



BEECHWORTH  
HEALTH SERVICE

# Residential Aged Care

## HANDBOOK

# Welcome to Residential Aged Care at Beechworth Health Service

This booklet has been developed by the Beechworth Health Service (BHS) Community Advisory Committee to provide you with useful information for living in residential aged care.

Whilst we know there is no place like home, rest assured that we will do our utmost to assist you be as independent as possible and maintain your sense of comfort and wellbeing by ensuring that you feel safe, secure and well cared for as a resident with us.

Our residential care services are complemented by our Acute hospital and a broad range of primary health services including physiotherapy, podiatry, dietetics and occupational therapy which are available to you.

Our lifestyle activities team will assist you in continuing to undertake activities which are important to you wherever able.

We take a person-centred approach, that is, to involve you and your family in planning your care. We want you to remain independent in a way that matters to you.

**Please talk to any member of your care team if you have any questions.**



## Do you need an Interpreter?

Please let any member of our care team know that you will need an interpreter and what language you speak.

Our care team can assist you to visit the Victorian Multicultural Commission website and print out an interpreter card in your language. This card can then be used with for all services you access.

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# About us

## Beechworth Health Service 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.

**We acknowledge the Traditional Owners of the land and we pay our respects to their Elders, past, present, and emerging.**

## 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.



# Residential care

## The Acacias & Stringybark Lodge

Our facility comprises of The Acacias for people who require high level nursing care and Stringybark Lodge for people who are more independent. The units are joined by a common passageway colloquially known as 'The Street'.

Both of our units are designed to provide a comfortable living environment for residents with low or high care needs and have outdoor access beautiful gardens for you to enjoy regardless of the season.

There are large communal areas for gatherings and also discrete private areas for those wishing some quiet time or to meet with family or friends.

Both units are built around pleasant garden surroundings with seating and barbecue facilities for family members to use and opportunity for our residents to grow plants and flowers for themselves.

## Respite care

Respite care (or short-term care) is available for people with high or low care needs who have been approved for respite care by Aged Care Assessment Services ACAS.



# For your comfort

## Furnishings & personal belongings

We encourage you to make your living area as personal and homelike as possible, you are welcome to bring some of your personal belongings with you, including small items of furniture, photographs and mementos to help you feel at home.

Whilst the rooms are spacious, they may be smaller than those in your previous home. Staff members will be able to assist you to determine which of your pieces of furniture will fit safely into your room.

Just as you have every right to expect that our facility will be safe for you or your family members, we also need to ensure that it is a safe environment for our staff.

### **When choosing what you will bring with you, please consider the following:**

- Keeping your surroundings uncluttered and safe - a cluttered room is a falls risk to you and others.
- Will it congest the room, cause someone to trip or prevent essential clinical equipment from being used?
- Is it safe to use and in good working order?
- Can it be cleaned or laundered easily?

## Electrical appliances

- All electrical appliances must be safety tested on admission and annually thereafter which we will manage for you.
- Please let staff know if you have anything which will need to be safety tested.
- You are welcome to bring in a television, we request that it is a flat screen and wall mounted.
- The facility has heating and cooling and so personal heaters and coolers should not be brought in.



## Safety & security

- We aim to provide a safe and secure environment for residents, visitors and staff.
- While great care is taken of all personal valuables, you are responsible for valuables if you bring them to BHS.
- We provide facilities for you to lock valuables away, either in our safe or in your room.
- To ensure safety of all our residents, our units have secured doors however you are able to move freely around the unit and outdoor areas.
- If you are planning to leave the unit, please advise staff and they will provide you with the exit code.
- Although Beechworth is a safe and quiet town, for extra security we have closed circuit television twenty-four hours a day in our corridors and exits and we have comprehensive emergency procedures in place that we regularly practice.



# Quality & safety

Our residential aged care facility undergoes an evaluation conducted by an independent assessor every 3 years.

## Accreditation

Every three years, our residential aged care facility undergoes an evaluation conducted by an independent assessor on the behalf of the Australian government.

Both Stringybark Lodge and The Acacias are assessed against the Aged Care Quality Standards and are fully accredited.

