

# Euroa Health

*Our community*



## GRANITEHILL

### CARE RECIPIENT HANDBOOK

#### **Our Vision**

Our Community, living well

#### **Our Mission**

To be the preferred provider for our community that delivers high quality individualised care and services

#### **Our Values**

Kindness – Respect – Safety – Teamwork –  
Trust

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# GRANITEHILL AGED CARE

Thank you for making an enquiry about the GraniteHill Aged Care facility at Euroa Health. The GraniteHill building was completed in 2017 and incorporates a range of common areas for residents and their visitors to enjoy. GraniteHill has been designed with our residents and their community in mind.

We pride ourselves on delivering contemporary best practice care to support our older people in our community so that they may stay locally and not have to travel to receive specialised care.

At GraniteHill we are a happy and close-knit group. Our staff are very experienced in making our facility as homelike as possible and assisting the care recipients with the journey of ageing.

Our lifestyle staff assist care recipients in staying connected with the community, by bringing events here to GraniteHill and by taking our care recipients out into the community for special events. We encourage family participation and input into our lifestyle program to become part of the extended GraniteHill family.

We are available and very happy to answer any questions you may have about the challenges and the joys of ageing as well as entering residential aged care.



### 3. STATEMENT OF PURPOSE

To provide the local community with a health service committed to excellence in the provision of care, through a wide range of health and aged care services.

### 4. VALUES

The corporate values governing Euroa Health Inc's development will include the following:

- Kindness
- Respect
- Safety
- Teamwork
- Trust

### 5. QUALITY OF CARE

At GraniteHill we are proud of the quality of care and service we provide. Our Quality Management system involves management, staff and care recipients and their representatives working together to continually improve our care and service.

We do this by:

- Management, staff, and systems provide us with a quality environment that follows our organisations mission.
- Our care recipient's health and clinical care is continually assessed, documented, implemented and evaluated.
- We seek feedback from our care recipients and/or representatives to assess their satisfaction with their lifestyle and environment.
- Our living environment provides safe and comfortable surroundings to enhance the quality of life and welfare of care recipients, staff, and visitors.

### 6. AGEING WITH US

Over time, your health, mobility and the type of care and services that you require may change. At GraniteHill, we make every effort to ensure your care needs are met by our staff and other health care providers and specialist consultants as your needs dictate.

### 7. HOW WE CARE FOR YOU

As a care recipient, you will receive the following services:

- Responsible and appropriately skilled Staff.
- All meals and refreshments
- Laundry and cleaning services
- Social and recreational activities
- Maintenance of all buildings and grounds

Your care will be provided by Registered Nurses, Enrolled Nurses and Personal Care Attendants, Physiotherapy staff, Allied Health assistants and Lifestyle staff. Other services required by referral such as Occupational Therapy, Speech Pathology, Dietitian, Optical and Podiatry are also available when needed. We also offer supervised training for students requiring clinical placement. Personal Care Services needs are assessed on a case-by-case basis and are offered to provide additional support and assistance. This will be discussed with you and your family during your stay and as a result of formal health assessment with your care team.

Including:

- Bathing, showering and personal hygiene.
- Dressing, undressing, and grooming including fitting of personal mobility aids.
- Supervision and assistance with eating and drinking
- Mobility, including supervision with the use of walking aids.
- Transfers, if required, from bed, chair, wheelchair
- Special diets if medically required.
- Medication Administration
- Emotional support
- Maintaining continence or managing incontinence.
- The provision of basic toiletry items
- Continence Aids (a cost may apply for respite patients)
- Medical and Pharmaceutical Services
- Therapy Services such as physiotherapy and podiatry
- Furnishing

Some care recipients, dependent on their care classification may be required to contribute to the cost of certain products

## 8. SECURITY OF TENURE

A care recipient's security of tenure is valid from the time of admission until the time of departure and all care recipients may feel safe and secure in the knowledge that they will not be asked to leave GraniteHill except in exceptional circumstances.

All care recipients, including respite care recipients are offered a Residency Agreement which specifies:

- The rights and responsibilities of the care recipient and the service provider
- Fees and charges
- Termination of the Agreement.
- Other pertinent information

Care recipients are free to move out of the facility at any time but must provide 7 days written notice. From time to time a care recipient may be asked to move within the facility and this will only be related to their medical or care needs. Any move would be made in consultation with the care recipient and their family, a variation to your contract will be required at the time of any room changes.

## 9. CONFIDENTIALITY

GraniteHill Aged Care recognises that the confidentiality of all aspects of the care recipient's health, medical care and personal affairs are of utmost importance.

Management and staff shall always observe the utmost discretion and shall not divulge information of any care recipient unless it is related to their care as required under Victorian Privacy Legislation.

