



RESIDENTIAL CARE PROGRAMS INFORMATION BOOKLET



beechworthhealthservice.com.au

welcome

We are delighted that you are considering Beechworth Health Service Residential Care for either yourself or a family member or have in fact chosen us as a place to live. We take great pride in our service and whilst we know there is no place like home, we would like you to rest assured that we will do our utmost to ensure that you feel safe, secure and well cared for.

We have been providing health care for more than 150 years to the people of Beechworth and surrounding communities. Our residential aged care services are complemented by our acute hospital and broad range of primary health services. We aim to be person-centred; that is, involve you and your family in planning your care. We want you to remain as independent as possible.

A move to care can be a stressful time of change. It is our aim to make your choice as easy and stress free as possible. The following pages contain information about our service and hopefully answer most questions. If after reading this booklet you still have concerns please do not hesitate to contact us and arrange a tour of our facility.



about us

Our Vision

We exist in a healthy and vibrant community where individuals have the capacity and potential to manage their own health and improve their physical, mental and social wellbeing. We are fully integrated with our community and together we plan for and respond to changing health needs through the provision of high quality and efficient health services.

Our Values

At Beechworth Health Service we share the following values:

- RESPECT** Being courteous and considerate of the diversity and equality of all
- UNITY** Encouraging participation, collaboration and a common purpose
- INNOVATION** Promoting flexibility and the exploration of new ideas and methods in everything we do to reflect the changing needs and expectations of our community
- EXCELLENCE** Enhancing quality of life while meeting the highest standards of quality, safety and client-centred care
- INTEGRITY** Promoting professionalism and openness through honesty, fairness and ethical behaviour





The Residential Care Program

We operate 60 residential aged care beds with both permanent and respite care being an option. These are located in two 30 bed units joined by a common passageway colloquially known as The Street.

Our units are designed to provide a comfortable living environment for residents with low or high care needs. All of our bedrooms are single with either a private or shared ensuite. There are large communal areas for gatherings and also discrete private areas for those wanting some quiet time. Both units are built around pleasant garden surroundings with barbecue facilities for family members to use.

Onsite parking is freely available with a car park located at the main Sydney Road entry, or the car park located at Entrance C which is between the neighbouring motel and Beechworth Secondary College.

about us

Admission Requirements

Before coming to residential aged care you must have an eligibility assessment completed by an Aged Care Assessment Service (ACAS). This will specify the type of care approved and assist us to provide you with the right care to meet your specific needs. Further information can be obtained from My Aged Care www.myagedcare.gov.au or calling 1800 200 422.

Respite Care

Respite care is available for people who have been approved for respite care by ACAS. Generally this approval can be found on the Aged Care Client Record (ACCR). Respite care is available for residents with high or low care needs.

Respite care may be available at short notice however we advise you to book in advance which will assist us but more importantly provide some peace of mind for you. Please contact our Residential Care Admissions staff for more information on how to book or if personal circumstances lead to the need for some unplanned or urgent respite, please contact us and we will do our best to assist.

Fees

All residents are required to pay a basic daily fee. The purpose of this fee is to contribute to the costs of day to day living expenses such as meals, laundry, heating and cooling. The amount charged is determined following receipt of information contained within the Income and Asset Assessment that is submitted to Centrelink.

Further information can be found at www.myagedcare.gov.au

We provide direct debit facilities for those people seeking to simplify the payment of accounts.

Accommodation Payments

Some residents may be asked to pay an accommodation payment. This is dependent upon the assessed level of income and assets. Payment may take the form of a Refundable Accommodation Deposit (RAD), Daily Accommodation Payment (DAP) or a combination of both. The maximum amount charged is specified on our website:

www.beechworthhealthservice.com.au/cost-of-aged-care and the My Aged Care website: www.myagedcare.gov.au

Our Admissions staff are happy to answer any additional questions you may have, or direct you for further advice if you feel you may endure financial hardship as a result of the fees and costs.

Please note that we don't provide financial or legal advice and suggest that you consider obtaining this when you first consider residential care.





Resident Agreements

As a new resident you will be required to enter into a legal agreement with us. This is called the Resident Agreement and outlines the terms and conditions of residential care, fees and charges and accommodation payments if applicable.



services provided

Nursing and Personal Care

We provide fully qualified staff 24 hours a day, 7 days per week to assess and provide the care you need to maintain your independence and comfort. They work closely with you, your family and other health professionals to involve you in decisions about your health.

Our staff have access to ongoing training and undertake mandatory training annually to ensure that we maintain the highest standards possible.

