

**Aged Care Resident  
Information Booklet**

# Logan Lodge

29 High Street, Swan Hill VIC 3585

P: 03 5033 9800

E: [agedcare@shdh.org.au](mailto:agedcare@shdh.org.au)

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## VISION

*Our vision is to provide appropriate services in the right setting by dedicated people with and for our community.*

## VALUES

**Respect** - this means that you interact with others as you would expect them to interact with you.

**Professionalism** - this means we deliver services with integrity, honesty and competence.

**Care** - this means that we provide a standard of service and support which we would expect for ourselves.

**Commitment** - this means that we are dedicated to the promotion and success of the organisation.

**Collaboration** - this means working together in a positive and supportive manner.

## PHILOSOPHY OF CARE

- To provide care that is holistic and resident focused.
- To provide a home like environment for their families and friends.
- To maintain the residents rights to personal security, appropriate care, privacy and dignity.
- Staff will work with residents, their families and representatives to ensure a smooth transition to residential care.
- To maintain continued interaction with the community by involving community groups and individuals within the service and by encouraging residents to continue to foster contacts outside the service.
- To ensure that staff sees themselves as members of a team and whose involvement and contributions are valued.
- To provide an environment that supports and encourages staff to maintain and update knowledge of contemporary practice in Aged Care.
- To be a service that continually seeks to improve and involve all stakeholders, residents, families, representatives, staff and all other interested parties in the continuous improvement process.

## WELCOME

We acknowledge the enormous change moving from home to residential care presents for older people and their families. We aim to help you make this transition as smoothly as possible.

The facility has 45 private single rooms, each with an ensuite. There is a communal dining area for residents along with an adjoining separate room for private family functions. The dining area is in close proximity to a multipurpose activity area that is available for resident social and recreational needs.

Within the facility there are 3 individually themed internal courtyards and 6 outdoor terraces, including a BBQ facility to provide an outdoor living, dining and a pleasurable social experience for you, your family and friends.

Families will find the location ensures ease of access for visitation, with proximity to public transport and the town centre.



*Logan Lodge is named in recognition of Mr Don Logan who was a Board Director at SHDH for 44 years, including 2 terms as Board President. Don's efforts contributed much to the development of health services for the Swan Hill community; his support and commitment to Aged Care and health service provision was recognized in 2018 when the Board named Logan Lodge in his honour.*



## PRIOR TO YOUR ARRIVAL

### National Privacy Principles

We take our confidentiality responsibilities seriously and comply with the Privacy Act. Our policies and procedures explain why we collect information. Please sign our Informed Consent form and indicate if you don't want particular individuals accessing your information.

### Resident Agreement

Wherever possible you will be provided with a copy of our Resident Agreement before admission, enabling you to obtain independent advice prior to signing and returning a copy for our records. You may wish to nominate someone else to do this. The Resident Agreement outlines both our and your responsibilities whilst living here.

### Power of Attorney/Guardians

If you have appointed a Power of Attorney (POA), Medical Treatment Decision Maker or have a Guardian appointed, we require a copy of these documents for our files. We will only give out information to the relevant POA/Guardian or Medical Treatment Decision Maker e.g. financial information will only be given to the person appointed as financial POA, medical decisions can only be made by the person appointed as Medical Treatment Decision Maker/POA. It is the responsibility of the appointed Attorneys/Guardians to inform us immediately of any changes to their role or responsibilities.



## Contact Information

We require the name, address and contact telephone numbers (home, business and mobile) for your POA, Next Of Kin or representative. If there is a change in your condition, staff must be able to contact them immediately. It would be advantageous to provide a second contact person and their contact details also.

Relatives or representatives should notify our office when they change their address or telephone number/s.

When relatives or representatives go on holidays, we request that alternative contact details be provided to the home.

Please note that we will only be able to contact one relative or representative. Please let us know who will be your main contact and they will be who we will contact first. We will contact other people in emergency situations only. The first contact person you nominate will be responsible for contacting your other family members and friends.