The aim of accreditation is to ensure we keep residents safe from harm and strive to always be improving the quality of care you receive.

Awarding accreditation provides a way of assuring you that our facility meets expected resident safety and quality standards.

The Quality Standards are made up of eight individual Standards:

- 1 Consumer dignity and choice
- 2 Ongoing assessment and planning with consumers
- 3 Personal care and clinical care
- 4 Services and supports for daily living
- 5 Organisation's service environment
- 6 Feedback and complaints
- 7 Human resources
- 8 Organisational governance





## Consumer representatives

If you would like to get more involved in how the residential aged care facility operates, you can become consumer representative on the Community Advisory Committee or one of our operational committees.

If this interests you, ask to speak with our Community Engagement Officer.

### Community Engagement Officer



Phone

03 5728 0200



Email

[info@beechworthhealth.org.au](mailto:info@beechworthhealth.org.au)

## Advocacy

Anyone who is receiving or seeking to receive government-funded aged care services, including family and representatives, are entitled to access advocacy services.

An advocate is an impartial person who can help you understand and stand up for your rights in the aged care system. This includes making sure you have a say in decisions that affect you, providing options to have your aged care needs met and helping you resolve complaints and concerns.

At BHS we have trained advocates who are independent volunteers from the local community who visit regularly.

We can also provide you with information about how to access the Older Persons Advocacy Service.

# Your care



Your care team is all of the people involved while you are living at BHS.

## Care team

**Your care team includes:**

- Visiting medical practitioners
- Nurses
- Primary health staff - Physiotherapists, Occupational Therapists, Dieticians, Podiatrist, Speech Pathologists
- Activity Officers
- Environmental services staff
- Administration staff

We provide fully qualified staff twenty-four hours a day, seven days per week to assess and provide the care you need to maintain your independence and comfort.

Staff will work closely with you, your family and other health professionals to involve you in decisions about your health and general wellbeing in accordance with your wishes.

Your care team have access to ongoing training and undertake mandatory training annually to ensure that we maintain the highest standards possible.

**The care we provide is:**

- Best practice
- Tailored to your needs
- Aimed at improving your health and wellbeing
- In accordance with your wishes

## Care & services planning

As your care team we will work with you to plan for care and services that reflect your preferences and focus on your needs and goals.

**This planning is ongoing and includes:**

- Your needs, goals and preferences.
- The support people you want involved in communications and decision-making.
- Advance care planning.

**It is your choice to be involved as much or little in the assessment and planning process.**

## Care review

If at any time you, a family member or friend are concerned about your health condition you can always request a care review.

**To do this, please tell any member of your care team about your concerns and say that you would like a care review. You can alert staff by:**

- Pressing your call bell.
- Asking any staff member nearby to get nursing staff to attend.

**If your concerns are not addressed, please ask to speak to:**

### During business hours

Nurse Unit Manager (NUM), call [03 5728 2261](tel:0357282261).

### After hours

The Assistant Director of Nursing (ADON), call [03 5728 030](tel:035728030).

### By appointment

The Director of Clinical Services – ask any member of your care team to arrange an appointment or call [03 5728 0200](tel:0357280200).

## Medication

Our facility is supported by the Beechworth Pharmacy. Of course, if you would like to discuss alternative arrangements please feel free to do so. Please be aware Residents are responsible for the cost of their medications.

You are the person who is most familiar with your medications and you are encouraged to be involved in planning and making decisions about your medication management.

You can help us by telling us about all the medicines you use - include prescription, over-the-counter, herbal and natural medicines such as vitamins and come in different forms, such as tablets, lotions, patches and drops.

**At BHS there are systems in place to ensure you receive the:**

- Right medication
- The right dose
- The right administration method
- At the right time

## Medical care

Our facility is well supported by medical practitioners from the 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, their family and doctor. Please be aware aged care residents are responsible for their own medical costs, however in most instances the fees are covered by Medicare.

## Primary or allied health

In determining care needs, residents receive an initial assessment and periodic reviews by our Primary Health Team. This may lead to referrals to other allied health professionals if it is thought beneficial to your health.