Medical Care

Our facility is well served by medical practitioners from Beechworth Surgery who attend on a regular basis. However residents may elect to be cared for by a doctor of their choice. This is a decision to be made between resident and doctor. Aged care residents are responsible for their own medical costs, however in most instances fees are covered under Medicare.

Pharmacy

Our facility is well supported by our local pharmacy, Beechworth Pharmacy, who visit daily. Of course if you would like to discuss alternative arrangements please feel free to do so. Residents are responsible for the cost of their medications.

services provided

Allied Health

In determining care needs residents undergo an initial assessment and periodic review. This may lead to referrals to allied health professionals. We employ a broad range of appropriately qualified allied health staff in disciplines such as: physiotherapy, dietetics, occupational therapy, podiatry and speech pathology. In addition we have a range of visiting specialists who use our facility. These include audiometry, optometry and dental services.

Depending on the type of service provided and the level of care being provided to you, a fee may apply and whilst we encourage you to use our practitioners, arrangements can be made to see a specialist of your choice if you wish.

Recreational Activities

In assisting you to maintain your independence we encourage you to continue to pursue your interests and hobbies. We employ qualified activities staff to work with you and your family to implement a range of leisure pursuits that you find to be meaningful and enjoyable. We work closely with various community groups to assist you to remain connected with your friends following admission. We have strong links with Beechworth CWA, Beechworth Men's Shed and local primary and secondary schools.

Our activities are displayed on both a weekly and monthly calendar. This is also published on our website.

Food Services

We endeavor to provide home like meals that are both nutritious and appetizing. We have a six week rotating menu and copies of this are available in each unit.

Of course special dietary and cultural needs are catered for and feel free to discuss your preferences with us throughout your stay. We also take great pride in the quality of our birthday cakes that we cook for residents on their special day.

Family members are able to obtain a meal at nominal cost. It is appreciated if advance notice is given.

Within reason we encourage flexibility in meal times. However, generally meal times are:

Breakfast	8am	Afternoon Tea	3pm
Morning Tea	10am	Dinner	6pm
Lunch	12pm	Supper	7.30pm

We are also able to cater for special functions if sufficient notice is provided. These include wedding anniversaries, milestone birthdays and in the past we have had a wedding.

Laundry Services

We provide a free personal laundry service for clothing that is machine washable and able to be tumble dried. Clothing that requires special laundering such as dry cleaning can be taken home by family members or we can arrange for it to be sent to an external contractor. Similarly arrangements can be made for repairs and minor alterations.

Each of our units also has its own washing machine. Residents are free to launder their own clothes if they desire.



services provided

Resident Transport

We have a fleet of vehicles that are available for resident outings. These include a wheelchair accessible bus and motor cars. On occasions vehicles may be available for transport to appointments and if required an escort provided. This is subject to availability and a cost is charged for this service.

Pastoral Services

Regular ecumenical services are conducted and can be arranged within each unit. Every endeavor will be made to facilitate individual spiritual needs.

Trust

We provide an optional trust service where residents' personal money is held in a suspense account. This allows access to money for outings and personal expenses as well as the payment of invoices as they fall due. Residents receive a monthly statement.

Kiosk

Our loyal auxiliary operates a kiosk in The Street. Operating hours are Monday, Wednesday and Friday from 10:00am to 12:00pm. The kiosk sells a range of confectionery and personal items. Funds raised from the kiosk are returned to the health service to assist in improving services.



Newspapers&Magazines

Arrangements can be made with Beechworth Newsagency for the delivery of newspapers and magazines. Residents are responsible for the costs of these.

Mail

Personal mail is delivered weekdays to each unit. Outward mail is posted each weekday at 2:00pm.

Hairdressing

We have a hairdressing salon in The Street. Staff will happily make an appointment for you and the cost is affordable. Alternatively, we can also make appointments for you to visit your own hairdresser if you wish.

Telephone

Public telephones are located within the health service buildings. Residents wanting a private telephone can make arrangements for a personal line to be installed by an approved telecommunications provider. Residents will be invoiced directly by the provider.

Pets

We have a friendly pet visiting program where volunteers and their pets visit regularly as a part of the Pets for Therapy program.

other important information

End of Life Care

We encourage all potential residents to complete an advanced care plan prior to admission to Residential Care. If this has not been attended it is a good idea to arrange for this to be done on or soon after admission. Advance care planning is important as it reflects your end of life wishes and allows you or your family member to make your own decisions. An advance care planning brochure is provided prior to admission and is also available on request.