## 10. SERIOUS INCIDENT REPORTING SCHEME (SIRS)

Elder abuse is any act occurring within a relationship where there is an implication of trust, which results in harm to the older person. Elder abuse can include physical, verbal, psychological, financial, sexual, social abuse or neglect. Management and staff do not tolerate abuse of any kind to care recipients and have procedures in place to reduce the risk of abuse occurring.

Mandatory National NDIS check for all staff and volunteers are undertaken prior to employment and then at least 3 yearly, staff training is conducted in behaviour management SIRS policies and procedures are in place and monitored. Care recipients are encouraged to report any concerns they may have about their wellbeing and safety. If you experience or observe any form of abuse, you are encouraged to discuss the issue with the Aged Care Manager. Concerns can also be raised with the Aged Care Quality and Safety Commission if you do not feel comfortable talking to management. The Aged Care Quality and Safety Commission can be contacted toll free on 1800 951 822 and all contact is confidential.

***We treat any concerns related to elder abuse very seriously and follow up any reports and/or concerns.***

Management shall comply with the requirements of compulsory reporting under SIRS, and as such are mandated to report all suspected and actual abuse of any type.

## 11. POWER OF ATTORNEY

Financial Power of Attorney (POA) is a legal document that appoints someone else to act on your behalf in matters of money and property. The person may be a family member or someone else you trust to maintain your affairs in your best interests. The POA only comes into action when you are no longer able to make informed decisions. Many people require their POA to continue if they become incapable for any reason. This is called an enduring POA that remains in place until death. A Medical POA is a legal document that appoints someone to act on your behalf in matters of your own comfort, dignity, and treatment during critical or terminal illness. The Residential Care Application requests a copy of any POA currently in place on admission and we will be able to process your application with a copy of the POA being supplied. If, at any stage, a new POA is appointed or existing arrangements changed, a copy must be provided.

## 12. ADMISSION POLICY

All admissions to GraniteHill are coordinated by the Aged Care Manager who will ensure that all permanent care recipients have undergone an assessment using Commonwealth guidelines (ACAS). Prior to admission you will be required to provide the following documents:

- Completed Application
- Copy of Aged Care Assessment Form
- Advance Care Plan
- Copy of Power Of Attorney documents

Means tested care fee assessment must be completed and submitted to Centrelink as soon as possible at the time of admission, failure to do so will impact billing until information is provided to Euroa Health. The document requirements for respite are not as extensive as for permanent care and are managed by the Aged Care Manager however documentation will be required for respite care to enable a contract to be completed prior to admission.

### 12.1 Tour

A guided tour of GraniteHill can be arranged Monday to Friday 9:00am to 3:30pm by appointment only. Please telephone reception on (03) 5795 0200 to arrange an appointment with the Aged Care Manager who can show you the extensive facility and answer any questions you may have. Following your visit, the Manager will make an appointment with the Accountant to discuss the next steps, care costs and to answer any financial questions you may have. Admissions occur Tue, Weds & Thurs at 11am unless prior arrangements have been made.

Due to the current Covid restrictions there may be limitations on who may be able to attend the tour with you, please discuss when making your appointment.

## 12.2 Health Changes, Room Allocation And Leave

Varying factors relating to a resident's health status may necessitate a change in room during your stay with us.

- Care recipients can return to community living if a person's health or dependency status changes.
- In the event of an acute illness, a care recipient may temporarily be transferred to an Acute Hospital for care. If you require transfer to hospital during respite your room will be deemed as vacant, and you will not be charged. This will not affect your permanent status.
- Room changes may occur within the facility as part of a change in care need, this situation will be discussed with you, your family and Power of Attorney if the need arises.
- Care recipients can take leave of absence or a holiday away with family or friends for up to fifty-two (52) nights per annum. Clients will be billed for full care for the number of days over the 52 you are away on social leave.
- Care recipients are assigned a room available at the time of their admission. Care recipients can request a change of room provided there is another bed available at the time of their request. This needs to be discussed with the Aged Care Manager as there may be financial implications for relocation.

## 13. RESPITE CARE

Respite Care is available at GraniteHill and enables a person to be admitted to the facility for a total of 63 days per financial year annum. Respite provides the carer with time away or time out from their caring role while offering prospective care recipients a holiday or trial period in the facility. It will be necessary to book planned respite care well in advance to ensure that pre-arranged dates are available. Sometimes respite is available at short notice (if there has been a late cancellation). So please ask. Respite care is charged at a set rate set by the Department of Social Services. The rate changes regularly and can be quoted to you by contacting our reception staff. An Aged Care Assessment must be completed prior to admission to access respite care. It is not necessary to bring any furniture to respite as our rooms are furnished, however you are most welcome to bring along some personal effects. A contact number for the main supporting person should be provided as an emergency contact. You will be required to complete a respite contract prior to entry into the facility.