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 required, please be aware a fee may apply. Whilst we encourage you to use our practitioners, arrangements can be made to see a specialist of your choice if you wish.





# Dining & food

Meals are cooked fresh daily in the Beechworth Health Service kitchen.

## Meals

We endeavour to provide home like meals that are both nutritious and appetizing. We have a six-week rotating menu and copies are available in each unit. You can be a part of planning your menu.

Of course, special dietary and cultural needs are catered for and you are welcome to discuss your preferences with us. We also take great pride in the quality of our birthday cakes that we bake for residents on their special day.

Our Leisure and Lifestyle Committee plan for special celebrations and themed meals for example, Christmas in July.

Family members can enjoy a meal at nominal cost - for catering purposes please provide 24 hours notice.

## Meal times

Generally, meal times are:

<b>Breakfast</b>	<b>8:00am</b>
<b>Morning Tea</b>	<b>10:30am</b>
<b>Lunch</b>	<b>12.00 noon</b>
<b>Afternoon tea</b>	<b>3.00pm</b>
<b>Dinner</b>	<b>6:00pm</b>
<b>Supper</b>	<b>7:30pm</b>

If you would like to discuss flexibility of meal times please talk to any member of your care team.

## Special functions

We can also cater for special functions. These can include wedding anniversaries and milestone birthdays.

Please order at least one week in advance.

## Kiosk

The Ladies' Auxiliary Kiosk stocks a range of snack food, drinks and toiletries.

Opening hours are 9.30am to 12.00 noon, Monday, Wednesday and Friday and is located in the Street, just near the Acacias entrance.

The Kiosk is staffed by volunteers with proceeds to BHS.

## Bringing in food

We encourage you to bring food from home as we know what home cooking means to people.

An aged care facility is a vulnerable environment and so we ask you to consider our obligations under the Food Safety Act. 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 brought in are stored appropriately.

Please refer to our brochure 'Can I Bring Food for Patients & Residents' for more detailed information.

## Alcohol

Those people who enjoy an alcoholic beverage are welcome to continue to do so. 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.



# Lifestyle & 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.

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

## Church services

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

## Reading material

A selection of books and magazines are available. Borrowing books from the Beechworth Library can be arranged. Please ask a member of your care team.

## Newspapers & magazines

The Beechworth newsagency will deliver newspapers and magazines, residents are responsible for the cost of these. Please call the newsagency on [03 5728 1114](tel:0357281114) to arrange.

## Pets

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

# Staying connected

## Visiting

There are no set visiting hours however we encourage visitors to plan visits in advance so that residents are ready for the visit. We strongly encourage all people entering any aged care facility to have an annual influenza vaccine.

## Phone

Residents can have their own mobile phone or can arrange to have a private landline installed by an approved telecommunications provider. Residents will be invoiced directly by the provider.

## Email

**The aged care facility can be contacted via email:**



**Stringybark Lodge**

[stringybark@beechworthhealth.org.au](mailto:stringybark@beechworthhealth.org.au)