End of life choices are difficult, and importantly, can be reviewed at any time. Sharing your end of life choices and having these documented helps staff, family and friends ensure your end of life choices are met. This helps to minimise distress for all involved at what is a most difficult time.

Smoking

As from 1st July 2013 we became a non-smoking facility. This means that for residents who enter our facility after this date, smoking is not permitted on our grounds or in our buildings. If you do smoke and wish to cease speak to us about our Quit program. Alternatively if you wish to continue smoking, speak to us about your options.

Furnishings and Personal Belongings

In order to make your room as homelike as possible we encourage you to bring some of your personal belongings with you. Just as you have every right to expect that our facility will be safe for you or your family member, we also want to ensure that it is a safe environment for our staff to care for you. Therefore prior to bringing anything in please consider the following:

SIZE ~ Will it congest the room, cause someone to trip, prevent equipment from being able to be used?

SAFETY ~ Is it still safe to use, is it broken, when was it last tested?

PRACTICALITY ~ Can it be cleaned or laundered easily, who will clean and maintain it?

As a guide we request that any televisions are flat screen and wall mounted, personal heaters and coolers are not brought in. All appliances will be tagged and tested on admission and annually thereafter. Photographs and personal mementos are excellent things to bring with you.

Safety and Security

We aim to provide a safe and secure environment for residents, visitors and staff. Whilst it is not a good idea to have too many valuables in your possession, we do provide facilities for you to lock them away; either in our safe or your room.

Our units are secure units. However this shouldn't restrict your movement. Our staff will happily provide you with the 4 digit code.

Though Beechworth is a safe and quiet town, for extra security we have overnight patrols from our security contractors and we have comprehensive emergency procedures in place that we regularly practise.

other important information

Safety and Security continued

You may hear our public address system being tested on a weekly basis or even be invited to participate in a practice emergency. These are designed to ensure that should an emergency arise you will be well cared for. We encourage you and your family to understand our emergency codes.

Alcohol

Those people who enjoy an alcoholic beverage are encouraged to continue. You are free to join us at one of our Happy Hours. We request that you are mindful of other residents and do not drink excessively.

Bringing in Food from Home

We encourage you to bring food from home as we know what home cooking means to people. Please give consideration to our obligations under the Food Safety Act.

An aged care facility is a vulnerable environment. Some residents may have medical conditions that do not allow them to consume the same food as you or your family member.

In the interests of your safety and good health we also need to ensure that any foods that are brought in are stored appropriately.

Refer to our brochure *Can I Bring Food for Patients & Residents?* for more detailed information.

your rights & responsibilities

Resident Care Rights and Responsibilities

Beechworth Health Service adheres to the 1998 Charter of Residential Rights and Responsibilities. The Charter outlines 21 rights of residents, including 'the right to quality care appropriate to your needs', 'the right to personal privacy', and 'the right to maintain your independence and freedom of speech'. The charter also contains the four resident responsibilities that are requirements of living at Beechworth Health Service. The rights and responsibilities form part of your Residential Agreement. The Charter is displayed in each of the Care Units and is also available at www.health.gov.au/residentscharter

Compliments, Comments and Feedback

Your feedback is important in helping us continually improve the service we provide. Compliments and suggestions are always welcome and any staff member will help you to resolve any issues of complaint that you may have. If your issue remains unresolved you may contact the Complaint Liaison Officer either by telephone, or by appointment, or in writing (contact details can be found on page 16). All written feedback and suggestions can be submitted in one of the suggestion boxes that are found in each unit. Alternatively, you may wish to refer your complaint to an independent body such as the Victorian Health Services Commissioner or the national Aged Care Complaints Scheme. Both of these bodies are contactable by telephone, in writing or on-line (see page 16).

your rights & responsibilities

Complaint Liaison Officer

Telephone 03 5728 0252,
Email care@bhs.hume.org.au
Address C/- Beechworth Health Service
PO Box 20
Beechworth Vic 3747
Website www.beechworthhealthservice.com.au

Office of the Victorian Health Services Commissioner

Telephone 1800 136 066
Address 26th Floor
570 Bourke Street
Melbourne Vic 3000
Website www.health.vic.gov.au/hsc/complaint

Aged Care Complaints Scheme

Telephone 1800 550 552
Address Aged Care Complaints Scheme
Australian Department of Social Services
GPO Box 9820
Melbourne Vic 3000
Website www.health.gov.au/internet/main/publishing.nsf/Content/ageing-complaints-form.htm



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