## 14. SPECIAL NEEDS

At GraniteHill, we can care for care recipients with special needs. These include dementia and behaviours of concern. Currently we have a dedicated wing with 15 rooms for care recipients' special needs and we pride ourselves on providing all our care recipients with bespoke and personalised care to suit the individual's needs. As part of your admission and subsequent health assessment at GraniteHill, we will work with you and your family to ensure that any special needs are provided for in your care planning.

## 15. PERSONAL FINANCIAL AFFAIRS

It is the policy of Euroa Health Inc, GraniteHill that under no circumstances are residential care employees permitted to be personally involved in the financial affairs of any care recipient. This includes witnessing any documents for clients' families.

## 16. FINANCIAL MATTERS

The Commonwealth Government's Department of Social Services determines residential daily care charges in accordance with the Aged Care Act 1997. Care recipients who receive the married rate of pension are entitled to a single rate if one partner is admitted to the facility, either permanently or for respite. Relatives need to contact Centrelink to enable the changes to be made. If you have a Pharmaceutical Benefit card it can be used to assist with the costs of pharmaceuticals/medications. Accounts are raised monthly for GraniteHill care recipients and enquiries can be directed to reception. Accounts are sent monthly in advance to the care recipient or the nominated person who handles the care recipient's affairs. There are several options to settle accounts. Please enquire as to what option might suit your needs.

Financial responsibilities are explained at the pre-entry interview. Information provided is used to determine whether payment of a Refundable Accommodation Deposit (RAD) or Daily Accommodation Payment (DAP) is applicable. Euroa Health employees are unable to provide financial advice and we encourage care recipients and/or their representatives to seek their own advice when considering payment options. Care recipients are encouraged to take care of their own financial business or if preferred, appoint a nominated person.

## 17. LEGAL SERVICES

Arrangements can be made for a solicitor of your choice to attend for a range of legal services that a care recipient may require. Private consultations can be arranged in the privacy of a care recipient's bedroom at a cost to the care recipient. Staff are unable to witness or sign legal documents and you will need to request your Solicitor bring a witness at the time of appointment.

## 18. OPPORTUNITIES FOR IMPROVEMENT

GraniteHill encourages feedback on the standard of service and care we provide. This enables management to address issues that are of importance to the care recipients of GraniteHill and improve our service. All concerns expressed by care recipients, their families or friends are treated in the strictest confidence. Should you experience a problem, whether it be of a serious or minor nature, it is the responsibility of staff to do all that is possible to assist you by acknowledging your concern with courtesy and respect. Complaints can be addressed through Care Recipient & Relative Meetings or on an individual basis. Initial contact with the Aged Care Manager will ensure your concerns are dealt with immediately. If you feel the issue is still not resolved or feel uncomfortable discussing your concerns with staff and would prefer an independent person, there are other avenues available to assist you.

Elder Rights Advocate  
Toll Free: 1800 700 600  
Telephone: (03) 9602 3066

## 19. SUGGESTIONS

Your suggestions and ideas are also encouraged through the Suggestion Box and our periodic questionnaires.



## 20. OH&S RESPONSIBILITIES

GraniteHill aims to provide care recipients with a supportive home environment enabling care recipients to enjoy their lives to the fullest. However, the rights of care recipients to a home-like environment and the choice to take some personal risks must not place employees or other care recipients at risk of injury.

To help ensure a healthy and safe environment for all, families, and care recipients (if possible) should:

- Appreciate that all systems and tasks shall be designed with the wellbeing of both employees and care recipients in mind.
- Acquaint themselves and comply with the requirements of the GraniteHill Evacuation Plan.
- Acknowledge that from time to time some activities and routines may be re-organised to consider the rehabilitation, health and safety needs 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 and safety considerations may mean that not all requests for services can be accommodated immediately or as expected.
- Seek advice from employees on the health and safety implications of the design of clothing, appliances, furniture or other personal possessions before bringing them into the home.

## 21. NO LIFT POLICY

GraniteHill Aged Care complies with the Euroa Health Inc. No Lift Policy. All staff involved in care recipient transfer, handling and support functions are responsible for complying with the appropriate techniques and protocols identified in the organisation's No Lift Manual Handling System.

## 22. FIRE and EMERGENCIES

The Fire and Emergency Plan is designed to deal with any emergency within the facility. Regular training is carried out for staff and care recipients may be included in practice evacuation drills. Care recipients and family members should familiarise themselves with the location of all exits and follow staff instructions in the event of an emergency.

