health Department of WA, or other health care bodies.

If you have further queries about the privacy of your personal information contact the Care Manager or the Privacy Officer (☎ 9240 0313).

A current photograph is taken of Residents so that new or Agency Staff are able to confirm their recognition of all residents.

Smoking

For the safety and comfort of Residents and Staff, Riverslea has a **"No Smoking"** policy in all areas of the facility. This policy is explained to all prospective Residents at the pre-admission interview.

Residents are asked to ensure their visitors do not smoke inside Riverslea.

Smoking is permitted outside where there are bins provided for butts – in the courtyard on the northern side of the building. Please use them to avoid fire hazards, for general appearance and to help the environment.

We ask that smokers close the doors to the courtyard for the comfort of others.

Risk Taking

At Riverslea Lodge, we respect the Resident's right to participate in activities which they enjoy even though there is some degree of risk involved.

However, Staff have 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 have 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.

Motorised Wheelchairs

Those residents who have a motorised wheelchair or later acquire a motorised wheelchair, please note we have a specific policy that must be complied with.

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 is seen in the area. Staff will stop what they are doing to answer a call bell.

Fire Evacuation drills are held 1 - 2 times a 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 Riverslea Lodge showing the evacuation routes, is displayed in each passageway. Smoke Detectors are located in Resident's rooms, passageways, kitchen and lounge areas.

Valuables

We accept no responsibility for valuables. We prefer Residents to place valuables in the safe custody of a Relative or bank. There is a locked drawer in all room and Residents are requested to lock away purses and wallets when they are not required.

Insurance Policies

Uniting Church Homes insures all building, fixtures and fittings. It is the Resident's responsibility to arrange insurance for personal items.

Access to Residents' Rooms

The Supervisor on duty has a master key for access to Residents' 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.

If a resident is taken to hospital, Family and Friends will only be allowed into the room if:

- the Resident has given them the key;
- the Resident have previously advised the facility, in writing, that those family and friends can enter the room; or
- the person wishing to enter the room holds an Enduring Power of Attorney or a Letter of Authority from the Resident.

Deceased Estates

In the event of 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 the Lodge together with any refund due, will be given by cheque made payable to the Estate of the deceased Resident.

Pets

Riverslea is home for two live-in cats. The cats are sterilised. Vaccinations and worming is done regularly.

Visiting pets are welcome at Riverslea. However, anyone considering bringing a pet to visit should first check with the Care Manager as not all Residents may be comfortable with animals. Visitors are responsible for their pets.

Pets are not permitted in the kitchen/dining areas due to hygiene requirements.

Fire Evacuation Procedure**In the event of the fire alarm sounding****STAY CALM**

- Stand by at the door of your room with your mobility aid
- Await instructions from staff member
- If asked to leave follow directions of staff member to safe area (this may be within the building).
- If required to evacuate the building proceed to the evacuation area
- **Do not go back to your unit** unless you are told by your fire warden or staff member

If Resident discovers a fire in their room

- Press call bell to raise alarm
- Leave room and close door
- Alert staff to the location and type of fire
- Follow directions of staff member who will direct you to a safe area

Charter of Residents Rights

Preamble

Every person has the right to freedom and respect and the right to be treated fairly by others. A person's rights do not diminish when he or she moves into a Lodge regardless of his or her physical or mental frailty or ability to exercise or fully appreciate his or her rights.

A positive, supportive and caring attitude by family, friends, facility proprietors and staff, carers and the community will help people who live in Lodges to continue as integral, respected and valued members of society.

Australian society has a strong commitment to social justice principles. Those principles recognise the aspirations of all Australians to a dignified and secure way of life with equal access to health care, housing and education, and equal rights in civil, legal and consumer matters. They form the basis of a society which is free of prejudice and is caring, just and humane.

The Charter affirms those social justice principles.

The personal civil, legal and consumer rights of each resident are not diminished in any way when he or she moves into a Lodge.

The Charter also recognises that residents of Lodges have the responsibility to ensure that the exercising of their individual rights does not affect others' individual rights, including those providing care. The Charter recognises that residents have specific rights and responsibilities which balance the needs of the individual against the needs of the Lodge community as a whole.

Each Resident of a Lodge has the Right:

- To quality care which is appropriate to his or her needs.
- To full information about his or her own state of health and about available treatments.
- To be treated with dignity and respect and to live without exploitation, abuse or neglect.
- To live without discrimination or victimisation. The resident is not obliged to feel grateful to those providing his or her care and accommodation.
- To personal privacy.
- To live in a safe, secure and homelike environment, and to move freely both within and outside the Lodge without undue restriction.
- To be treated and accepted as an individual. Each resident's individual preferences are to be taken into account and treated with respect.
- To continue his or her cultural and religious practices and to retain the language of his or her choice, without discrimination.
- To select and maintain social and personal relationships with any other person without fear,

criticism or restriction.

- To freedom of speech.
- To maintain his or her personal independence, which includes recognition of personal responsibility for his or her own actions and choices. Some actions may involve an element of risk which the resident has the right to accept, and which should then not be used to prevent or restrict those actions.
- To maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, his or her financial affairs and his or her possessions.
- To be involved in the activities, associations and friendships of his or her choice, both within and outside the Lodge.
- To have access to services and activities which are available generally in the community.
- To be consulted on, and to choose to have input into, decisions about the living arrangements of the Lodge.
- To have access to information about his or her rights, care, accommodation, and any other information which relates to him or her personally.
- To complain and to take action to resolve disputes.
- To have access to advocates and other avenues of redress. Reprisal in any form shall not be made against any resident who takes action to enforce his or her rights.

Each Resident of a Lodge has the Responsibility

- To respect the rights and needs of other people within the Lodge, and to respect the needs of the Lodge community as a whole.
- To respect the rights of staff and the proprietor to work in an environment which is free from harassment.
- For his or her own health and well being, as far as he or she is capable.
- To 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.