

# JACARANDA LODGE INFORMATION BOOKLET



**Swan Hill**  
District Health  
Connected Care. Best Experience.

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## Our Vision is...

**CONNECTED CARE. BEST EXPERIENCE.**

## Our Values are...

**INCLUSIVE** – We provide an experience that welcomes and values everyone.

**COMPASSIONATE** – We respond to our people with understanding, empathy and kindness.

**PROGRESSIVE** – We continue to strive for the best experience outcomes.

**ACCOUNTABLE** – We personally commit to taking responsibility for all of our decisions and actions.

## 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 resident's 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 see 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 a total of 30 beds, made up of 21 single rooms with ensuites, 3 single rooms with shared ensuites and 3 shared double rooms with shared ensuites. There is a communal dining area for consumers with a kitchenette, a large community lounge area and 3 smaller lounge areas and laundry facilities, all of which are available for you and your family.

Within the facility there is an internal courtyard with raised garden beds and picturesque outdoor areas, including a BBQ facility to provide a pleasurable social experience for you, your family and friends.

Jacaranda Lodge is located 27km from Swan Hill, at Nyah West. Families will find the rural setting ensures a tranquil, home-like environment with beautiful gardens.



## 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.

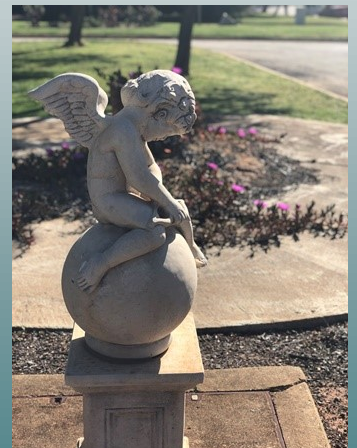
Relatives or representatives should notify our office when they change their address or telephone number/s.

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.

### 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.



## Prior to your arrival Cont...

### 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.

### 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 Jacaranda Lodge. It is the policy of Swan Hill District Health and Jacaranda 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 personalise 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 Advance 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 Jacaranda 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 and Trust Account

### Refundable Accommodation Deposits & Other Charges:

Your daily fee is calculated by Services Australia, 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, Jacaranda 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 Resident Trust 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 Jacaranda Lodge. A GP currently visits Jacaranda Lodge regularly.

If you wish to continue to see a doctor who does not visit Jacaranda 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.

## Complementary Medicine

The term complementary medicine includes herbal medicines, homeopathy, nutritional therapy, and 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

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 Jacaranda Lodge staff but you or your relatives are responsible for transport arrangements and costs.

You are encouraged to access complementary 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.

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

## Personal Clothing and 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. Jacaranda 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 Jacaranda 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.

### Meal Times

◆	<i>Breakfast</i>	<i>8.00am</i>
◆	<i>Morning Tea</i>	<i>10.00am</i>
◆	<i>Lunch</i>	<i>12.00am</i>
◆	<i>Afternoon Tea</i>	<i>1.30pm</i>
◆	<i>Tea</i>	<i>5.00pm</i>
◆	<i>Supper</i>	<i>7.00pm</i>

## Other Information

### 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.

### Visiting Hours

You are encouraged to view Jacaranda 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 Jacaranda 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 and other resources for residents use. Larger print books and talking books are available. A small permanent collection of library books are also available in the lounges.



## Other Information

### 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.

### Newspapers

The delivery of newspapers and magazines can be arranged through the local Nyah West IGA. 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 Gatherings

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

The Residents and Friends Gathering is an opportunity for residents and families to participate in life at Jacaranda 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

Jacaranda 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.



## Other Information Cont...

### 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:

- Email: [feedback@shdh.org.au](mailto:feedback@shdh.org.au)
- SHDH Quality, Experience & Safety Department    5033 9427
- Aged Care Quality & Safety Commission            1800 951 822
- Email: [agedcarequality.gov.au](mailto:agedcarequality.gov.au)
- National Elder Rights Advocacy Line                1800 700 600

Feedback Forms 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 doorbell to alert staff, who will open doors to enable entry

## Rights and 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.

### Each Resident Has The Right to:

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

Everybody involved in the delivery of your care must respect your rights.

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

- Treat others with respect.
- Respect the rights of staff to work in a safe environment.
- Assist your provider by giving relevant information.
- Pay agreed fees on time.

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



**FOR MORE INFORMATION CONTACT:**

**5 Monash Avenue**

**Nyah West, 3595**

**PH: 03 5033 9400**

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

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