## Hospital or Social Leave

It may be necessary for you to be admitted to hospital for treatment not available here. If this occurs, your room is kept until you return. You are able to take unlimited hospital leave. You will be required to pay usual fees whilst you are on hospital leave to maintain your bed status.

You are allowed 52 days social leave per year. During this time you are still liable to pay the resident contribution and the Department of Health and Aged Care will continue to pay their contribution.

Leave that extends beyond this period will not be covered by the Department and you would be expected to cover the full cost if you wish to retain your place at the facility.

## Respite

We are able to provide respite accommodation if a bed is available.

Should a resident on respite be admitted to hospital, the Respite Agreement will cease on the day the resident is admitted to hospital, if the hospital stay is greater than one day.

## Valuables

You are encouraged not to keep large amounts of money in your room, only sufficient amounts to make independent purchases as required.

Trust Account funds are accessed through the administrative assistant who will keep a record of all money movements. The administrative assistant has access to a limited float, therefore if you require large amounts you are requested to give advance notice. All money handed to you by the administrative assistant is to be signed for by you, or your family member and counter signed by the administrative assistant.

On presentation of a receipt your family will be reimbursed for goods purchased on your behalf. A statement for the trust account is supplied each quarter.

## Confidentiality

Personal and medical records are confidential and are stored securely. Information is not disclosed to anyone who is not directly involved with your care without the prior consent of the resident/nominated representative concerned.

## Privacy

Every effort will be made to maintain your privacy and dignity. You will be addressed by your preferred name and staff will knock before entering your room. People not directly involved with treatment or personal care will not be present during treatment without your consent.

## Witnessing Documents

We realise at times that legal documents and papers may have to be signed by residents in Logan Lodge. It is the policy of Swan Hill District Health and Logan Lodge that staff do not witness documents or signatures.



## On Admission

When you first arrive, the Registered Nurse will make a time to discuss your care and social needs (you may have had an opportunity prior to admission). If your family members are the most appropriate people to discuss your needs with, we ask that they accompany you and spend some time with the staff member during this time to share that information with us.

At this meeting you are encouraged to ask any questions that you may have about the facility and how it operates.

A number of assessments are undertaken on admission from which we generate a specific care plan, which is regularly evaluated to ensure we are meeting your needs.

We encourage residents to bring their favourite belongings to the home, such as a doona, photographs and personal mementos, to personalize your room as soon as possible. Adjustable beds which meet OH&S requirements for our staff are provided by the home.

You will need to bring your Medicare, pension or entitlement cards, ambulance subscription and private health fund details if applicable. It is also advisable to bring information about your safety net number.

All current medications in original packaging should be brought in with you.

On admission all residents are asked to nominate a Funeral Director of their choice and explain any special wishes or requirements and provide a copy of any Advanced Care Directives you have to staff. This is then recorded in your file.

Wherever possible we encourage prospective residents and their families to make an appointment to inspect the home prior to coming to live at Logan Lodge. Staff will show you around the facility and answer any queries you have.

The home is responsible for providing a range of goods and services. These are outlined in the prescribed services schedule in the Resident Agreement.

All meals are cooked fresh on site and the menu planned by an Accredited Practicing Dietitian.

Residents and families are able to access a spacious, enclosed outdoor area with seating, gardens and barbecue facilities.

## LIVING HERE

### Hairdresser

The home has a hairdresser who visits regularly. If you wish to use this service, staff will arrange an appointment. Hairdressing is paid directly by the resident on the day they have the service or from their trust account. If you have your own hairdresser that will visit you here, please ask them to contact staff to facilitate visit times, use of the salon etc. They will also need to present a copy of their public liability insurance on their first visit.

### Activities & Outings:

On admission, each resident is asked about their interests, hobbies or social contacts. Everyone is free to participate in activities. Nursing staff also organise activities outside of the Leisure and Lifestyle staff hours as required.

