



**INFORMATION
HANDBOOK
FOR
RESIDENTS OF
GEEGEELUP AGED
CARE FACILITY**

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ABOUT US

A warm welcome to Geegeelup Aged Care Facility. We provide residential care for people requiring both clinical and lifestyle support.

Prior to admission, an Aged Care Assessment ACCR / Support Plan is required to determine your appropriate level of care. This is completed by the Aged Care Assessment Team and includes information about your assessment and approval for you to move into residential aged care. More information about this process can be found at <https://www.myagedcare.gov.au>

Address and Contact Details

**Liz Lloyd
Facility Manager
GEEGEELUP AGED CARE FACILITY
3 Scott Street, BRIDGETOWN WA 6255**

**Telephone: (08) 9761 1366
Fax: (08) 9761 4166
Email manager@geegeelup.com.au**

Our Philosophy

We acknowledge the fundamental dignity of all individuals and strive towards facilitating functional independence for residents within their capabilities.

All staff and residents try and make our facility a home away from home.

We try to ensure that each resident has their own privacy but actively encourage interaction amongst all at the facility, the village and the community.

We encourage residents to have family and representatives around them and to join in activities within Geegeelup.

We actively encourage local community participation at the facility as management and staff strive to make residents maintain a sense of belonging in the local community.

We are committed to continuous improvement in all aspects of facility services.

Commonwealth Supervision and Funding

Geegeelup Aged Care Facility is a Commonwealth-approved residential aged care facility. You can feel secure in the knowledge that the Commonwealth provides a level of funding for your care needs and the Commonwealth supervises and regulates Geegeelup Aged Care Facility standards and level of care. Geegeelup Aged Care Facility is an Accredited facility.

Your Health and Wellbeing

Your health and wellbeing will be assessed on your arrival at Geegeelup Aged Care Facility and a plan for your health care will be developed by a team of nursing, allied health and care staff. Your care will be monitored and adjusted as required by our health professionals in consultation with yourself, your representative and where appropriate, your preferred doctor/health professionals.

LIVING AT GEEGEELUP A-Z

Geegeelup Aged Care Facility staff are proud of our beautiful environment and the high standard of care we provide. We want to ensure that all our residents receive the best possible care. Please feel free to contact our Manager if there is anything you would like to discuss. At times we may want to meet with you and your representatives to talk about your progress and discuss mutual concerns. If a meeting is required, we will arrange a mutually convenient time. Please see our Residency Agreement for further information.

Our residents are encouraged to continue their independence and to enjoy visits from family and friends. During the restrictions imposed by the COVID-19 pandemic, we aim to maintain as much social interaction and connectiveness as possible within government guidelines.

Accommodation

The facility has 32 single rooms with en-suites. A large dining, communal sitting and lounge area are adjacent to a spacious well-equipped kitchen. From this there are large outdoor sitting areas surrounded by gardens. There is a laundry; a treatment room; and a smaller communal sunroom used for activities and booked family gatherings. We also have a hairdressing salon, a smaller living area with a kitchen for therapy and lifestyle activities, plus a multipurpose room for meetings, seminars and presentations.

Activities and Therapy Programs

Occupational Therapy and lifestyle activities are co-ordinated by the Occupational Therapist and occur daily. Please note that some activities may incur a small cost to the residents.

Our therapy activities are based on resident preferences and cover a wide variety of interest/leisure pursuits & complimentary therapies.

Monthly programs of events and weekly planners are available on the pin board and are also circulated to residents.

Therapy programs include occupational and physiotherapy based group/individual programs designed to optimise functional abilities, as assessed by the Occupational Therapist and Physiotherapist.

Air conditioners and Heaters

Air conditioners and heaters are in all communal areas.

Due to differing needs for climate control, air conditioning in communal areas within the facility are switched off during all meal and tea times and are set for majority preference.

Geegeelup Aged Care Facility has reverse cycle air conditioners in all bedrooms. These air conditioners are individually temperature controlled and can be adjusted by you or by our staff to your particular preferences.

