

Murravale Retirement Home Ltd

THE CONSUMER HANDBOOK



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The Consumer Handbook

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WELCOME

Welcome to Murravale Retirement Home Ltd (Murravale) where we make a commitment to create a homelike atmosphere for Consumers.

Our dedicated staff have a holistic approach to care, focusing on the continuation of quality of life through individual assessments, care plans and lifestyle programs. Murravale is a residence for older people who are unable to remain in their own home and require some assistance with daily living.

Each individual Consumer unit has been designed to maintain consumer independence and privacy and has a combined bedroom/sitting room with ensuite bathroom.

The Board of Management are the Executive Committee of Murravale, their role is to provide governance and ensure that quality practices are in place and adhered to. It is the role of the Management Team to continuously review policies and procedures to ensure best practice, guaranteeing best possible outcomes for the Consumer.

Vision

Murravale is a community owned and supported facility and our vision is to provide our community with high-quality, affordable and flexible 'Aged Care' services and activities in our community.

Mission

To offer our Consumers a range of care options of the highest standard. Our mission is designed to maintain and nurture their dignity, health, happiness and participation in the community.

Values

Murravale embraces the following values as central to our work:

- Respect for the dignity and human rights of all our Consumers.
- Listening and responding to our Consumer needs and consulting them on all major decisions which will affect Consumer quality of life.
- Service delivery standards that meet or exceed industry best practice.
- Sustainable and equitable working conditions for our Staff and Volunteers.
- Accountable service to our clients and the community.
- Building of teamwork to ensure that these values are developed over time and are used to guide all our work.

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SECTION ONE: INFORMATION PRIOR TO ADMISSION

The Residence and Location

Murravale aims to provide a homelike, safe and supportive environment. Each individual unit and the shared areas have been planned to support your lifestyle.

Originally formed as a community based organisation in 1977, Murravale Retirement Home Ltd has grown since that time from 6 self-care units to its current 25 room capacity.

Murravale is located at 6-10 Haydon Street, Murrurundi. Local shops, post office, pharmacy, railway station, churches and clubs are close by.

Murravale currently has 25 single units with ensuites.

Share facilities at Murravale include:

- Dining Room
- Courtyard Dining
- Outdoor Garden
- Lounge Room
- Visitor's Toilet
- Pergola BBQ Area
- Kitchenette
- Activity/Craft/Meeting Area

An Overview of Services Available

Staff will assist, depending on your individual needs.

Services include:

- Three meals each day. Meals can be taken in the dining room or in Consumer's own room. Consumers with special diets are catered for.
- Seasonal monthly menus, which are guided by Consumer choice and feedback.
- Room cleaning.
- Assistance with showering, bathing, dressing and personal care.
- Ongoing treatment for health problems.
- 24 hour call button in each unit.
- Specialised nursing care.
- A Care Plan developed in consultation with the Registered Nurse and reviewed every 3 months.

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- Activity Program.
- Assistance to organise transport for dentist, optometrist and other specialist appointments.
- Kitchenette for Consumer and family members to access.
- Laundry facilities.
- Outdoor sitting area.
- Established garden facilities.
- Library.

Consumer participation in the daily running of the home will be appreciated and valued.

The Board of Governance

Board members are elected annually in November at the Annual General Meeting. Each Board Member brings qualifications, skills and expertise relevant to aged care governance and/or financial management to the organisation. These positions are voluntary.

The current Chairperson is Rodney Swansborough. Rodney can be contacted by calling Murravale, who will provide you with direct contact details.

The Staff

The Management Team at Murravale consists of:

General ManagerJo Bailey
Operations ManagerDi Van Balen

The Management Team's combined expertise and knowledge in nursing, aged care and management provide Murravale Consumers with the best quality service and care. They supervise the work of all staff working at Murravale.

Care and Services are provided by a range of trained and skilled staff, who have experience in aged care. Staff include:

- Care Service Employees, who provide assistance with personal and clinical care and any other needs Consumers may have.
- Catering Staff.
- Laundry/Cleaning Staff.
- Maintenance/Gardener.
- Activities Officer.
- Registered Nurse.

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Staff monthly meetings provide opportunity for staff to address and implement continuous improvement of services and facilities at Murravale.

Your Admission and Care Plan Development

Prior to admission, an Aged Care Assessment Team (ACAT) must assess all potential Consumers to see that the level of care we can provide will meet the Consumer's requirements. Priority of admission is determined by level of urgency. A copy of a new Consumer's ACAT assessment will be required before admission.

We realise that the decision to come into Residential Care is not an easy one. All staff will endeavour to make a Consumer's transition as easy as possible.