Outings are regularly organised for morning or afternoon teas, luncheons, community functions and in-house activities by our Leisure and Lifestyle Staff.

A monthly calendar is developed by Leisure and Lifestyle staff and posted in each resident's room and a larger format in the foyer near the sign in book.



Activities and outings are based on each resident's assessed need and will be planned in conjunction with the resident or representative.

Regular activities are organised by the Leisure and Lifestyle Staff in the activity area. Special occasions such as birthdays and holidays are celebrated and everyone is encouraged to participate.

We encourage family and friends to participate in activities or take residents out as often as is wished. You will be asked to complete the "Resident Absence" sign out/in book which is kept at reception, when leaving and returning to the facility, so we know who is present in the facility at all times.



## Electrical Appliances

If you bring in electrical equipment such as radios, razors, lamps, clocks, etc. they need to be checked and labelled by the Engineering Department PRIOR to use. This is for safety reasons and compliance with our Policy. The hospital is unable to accept liability for any damage to these items (unless caused by staff).

Items can be bumped/knocked or otherwise damaged so you may consider insuring these items. Please be assured that at all times staff will take reasonable care of your belongings. Residents are requested to modify the volume on their personal televisions or radios, or use earphones (supplied by you).

## **FEES & TRUST ACCOUNTS**

### **Refundable Accommodation Deposits & Other Charges:**

Your daily fee is calculated by the Department of Human Services, based on your income. You will be advised of this amount directly by the Department. It can take up to two months for this information to be provided. In the meantime, Logan Lodge will direct debit you the Department approved daily amount.

Any overpayments will immediately be credited back to your account when the information is available.

Residents are encouraged to control their own finances. Accounts are sent to the person nominated by the resident. If assistance is required, the Director of Aged Care can advise about the Public Advocate division of the Guardianship Board.

The Aged Care Finance Officer has access to your financial information. This information is maintained separately from your care documents and the staff does not have access to this information.

### **Resident Trust Accounts**

You are encouraged to maintain control of your financial affairs whenever possible. To facilitate this, you may choose to open a Trust Account, operated and managed by a dedicated Residents Trust Officer at Swan Hill District Health.

### **Statements**

Regular Trust Account statements are provided to you and/or your nominated representative regarding transactions, your trust accounts are independently audited regularly.



## Medical Services

You are encouraged to retain your own family doctor after admission to Logan Lodge. A GP currently visits Logan Lodge regularly.

If you wish to continue to see a doctor who does not visit Logan Lodge you must attend the specified medical practitioner's clinic. Your representative is responsible for providing transport and is expected to meet all necessary costs.

## Pharmacy

You will be asked to nominate your pharmacy of choice on admission. Procedures are in place to obtain medication for residents from the local pharmacies.

Pharmaceutical costs are the responsibility of the resident and will be forwarded to the trust officer if money is held in trust for the resident or to the nominated person if the resident or family is managing financial affairs.

## PERSONAL CARE

### Medications

All medications are administered by a Registered Nurse or Medications Endorsed Enrolled Nurse and are kept in the top locked drawer of the bedside locker. Only these two nurses have the key to this drawer.

### Complimentary Medicine

The term complimentary medicine includes herbal medicines, homeopathy, nutritional therapy, aromatherapy and health food supplements.

All complementary health care products used in the facility must have an Aust L (Listed) or Aust R (Registered) designation. The number for such products is required to be clearly printed on the manufacturer's label to be obtained from the resident/carer at the time of entry.

Complimentary medicines should be kept in secure storage as with all other medicines in the facility.

## Other Services

- *Physiotherapy*
- *Speech Pathology*
- *Podiatry*
- *Occupational Therapy*
- *Dietetics*
- *Laundry*
- *Continence Nursing*
- *Aged Care Mental Health*

You may be referred to the Dietitian, Physiotherapist or Podiatrist for assessment on admission as required.

