

Echuca Community for the Aged

Wharparilla Lodge Resident Information Handbook



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Welcome to Wharparilla Lodge

The aim of this Handbook is to provide you with information about living at Wharparilla Lodge. We hope that it will assist you as you settle in, and will be a helpful ongoing reference for you as a Resident at Wharparilla Lodge, and for your family members or representatives.

Echuca Community for the Aged was established as Echuca Ladies Benevolent Society in 1878, and has been providing aged care services since that time. We are committed to providing you with the quality service you deserve. Our staff are fully qualified to provide the high level of care that will help you to maintain your wellbeing and health at the optimal level.

Echuca Community for the Aged is governed by a Board of Management. If you would like to know who is on our Board of Management, please ask at Reception for a list of current Board members, or refer to our website – www.echucaca.com.au

Our Residential Care Manager is Mrs Gillian Nicoll and is the person responsible for the care of all of the residents in Wharparilla Lodge and our Director of Care Services is Mrs. Jacqueline Griffiths. Should you wish to speak with any of us, please ask our Receptionist to make an appointment for you.

We appreciate that entering a facility such as Wharparilla Lodge can be a significant life change for you. We will endeavor to do all that is possible to ensure that transition is smooth for you. We hope that the information provided in this Handbook assists with this, and once again, welcome to Wharparilla Lodge.



Colin Price
Chief Executive Officer



Our Mission

To provide and maintain the highest possible standard of care for our Residents and Clients.

Our Values

People in our care are valued and treated with dignity, equity and respect in a safe and secure environment.

Our staff are valued and through their integrity, empathy and compassion, contribute to the quality of life of the people in our care.

The provision of seamless care and support services while valuing every day life activities.

We are responsive to the needs of the local community, recognising its value and diversity.

Administration Office

The Administration Office is open between 8.30 am to 4.30 pm Monday to Friday, excluding Public Holidays.

Advanced Care Directives

On admission to Wharparilla Lodge we suggest you discuss Power of Attorney, future medical and funeral arrangements with your family/representatives. These details need to be relayed to our staff for documentation to ensure your wishes are carried out.

Bringing Food into the facility

See Appendix A (Page 21-24)

If food is brought in to the facility by family/friends it must be recorded on the food register which can be located on the sign-in sheet in the foyer. It is not the responsibility or task of ECA staff to reheat any food that belongs to residents. All food brought in is to be kept in airtight containers and stored in your own fridge. It is the responsibility of the resident/family to maintain the correct temperature of the fridge and to ensure that the food is not past its expiry date. Family members are responsible for cleaning refrigerators.

Call Bells

A call bell system is in place for you to request attendance by Care or Nursing staff. Staff aim to answer your call within 10 minutes, but on occasions this might be longer if staff are assisting other residents.

Care Planning

A personalised Care Plan is developed for you following your admission in to Wharparilla Lodge to cater specifically for your health and personal care needs. We encourage you and/or your relatives/representatives to be part of this process. This Care Plan is reviewed regularly.

CHARTER OF CARE RECIPIENTS' RIGHTS AND RESPONSIBILITIES – RESIDENTIAL CARE

Aged Care Act 1997, Schedule 1 User Rights Principles 2014

1. Care Recipients' Rights – Residential Care

Each Care Recipient has the following rights:

- a) to full and effective use of his or her personal, civil, legal and consumer rights;
- b) to quality care appropriate to his or her needs;
- c) to full information about his or her own state of health and about available treatments;
- d) to be treated with dignity and respect, and to live without exploitation, abuse or neglect;
- e) to live without discrimination or victimisation, and without being obliged to feel grateful to those providing his or her care and accommodation;
- f) to personal privacy;
- g) to live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction;
- h) to be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect;
- i) to continue his or her cultural and religious practices, and to keep the language of his or her choice, without discrimination;
- j) to select and maintain social and personal relationships with anyone else without fear, criticism or restriction;
- k) to freedom of speech;
- l) to maintain his or her personal independence;
- m) to accept personal responsibility for his or her own actions and choices, even though these may involve an element of risk, because the care recipient has the right to accept the risk and not to have the risk used as a ground for preventing or restricting his or her actions and choices;
- n) to maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions;
- o) to be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service;
- p) to have access to services and activities available generally in the community;
- q) to be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service;
- r) to have access to information about his or her rights, care, accommodation and any other information that relates to the care recipient personally;
- s) to complain and to take action to resolve disputes;
- t) to have access to advocates and other avenues of redress;