The Operations Manager or the Registered Nurse will be available to talk to Consumers and their representatives, if they wish, at the time of admission.

Upon admission, the Registered Nurse will discuss your needs with you and your representatives (if you wish) and a Care Plan will be developed within the first few weeks following admission. A Care Plan identifies specific needs that inform staff and enable them to provide the best level of care. Care Plans are reviewed every three months and modifications made with input from the Consumer and their representatives.

Accommodation Charges and Fees

Fees and charges in relation to residential aged care can be complex and are best explained in person. Our management team will make themselves available to go through all the information pertaining to this and answer all your questions.

Payments are preferred by direct debit from bank, credit union or Centrelink for security reasons, and further information or assistance to set this system up is available from the Manager.

Setting Up Your Room

Consumers are welcome to set up their room as they wish with personal items such as bedside table, chairs pictures and ornaments. Space for aids and equipment should be considered when setting out the room. Each room has an electric bed and a built-in wardrobe.

Consumers are welcome to bring a small fridge, however electrical cords will need to be tagged in line with our Work Health and Safety Policy.

Telephone

Consumers are welcome to have a landline connected to their room. This will need to be organized by Telstra and paid for by the Consumer.

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A phone in the main office is available for incoming calls. Should you need to contact family or friends please ask staff.

Mail/Newspapers

Incoming mail is delivered to Consumers. Outgoing mail may be left at the office for posting. Arrangements can be made for you to receive your own papers and magazines; the newsagent will issue a monthly account directly to the Consumer.

Safe Keeping of Valuables

Room keys and private locked drawer keys remain the property of the facility. **Please do not duplicate or give keys to anyone else.** If keys are lost, please notify staff so that a replacement may be made.

Spare room keys are in the key safe and only available from the Operations Manager.

We encourage Consumers to insure any personal valuables and contents.

Clothing

All clothing should be clearly marked with Consumer name. Printed name labels can be ordered and purchased at Farram's – Kelly Street Scone 6545 1856.

Clothing is laundered on site on a regular basis. Murravale makes every effort to follow the laundry instructions on all individual items of Consumer clothing.

Relatives and friends are asked to make arrangements for items that need to be dry-cleaned or are not suitable for ordinary washing. The dry-cleaning agency in Murrurundi is Murrurundi Pharmacy.

Whilst in Hospital, families may arrange for laundry to continue to be done at Murravale.

Making Visitors Welcome

Visitors are encouraged to visit at any time.

For security reasons visitors are asked to only enter the facility through the front door and to sign the Visitors Sign In/Out Register. This is to assist us in the event of an emergency.

- In special cases a fold up bed can be arranged for a relative to stay overnight.
- The Consumer's wishes as to who visits them must be adhered to.
- Visitors must not enter an unoccupied Consumer's room.

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- Please notify the staff before taking a Consumer out of the facility (Sign Consumer's Sign In/Out Register)– this is in case of an emergency.
- Visitors are more than welcome to share a meal with you.

Visiting Pets

Visiting pets are welcome. Murravale does have a Consumer cat 'Trevor'. We also have a dog 'Marcus' who resides with one of the Consumers, however he roams freely and visits all. Please check at the front desk before entering with your pet.

Pergola/BBQ Area

Consumers and their families are welcome to use the BBQ facilities at any time. Please advise staff if you are intending on using the facilities so we can reserve the area for you and your family.

Information Handling Policy

All information gained from the Consumer on admission and subsequently as a Consumer of Murravale will remain confidential. Information relating to background, family and health and medical conditions will be used by this facility solely for the Registered Nurse in liaison with the GP and other health professionals. This will enable the development of a tailored Care Plan.

All such information is stored in your care folder, located in a locked cupboard in the Facility. If you wish to access your own care folder please speak to the Care Coordinator. *This policy is strictly adhered to by all Board Members and Staff and is in keeping with the requirements of the Federal Privacy Act introduced in December 2001.*

Any further questions should be referred to the Operational Manager or Registered Nurse.

Privacy

We ask that Consumers and their visitors respect the privacy of other Consumers and do not enter a Consumer's room without their permission.

SECTION TWO: SERVICES PROVIDED

Nursing Care Plans and Personal Care

Murravale is staffed 24 hours a day with access to a registered nurse. Care is delivered commensurate with Consumer's individual needs and preferences. More information can be obtained by speaking with Management.

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After admission the Registered Nurse will work with the Consumer to develop a Care Plan. The Care Plan identifies the individual needs of the Consumer which will inform the way in which the Care Service Staff can assist the Consumer. Care Plans are reviewed regularly to reflect a Consumer's ongoing needs.