Alcohol

Residents are requested to please moderate their alcohol consumption and provide their own supply for individual use.

Ambulance Service

We have a local St John's Ambulance Centre and we encourage residents to take up membership. Membership forms are available from our administrative staff.

Assistance to Staff

Assistance from residents is most welcome whether it takes the form of social activities, light domestic work or a garden interest, and you are invited to discuss with our Manager any assistance you wish to give.

Bequests

Many people choose to leave a gift in their Will for charities and/or not-for-profit organisations close to their heart.

Bequests enable us to continue to provide a quality aged care service in our community. We value and appreciate all gifts and bequests – both large and small.

If you decide to make a bequest to Geegeelup Aged Care Facility, please advise your legal representative to ensure that the bequest is made to 'Geegeelup Village Incorporated for its charitable works'. Also, so that we are provided with an opportunity to thank you and so that we may confidently plan ahead, please take a moment to let us know that you have made a bequest.

Care – limitations of service

Geegeelup Aged Care Facility is an ageing-in-place aged care facility, however, as your care needs increase to a higher level, our aim is to maintain your care at Geegeelup, within the limitations of service outlined in your Resident Agreement. It is possible, however, that your care needs may increase to a level where we are no longer able to care for your long-term needs at Geegeelup. In this case, we would consult with you and your representative, to assist you in finding alternative accommodation. You have very substantial rights in respect to your security of tenure and these rights are identified in your Resident Agreement.

Case conferences

Residents and their representatives will be asked to meet our nursing staff for a Case Conference annually or as required to discuss all aspects of your care and provision of services at Geegeelup.

Charges for medication and health professional appointments

For all residents, fees **do not** cover any pharmaceuticals nor supplementary medicines prescribed by a doctor / health professional for an individual. Webster packing of medicines is paid for by Geegeelup Aged Care Facility. Where residents may require additional health professional services, we are able to assist in arranging health practitioner services. Fees may apply for some residents, as determined by the ACFI classification.

Charter of Rights and Responsibilities

The Charter of Residents Rights and Responsibilities forms part of the Resident Agreement (refer to Schedule 2). The Australian Charter of Residents Rights & Responsibilities is displayed on the wall of the facility. Please ensure you familiarise yourself with this document.

Chemicals: Residents are advised not to keep chemicals in their room. All chemicals are kept locked in the cleaning store room.

Chemist

Residents are requested to open an account with a local pharmacy and arrange for accounts to be sent to either themselves or their representative.

Medications and supplementary medications must be ordered only through the Doctor / prescribing health professional.

Cleanliness of rooms

Residents are encouraged to keep their own room clean and tidy, however, our staff will do this if you are unable or elect to not to maintain it yourself.

Clothing

Residents dress daily in appropriate clothing according to their preferences. It is our experience that most residents in the facility will require partial or total assistance with dressing. In addition, there are some who have special clothing needs. Residents should have sufficient clothing for at least one full week and with regard to the seasons.

All clothing should be comfortable, especially at the waist, well-fitting and easy to put on and remove. No clothing should be tight as this may restrict circulation.

We offer the following suggestions:

Ladies:

1. Dresses, Skirts & Blouses (Anything that is comfortable)
2. Pants / Tracksuits (Comfortable around the waist)

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|-------------------------|---|
| 3. House Dresses | (These have proved to be ideal) |
| 4. Nighties & Singlets | (Minimum of 6 each, Winter & Summer) |
| 5. 2 Dressing Gowns | (Summer & Winter) |
| 6. Shoes | (Should have non-slip soles, low heels & well-fitting to help with circulation and prevent falls) |
| 7. Slippers | (2 pairs – Winter & Summer) |
| 8. Panty Hose/Stockings | (if desired) |
| 9. Socks | (circulation or cotton mix - loose at the top) |
| 10. Underpants | (Cotton made, at least 8 pairs) |
| 11. Cardigans/Jumpers | (Suitable for any season) |