## 23. SECURITY

To ensure the safety of care recipients some areas of the facility are secured with keypad locks. All external doors are locked after hours. A doorbell is available at all entrances to gain access to the building at these times. Surveillance cameras operate in all public areas of the facility for added security.

## 24. ELECTRICAL SAFETY

All electrical items brought into the facility must have an electrical tag test by a qualified person prior to being brought into the facility. All electrical equipment must be tested and tagged annually by a qualified electrician. Euroa Health will conduct annual tag testing on all electrical appliances at a cost to the care recipient per item on the care recipient's monthly bill. For the safety of all care recipients and staff, it is our Policy not to allow the use of electric blankets, toasters, electric kettles/jugs, microwaves/cooking appliances, power tools or any such appliance by any care recipient in their room.

## 25. CALL BELL SYSTEM

A Call Bell System is available at each bedside, bathroom, and toilet areas. The bells are to be used at any time to alert staff when assistance is required. Analysis of the call bell response time is undertaken and reported monthly at the Resident Meetings.

## 26. YOUR CARE

Comprehensive assessment of needs and preferences commence on admission and drive the development of all care plans.

### 26.1 Care Planning

Staff are very aware that GraniteHill is the care recipient's home, and every effort is made to respect the care recipient's privacy and dignity and to meet individual needs. The assessment information is used to formulate an individualised care plan in consultation with the care recipient and/or representative and other health care providers as appropriate. The care plan is confidential and only accessible to those staff, healthcare providers and the care recipient involved. There are ongoing evaluations to assess whether any changes to the care plan are required. The Care Plan is completed in consultation with the care recipient and/or pictorial representative. Due to the clear and apparent Covid risk a Summary Care Plan has been located behind your bedroom door in the event of needing to bring in agency staffing this system is an interim measure to insure safe care in the event of an emergency. Care planning is a requirement of the Aged care Act 1997. The Commonwealth Department of Social Services and the Aged Care Quality and Safety Commission regularly review the care planning process to validate funding claims and ensure quality care is provided.

### 26.2 Medical Care

Nursing and personal care are provided to care recipients 24 hours per day in Residential Aged Care. Care recipients have their choice of General Practitioner, and the care recipient and family members should make these arrangements with their GP prior to admission.

If a preferred Doctor is unable to continue to provide professional care, GraniteHill can refer the care recipient to a local visiting Doctor that attends the facility. Immediate medical care can be accessed and referral to appropriate specialists are made as required by the attending Doctor.

### 26.3 Decline in Health.

Should you require acute care, it may become necessary to transfer you to a hospital. This decision would depend on the recommendation of your Doctor and the Registered Nurse in Charge and would be made in consultation with you and your family. Your room will be held for your return. Care recipients are encouraged to maintain their private health insurance to be admitted to Euroa Health as it is a private hospital. If you do not have private insurance and choose to be admitted to Euroa Health you will be charged a daily bed fee. Members of Euroa Health are entitled to a significant discount on this fee. If you would like more information about becoming a member, please contact reception on 5795 0200.

### 26.4 Medication

Medication is packaged by a contracted Pharmacist and provided in Webster Packs. Monthly accounts are forwarded from the Pharmacy directly to the care recipients or to the nominated person arranged by the care recipient on admission. It is the care recipient's choice as to whether they wish to utilise the contracted pharmacy

We do have a preference you do, as Euroa Pharmacy provides a weekend and after hours support that may be needed from time to time. Please speak to the Aged Care Manager if you wish to make other arrangements.

### 26.5 Physiotherapist

On admission an assessment will be performed by a qualified physiotherapist and an individualised care plan developed for the care recipient depending on their needs. You can expect a review of your plan should you experience falls or intermobility during your stay.

### 26.6 Podiatry

An assessment is completed on admission and the service is available to all care recipients. Fees and payment should be discussed with staff.

### 26.7 Other Allied Health Professionals

GraniteHill has a commitment to refer all care recipients to appropriate health service specialists in accordance with the care recipient's needs and preferences. All care recipients are provided with access to services such as podiatrist, optometrist, and audiologist. A dietician and speech pathologist also visit. Care recipients who do not meet Government determined criteria will incur a charge for all allied health services.

### 26.8 Alternative Therapies

It is recognised as the care recipient's right to consult health workers in alternate fields. It is recommended that the care recipient's Doctor be informed of such visits particularly if these consultants provide alternative or naturopathic medications. This will minimize the risk of adverse drug reactions and will promote a holistic team approach to care.

### 26.9 Cultural and Diversity Needs

Please make staff aware of any specific cultural or diversity needs of the care recipient. It is important that we can provide you a culturally safe and supportive environment. Arrangements can then be made for special meals, venues or interpreters as required we appreciate at times these discussions may need to be private.