- u) to be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

CHARTER OF CARE RECIPIENTS' RIGHTS AND RESPONSIBILITIES – RESIDENTIAL CARE

Aged Care Act 1997, Schedule 1 User Rights Principles 2014

2. Care recipients' responsibilities – residential care

Each Care recipient has the following responsibilities:

- a) 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;
- b) to respect the rights of staff to work in an environment free from harassment;
- c) to care for his or her own health and well-being, as far as he or she is capable;
- d) to inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health.

Church Service

An inter-denominational Church service is conducted weekly. Catholic Communion is held each Saturday morning.

If you wish to access another religious church service, please advise staff who will endeavor to assist you.

Clothing

You require clothing and footwear appropriate to your level of independence and mobility. The nursing staff, physiotherapist or podiatrist may consult with you or your representatives and recommend the purchase of items which are comfortable and appropriate. It is the responsibility of your representative to make sure clothing needs are accommodated, that your wardrobe and drawers are kept tidy and your clothing is in good repair.

You should have enough clothing in your room for one week.

Modified clothing may be suggested by Care Staff to be purchased at your cost to prevent injury to you or staff. If this is the case, these items will be ordered by Team Leaders following discussion with you, your family or representative. This clothing is made from a stretch material and is designed to make changing of clothes easier, therefore eliminating bruising and skin tears whilst dressing.

Clothing Protectors

Serviettes are provided for all meals however, you may wish to wear an apron or clothing protector, which can be provided by you or purchased through the Lodge.

Complaints & Complaints Process

Residents and their representatives have the right to make complaints about the facilities or services. Any such complaints are handled with utmost confidentiality.

You or your representatives may discuss issues of concern with the Chief Executive Officer, Director of Care Services or the Residential Care Manager, or raise them at the Resident & Relatives Group meetings. In addition, a Feedback Form is available for use (*refer page 25*)

Once received, a complaint will be acknowledged promptly by the Chief Executive Officer, Residential Care Manager or designated person in their absence. The Complainant will be kept informed of the progress towards resolution of the complaint. It is our responsibility to deal with

the complaint in a timely manner and to advise the Complainant, and any other stakeholders of the outcome. All issues raised by residents are treated confidentially, promptly and fairly.

Complainants are encouraged to follow the internal process for lodging of complaints however, if for any reason they prefer to speak to someone independent of the facility, staff will direct them to the following services:

The Aged Care Complaints Scheme – Toll Free 1800 550 552 or online

www.agedcarecomplaints.govspace.gov.au/consumers

Elder Rights Advocacy can be contacted on 1800 700 600

Doctor's Visits

Residents have the choice of visits from General Practitioners or you may prefer to arrange with your family to continue visiting your General Practitioner at their surgery (this is encouraged to assist with your independence). Please speak with the nursing staff to check if your GP visits Wharparilla Lodge.

It is not the responsibility of Wharparilla Lodge to transport / escort residents to outside appointments, however we have limited volunteer services to assist with this if necessary. You are required to take your medical notes and medication sheet with you to all medical and allied health appointments. Please collect these from the Nurses' station and return them following the appointment.

Staff do not always have direct access to GP's and at times residents or their representatives may be asked to make an appointment with their own GP or alternative.

Door Locking Times

The main doors to the building (front & back) are locked automatically in the evening and unlocked in the mornings. When the doors are locked, an intercom system operates and staff on duty will open the doors as required.

Fire Alarms

Staff will provide guidance to residents in the event of any emergency. In the event of a drill or an actual emergency, it is a requirement that you, and any visitor you may have at the time, immediately follow the instructions of a Staff member or emergency services personnel.