**The Acacias**

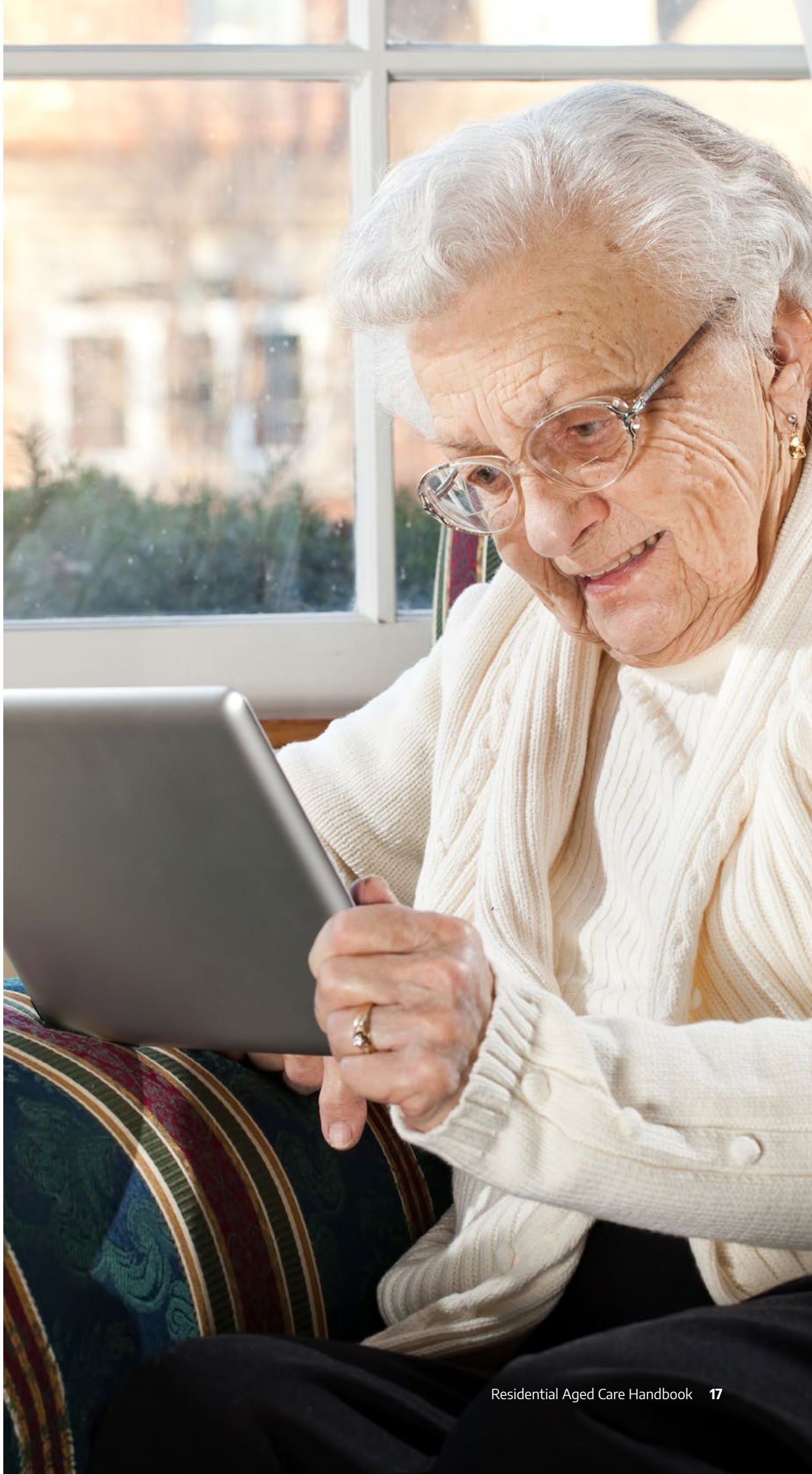
[acacias@beechworthhealth.org.au](mailto:acacias@beechworthhealth.org.au)

## Skype, social media & other online visiting

iPads are available and activity officers can assist residents to contact loved one using online platforms.







# Facilities

## Laundry

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

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

## Hairdresser

We have a unisex hairdressing salon in The Street. Our staff will happily make an appointment for you at own cost. Alternatively, we can also make appointments for you to visit your own hairdresser if you wish. Residents are responsible for the cost of their hairdressing appointments.

## Mail

Any incoming personal mail will be delivered to you on weekdays. Outward mail is posted each day at 11.00am.

## WiFi

Free WiFi is available. To obtain the password, please speak to a care team member.

## Transport

Vehicles are available for resident outings. These include cars and a wheelchair accessible bus.

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.

## Parking

Onsite parking is freely available with a car park located at the main Sydney Road entry (Entrance A) and second car park via Entrance C located between the neighbouring motel and Beechworth Secondary College.

## Smoking

BHS is a non-smoking facility. This means that smoking is not permitted on our grounds or in our buildings except in special circumstances.

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.

# Your rights

Consumers receiving Australian Government funded aged care services have the right to be properly looked after, treated well and given high quality care and services.