### 26.10 Spiritual Care

The beliefs, religious and cultural practices of all care recipients is respected with weekly inter denominational services held. A care recipient's spiritual wishes will be ascertained and documented in their record upon admission. All pastoral leaders are welcome to visit at any time to provide support, comfort, and spiritual guidance. Arrangements can be made by staff to have visits from pastoral leaders or if a care recipient would like to attend church services outside the facility this can also be arranged.

### 26.11 Palliation, Bereavement and Funeral Information

Residents and their families have preferences about their palliative care (end of life) and funeral arrangements. While we appreciate that this may be difficult to think about, you will be asked to provide details of any end-of-life requests, wishes and proposed funeral arrangements. These wishes and directives will be documented in the care recipient's record on admission to the facility.

This will ensure that a care recipient's wishes and requests are understood by all staff. Please advise if there are any specific cultural or religious requirements we need to consider. You may have completed an Advance Care Plan with your GP prior to admission. Please supply a us with a copy. If you do not have an Advanced Care Plan, please make time to discuss this with your GP as a priority as its vital we know the level of intervention you require in the case of a Medical emergency.

## 27. YOUR ROOM

To make your new home at GraniteHill, more like home, You may wish to bring an armchair and a small bar fridge. Bring along your personal photos, soft furnishings and keepsakes. We provide the essentials, Bed with overbed table, writing desk and chair, bedside cabinet and TV.

GraniteHill encourages a home-like environment and supports care recipients who wish to bring some familiar furniture items into the facility. At the same time, we need to ensure that this is balanced with providing a safe and healthy environment. We want to provide a safe environment and encourage your independence. If your needs change at anytime, we may need to replace your furniture with something more appropriate.

### 27.1 Leave Arrangements

There is no limit to the amount of hospital leave which may be taken from GraniteHill.

Day Leave may be taken at any time providing a care recipient is well enough. The care recipient or family member must sign the register at the front door to notify staff on leaving the facility and again on return to ensure the care recipient's whereabouts and safety are known.

Overnight social leave may be taken for up to 52 nights per year and the Commonwealth subsidy will continue for this time. Notice is required of the care recipient's intention to take leave. This is to ensure that we have adequate time to assist the care recipient with preparations and to ensure that all medications and assistive devices are provided, as necessary. In light of the ever-changing Covid Directions we advise you discuss all leave with the Aged Care Manager prior to scheduling.

### 27.2 Meals

All care recipients' dietary requirements are assessed on admission including specific likes, dislikes, and cultural preferences. There is a daily menu offering alternatives for each meal. Meals are prepared in the main Euroa Health kitchens and are served in the Dining Rooms. Staff will assist any care recipient who is unable to manage on their own. Relatives who travel long distances can arrange a meal at the facility for a small fee. This can be arranged by phone with the nurse in charge, however prior notice will be appreciated.

On special occasions, a birthday or other celebration, a meal can be ordered from our kitchen at a cost to the family, or you may book to use of the BBQ or private dining room for a family get-together. (subject to Covid restrictions)

### 27.3 Food Safety Regulations

While the facility is the care recipient's home, Euroa Health Inc cannot be responsible for food brought in by care recipients, their relatives, or friends. Any such food must be registered with nursing staff prior to consumption under the Food Safety Act 1984 and the Food Safety Program of the facility. A food register is located at the entrance for all food items brought into the facility to be registered in. For the safety of care recipients, High risk food such as poultry, fish, dairy products, meat, eggs, rice and pasta are not to be brought into the facility.

Low risk food such as biscuits and cakes (no cream) must still be registered but can be stored for some time prior to use. If you have queries about this requirement, please discuss with the Aged Care Manager

#### 27.4 Refreshment Facilities

Care recipients and guests are welcome to use the areas available for light refreshments, where there is access to coffee and tea making facilities.

See specific requirements relevant to Covid Management at Site Entry.

#### 27.5 Personal Items

Refer to table on page 14 for a suggested list of appropriate personal furniture and other items for your room. All care recipients are encouraged to bring in some personal items from home on admission. When doing so it is important to remember the limited space available and continue to allow for safety of movement necessary for delivery of care services.

It is recommended that all items be clearly named and some items, particularly chairs, may need to be assessed by the Occupational Therapist to ensure they are appropriate.

To ensure staff and care recipient safety, an OHS Risk assessment may be necessary and if assessed as a risk, an alternative may be requested.

Under the Aged Care Act, basic toiletries are provided to residents who fit the Government's pre-determined criteria. If a care recipient requests a preferred product or brand name not normally supplied, the care recipient will be required to supply the item and the cost must be met by the care recipient. Care recipients who do not meet the criteria are responsible for the purchase of these products.