Men:

- | | |
|----------------------|---|
| 1. Trousers | (Machine washable) |
| 2. Track Suits | (Are comfortable and functional) |
| 3. Shirts | (Minimum of 6 made from cotton, flannelette for Winter) |
| 4. Pyjamas | (6 pairs, Summer & Winter) |
| 5. Dressing Gowns | (Summer & Winter) |
| 6. Underpants | (A good supply is recommended) |
| 7. Socks | (circulation or cotton mix -loose at the top) |
| 8. Shoes | (Should be non-slip soles and loose fitting to help with circulation) |
| 9. Slippers | (2 pairs, Summer & Winter) |
| 10. Cardigan/Jumpers | (Suitable for any season) |

We suggest that most clothing be of the wash-and-wear variety.

All clothing should be permanently marked, with sew-on name tags. This helps with identification during the laundering process. These tags should be attached in the following way on the following clothing.

- On the back waist of pants
- On the back of stockings & socks
- On the back of neck of petticoats
- On the back of singlets
- On the back on neck of nightdresses
- On the back of neck and waist of pyjamas
- On the back of neck and waist of dresses and skirts
- On the back of neck of dressing gowns
- On the corner edge of handkerchiefs

We require all clothing to be clearly labelled before admission, and this applies also to any future purchases of clothing.

Please note: We will take all care, but bear no responsibility for the laundering of woollens and undergarments. All laundry services are provided in-house at Geegeelup.

Comments and concerns

We welcome your comments, suggestions or concerns. We readily seek all opportunities to continuously improve our service and encourage an open, approachable relationship with our Manager. Methods of communication are as follows:

- We encourage residents and their representatives to use our *Good Ideas form* which can be found in our Living Room. The form can be given directly to staff or placed anonymously in the Suggestion Box which is located in the main corridor.
- Via a letter to our Manager
- Resident & Representative meetings which occur every two months, notice of which is placed on the pin board.
- Board meetings third Wednesday of month, prior arrangement of intent to attend is required.

If any complaint cannot be resolved by negotiation with us, the Australian Government has an Aged Care Complaints Commissioner to which you can direct your grievance. Toll Free (fixed line) telephone contact can be made to 1800 951 822 during business hours. Alternatively, written complaints can be directed to:

Aged Care Complaints Commissioner
GPO Box 9819
(In your capital city) or email: enquiries@agedcarecomplaints.gov.au

Resident, staff and service provider surveys are conducted regularly which review all aspects of your life at Geegeelup Aged Care Facility (which you can complete anonymously, if you wish).

Confidentiality

Residents of Geegeelup Aged Care Facility can be assured that all personal, family or business details will be held in strict confidence. All staff, volunteers and relevant contractors have signed a confidentiality agreement.

To assist you in maintaining your privacy each room is lockable and residents will be issued with their own keys, if they wish.

Complementary therapies

The facility will also assist residents in accessing “**complementary therapies**” – *Holistic therapies which are used in conjunction with, or in place of, orthodox medicine* (e.g. Therapeutic Touch, Aromatherapy, Acupuncture, Hydrotherapy, Reflexology, etc) as requested by the resident, in consultation with their Doctor (where appropriate). Information can be provided on such services and assistance with arranging appointments is available if required. Engagement of such services is entirely a private arrangement between resident and practitioner unless provided as part of the therapy program.

Doctors

Geegeelup Aged Care Facility prefers that your Doctor be chosen by you. We will assist you in making arrangements to visit your preferred doctor. In an emergency, or if urgent attention is required, an appointment will be made with an available GP. A doctor attends our facility regularly.

Dress

Please be respectably and fully dressed. Residents are permitted to wear appropriate dressing gowns to breakfast.

Electric blankets

Electric blankets are not permitted.