## Charter of Aged Care Rights

**The rights of consumers are protected by a Charter of Aged Care Rights. I have the right to:**

1. Safe and high quality care and services
2. Be treated with dignity and respect
3. Have my identity, culture and diversity valued and supported
4. Live without abuse and neglect
5. Be informed about my care and services in a way I understand
6. Access all information about myself, including information about my rights, care and services
7. Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
8. Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. My independence
10. Be listened to and understood
11. Have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. Complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. Personal privacy and to have my personal information protected
14. Exercise my rights without it adversely affecting the way I am treated



# Fees & trust

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

## Trust

We provide an optional trust service where residents' personal money is held in a separate trust account.

This allows residents to access money for outings and personal expenses as well as the payment of invoices as they fall due.

Residents receive a statement showing all monthly transactions. No purchases or withdrawals occur from the trust account unless prior approval has been sought from the resident or their financial power of attorney. Interest earned on the trust account is retained by BHS in lieu of administration of the trust account.

**If you would like more information, ask any member of your care team.**





# Emergency preparedness

## Emergency planning

BHS has trained staff and plans in place to respond in the event of an emergency. To prepare for emergencies, mock drills and equipment testing are conducted regularly by our staff.

You may hear alarms from time to time when we conduct these drills. Staff will direct and advise you in the event of an emergency.

## Emergency communications

In the event of an emergency we will keep residents and their loved ones informed by:

### Discussion

Talking with our residents

### BHS News

[beechworthhealthservice.com.au/bhs/news](http://beechworthhealthservice.com.au/bhs/news)

### Facebook

[facebook.com/BeechworthHealthService](https://facebook.com/BeechworthHealthService)

### Phone




Phone calls to emergency contacts

### Information Hotline

Option number 8 on the BHS message greeting when you call our main number [03 5728 0200](tel:0357280200). The Information Hotline is only enabled in outbreak or emergency scenarios where an information hotline for families and loved ones to contact BHS is deemed useful and assistive.

## Codes

BHS uses the following colours to communicate different emergency situations.

-  **Code Red**  
Fire
-  **Code Orange**  
Evacuation
-  **Code Yellow**  
Infrastructure & Internal Emergency
-  **Code Blue**  
Medical Emergency
-  **Code Purple**  
Bomb Threat
-  **Code Brown**  
External Emergency
-  **Code Grey**  
Unarmed Aggression
-  **Code Black**  
Personal Threat
-  **Code Search**  
Lost/Wandered Client

# Feedback

Your feedback helps us to continually improve the service we provide.

We will send your feedback to the right staff, so your story can make a real difference. Please tell us about what we are doing well and what we can improve.

## Talk

- Talk to your care team. This is the best way to have a minor issue or need addressed and resolved immediately.
- Talk to the Nurse Unit Manager at the time or make an appointment for a more convenient time.
- Talk to the Director of Clinical Services by phone, email or by appointment.

### Feedback Forms

Forms are available in foyer areas.

### Survey

Participate in the annual 'Resident Satisfaction' survey.



Phone

03 5728 0200

## Concerns about your care or privacy?

It is always best to try to resolve any concerns you may have with us first. If your concerns are not resolved to your satisfaction, you can contact an external agency:

### Aged Care Quality and Safety Commission

Free Call: 1800 951 822 • GPO Box 9819, in your capital city

[www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

### Victorian Health Complaints Commissioner

1300 582 113 • Level 26, 570 Bourke Street, Melbourne Victoria 3000

[www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)

### Federal Information & Privacy Commissioner

1300 363 992 • GPO Box 5218, Sydney NSW 2001

[www.oaic.gov.au](http://www.oaic.gov.au)

# Contacts

## General enquires



Phone

03 5728 0200



Email

info@beechworthhealth.org.au



Address

52 Sydney Road Beechworth VIC 3747  
PO Box 20 Beechworth VIC 3747



Facebook

www.facebook.com/BeechworthHealthService

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

## Stringybark Lodge



Phone

03 5728 0325



Email

stringybark@beechworthhealth.org.au

## The Acacias



Phone

03 5728 0335



Email

acacias@beechworthhealth.org.au



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