#### 27.6 Choosing Furniture for Your Room

This will be discussed with your family at the time. (e.g.: high/low bed or more supportive chair). If your furniture does need to be replaced, your family will be asked to collect your excess furniture from the facility. Due to limited space, we ask it be collected within 48 hours and whilst we appreciate the offer, please do not ask to donate any unwanted items to the organisation. We simply do not have the need for second-hand items.

#### 27.7 Selection

All rooms have appropriate furniture available however many care recipients like to bring small items of their own to add a personal touch.

When choosing furniture to bring with you, you need to think about being able to move around your room safely. You also need to choose furniture, which is safe, stable, and easily moved for cleaning. There must be safe access in the room for you, your visitors, and staff. You may also need to allow for the possible use and storage of other equipment e.g.: walking aids.

Please seek assistance from the Aged Care Manager to ensure the furniture you choose will meet your needs and comply with our Occupational Health and Safety requirements. You may also ask the Aged Care Manager for recommendations, and we will assist you to ensure the best choices. See also 28.18 personal items/furniture cannot be stored or donated on departure.

Chair	<ul style="list-style-type: none"> <li>• Solid, stable, not easily tipped over.</li> <li>• Seat height should be approximately 2 finger widths below the back of the knee when standing.</li> <li>• Seat not too low</li> <li>• Easily moved for cleaning</li> <li>• Recliner chairs should be easily operated Consider adjustable back, seat, and footrest (Not fabric, must be stain resistant)</li> </ul>
Other Furniture	<ul style="list-style-type: none"> <li>• Any other small items of furniture must be easily moved or on castors, have smooth, rounded edges and be stable.</li> </ul>
Artwork or Wall hangings	<ul style="list-style-type: none"> <li>• Small items are welcome, and our maintenance team will hang them.</li> </ul>

## 27.8 Linen

Bed linen and towels are provided and changed regularly. However, care recipients wishing to bring pillows, blankets, doonas or quilts are responsible for the laundering of these items and they should be labelled appropriately.

## 27.9 Laundry and Clothing

A fully operational laundry is staffed at GraniteHill, and this service will wash all clothing items that can be done by industrial washing machines and dryers. Delicate and woollens that need special care or items that require ironing, dry cleaning are the responsibility of the care recipient and their family. Please ensure that such items are kept to a minimum and that arrangements are made for laundering by the family. It is the Care recipients and/or representatives' responsibility to have all clothing clearly labelled on admission. This will assist staff to identify and return laundry to the correct care recipient. Laundry labels are available for attachment to all articles of clothing. Durable labels can be ordered at reception and attached to clothing by the laundry staff. An invoice for the cost will be forwarded to the care recipient.

## Seasonal Change of Clothing

To avoid overcrowded wardrobes, it would be most helpful to both care recipient and staff, if clothing could be swapped from one season to the next, and if possible, removed from the premises. This also gives relatives the opportunity to view and discard unsuitable items and creates an awareness of items that may need to be repaired or replaced. Underwear, socks, and stockings are often neglected.

### Eyeglasses

For easy identification, we suggest that the frames of eyeglasses be engraved or marked.

### Hearing Aids

A supply of the appropriate hearing aid batteries assists staff to keep hearing aids functioning correctly. Some form of identification on the hearing aid makes returning to the owner easier.

## 27.10 Care of Your Room

Rooms are cleaned by our Services staff to maintain a high standard of cleanliness and hygiene. Should you have any concerns please discuss with the Aged Care Manager.

## 27.11 Maintenance

Maintenance requirements should be made known to staff so they can be recorded as a maintenance requisition. Requests are checked daily and attended to in priority order. Some may require an external tradesman so the request may take longer to resolve.

This does not include maintenance on personal items.

## 27.12 Money and Valuables

It is recommended that a small amount of money is kept for purchasing personal items.

Each care recipient will be provided with a lockable receptacle in their room in which to place small valuables. Care recipient is responsible for the cost of a replacement key if lost. Extra money can be held in a trust account for care recipients to easily access, as necessary. Please see reception staff to arrange this. Arrangements for the safekeeping of valuable jewellery and documents should be made with the care recipient's solicitor, bank, or family/friends.

## 27.13 Visiting

Family and friends are encouraged to visit. Changes to visiting and restrictions resulting from health risk, pandemic or outbreaks are communicated to care recipients, family/POA and on social media. All visitors must sign in using the QR code and have their temperature checked. Sign out when leaving. Entrance/Exit is via the front doors only. Visitors to secure areas of the facility are asked to ensure that the front doors are closed securely for care recipient's safety. Due to the ever-changing Covid restrictions we ask that you join the Euroa Health Facebook page where we load up to date information on restrictions to visiting

## 27.14 Communication

Communication is a very important part of community living and is encouraged between care recipient, family, friends, staff, and management. Care recipients may have a telephone connection installed in their room; please advise reception, and appropriate documentation will be made available. Facetime and Zoom Video calls can be arranged by booking at reception.