Furniture

On admission you may bring in possessions to furnish your room. For the safety of residents and staff furniture must be deemed appropriate by Management for the size of your room and for your mobility and care. To add your own personal touch to your room, you are able to bring in the following:

- A television
- A comfortable lounge/recliner chair (must be on wheels with a brake mechanism)
- A small bedside table – rounded edges @ 500W, 500D, 790H
- A bookshelf / entertainment unit or chest of drawers, not larger than 500 depth, 1 metre width.
- Photos / pictures – our Maintenance staff will hang these on the wall for you
- Doona's, continental quilt or bed spread; must be washable and able to be tumble dried.

The Admissions Officer and the Health & Safety Officer are available to discuss these issues with residents and representatives prior to moving in to Wharparilla Lodge. Any furniture that is brought in after you have moved to Wharparilla Lodge must meet the approval of the Health & Safety Officer.

Gifts

To avoid embarrassment, you are asked not to provide individual staff with gifts as this is not allowed under the *Staff Code of Conduct*.

Chocolates or a card at special occasions to a particular area is permitted.

Going Out Overnight (“Social Leave”)

You are free to stay with friends/relatives overnight. Please ensure that you advise Care Staff if you are intending to do this. Residents are able to be absent on Social Leave for up to 63 nights each year.

Hairdresser

Two hairdressers visit the Lodge weekly and offer very reasonable prices. Please make your appointment at Reception.

Heat Packs

Wheat based heat bags and hot water bottles are not used at Wharparilla Lodge. Residents will be provided with a suitable heat pack if required for pain management.

Additional packs may be purchased, please ask the Team Leader in your area.

Temperature Control in Rooms

Staff will instruct you on how to operate the heater / air conditioning in your room. For safety reasons, additional heaters, electric blankets, electric throw rugs or electric jugs are not permitted in rooms.

Hot Water Temperature

Hot water is thermostatically controlled to reduce the risk of burns.

Keys / Security

For the safety of residents and staff, Wharparilla Lodge has a TV monitored security system operating 24 hours a day, 7 days a week.

A key for the door to your room is provided on request. Keys for the lockable cupboard / drawer are also available on request. It is recommended that you name all personal items of furniture, valuables, glasses etc. It is also recommended that you keep your door locked when your room is not occupied. Management requests that minimal cash be kept in rooms and that you access the Petty Cash system.

Lifestyle Department

The Lifestyle Department has qualified staff and is committed to your care, providing a range of leisure and lifestyle activities.

The aim of the Lifestyle Department is to provide support to meet personal, social and emotional needs. This is offered through daily planned group activity programs, personal contact, and assistance to meet your individual needs.

Family members and friends are encouraged to participate in the daily life of Residents.

Planned Group Activities include:

- Exercises
- Quizzes / Bingo / Games
- Concerts
- Happy Hour Entertainment
- Craft / Art groups
- Knitting / Cooking
- Men's group
- Church Services
- Words on Wheels
- Carpet Bowls
- Cards
- Lunch / Special Outings
- Special Events

Individual Support includes:

- Volunteer visits/support/outings
- Assistance to participate
- Personal escorts to appointments
- Assist with in-room enjoyment/music
- Library deliveries
- Individual Therapies
- Private consultations
- Individual exercise program
- Shopping visits
- Assistance to access Community services
- Pastoral Care Services

We design individual programs following consultation with you to determine your preferences, interests and abilities. Each individual program is reviewed on a regular basis, or as your needs change.

Our planned group activities are also continually monitored and reviewed. We adjust our group activity program to suit special occasions and seasons.

A regular newsletter, *ECA Community Link*, is distributed to all residents and one family representative (please advise if you wish this emailed). This newsletter will provide reports from Management, information on services and special event activities. Resident input to *ECA Community Link* is encouraged and welcomed.

A monthly activity planner is distributed to assist you in planning your day and participating in the daily group and special events of your choice.