Referral is made to the Speech Pathologist and Occupational Therapist for assessment and follow-up if indicated. Other services such as Optometry, Chiropractors or Masseurs can be arranged for you by Logan Lodge staff but you or your relatives are responsible for transport arrangements and costs. You are encouraged to access complimentary therapies. Audiology services can be arranged by staff.

Dentistry can also be accessed through the hospital dentist or private dentists at your own expense.

Vision Australia provides equipment to assist you with visual impairment at your cost. We can access talking books, free of charge, from Vision Australia.



## PERSONAL CLOTHING & EFFECTS

### Laundry & Clothing

There is no charge for laundering of personal clothing. All personal clothes are washed on site.

It is recommended that jumpers/woollens are washed at home if possible. Logan Lodge offers a free labelling service, however residents can choose their own method of labelling if they wish.

As storage is limited within the home, we ask that arrangements be made with relatives or friends to store any clothing that is unlikely to be required.

Items of clothing are laundered frequently, thus undergo a high level of wear and tear. Please feel free to regularly check wardrobes for items that require replacing or mending. The Registered nurse may ask you to replace items of clothing from time to time: please feel free to discuss this with them.

You are encouraged to wear the clothing that you feel comfortable in.

To ensure that there is an adequate supply of clothing here on admission, it is preferred that clothing is dropped off at Logan Lodge or SHDH to be labelled prior to admission.



## Guide to Items Supplied By You

- *Slippers x 2 pairs*
- *Non-slip shoes x 2 pairs*
- *Underwear x 10 items  
(e.g. pants, singlets, petticoats)*
- *Sets of everyday easy fit clothing x6 (e.g. tracksuits)*
- *Socks and/or easy fit knee high stockings*
- *Easy fit/stretch fabric nighties and/or pyjamas*
- *Dressing gown x 1*
- *Cardigans x 3 or 4*
- *Costume jewellery*
- *Make up, if worn*
- *Wide brimmed sun hat*
- *Warm jacket*

**Note:** You can have your choice of toiletries brought in by your family if you wish. Basic products are provided.

## Meals

Meals are cooked in our kitchen by our chefs. We aim to provide a well-balanced diet which residents enjoy. The menu is discussed with residents at their meetings. A daily menu is displayed on the noticeboard in the dining area. Meals are served at the times stated below. These are supplemented with morning tea, afternoon tea and supper.

We are able to cater for everyone's likes and dislikes or special diets when required. You will be asked this information when you arrive. Whenever necessary, resident's dietary needs will be discussed and special advice can be sought from our dietician if necessary.

Residents' family members are able to dine at the facility. Charges for meals apply and information is available from reception; 24 hours' notice is required to allow the kitchen staff to prepare the requested meal/s.

Any food brought into the facility needs to be approved by the Nurse Unit Manager or Registered Nurse. Food brought in from outside cannot be stored in the facility's fridges. If the resident has a personal fridge in his/her room, food can be stored there but it must be clearly labelled and dated.

Family members are responsible for cleaning /maintenance of personal fridges.

Dry foods kept in Residents' rooms must be stored in airtight containers to prevent spoilage and potential for pests.

## Meal Times

- *Breakfast* 7.30am
- *Morning Tea* 9.30am
- *Lunch* 11.30am
- *Afternoon Tea* 1.30pm
- *Tea* 4.30pm
- *Supper* 6.00pm



## Visiting Hours

You are encouraged to view Logan Lodge as your own home. Visiting hours are not restricted, allowing twenty-four hour access for family and friends. For security reasons the external doors are locked between 5.30pm and 6.45am. Entry may be gained during these hours by ringing the white doorbell to alert staff, who will open doors to enable entry.

A sign in/out folder is situated in the entrance as you walk in. We request that you sign in and out as this allows us in an emergency to know who is in the building.

Our relaxed visiting hours will enable relatives and friends to visit at their convenience, the only restriction being the wellbeing of the residents.