Emergency call system

A 24-hour emergency call system is available from all bedrooms, en-suites and living areas. Residents are also supplied on admission with a pendant alarm which can be worn around the neck or wrist and is activated anywhere within the facility and immediate surrounds. On entry you will be orientated on how this works and what to do if you require emergency assistance. Pendant alarms are required to be returned on vacating the facility. Non-returned pendants will incur a replacement cost of \$97.

Fire and other emergencies

During your stay at Geegeelup you may hear alarm bells and/or sirens. These alarms are activated via our automatic fire detection system, which operates throughout the facility for your safety. These alarms automatically ring through to the Fire Service.

There are three reasons for the alarm bells being activated:

- (a) Regular testing, occurring monthly (only short rings)
- (b) False alarms. These might occur because the system is very sensitive and is set to respond to minimal stimuli – eg. smoking in the building, burnt toast, overheated room, electric kettles.
- (c) An actual emergency involving smoke and fire, somewhere within the facility confines.

What you should do if you hear alarms:

- Move away from the fire
- Stay calm
- Wait for a Supervisor to collect you

In the unlikely event that a major emergency occurs necessitating evacuation, our staff members are trained in such procedures and an evacuation plan set up for each area of the facility. A risk management approach will be taken should a relocation of residents be necessary. If possible, residents who are deemed a lower level of care may be transported by their representative to their home. There are several easy exits from each area and we recommend that you take notice of where these are located.

You will be notified by staff when the “All Clear” is given.

Furnishings and personal belongings

Each room is furnished with essential furniture and items, as per Quality of Care Principles 2014. Residents are encouraged to appoint their rooms to their preference, including items of furniture and personal belongings – PLEASE NO IRONS. We will assist Residents with recommendations for suitable types of furniture.

The provision of health equipment by Geegeelup Aged Care Facility will be based on assessed clinical need. Any customised equipment will be at the cost and supply of the resident.

Please note, all personal electrical items and/or furnishings will be subject to two yearly electrical tagging by qualified staff or an authorized agent contracted by the facility.

Hairdresser

A hairdresser attends regularly on site, catering for men and women. Please refer to staff to make an appointment. A nominal fee for hairdressing will be charged to the resident.

Heating

Heaters can be kept on low overnight when needed. Residents are reminded that it is not healthy to sleep in an overheated room. During colder months heating is provided throughout the complex.

Hospitality service products

In accordance with the Quality of Care Principles 2014, Geegeelup Aged Care Facility will provide hospitality service products for all residents who need them. If residents prefer to use alternative hospitality service products to those supplied by Geegeelup, please note they will be responsible for the purchase and supply of the products.

Insurance

Geegeelup Aged Care Facility insurances do not cover your personal property, jewellery, or antiques. Please arrange insurance cover with a Company of your choice for any valuables. We encourage residents to store valuables externally or with representatives where possible.

Internet

Residents may use their private phone line for internet connection or employ a mobile system.

Residents are also most welcome to use Geegeelup’s guest WIFI internet service which works in communal areas of the facility. Please see a member of our friendly staff for the WIFI access code.

Geegeelup accepts no responsibility for a resident’s computer use and users are reminded to access only lawful sites when using the internet.

Keys

You will be issued with up to two sets of keys for your room if you wish on your admission. These keys are to be returned when vacating Geegeelup Aged Care Facility. The cost of replacement keys will be charged to the resident at \$10.00 per key.

Laundry

Facility staff will do your personal laundry, or you may elect for your representative to do your laundry. Residents are unable to do their own laundering. All underwear is soaked and washed daily. Other clothing is washed weekly on the day your room is cleaned. All bed linen and heavy laundry is done at the facility. Geegeelup Aged Care Facility staff will need to access your room to collect your laundry.

Leave arrangements

Residents are free to go out at any time for social, business or any other reason. In the interests of safety, staff need to be informed of the destination and expected length of absence. Note during current COVID restrictions some additional conditions apply, including maintaining social distancing and practicing hand hygiene.

