

BUCKLAND HOUSE NURSING HOME

Resident's Handbook



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Welcome

We take great pleasure in welcoming you to Buckland House, where we aim to provide the highest level of support and care for you. We will do our utmost to ensure you feel safe and secure here, help you to settle in quickly and make new friends.

Please take the time to read this handbook, as it serves as a handy reference during your time with us, and will help you settle in.

Please let us know if you have any questions.

About us

Buckland House Nursing Home was officially opened in 1997. Our home has recently been refurbished and offers care for 24 residents in a home like environment.

We pride ourselves in always putting the needs of our residents first. Our focus is to provide person centered care of the highest quality. We respect each resident for who they are as a person. We are confident you will experience for yourself how a planned approach to person-centred care, developed and delivered by our qualified nursing staff.

We understand that moving into a Nursing Home can be a difficult time for you and your family. We encourage your family and friends to actively participate in your care and in the many activities that we provide here at Buckland House.

Buckland House is connected to Mansfield District Hospital. Being closely connected to the hospital enables us to access 24 hr emergency care.



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Our Mission, Vision and Values



Mission

We deliver healthcare locally for our rural communities. We lead and advocate for the healthcare needs of the people of Mansfield and surrounding communities. In addition to providing safe and clinical best practice care, we focus on health promotion and preventative care to deliver the best possible outcomes for our consumers.

Together, our vision and mission will guide the focus of our work over the next five years.

Vision

Healthy Communities, Trusted Healthcare

Values

Our values align with the Great Care framework and shape the way we deliver care and the way we work together as a united and cohesive Health Service.

Quality statement

Great Care is our model of care based on enhancing the consumer experience at the point of care. It touches on every aspect of our health service, from the way we treat and care for our consumers to the way we recognise the contribution of our staff in the delivery of care. Great Care sits alongside our continuous commitment to providing clinical best practice and evidence-based care.

Accreditation

Buckland House receives funding from the Commonwealth Government, to be eligible to receive funding from the government we must be accredited by the Australian Aged Care Quality and Safety Commission. The Commission sends auditors to measure and review our work and our processes. They assess whether we meet the laws and standards set for aged care providers. They also assess whether we have a quality improvement program in place.

As part of the accreditation review, a number of residents are asked to talk about our services or complete a survey. Please provide honest answers so that we know how well we are achieving our goals and how to improve our services.

Special staff

At Buckland House our staff are our greatest asset. We are very proud of our people, we only recruit staff who can communicate and work effectively with aged care residents. Nurses and support staff meet the psychological, physical and social needs of our residents with empathy, understanding and respect.

To ensure we attract the best staff, Buckland House offers its employees excellent work conditions, a friendly and supportive team environment, family friendly and flexible hours and opportunities for career development.



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Privacy

Personal information

We are required to hold personal information about you that is correct, complete and up-to-date. Please notify us as soon as possible of changes to your personal information. You can view your information at any time to check that it is correct.

We securely store your personal information in paper records and on computer. We will do everything we can to protect your personal information from misuse, loss or wrongful access. We will also destroy any personal information about you that we no longer require. Usually this will occur seven years after its last use.

Confidentiality

We treat all personal information as confidential and private. We will protect your personal information and your privacy. We follow the laws about privacy and confidentiality under the Privacy Act 1988 and the guidelines in the Australian Privacy Principles.

Collection of sensitive information

We only collect information that we need to manage your care.

Use and disclosure

We will only use your information, or provide your information to other parties, for purposes relevant to managing your health and care. We will not use or disclose your information for other purposes without your consent.

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Admissions to Buckland House

Pre-admission requirements

We require a current approval for admission to a residential aged care issued by the Aged Care Assessment Team (ACAT) before you can be offered a room.

You will also be asked to complete an asset and income assessment provided by The Department of Human Services or the Department of Veterans Affairs.

Admission requirements

When you move in to our home please provide the following:

- Pension Card
- Medicare Card
- Veterans Affairs Card (if applicable)
- List of your current medications
- Diabetic Card (if applicable)
- Private Health Insurance details (if a member)
- Pharmacy Safety Net Card
- Direct Debit Form
- Signed Resident Agreement

If you do not receive a social security pension or private health insurance, please tell us how you would like to pay for ambulance and hospital care.

Accommodation

We provide single rooms with ensuites and shared rooms with ensuites.

We review your social, medical, and individual needs by talking to you and your family and by reading your medical and admission papers, so you receive a room that best suits your needs.