Mail

Mail is delivered to your place at the dining table and there is a box in the main foyer for outgoing mail. Stamps may be purchased at the office. A concertina file is located at Reception for collection of your mail by a nominated family member during office hours. If you are unable to collect mail during office hours, collection can be made from the Nurses' Station in your area.

Please note we are unable to redirect mail, if this is required then it is the responsibility of the resident/NOK to arrange.

Massage Therapy

Massage can be arranged. There may be a cost associated with these therapies.

Meals

Meals are served in the dining rooms at approximately the times shown below:

- Breakfast 8.00 am – 9.00 am
- Lunch 12.00 midday
- Dinner/Tea 5.00 pm

Please make your way to your dining room at these times.

If you plan to be away for a meal, please advise the kitchen staff or Reception.

If you need your meal served earlier or later due to an appointment, please arrange this with the kitchen staff at the previous meal.

A choice of meal is offered and you are asked about meal choices each morning.

You are welcome to invite guests to join you for a meal at a nominal cost. Please ensure that kitchen staff are advised of this three days in advance. A room is also available for residents to entertain their visitors, including for a family get together and birthday parties. Please book the lounge at Reception prior to the date required.

Catering can be arranged for special religious or cultural diets.

Morning / Afternoon Tea & Supper is served in each lounge and residents' rooms at approximately the times shown below:

- Morning Tea 10.30 am
- Afternoon Tea 2.30 pm
- Supper 7.30 pm – 8.00 pm

Medication

Your medications are generally administered by Care Staff using a medication system. If you use complimentary or over the counter medications, please notify Care Staff or your General Practitioner as these may impact on your prescribed medications.

Morning Papers & Magazines

Morning papers and magazines may be ordered through Echuca Newsagency (03) 5482 1337. Echuca Newsagency will need to know your room number and the Lodge area within you reside. Papers will be delivered to your room.

Motorised Mobility Aids

The facility supports residents who demonstrate the desire and ability to use motorised aids. Details of a user's responsibilities, storage, maintenance and safety issues are set out in the *Motorised Mobility Aids Policy & Procedures*. A copy of this document must be obtained from the Residential Care Manager prior to admission or prior to the first use of a motorised aid within the Lodge or the grounds of Cunningham Downs.

'No Lift' Policy

Wharparilla Lodge works under the direction of a 'No Lift' Policy, which is a safe and comfortable system of work practices for staff to use when assisting, transferring and mobilising ambulant residents. This is called the 'No Lift' system.

On admission to Wharparilla Lodge you will be assessed by Care Staff in relation to your ability to move yourself in bed, sit up, stand and walk. The staff member will reassess your ability to move yourself on an ongoing basis during your care.

If you need assistance to move on or off the bed, staff will use devices which will aid your movement and make it more comfortable and safe. This will also help to prevent possible injury to you and staff members,

The devices which may be used to assist in moving you whilst a resident at Wharparilla Lodge include:

- **Slide Sheets** – a thick sheet of silica covered material (similar to sail cloths used on yachts) which is slippery and will help to move you up and down and across the bed if you have difficulty doing this unaided;
- **Stand Up Lifting Machine** – these machines will help you stand up from a sitting position and transport you from chair to chair if you are unable to walk;
- **Lifting Machine** – Wharparilla Lodge has lifting devices and some overhead tracking, which will assist to lift you out of bed to a chair, or move you back from your chair to your bed if you are unable to move yourself. These devices can also be used to lift you from the floor if necessary, should you have a fall.

As part of the 'No Lift' Policy, staff will encourage you to assist them for all 'on and off' bed procedures, in order for you to be as independent as possible. With your help, this will benefit both yourself and staff.

It is our aim to promote independence as much as possible. However, slide sheets, lifting machines and modified clothing may be introduced to provide optimum quality care for all residents of Wharparilla Lodge.

Occupational Health & Safety – Responsibilities of Residents & Their Families/Representatives

Wharparilla Lodge provides a supportive home environment aimed at enabling residents to lead an enjoyable life. However, the rights of residents to a home-like environment and the choice to take personal risk must not place employees or other residents at risk of injury or ill health.