The information provided in the Consumer's Lifestyle Assessment will be compiled by the Activities Officer and used to tailor appropriate activities for the Consumer.

Health Services

On admission, you will be asked your choice of preferred Doctor to attend to your health needs whilst you are at Murravale.

The Doctor in Murrurundi is Dr Luqman Nasar, who attends Murravale weekly or on request.

Please note that in an emergency situation the Consumer will be transferred to hospital by ambulance.

Medications

To ensure that Consumers receive correct medications Murravale has introduced the Webster Pack System for all Consumers. Murrurundi Pharmacy supplies medication for this system and places the medications into the Webster Packs.

An account system is the easiest method to pay for medications and other non-prescription items, which the Consumer orders: Tuesday is the day the order is sent to the chemist for all items – a staff member will come and ask Consumers what they require.

Murravale provide toiletries such as deodorant, shampoo, toothpaste, toothbrushes and moisturizer in line with the prescribed services under the Aged Care Act.

Mobility Aids

Equipment including, but not limited to wheelchairs and walking frames will be provided to assist Consumers with mobility. Consumers are encouraged to bring any mobility aids they may be using prior to admission, with them to the home.

Meals and Menus

Meals are prepared at Murravale and are served in the main dining room at the following times:

Breakfast	7.30 to 9.00am
Lunch	12.00 to 1pm
Tea	5.30 to 6.30pm

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Consumers are welcome to attend the dining room from these times if they wish. Morning tea is served at 10am wherever the Consumer wishes, afternoon tea at 2.30pm wherever the Consumer wishes and supper at 8pm wherever the Consumer wishes.

Meals will be served in Consumer rooms, if that is preferred.

Should Consumers require a hot or cold drink staff are happy to assist. If a Consumer wishes to entertain their visitors they are welcome to utilize the kitchenette facilities located in the activities room. Tea and coffee provisions are provided.

Murravale has four-week rotating menus, which change to suit the seasons. Consumers are requested to give input when new menus are formulated. All menus are checked to be nutritionally sound. Fruit is available on request.

All food storage, handling and preparation is carried out by staff with strict adherence to related Federal and State legislation and guidelines.

Additional Services: User Pays

Local Food Outlets

Chinese @ Murrurundi Bowling Club 65466532
BP Murrurundi Road House 6546 6444
Life Of Pie 5512 9605
The White Hart Hotel 6546 6242
The Royal Hotel 6546 6036 (will deliver)
The Railway Hotel 6546 6220
Dooleys Grocery Shop & Café 6546 6105
Nelliebelles 6546 6860
Foxs Milk Bar 0417 204 391
Big Brown Dog Kiosk 6546 6767

Other Therapies

Massage in Murrurundi 0413 711 287
Murrurundi Hair & Beauty Salon 0421 647 462
Just Debs Hair Salon 6546 6799
Haydanton Hair 6546 6755
Be Chic Hairdresser 0427 452 513

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Room Cleaning

Rooms are cleaned weekly and as required.

Night Time Attention

Two staff are rostered for night shift and all Consumers are regularly checked throughout the night. Consumers are encouraged to use their buzzers if they require assistance during the night.

Keeping You Informed of Changes

The Management Team will keep Consumers informed of any changes that may impact their routine and environment as part of our Continuous Improvement Program. Consumer meetings are held regularly and relatives are welcome to participate. The quarterly newsletter will advise meeting dates/times. Management has an open door policy and encourages both Consumer and family to discuss concerns should they arise.

Activities and Mixing with The Local Community

Murravale has an Activities Coordinator who runs a regular activity program with a variety of activities and trips to interest all. Consumers are encouraged to participate in activities if they wish.

Monthly outings may attract a small fee to cover transport and meal costs.

Murravale encourages Consumers to maintain their community links by continuing to attend meetings and club activities. Consumers may be required to meet transport costs to and from.

List of Activities and Services

- Outings/BBQs
- Hairdresser
- Religious services - weekly
- Crafts
- Entertainers
- Visits to/from local schools
- Library
- Videos
- Bingo
- Exercise Program

Suggestions for additional activities are welcome.

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Emotional Support

If at any time Consumers would like to access the services of a counselor this can be arranged. Please notify the Registered Nurse or Operational Manager.

Visiting Clergy and Church Services

Regular Church services at Murravale include:

Anglican – Every Monday @ 10am

Catholic – 3rd Wednesday @ 10am

Visiting clergy include Ministers from the Anglican and Catholic Churches. The Registered Nurse or Operational Manager can facilitate this.

SECTION 3 - SAFETY FOR YOURSELF AND OTHERS

We strive to ensure that you always feel safe and secure at Murravale. Please assist us by taking special notice of the following safety points.