In the event that your nursing and care needs change, it may be necessary to move you to another more suitable room. The move will only take place after talking to you or your representative.

Toiletries

Basic toiletries and continence aids are provided. Residents can choose to bring in personal items and toiletries as they desire.

Television, radio and other electricals

We provide televisions in common areas and in your room. If you wish to bring your own television you need to discuss this with the Unit Manager to ensure the television is appropriate and if it can be mounted safely.

We will assess all electrical items, such as televisions, DVD players, laptops and radios, shortly after your arrival to make sure they are safe. If we believe electrical items you bring into the Nursing Home pose a risk to residents or staff we will test them prior to being used. We tag and test electrical items every year. Power boards should have circuit breakers.

So you don't disturb other residents, your personal radios and televisions must be used with earphones.

We do not accept any responsibility for loss or damage to your electrical items.

Recognising staff

Members of staff wear uniforms so they can be easily recognised. There are different uniforms for different roles including Nursing staff, kitchen staff, cleaning staff etc. Name badges are worn to assist you with getting to know our staff.

Resident care plans and family conferences

By consulting with you or your representative, we prepare a care plan to help manage your health and wellbeing. The plan helps you make choices about the best therapies and lifestyle programs for you. The plan is reviewed as your condition or needs change.

The Nurse Unit Manager ensures that resident and relative meetings are held regularly. These meetings allow you to comment on your life in Buckland House and on areas that may need improving. This helps us learn how we can improve our services to you.

Safety and risk-taking

Residents have the right to take part in activities that may involve risk. It is part of our duty of care to do a formal risk assessment of the activity. We will discuss the possible risks with you or your person responsible, and your decision to take part in the activity will be respected.

Advance Care Planning

We will discuss your end of life decisions with you. If you are (or become) unable to talk about these decisions, we may discuss your wishes with the person you have nominated.

Funeral arrangements

In order to meet your wishes, we will need to know any arrangements you have made and how you want to be treated on the event of your death.

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Power of Attorney

We strongly advise that all residents arrange an Enduring Power of Attorney. It makes it easier for your family or representative to help you if you are no longer able to manage your own affairs.

Clothing

Labelling

It is important to make sure all clothing and personal items, such as eyeglasses, dentures and hearing aids are clearly labelled with your name. We cannot take responsibility for the loss of clothing or other items if they are not adequately labelled.

Buckland House provides a free labelling service for clothing; however, labels may not be available on admission so please mark all clothing with permanent marker prior to admission.



Laundering

We cannot accept responsibility for garments damaged during washing. We recommend you bring clothing that can be laundered in commercial washing machines. To avoid shrinkage of garments, we recommend garments made of synthetic material, for example, polyester/cotton mix or acrylics, instead of pure wool or cotton.

Please don't send pure wool garments or items of sentimental value to the laundry as they cannot be given individual attention they require and may be damaged.

Items such as pure wool/alpaca/possum garments, doonas, doona covers and personal bedding such as quilts and individual blankets are the responsibility of the resident's family.

Repairs

We do not offer a mending or repair service at Buckland House. You, or your relatives, are required to mend or repair your clothing or personal belongings if they are damaged.

Safety

Fire and other emergency procedures

All staff members are trained in fire safety, use of fire equipment and evacuation procedures. We hold fire drills regularly.

In the event of a fire or other emergency, please follow the directions of the Nurse Unit Manager, Registered Nurse, Fire Wardens and any police or emergency services support. Emergency exit plans are available at all key locations. Please make sure you familiarise yourself with the fire safety program and location of exits.

Precautions

There are safety signs displayed in Buckland House to help you to identify and avoid hazards and risks. Please take notice of all safety signs, for instance, wet floor signs, and take note of where the exit signs are located.

Due to the risk of fire and scalding, we do not allow the use of hot water bottles, microwave heat packs or electric blankets.

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Available services



Physiotherapy

Physiotherapy is available to residents and when referred by a doctor.

Allied Health Services

- Speech Pathology
- Occupational Therapy
- Dietician
- Podiatry

Medications

If you need any form of medication, we have a preferred pharmacist who will make sure your medication is correctly dispensed in accordance with Buckland House's safety policies and governing laws. Please speak with the Nurse Unit Manager about your options and the process of purchasing your medication. Please note that you are required to pay your own pharmacy account.

Please give all the medications you bring with you to the Registered Nurse on admission. The nurse will ensure they are properly stored.

If you administer your own medications or need to change your medications, please consult with the Registered Nurse. A medication self-administration safety assessment will be undertaken to ensure that your medication will be administered as safely as possible. If, for any reason, you do not wish to take your prescribed medication, please discuss the matter with us, so we can inform the doctor.