To help ensure a healthy and safe environment for all, families/representatives and residents should:

- Contribute their ideas and viewpoints on Health & Safety issues at Residents' meetings.
- Appreciate that all procedures, tasks and implemented changes will be carried out with the safety and wellbeing of both employees and residents in mind.
- Acknowledge that from time to time some activities and routines may be reorganised to take into account the Health and Safety of employees.
- Acknowledge that all employees have the right to a healthy and safe working life and therefore should not be expected to place themselves at risk of injury in their day to day work.
- Appreciate that Health & Safety considerations may mean that not all requests for services can be accommodated immediately or as expected or preferred.
- Seek advice from the Health & Safety Committee of the implications of the design of clothing, furniture, appliances or other personal possessions prior to bringing such items into Wharparilla Lodge.
- Acquaint themselves and comply with the requirement of the Wharparilla Lodge Emergency Evacuation Plan and safety rules.
- Ensure that all electrical fittings brought into the facility are tested and certified by the maintenance staff before use. This testing is arranged through Reception and incurs a small fee.
- Heaters/electric blankets/electric throw rugs or electric jugs are not permitted into Wharparilla Lodge.

Optometrist

A local Optometrist visits monthly. Bookings can be made at Reception.

Pastoral Care

Pastoral Care is provided at Wharparilla Lodge. Residents and families can ask to see the Pastoral Care Worker for emotional or spiritual support.

Personal Information

All personal information held at the Lodge (either medical or business) is held in secure areas and is **strictly confidential**. It is a breach of our policies if any confidential information is discussed outside Wharparilla Lodge, or shared inappropriately between staff or residents within the Lodge.

Personal Laundry

Personal laundry is done on the premises. Your laundry is collected daily. All clothing must be named with printed name tags. Wharparilla Lodge is able to provide printed name tags if requested by you.

Dry cleaning and hand washing of clothes is the responsibility of the resident or their representative. Dry cleaning can be organised through the laundry but the cost of dry cleaning is the responsibility of the resident.

A washing machine is available for resident use.

Petty Cash

A Petty Cash system is available at Reception. Residents are encouraged to open a petty cash account where their money can be deposited and withdrawn during office hours. Residents are required to maintain their own financial affairs or appoint a Power of Attorney or State Trustee.

Podiatrist

Residents are allocated a consultation with the visiting Podiatrist approximately every six weeks if requested. Please advise at Reception if you do not require this service, for example because you wish to continue visiting your own podiatrist.

Privacy

Residents are asked on admission if they would like their door named. Residents are also asked on admission if they agree to have their photo used in internal and external publications.

Quality

We strive to continually improve the service we provide to you and as such we encourage you to make any suggestions for improvement. This can be done by completing a 'Feedback Form' (refer Appendix B page 25). Alternatively, you can make suggestions through the monthly Residents' & Relatives Group meeting. You are also welcome to make an appointment to see the Chief Executive Officer or the Residential Care Manager to discuss any issues or concerns.

Resident & Relatives Group

Meetings of this group are held monthly. These meetings provide a forum for residents and relatives to discuss issues amongst themselves, or with Management representatives and Leisure and Lifestyle staff. Meetings also include information sharing, guest speakers and ideas to improve the wellbeing and general running of Wharparilla Lodge. Meeting dates and times are listed in the monthly newsletter, *ECA Community Link*.

Room Cleaning

Room cleaning takes place weekly. Cleaners have access to a master key if your room is locked. If you do not wish cleaners to enter your room, please discuss this with the Residential Care Manager. Your room must be accessible to cleaners (minimal clutter). It is your or your representatives responsibility to ensure that food items are regularly checked and discarded as necessary.

Bathrooms are checked daily and a comprehensive clean occurs weekly.

Security of Tenure

Your place at Wharparilla Lodge is secure, but there are some circumstances under which you may choose to leave Wharparilla Lodge, or may be asked to move or move to a different area within the facility.