You are free to invite friends or family to a meal and other social events within Logan Lodge (e.g. special occasions and family parties). Residents' families are responsible for any food for these special occasions. The kitchen is to be notified as soon as possible where extra meals are required and family members and visitors will be charged at cost plus GST.

## Library

The Swan Hill Rural City Library bus calls alternate weeks to provide books, magazines, cassettes and videos for residents use. Larger print books and talking books are available. A small permanent collection of library books are also available in the lounges.

## Church Service

A non-denominational church service is held each Tuesday in the Activity Room. It is organised by a committee of members from the local Churches.

We have regular visits from Uniting, Anglican and Catholic Church members and the Salvation Army for the spiritual support of the residents.

Friday mornings we have Catholic ladies conduct communion for the residents who would like to participate.

## Newspapers

The delivery of newspapers and magazines can be arranged through the local newsagents. Contact Administration to arrange delivery.

The Accounts are sent to your nominated advocate each month.

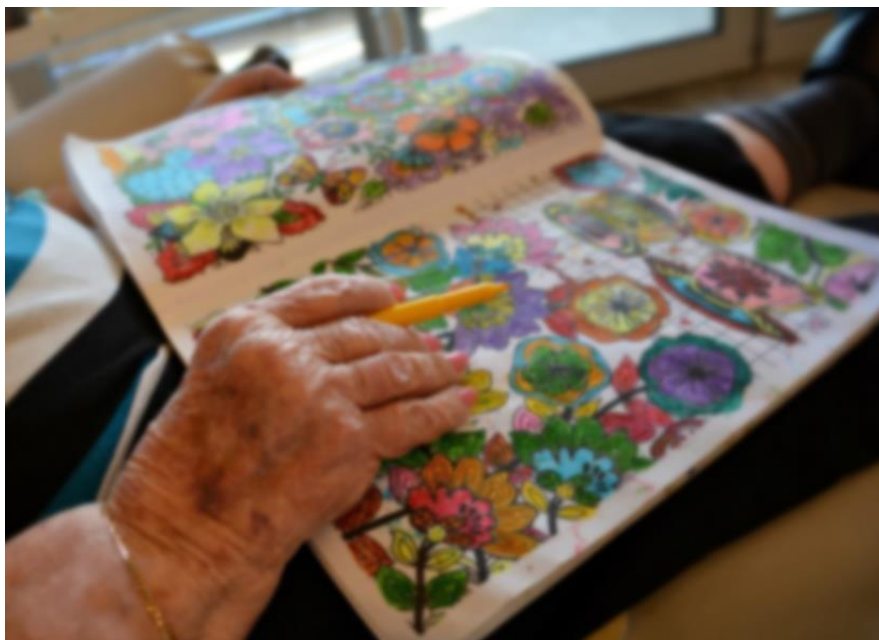
## Telephone

There is access to telephone services and you are responsible for all telephone charges. All phones have incoming call access. Mobile phones are allowed once tagged and tested by our electrician.

## Resident & Family Meetings

You, your family and friends are encouraged to attend Residents and Friends Meetings, which are held on the 3rd Wednesday of each month.

The Residents and Friends Meeting is an opportunity for residents and families to participate in life at Logan Lodge and decision making in relation to services provided and offered, e.g. offering input into the residents menu or commenting on any concerns, complaints or suggestions. Families can have a copy of the newsletter which includes the minutes emailed to them each month, or they can pick up a copy from the table at the front door where the residents leave book is located.



## Smoking & Alcohol

Logan Lodge is a non-smoking facility. If you wish to smoke we have protected smoking areas outside the building which residents can use. Residents are permitted to drink alcohol (at own cost) providing this is not contra-indicated by their condition or medications that have been prescribed.

## Fire & Emergency

The facility has a state of the art fire protection system. Alarms, automatic sprinklers and fire/smoke doors ensure any fire is contained and extinguished. All staff are trained annually in handling fire and other emergencies, including evacuations. If you hear the fire alarm, you should stay calm and remain where you are. If the situation requires you to move to another area you will be directed and assisted by care staff.