Medical specialists

Your visiting doctor may refer you to a medical specialist for consultation from time to time. It may be necessary for a family member or friend to accompany you to outside appointments. Staff can arrange transport to specialised appointments when appropriate.

Medical care

You are entitled to medical care provided by the doctor of your choice. However, if your doctor is not available the on call medical officer will attend to your care.

Consultations with medical specialists, physiotherapists, podiatrists or other health professionals can be arranged following referral from your doctor.

Pastoral care

The support of the clergy and other spiritual providers is always available. Representatives from religious services visit regularly and services are conducted regularly. Please contact our nursing staff at any time if you wish to see your chosen religious representative.



Hairdresser

Hairdressing services are available for both male and female residents. You or your family are required to pay for these services.



Special equipment (including wheelchairs)

We have wheelchairs and other special equipment to assist all residents. This equipment remains the property of Buckland House and is provided for the use of all residents.

If you require your own wheelchair or other special equipment you are required to purchase your own. Our physiotherapist will help you to select the correct equipment for your needs. Equipment purchased by residents must be maintained by them. We will notify you, or your family, if repairs are needed.

We encourage you to move independently within Buckland House. You might use a motorised aid such as a wheelchair, a walking frame, or mobility scooter. We will assess whether you are physically and mentally able to manage the equipment safely. Scooters are not permitted inside Buckland House. To ensure the safety of all residents, staff and visitors when a motorized mobility aid is in use, Buckland House has developed a Motorised Mobility Aids policy. Please ask the nursing staff if you wish to view this policy.

Furniture

We provide you with furniture to support your care and independence. You may wish to personalise your space with items to make a homelike environment – please discuss with the Nurse Unit Manager.

Telephones

Personal phones may be connected in your rooms. If you wish to have your own telephone, this can be arranged through the Unit Manager, normal connection fees will apply via the phone company that you choose to engage.

Mail

Your mail will be delivered to you by a staff member each day.

Resident Language needs

We aim to provide the best care possible to our residents with different cultural and language needs. Interpreting services are available should they be required.

Voting

A mobile voting service may be available during election time. You will be able to use this service if available, or you may choose to vote at one of the local polling booths or by postal vote.

Car Parking

There are limited parking facilities for your visitors in front of the nursing home and in front of the hospital. Ramp access is available for disabled residents and visitors.

No Lift System

The Nursing home operates a No Lift System which eliminates the manual handling practices that often cause injury to staff and residents. For further information please ask the nursing staff. Each resident is assessed by a physiotherapist on admission regarding mobility.

Volunteers

Buckland House has enthusiastic and caring volunteers from the community who are available to give their time to you to help with your daily lifestyle activities.

Maintenance

We have fulltime maintenance officers to repair and maintain our facilities.

A request for maintenance can be made by speaking to a member of staff. Forms are available from the care staff or at the front office.

You are responsible for the maintenance and repair of your own property.

Meals

We have designed a nutritious seasonal menu, carefully planned with a dietician to provide a culturally acceptable and balanced diet. The menu is seasonal to maximise the use of fresh produce, provides meal options and developed in response to food preferences. The menu is displayed in the dining area. On the very rare occasion that suppliers are unable to supply particular foods we may have to alter the planned menu.

Please advise us if you have any special dietary needs.



Snacks

If you wish to keep snacks, such as biscuits or sweets, in your bedside cabinet or wardrobe, please make sure they are stored in an airtight container to keep from going stale, and so that they don't attract insects and other pests.

External food

It is our duty of care to protect all our residents from risks to their health. A major danger to residents' health is from contaminated or infected food brought into the home by relatives or friends. Foods that we consider the highest risk are ricotta, chicken, and cold and preserved meats.

To minimise this risk, we reserve the right to inspect all food brought into the home. If we believe that the food does not meet our standards we reserve the right to stop the food being brought into Buckland House.

Food brought into the home by your friends and relatives may only be eaten by you and must not be shared with other residents.

Recreation and Lifestyle Programs

We provide TVs in communal rooms (which includes current affairs, news and entertainment programs) as well as videos and television.



Participation in group and individual lifestyle programs (such as parties, card games, bingo, craft sessions, cooking, sing a longs and gardening) is encouraged. Regular outings are organised, such as sightseeing trips and picnics.

We are guided by our residents' interests when developing our person-centred programs so we are keen to know your personal interests and preferred pastime.