There are several reasons why this may occur, the main one being that the care you need changes significantly, and we are not able to provide the right care or we cannot provide the right care in the area of the facility in which you are currently living. This might happen if you need increased nursing support for example. Wharparilla Lodge offers ageing in place which means that you will not be required to move simply because your requirements move from Low to High care.

Wharparilla Lodge has quality accommodation in its Special Care Area. Dementia Specific Care provides flexibility for residents to remain at Wharparilla Lodge among friends and staff they know and with whom they are comfortable.

Any changes of accommodation within the facility are kept to an absolute minimum and discussed with you, and/or your relatives/representative.

Residents who no longer require the special care area due to change in their health, can be moved at any time to allow another resident access. If this is required it will be discussed with you/your representative prior to the move taking place.

Another possible cause for moving is that you might wish to move to another facility if you accepted a vacancy at Wharparilla Lodge which was not your first choice, and you are later notified of a vacancy in the location you prefer, or you may wish to move closer to family.

You may leave Wharparilla Lodge at any time for up to 63 overnight stays each financial year, so that you can have a holiday or spend time with family or friends. If you would like to have more

leave than the 63 overnight stays, you should discuss your wishes with the Director of Care Services as you have to pay more for any extra overnight stays away from Wharparilla Lodge.

If you have to spend time in hospital, your place at Wharparilla Lodge will be kept for you until your return. While you are away, you will continue to pay the daily fee.

It is important that you know about the circumstances under which you might be asked to leave Wharparilla Lodge.

1. We no longer have accommodation and care suitable for you and your long term needs, and we have not agreed to provide care of the kind that you currently need.
2. You have not paid an agreed fee within 42 days after the day when it is due, for a reason within your control, or
3. You intentionally caused:
 - a. serious damage to our facility
 - b. serious injury to the approved provider (if the approved provider is an individual), or
 - c. serious injury to an employee, or to another resident, or
4. Wharparilla Lodge is closing down.

Shopping Needs

There is a town bus service that is able to take independent residents to town. A taxi can also be arranged.

There is a shopping trolley within the Lodge which Volunteers bring around to you once a week. Volunteers are not able to attend to personal shopping needs.

Sign In/Out Book

This Book is located adjacent to Reception in the main lobby. We request that residents or their representatives sign this book each time you go out so that staff are aware who is away from the building in case of an emergency. Please also sign in again upon return. Any medications required whilst you are on an outing will need to be organised with Care Staff prior to you leaving.

If you plan to return after the doors would normally be locked please advise Care Staff before you leave, and on return use the intercom system at the main door to gain entry.

Any food items brought in, should also be signed in.

Smoking

Wharparilla Lodge is a non-smoking facility. Residents who smoke are unable to be admitted.

Suggestions, Comments, Complaints & Compliments

Feedback Forms are the means by which you can identify suggestions for improvement, to record comments, complaints and compliments. These Forms are located in the foyer and in each of the Resident Quiet rooms.

Completed forms can be posted or placed in the locked ballot box located in the front foyer.

Example of Feedback Form – Appendix B.

Tea / Coffee making facilities

Tea / coffee making facilities are available in each kitchen. You and your visitors are welcome to make a hot drink at any time.

Telephones

Incoming phone calls to residents can be made through the Wharparilla Lodge phone number (5480 5000). You are encouraged to have your own telephone connected in your room. This can be arranged by a family member at your own cost. Please advise Reception if you are doing this and of the phone number the provider allocates to you.

Test & Tag

For the safety of you and our staff, and so we meet legislated compliance requirements, all electrical items are required to be tested and tagged before use, and then annually. We arrange for this testing and tagging, but a small fee will be incurred by you for this service.

TV

Residents can bring their own TV.

Pay TV can be organized by the resident and TV Provider. Dishes are not to be visible from the outside of Wharparilla Lodge. Please contact the Operations Manager for further information.

Visitors

20

There are no specific visiting hours at Wharparilla Lodge – this is your home and your relatives and friends are welcome to visit you at any time. Please note however, that for the safety of residents and staff the main doors are locked automatically each evening at 5pm.