## 27.15 Noise

GraniteHill is located in a quiet residential street and the surrounding environment provides privacy and tranquillity. Care recipients and visitors should respect the privacy and wellbeing of others and endeavour to keep unnecessary noise to a minimum.

## 27.16 Pets

Pets are encouraged to visit. Please discuss with the Aged Care Manager prior to bringing pets in. A visit from your pet is great therapy. Pets must be always kept under control. GraniteHill has several pets for care recipient enjoyment.

## 28. YOUR LIFESTYLE

### 28.1 Care Recipient and Family Meetings

Meetings are conducted regularly, and a yearly calendar of dates is available on request and care recipients and family are encouraged to attend. The purpose of the meeting is to provide an opportunity for care recipients and families to take an active role in all aspects of care and management of GraniteHill including involvement in all aspects of Quality Improvement.

Information about potential changes are brought to these meetings for care recipients input and decision making.

## 28.2 Activities/ Outings

Activity staff are employed by the facility and will arrange for assistance with activities such as letter writing, shopping, reading, social and recreational activities and outings on a regular basis. All activities are tailored to suit the individual needs of the care recipient. Family and friends are encouraged if able, to take care recipients on outings. GraniteHill also has access to a bus with wheelchair lift to give every care recipient, where possible, the opportunity to participate in community activities. All staff are committed to enhancing the quality of life of all care recipients and will be actively involved in social activities. The Activities Program is distributed to all residents each week/fortnight, with a copy being left in their room. Some bus trips and outside functions may incur an additional cost. There are occasions when payment for activities is required. Care recipients and relatives will be informed when these activities occur. Due to the ever-changing Covid restrictions scheduled outings may change at short notice.

## 28.3 Risk Taking

The care recipient's right to activities which may involve a degree of risk taking is respected providing it does not interfere with the wellbeing of other care recipients, staff, and visitors. Staff are trained in risk assessment and every care recipient is assessed on an individual basis. Risk assessments are documented in your care record.

## 28.4 Volunteers

Volunteers and community visitors are an important part of our care recipients lives. They provide friendship, companionship, social interaction, and a link with the greater community. All volunteers undergo a careful screening process prior to joining us. Our BowerBird Op Shop is run by volunteers and provides funding support of new equipment and technology in GraniteHill enhancing quality care. Auxiliary members also provide a valuable contribution to the facility's care and financial support. We welcome enquiries from family and friends of our future care recipients as volunteers.

## 28.5 Transport

Medical specialists may be consulted with a referral from the care recipient's medical practitioner. Where any of these services cannot be provided within the facility, relatives are required to accompany the care recipient to all external appointments. Care recipients should consult the Nurse in Charge prior to any external appointment to ensure all relevant information and paperwork is available to be taken to the appointment. It is very important that on return the Nurse in Charge is consulted on the outcome and given all relevant paperwork. Family and friends can assist with transport, and this can be arranged with nursing staff where necessary. Taxis are also available and can be arranged for care recipients who have appointments or need to go shopping. Other than in an emergency the transportation and escort of care recipient to private appointments is the responsibility of the care recipient and/or his representative.

## 28.6 Electric Scooters/ Wheelchairs

Use of an electric scooter will be assessed on admission and reviewed regularly. Scooters are not permitted inside buildings but can be used in the grounds and other areas outside the facility. They can be securely stored undercover and readily accessible by the care recipient in the scooter enclosure.



- Care recipients approved to use electric scooters will be responsible for:
- Ensuring speed is not excessive.
- The safe operation of the scooter
- Ensuring there is no risk to themselves or others.
- Regular servicing
- Any service or replacement parts costs
- Repairs and/or significant damage to the building caused by the scooter.
- Should your medical condition change, an Occupational Therapist may be asked to re-assess you to ensure the scooter remains the most appropriate means of transport. The care recipient will be expected to comply with the assessment outcome. If there are safety concerns, removal of the scooter may need to be considered. Note: These conditions also apply to electric wheelchairs

## 28.7 Driving

To support your independence care recipients may drive and park their own car. Note this is subject to a risk assessment and care plan.

## 28.8 Voting

The Electoral Office provides a visiting service for Aged Care facilities.

## 28.9 Shopping

Care recipients, family and friends are encouraged to attend to the care recipients shopping needs. Alternatively, Burton's Supermarket offer a delivery service to GraniteHill Tel (03) 5795 2004.