Pets

We encourage visitors to bring in Resident’s pets for a visit provided they are properly house-trained, restrained on a leash at all times and do not distress other residents.



Fees

Following your consultation with Centrelink, The Commonwealth Department of Human Services determines the fees charged to you by the Buckland House.

Your fees are due and are payable one month in advance. Our preferred payment method is by direct debit, within seven days of you receiving the statement.

Our Private Patient Liaison Officer is very happy to offer assistance in any financial matters. Please feel free to make an appointment for you or your family to meet with her to discuss any financial concerns you may have.

Items not covered by fees

Items not covered by fees include:

- Hairdressing services
- Special toiletries
- Clothing
- Magazines and newspapers subscriptions (in addition to those supplied in the home)
- Costs associated with outside functions
- Repairs to your own personal belongings and equipment (such as television, wheelchairs, water chairs, hearing aids, prescription eyeglasses, and dentures)
- Pharmacy items

Any extras delivered and not paid for by you at the time of the service, will be charged to you directly by the service provider.

Leave from Buckland House

Hospital leave

You are entitled to an unlimited number of days of leave to receive hospital treatment.

Social leave

You are entitled to 52 days social leave in each financial year (July 1 to June 30). During this time, both the Commonwealth subsidy and resident’s contribution are paid as normal.

Additional leave

If you wish to take social leave of more than 52 days, you are required to discuss this with us. During the additional leave time you become liable for the full amount of the resident fee, plus the amount that we would normally receive as a subsidy.

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Visiting

Visitors are always welcome. When they enter and exit the home they are required to sign in and out for purposes of fire safety/emergency evacuations.

We suggest that your visitors familiarise themselves with the home's routine so that they can plan their visit to spend as much time as possible with you when they are here.

When staff are attending to a resident, please be aware that visitors may be asked to leave a room, or wait before entering a room. Their understanding and co-operation will be appreciated by the residents and the staff.

If there is an outbreak of COVID or other viruses' visitors may be restricted. Appropriate signage will be displayed and staff will do their best to inform the stakeholders of any restrictions.

Persons responsible

We ask when you come to live with us, that you provide the name, address and phone number of a relative or friend who can be contacted in case of emergency. We also ask you to provide an alternative emergency contact for times when your primary contact person is not available. Please ensure the Registered Nurse and the Administration Officer are notified of any changes of address or phone number to your emergency contact.

We only give your emergency contact (or alternative contact) the information about your situation or emergency. It is their responsibility to contact other relatives and friends. We will not contact other people on your behalf.

Valuables

We advise you not to bring large sums of money, valuables or expensive jewellery into the home. However, if you cannot avoid bringing large sums to the Buckland House, please deposit the money in our safe until proper arrangements are made. The nursing staff will assist you and ensure that the deposit is recorded and counter-signed by you or your relatives. For less valuable items, we can provide residents with a locked drawer.

Buckland House will not accept responsibility for money or valuables brought to the home by residents.



Giving gifts to staff and volunteers

We do not allow staff or volunteers to accept gifts from residents. We ask that you please do not put staff into difficult situations by offering or giving gifts.

Smoking

The Health Service is committed to providing a smoke free environment and the smoking of cigarettes and other tobacco substances is not permitted on the premises or in the grounds by staff, residents contractors and residents. An external area is available for residents only.

The Health Service recognizes the benefits as well as the difficulties of enacting a smoke free workplace.

Visitors are asked to observe the policy in respect of no smoking and must take into account the wishes of residents and staff.

Alcohol

We allow moderate consumption of alcohol, provided it does not adversely affect you or others.

Witnessing legal documents

Our staff are not permitted to witness any legal documents unless the staff person is a Justice of the Peace. We regret the inconvenience this may cause. You should make specific arrangements to have your legal documents witnessed.

Suggestions for improvement – ‘feedback forms’

Buckland House seeks comments, compliments and suggestions from residents so we can continuously improve our care and services. We provide ‘feedback forms’ for residents, relatives, family, staff and visitors to submit comments to us.

‘Feedback forms’ are available from the nursing staff. Completed forms can be placed in the box located at reception or given to any staff member. All comments and suggestions will be addressed confidentially, and feedback provided as soon as possible.

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Complaints

All complaints will be taken seriously. There are several ways to deal with issues and complaints.

Discuss the matter with the staff member in charge

Residents, their family members or their representatives are encouraged to discuss any problem or complaint with the staff member in charge at the time. Simple matters will be dealt with straight away and politely so that everyone is happy with the solution.