If you are going to be absent from the facility during your prescribed medication time/s, arrangements will be made for the appropriate medication/s to be given to a responsible family member or representative to dispense the medication as required. Please notify staff prior to any planned absence or leave to ensure medications and any accompanying documentation can be made available to you prior to departure. The family member or representative accompanying you on leave must sign a 'Medication Administration Whilst on Leave form', accepting responsibility for the medication and its administration whilst a resident is on leave. This will then need to be re-signed by the family member/representative on return, which transfers responsibility of medication administration back to staff, who will check the medication has been taken.

For security and emergency procedures residents are also asked to sign in/out of the visitors register in the foyer and to notify staff.

Residents may be absent from the facility on social leave for a period of 52 days in one financial year without their fees being affected. Any social leave period in excess of this requires special financial arrangements to be made (as detailed in the Resident Agreement) if you wish to retain your place at Geegeelup Aged Care Facility. Please again note, during COVID restrictions some additional conditions apply to extended leave. We will assist and advise you of these if required.

If a resident is hospitalised, the resident's place in the home will be retained for the resident, provided arrangements are made for continued payment of fees. In the event of extended hospital leave, alternatives will be discussed with our Management team.

Library

Bridgetown Shire Council Library provides a book exchange service for residents. If you are interested in using this service please refer to the staff. We also maintain a number of books at Geegeelup for our resident's use.

Lights and appliances

Before retiring, please ensure that all lights, fans, televisions or other electrical appliances are switched off, refrigerators excepted. Staff can assist with this if required.

Maintenance requests

Any maintenance in your room will be attended to by our maintenance staff. Please do not mark or affix anything to the walls in your room. Refer to staff with any requests.

Meals

The present mealtimes are breakfast 8.00 – 8.30am, morning tea 10.00am, midday meal 12.00pm, afternoon tea 3.00pm, evening meal 5.00pm and supper on request.

Meal times are set at the Residents and Representatives meeting in consultation with the Manager.

Residents will be assisted to the dining room where required.

Medical or health specialists

Staff will assist you in accessing external appointments (i.e. dental, optical, auditory, dietary, medical specialist, podiatry etc. Preferred medical or health specialists are noted on file and in your individual care plan.

Transport to these services can also be arranged at your cost, however where possible your family is encouraged to provide transport.

Noise

Please consider the comfort of your fellow residents and control your radio or TV volume and noise generally so as not to disturb them. If you require your appliances to be at a louder volume please use headphones.

Nursing services

Nursing care is provided by our registered nurses, who are on site every day of the week, including weekends.

They are able to provide specialist nursing assessment and management in continence care, stoma management, wound care, pressure injury prevention and management and palliative care. We have access to specialised neurological nursing and medical services, older adult mental health services and specialised dementia care services provided by outreach teams via GP referral.

If you require specialised nursing please contact our Manager.

Occupational therapy services

The facility employs an Occupational Therapist who provides occupational therapy services to all residents. Occupational therapy services may include activities of daily living, behavioural, cognitive, motor, sensory, perceptual, psychosocial, specialised equipment, and many other services.

Pensions

We request that you make your own private arrangements regarding payments and/or banking of your pensions. All banks provide services for the collection and banking of your cheques and will also provide a service for direct debit of your daily care fee.

Pets

At Geegeelup Aged Care Facility we have a “no pets” policy for the whole village. Residents are not permitted to keep individual pets.

Physiotherapy

A Physiotherapist is contracted to provide physiotherapy services to all residents of the facility. Physiotherapy services may include lower limb mobility/gait, pain assessment and management, equipment management and many other services.

Privacy/confidentiality of other residents and staff

Each resident and their representative have a responsibility to:

- Respect the rights of staff and other residents to privacy and confidentiality;
- Ensure overheard or seen confidential information is kept private;
- Respect private spaces within the service for other residents and their family;
- Not engage in a relationship with staff outside of a professional relationship;
- Regard all information provided to them by other residents and/or their representative as confidential;
- Never use information which they have acquired to advantage themselves in any way.

Professional relationships

Residents and staff are required to observe the Professional Boundaries Policy of Geegeelup Aged Care Facility.