## 28.9 Mail/ Newspapers

Mail is delivered and distributed daily to care recipients. For outgoing mail, a mailbox is located at the corner of Kennedy and Weir Streets in front of the Hospital, or it can be left at reception for mailing. GraniteHill receives a daily newspaper to be shared among care recipients. For a personal paper, arrangements can be made with Euroa News agency. Magazines can also be ordered. Deliveries are daily and distributed by staff.

## 28.10 Television and Radio

Care recipients have television supplied in their room and may use their own personal radio. Televisions and radios must have earplugs or headphones for use, so there is minimal disturbance to other care recipients. A subscribed radio station that broadcasts nostalgic music that is engaging, cheerful and appropriate is available in all rooms on the TV, this is called Silver Memories. Television, video and music systems are also available in the lounge areas and Bar for general viewing.

## 28.11 Cinema

Take some down time, grab the popcorn and enjoy a movie in our very own cinema.

## 28.12 Library and Reading Material

We have a comprehensive range of books and magazines available to care recipients. The local library contains a great range of talking books for the visually impaired.

## 28.13 Hairdressing

A hairdressing service is available weekly and payment for this service is the responsibility of the care recipient or their representative.

## 28.14 The GraniteHill Bar

Our Bar is open everyday for care recipients to soak up the sun whilst enjoying some down time with others, watching sport on the TV and enjoying a beverage if they choose. Care recipients can consume alcohol in moderation within the facility at times of their liking. A basic list of drinks is available but if a specific drink is preferred, family need to provide it. Care recipients are to ensure that they conduct themselves in a manner in keeping with the values and standards of GraniteHill. An honesty payment system is in operation where the care recipients pays via their monthly bill or by eftpos at the Café.

## 28.15 GraniteHill Café

Need a pick me up? Grab a beverage, barista coffee, we have a selection of all sorts of snacks and treats at our Café. If its sweet or savory, that you fancy, The café has got you covered. The Café is open 7 days, 10am-3pm. Care recipients may pay for purchases via their monthly bill or by eftpos.

## 28.16 Smoking

In the interests of good health and the recognition of the dangerous effects of passive smoking as well as the fire hazards associated with smoking, this facility is a " smoke-free" environment. Care recipients who choose to smoke must do so in a designated area outside the building and will be asked to undertake specified safety measures to ensure their safety and that of other care recipients, staff, and visitors. All residents choosing to smoke will be required to have a smoking risk assessment completed.

## 28.17 Discharge

A letter will be sent advising of finalisation of accounts and deposit refund (if applicable).

## 28.18 Personal Effects

Resident rooms must be fully vacated within 48 hours of a resident passing.

We regret to advise that we do not accept donated items and there is a cost if all items are not removed from rooms. Where families are remote and cannot physically attend to this task.

We can arrange for transport of items to the op shop however the cost of this transfer will be billed to the client account

Items not in usable condition for the Op shop can be disposed of however the cost of this will be met by the resident and will be billed to their account. The cost billed will include handling and disposal costs.

## 28.19 Items not covered by GraniteHill fees and charges.

- Pharmaceutical items
- Specialised toiletries
- Specialised wound dressings
- Hairdressing and other personal beauty care
- Some bus trips and outside functions - a co-payment or payment towards the cost may be required.
- Dental, medical, prescribed rehabilitation therapy and other complementary services
- Personalised equipment to assist with mobility and day to day living.
- All related telephone charges.
- Personal clothing, furnishings and chattels of the care recipient's own individual preference and selection
- Magazines, newspapers, and other subscribed publications
- All dry-cleaning costs, (Personal clothing or bedding which cannot be machine washed)
- Repairs or replacement costs of the care recipient's personal furnishings or costs incurred for annual electrical appliances checks.
- Individual preferences of laundry powders etc., cleaning agents and toiletries

## 29. DIVERSITY

We have a diversity plan that aims to meet the needs of people with a wide range of issues these include but are not limited to Aboriginal and Torres Strait Islander People , People from CALD backgrounds, LGBTI people, people with mental illness, people living with cognitive impairment including dementia, people with a disability, people separated from their children by forced adoption or removal, people who are homeless or are at risk of becoming homeless, veterans, people of socioeconomic disadvantage.

So that we can best meet your health and wellbeing needs, we ask that you share in this regard with the Aged Care Manager.

## 30. COVID

Covid-19 is a pandemic that has seen devastating effects in older people and Aged Care. We have a pandemic plan that is constantly updated and rehearsed so that we can best respond if there was to be a positive case in our facility.

Some important control measures in our facility for care recipients include:

Physical distancing 1.5m

Washing hands

Respect any restrictions with regards to accessing common areas with visitors ie. Café and lounge areas.



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