Appendix A

Food Safety Information



Do you cook and bring food to an elderly relative or friend in an aged care facility?

This fact sheet has been kindly sponsored by Compass Group (Australia) as a service to aged care facilities.

It's really nice to show you care by cooking special favourite meals for the resident of an aged care facility — perhaps culturally specific food or a family favourite which is not normally available in that facility.

But if you do, you really wouldn't want to make them sick, so there are some things you need to know.

Our immune systems get weaker as we get older. Also our stomachs produce less acid which makes it easier for harmful germs to get through the digestive system and invade our bodies.

If elderly people do get food poisoning, they are also likely to suffer more severe consequences. These can range from mild dehydration to neuromuscular dysfunction or even death. Older people also take longer than most of us to recover from food poisoning.

There are some foods that pose a higher risk than others, particularly of passing on a Listeria infection which is dangerous for the elderly.

What are the higher risk foods?

Cold meats	Cooked or uncooked, packaged or unpackaged e.g. roast beef, ham etc.
Cold cooked chicken	Purchased whole, portions, sliced or diced
Pate	Refrigerated pate, liverwurst or meat spreads
Salads	Pre-prepared or pre-packaged fruit, vegetables or salads e.g. from salad bars, retail outlets etc.

Chilled seafood	Raw or smoked ready-to-eat e.g. oysters, sashimi or sushi, smoked salmon or trout, sandwich fillings, pre-cooked peeled prawns such as in prawn cocktails and salads
Cheese	Pre-packaged and delicatessen soft, semi soft and surface ripened cheeses e.g. brie, camembert, ricotta, feta and blue
Ice cream	Soft serve
Other dairy products	Unpasteurised dairy products e.g. raw goats milk, cheese or yoghurt made from raw milk

Foods made with raw egg such as home-made egg mayonnaise, hollandaise sauce, uncooked cakes and desserts and egg-nog can also be dangerous for the elderly.

You should not provide these foods to an elderly resident

The elderly person may also have special dietary requirements or restrictions of which you are unaware. Please check with the staff before providing food to an elderly resident.

What precautions should I take when preparing foods?

There are no special rules for cooking for elderly people — you just need to be even fussier than normal. If you plan to take chilled or frozen food you have cooked yourself, make sure that the food is cooled quickly in your refrigerator; never at room temperature. Always wash your hands well under running water using soap and dry thoroughly before handling food. You can get information on preparing food safely from the fact sheet 'Protecting Tiny Tummies and Sensitive Systems' and other fact sheets on the Food Safety Information Council website, www.foodsafety.asn.au.

How can I transport food safely for an elderly person?

You will need to transport your food to the aged care facility so take care that it is protected from contamination during transport and, if it is chilled food, it is kept cool or if you are taking it hot, you keep it hot during the journey.

Food should be kept at 5 degrees Celsius or cooler or, for hot food, at 60 degrees Celsius or hotter. Between 5 and 60 degrees is known as the temperature danger zone because harmful bacteria multiply to dangerous levels in food when it is kept between these temperatures.

Put cold food into a cooler with ice packs when travelling to visit your relative or friend. Don't pack food if it has just been cooked and is still warm. Coolers cannot cool food they can only keep cold food cool. Always cover pre-prepared foods securely and pre-chill them, for example, keep in the refrigerator overnight. Other perishable foods and drinks, such as deli products, cooked chicken and dairy products must also be cold when put in the cooler.

Hot food is difficult to keep hot and is best avoided if you are travelling long distances. It is best to chill the food overnight and reheat it at the residence. If you must take hot food on a longer journey, an insulated jug, preheated with boiling water before being filled with the steaming hot food, can be used. If you are unsure whether the jug will keep the food above 60 degrees Celsius, try filling it with water at 90 degrees Celsius, seal and test the water temperature after the length of time you expect your journey to take. If it is still above 60 degrees then you can use the jug. You will need a food thermometer to do this test.

If any perishable food you bring is not eaten immediately, make sure it is refrigerated before you leave.