Complete a 'feedback form'

The resident can complete a 'feedback form' if the matter remains unresolved. The 'feedback form' can be placed in the locked suggestion box or handed to a staff member.

When to contact the Nurse Unit Manager

More serious matters should be referred to the Nurse Unit Manager. We will investigate the issue and a meeting will be arranged to address your concerns.

When to contact the Director of Clinical Services or Chief Executive Officer

Matters that are not resolved by the Nurse Unit Manager should be referred to the Director of Clinical Services or the Chief Executive Officer whose contact details are available from the Administration Officer.

Complaining to external bodies

While we aim to resolve any matter within Buckland House, if you have any enquiries or complaints that have not been satisfactorily resolved using the above processes we advise you may wish to take the issue to one of the official services listed below.

Aged Care Complaints Commissioner

Ph: 1800 951 852

<https://www.agedcarecomplaints.gov.au/>

Elder Rights Advocacy

Ph: 1800 700 600

<https://era.asn.au/>



Charter of Residents' Rights and Responsibilities

The Charter of Residents' Rights and Responsibilities Residential Care is prepared by the Commonwealth Department of Health for residents in residential care.

Preamble

Every person has the right to freedom and respect and the right to be treated fairly by others. A person's rights do not diminish when he or she moves into residential aged care regardless of his or her physical or mental frailty or ability to exercise fully appreciate his or her rights.

A positive, supportive and caring attitude by family, friends, residential care proprietors and staff, carers and the community will help people who live in residential care facilities to continue as integral, respected and valued member of society.

Australian society has a strong commitment to social justice principles. Those principles recognise the aspirations of all Australians to a dignified and secure way of life with equal access to health care, housing and education, and equal rights in civil, legal and consumer matters. They form the basis of a society which is free of prejudice and is caring, just and humane.

This charter affirms those social justice principles.

The personal, civil, legal and consumer rights of each resident are not diminished in any way when he or she moves into residential aged care.

The Charter also recognises that residents of residential care have the responsibility to ensure that the exercising of their individual rights does not affect others' individual rights, including those providing care. The Charter recognises that residents have specific rights and responsibilities, which balance the needs of the individual against the residential care facility community as a whole.

Resident rights

- To full and effective use of your personal, civil, legal and consumer rights
- To quality care which is appropriate to your needs
- To full information about your own state of health and available treatments
- To be treated with dignity and respect, and to live without exploitation, abuse or neglect
- To live without discrimination or victimisation - you are not obliged to feel grateful to those providing his or her care and accommodation
- To personal privacy
- To live in a safe, secure and homelike environment and to move freely both within and outside the residential care service without undue restriction
- To be treated and accepted as an individual—your individual preferences are to be taken into account and treated with respect
- To continue your cultural and religious practices and retain the language of your choice, without discrimination
- To select and maintain social and personal relationships with any other person fear, criticism or restriction without freedom of speech.

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- To maintain your personal independence, including recognition of personal responsibility for your own actions and choices, some actions may involve an element of risk which you have the right to accept, and which should be used to prevent or restrict those actions
- To be involved in activities, associations and friendships of your choice, both within and outside Buckland House
- To have access to services and activities that are available generally within the community
- To be consulted on, and choose to have input into, decisions about the living arrangements at Buckland House
- To have access to information about your rights, care, accommodation, and any other information which relates to you personally
- To complain and take action to resolve disputes
- To have access to advocates and other avenues of redress—reprisal in any form shall not be made against any resident who takes action to enforce your rights.

Resident responsibilities

- To respect the rights of other people within Buckland House, and to respect the needs of the Buckland House community as a whole
- To respect the right of staff and the proprietor to work in an environment which is free from harassment
- To care for your own health and well-being, as far you are capable
- To inform your doctor, as far as you are able to, about your relevant medical history and your current state of health
- You must follow all reasonable Buckland House health and safety policies, procedures and instructions as they pertain to you.

Resident safety and security

- Buckland House endorses and proactively supports reporting any alleged incidents of elder abuse and referrals will be made to regulatory and police departments for investigations
- Any suspected incidents need to be immediately reported to in the nurse in charge or other senior personnel
- Buckland House 's senior management support a zero-tolerance stance towards elder abuse
- Some activities may involve an element of risk which the resident has the right to accept.

CONTACTS

We are pleased you have chosen to stay with us here at Buckland House Nursing Home. We hope your stay will be pleasant and you feel at home with us.

If you require further information please contact us:

Phone: 5775 8800

Facsimile: 5775 1352