## Compliments, Suggestions & Complaints

We welcome all compliments, suggestions and complaints.

You are also encouraged to express your opinion through resident surveys, questionnaires, feedback forms and resident monthly meetings.

These forms can be placed in the locked suggestion boxes located in the foyer and the main dining room. Comments and complaints, regarding all aspects of the service, provide a positive contribution to assist management toward achieving and maintaining the practice of continuous improvement.

Comments and complaints will be recorded in a register. All concerns are followed through until an effective resolution is achieved. Residents and/or representatives will receive feedback from all levels of the comments and complaint process.

**We endeavour to meet your assessed needs and preferences, respect your choices and decisions, and encourage you to maintain your independence.**





## Where Do I Go For Help?

Ask to speak to the senior staff member on duty should you have a concern.

The Director of Nursing Aged Care can be contacted during office hours.

All concerns are treated as confidential and if not resolved at unit level, assistance will be provided for referral to Senior Management.

If it is felt that your concern has not been addressed satisfactorily, contact:

- SHDH Quality & Risk Department      5033 9317
- SHDH Quality & Risk Department      Email: [feedback@shdh.org.au](mailto:feedback@shdh.org.au)
- Aged Care Quality & Safety Commission 1800 951 822  
Email: [agedcarequality.gov.au](mailto:agedcarequality.gov.au)
- National Elder Rights Advocacy Line      1800 700 600

Brochures are available at reception and also included with your admission pack.

## Keys & Security

Each resident can be issued with a bedroom key if requested. Lost keys are to be replaced at the resident's/visitors expense.

All external doors have a coded lock for exit and security for residents.

For security reasons the external doors are locked between 5.30pm and 6.45am. Entry may be gained during these hours by ringing the white doorbell to alert staff, who will open doors to enable entry.



## RIGHTS & RESPONSIBILITIES

The Charter of Resident's Rights and Responsibilities is located in the foyer above the sign in book and also on the wall near the Dining Area and is referred to in your Resident Agreement form.

A copy will be given to you and is permanently on display in the home.

### Each Resident Has The Right:

- To full and effective use of his or her personal, civil, legal and consumer rights to quality care which is appropriate to his or her needs
- To full information about their own state of health and available treatments
- To be treated with dignity and respect, and to live without exploitation, abuse or neglect and to personal privacy
- To live without discrimination or victimisation and without being obliged to feel grateful to those providing care and accommodation
- To live in a safe, secure and home-like environment, and to move freely both within and outside the residential care service without undue restriction to have his or her personal preferences taken into account
- To continue his or her cultural and religious practices and to retain the language of his or her choice, without discrimination
- To be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect
- To select and maintain social and personal relationships with any other person without fear, criticism or restriction
- To freedom of speech
- To maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions and choices, even though some actions may involve an element of risk which the resident has the right to accept and that should then not be used to prevent or restrict those actions
- To maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions

- To be involved in the activities, associations and friendships of his or her own choice, both within and outside the residential care service
- To have access to services and activities which are available generally in the community
- To be consulted on, and to choose to have input into, decisions about the living arrangement of the residential care service
- To have access to information about his or her rights, care, accommodation, and any other information which relates to him or her personally to complain and to take action to resolve disputes
- To have access to advocates and other avenues of redress
- To be free from reprisal, or well-founded fear of reprisal in any form for taking action to enforce his or her rights

## **Each Resident of a Residential Aged Care Service has the Responsibility**

- To respect the rights and needs of other people within the residential care service and to respect the needs of the residential care service community as a whole
- To respect the rights of staff and the proprietor to work in an environment which is free from harassment
- To care for his or her own health and well-being, as far as he or she is capable
- To inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and his or her current state of health

Reprisal in any form shall not be made against any resident who takes action to enforce his or her rights.



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