The Professional Boundaries Policy states that residents will:

- Not engage in a relationship with staff outside of a professional relationship
- Never use information which they have acquired about other residents or staff to advantage themselves in any way
- Never cause or threaten to cause pain, suffering or discomfort to another resident or staff member to coerce them to act in a certain way
- Never touch another resident or staff member in an inappropriate way

Resident meetings

Our residents and their representatives are invited to participate in bi-monthly meetings to discuss matters relating to life at Geegeelup. These are held in the lounge with the manager, all residents and families are encouraged to attend and participate. Please note during COVID restrictions representatives are unable to attend the meetings.

Risk acknowledgement

Geegeelup Aged Care Facility, in consultation with Health Professionals, may make recommendations to residents, particularly regarding safety matters or in order to comply with regulations or Commonwealth Government Accreditation Standards. If a resident or representative disagrees with the recommendations, they may be required to acknowledge this by signing a Risk Acknowledgement Form - e.g. in a case where a walking aid is recommended for the resident's own safety and this is refused and puts the resident at risk of falling.

Smoking

There is a NO SMOKING policy within the Geegeelup Aged Care Facility building and surrounds. This applies to residents/representatives, staff and all visitors to the facility grounds.

Tea and coffee facilities

Facilities for self-catering are in the Sunroom or provided by staff from the Kitchen. These provisions are maintained by the staff for you. Please note kettles are not permitted in residents' rooms.

Telephone

Every resident bedroom has a telephone points and it is the responsibility of the resident to have a telephone connected.

The telephone company you connect with will bill residents individually for connection and subsequent calls. If you do connect a telephone in your room please provide us with a copy of your telephone number. Note we do not give number out if someone calls for you through our main number unless you authorise that we can do so.

We also have a telephone in the resident living area which residents are most welcome to use at no cost. Please remember that it is a shared phone and in a communal living area so please limit the time that you spend on your calls.

Television

Aerial points are available in all rooms. Flat screen televisions are preferred, as they are able to be wall mounted. Standard wall brackets exist in most rooms, however televisions requiring a specialised bracket must be purchased at the resident's cost. Maintenance will arrange for the TV to be mounted.

Termination of occupancy

The conditions for termination of occupancy at Geegeelup Aged Care Facility are detailed in full in your Resident Agreement.

Transportation

A consent form should be signed on admission to Geegeelup Aged Care Facility by the resident and/or their representative. This form will cover outings in private cars, buses and wheelchair walks provided by our staff and volunteers.

Transport to scheduled appointments is to be provided by the representatives, family and/or friends of the resident. If a resident is unable to access transport for an appointment within Bridgetown, we will organise transportation for a nominated fee. Please notify us if you will require transportation.

A community bus provides a service for many organised events.

Specialist appointments 70-100km from your home base may be eligible for the Patients Assisted Travel Scheme (PATS). Please contact them directly on 1800 823 131 to check eligibility.

Visiting hours

Visiting Hours are flexible, keeping in mind residents' privacy and mealtimes. Since the introduction of COVID-19 our facility doors are kept locked to protect the health and safety of our residents. On arrival to our facility, visitors are required to ring the front door-bell at our front foyer and on Monday-Friday our office staff who are here between 8am-5pm will greet you. After hours, on the weekends, and on public holidays, one of our care staff will come to the reception area to greet you. If after 5 minutes they have not arrived, please ring our facility number on 9761 1366 to let them know that you are here.

All visitors, for security and emergency procedure reasons, are asked to sign in/out of the visitor's register located in the facility foyer, and to alert staff to your presence. During COVID restrictions it will also be necessary to have your temperature recorded and provide evidence of a current flu vaccination, and for you to observe all precautions including not visiting the facility if you are unwell.

Voting at government elections

A mobile polling booth is made available on Geegeelup Aged Care Facility premises for ease for voting.

If a resident no longer feels capable of voting, an assessment will need to be made by your doctor.