Leaving the Premises

Please do not leave the facility without first notifying the staff. This is for safety reasons in case an emergency should arise.

Fire/Emergency/Evacuation

A combination fire drill and emergency drill is held once every 6 months. Behind the door of each Consumers room there is a notice that explains what you need to do when the alarm bell rings. Consumers are requested to have a working torch at all times.

All visitors must sign the visitor's book in the main entrance as they enter and leave the facility.

Your ability to evacuate the building will be discussed with you at admission, and reassessed frequently, so that staff and emergency services are aware of those needing evacuation assistance.

If you have any questions, please ask the Manager or one of the staff.

Smoking

Murravale has a Non-Smoking Policy. There is no smoking inside the building or in Consumer rooms.

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Mechanical Lifters

Consumers will be assessed on admission as to their individual need for assistance with mobility and transfers.

In accordance with the Workplace Health and Safety Act 2011, mechanical lifting aids may be required to be used.

Electrical Cords/Power Boards

All electrical cords are to be tested and labeled by an accredited tester prior to admission to the facility and then are tested according to the Workplace Health and Safety Act 2011 by the Facility's accredited tester.

Consumers are asked **NOT** to use double adapters in their rooms – power boards are mandatory.

SECTION 4: OTHER INFORMATION

Transport

We ask that family members be available to take Consumers to appointments. If family are unable to transport Consumers, we can assist them to make alternative arrangements.

Podiatrist

The podiatrist, Margaret Penman, visits our facility every six weeks.

Consumers can make appointments with an alternative podiatrist if they wish. Please ask the Registered Nurse or Care Services Staff if you require assistance with this.

Staff will regularly cut fingernails and toenails. They are not permitted to cut fingernails and toenails of diabetics and nails that may require medical attention.

Hairdresser

Onsite hair dressing is made available through Hair by Penny, who visits Murravale the first Tuesday of each month. Appointments are made on the day.

Alternatively, arrangements can be made to have hair done locally. Consumer are asked to make their own appointments with the local Salons, should you need help with this staff are happy to assist. Business names and numbers are listed under Additional Services on page 11.

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Voting

An in-house polling booth or postal voting is usually arranged for elections. You may choose to visit a local polling booth. Consumers should notify the election office of change of address details.

Gratuities

Staff are not permitted to accept gifts.

Formal donations should be done in consultation with Consumer's family and/or legal advisor.

Fundraising Events

Fundraising events are organized each year by the Activities Officer in liaison with staff. Murravale is a registered charity, our fundraising activities allow us to provide continuous improvement to the Murravale building/equipment and Consumer lifestyle. Participation in fundraising events is greatly appreciated. Prior notice of each fundraising event is provided through our newsletter.

SECTION 5 - CONTINUOUS IMPROVEMENT

Comments, Compliments and Concerns

Consumers who have something to suggest or a concern to raise are encouraged to complete one of our forms. We are genuinely committed to improving the services we deliver, and Consumer feedback is a valuable tool in helping us to get it right.

The following procedure should be followed by a Consumer or their representative:

- Complete Comments, Compliments & Concerns form (copies located in foyer or newsletter)
- Urgent issues should be brought to the attention of the Operations Manager immediately
- If the issue is regarding the Operations Manager a written complaint must be sent to the Chairperson of the Board
- If the Chairperson is unable to resolve the issue it will be passed to the Grievance Committee for resolution
- It is expected that both parties will accept the decision.

However, it should be remembered that there are various other avenues of redress open to both parties. You may contact the **Aged Care Complaints Scheme** by **phoning 1800 550 552**.

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Information regarding contact details for other organizations may be found in the 'I have a concern' brochure and other information supplied by the Department of Social Services located in the front foyer.

Consumer Meetings

Consumer meetings are held monthly in the activities room, all are encouraged and welcome to attend. This allows a confidential forum to discuss and air views.

The meetings are currently facilitated by a community member.

Various surveys are conducted throughout the year for Consumers to express opinions and provide personalized feedback in relation to their experience at Murravale.

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SECTION 6 – CHARTER OF AGED CARE RIGHTS



Australian Government
Department of Health



Australian Government
Aged Care Quality and Safety Commission

Charter of Aged Care Rights

I have the right to:

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

Consumer

Provider

Consumer (or authorised person)'s signature (if choosing to sign)

Signature and full name of provider's staff member

Full name of consumer

Name of provider

Full name of authorised person (if applicable)

Date on which the consumer was given a copy of the Charter

Date on which the consumer (or authorised person) was given the opportunity to sign the Charter

Charter of Aged Care Rights takes effect from 1 July 2019

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Charter of Aged Care Rights

Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.