Reheating food

Different aged care facilities will have different rules about reheating food provided by friends or relatives. In some, staff will reheat the food, in others; staff are not permitted to do so. In some facilities, the elderly person can reheat the food themselves, in others the person providing the food must do the reheating.

Check with the staff to find out the rules in that facility. Make sure that staff know that you have brought in food and ask them how to go about re-heating it.

Food needs to be reheated to a minimum of 75 degrees Celsius or 70 degrees Celsius for two minutes to kill any bacteria or viruses that might be present in the food.

Reheating food in a microwave oven

If you are reheating food in a microwave, you need to be especially careful that the food is heated evenly.

Food heated in a microwave oven does not heat uniformly and unwanted germs may survive in portions of poorly heated food.

Manufacturers recommend standing times to help alleviate the problem of uneven heating. Many microwaveable meal packs carry the instruction to stir the food part way through the cooking process. Items such as lasagne that can't be stirred should be allowed standing time to allow the whole product to reach a uniform temperature.

How evenly the food will heat will also depend on the thickness of portions and on the composition and moisture content of the food.

Frozen food needs to be completely thawed before reheating.

If you are reheating a commercially prepared food, read and follow all the manufacturer's microwaving instructions.

Storage of the food you bring in

If some or all of any perishable food you have provided is not eaten immediately, tell the staff and ask them about storing the food in a refrigerator.

Some elderly people like to keep extra food in their rooms in drawers or bedside tables for eating later. Whilst this is an acceptable practice for shelf stable foods like cakes, biscuits and chocolates, this can be very risky with perishable food such as cold meats, custard or cream filled cakes and cooked vegetables and meat dishes. Leaving perishable food in the temperature danger zone for too long before being eaten can result in foodborne illness. Food which can cause food poisoning may not look or taste spoiled.

Sometimes elderly people can also forget how long the food has been there.

If you bring an unopened package of commercially prepared food make sure the elderly person is aware of the 'best before' or 'use by' date on the food package.

Make sure you tell the staff if the elderly person has some perishable food in their room.

Remember:

When you bring food into an aged care facility for a relative or friend it is you and not the staff who is responsible for its safety.

If you are cooking for an elderly person, please check the fact sheet 'Protecting Tiny Tummies and Sensitive Systems' under 'publications' on the Food Safety Information Council's website www.foodsafety.asn.au for more information on preparing food safely.

Need more information?

Telephone Project Co-ordinator: **0407 626 688**
Email: info@foodsafety.asn.au
Website: www.foodsafety.asn.au

October 2004

Appendix B

Suggestions, Comments, Complaints & Compliments Form

As part of our ongoing commitment to continuous quality improvement, we encourage input from residents, family members and staff. If you would like to make a *suggestion, comment, complaint or compliment*, we invite you to complete *section 1. or 2. below*.

1. ☐ Suggestion ☐ Comment ☐ Complaint

Please tick the appropriate box above and write down any suggestions for improvement or concerns you have so we can follow them up:

.....

.....

.....

Have you any suggestions as to how we could improve/further improve this?

.....

.....

2. Have you spoken to a staff member about this? ☐ Yes ☐ No

If yes, to whom did you speak to? (You may denote this person by position e.g. nurse, cleaner etc.)

.....

What was the result?

.....

.....

3. ☐ Compliment

What do you think we have done well?

.....

.....

Name and contact details to enable us to provide you with feedback (optional):

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Boxes can be located in the Front Foyer & Staff Room for submitting of completed forms. You may also give this form to a staff member who will submit the form for you.

The CEO and DOCS can be contacted during office hours on (03) 5480 5000 or by email colin@echucaca.com.au / jackie@echucaca.com.au

If you feel that a complaint with Echuca Community for the Aged has not been resolved to your satisfaction, you may lodge a complaint with: -

The Aged Care Complaints Scheme - Toll Free 1800 550 552 or online

www.agedcarecomplaints.govspace.gov.au/consumer

Elder Rights Advocacy can be contacted on 1800 700 600.

Thank you.