

# Bindaree Retirement Centre



## RESIDENT'S HANDBOOK

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**WELCOME** to the Bindaree Retirement Centre.

We aim to provide high quality care and service to all residents and will endeavour to make your stay as pleasant and comfortable as possible.

Bindaree Retirement Centre – Residential Care for 42 residents. The Home offers the community of Mansfield a modern aged care facility, which promotes a home-like environment. The Home specialises in the provision of evidence-based, holistic personal care and offers a range of services to you.

In addition to your admission to Bindaree Retirement Centre, residents and families need to be aware as resident’s needs increase a further transition might be needed to our higher care facility, Buckland House located at the Mansfield District Hospital.

Moving into a Residential Care facility can be a difficult experience for you and your family; therefore, we encourage your family and friends to actively participate in the hostel’s quality care and activity program.

This handbook is designed to provide you with information about Bindaree and we welcome any suggestions you may have to improve this booklet.





# VISION & MISSION STATEMENT

## OUR VISION

Healthy Communities, trusted healthcare

## OUR MISSION

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

## STRATEGIC FRAMEWORK

1. Working together to deliver optimal outcomes.
2. Healthy Communities.
3. Modern and integrated hospital facilities.
4. A trusted, skilled and cohesive team.
5. Working together to deliver optimal clinical outcomes.



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Bindaree Retirement Centre values its entire staff who will be offered equal opportunity to develop and be listened to. Bindaree values its environment and will use its resources to promote standards of comfort, safety and hygiene. Bindaree Retirement Centre values the wellbeing of the community it services.

## ADMISSION PROCESSING & INDEPENDENCE

The specialised health team at Bindaree has a primary objective, which is to provide high quality care to the residents of the facility. On admission residents will be assessed and a care plan developed which is designed to promote independence as much as possible.

The assessment consists of a series of questions based on residents medical history, care needs, likes and dislikes, hobbies and interests. Information is collated using a software documentation system called MANAD.

Staff will also explain how services such as physiotherapy, podiatry, hearing and vision assessments and speech pathology will be provided.

Please bring your Medicare, Pension, DVA and Taxi cards with you.

During the assessment process you and your family are encouraged to enquire about all aspects of Bindaree.

You are free to come and go from the hostel as you wish, provided that your medical condition is not adversely affected. Residents, relatives and friends can arrange outings or overnight stays outside Bindaree with the Nurse Unit Manager.

We also encourage residents to remain active members of external clubs. Just because you have moved into Bindaree doesn't mean you have to stop attending external activities. We can assist in organising transport to local venues if you wish to continue attending outside functions.

Another import issue for some residents is their right to continue voting in local, state and commonwealth elections. Upon, request, the Nurse Unit Manager will assist you with this.

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## MOTORISED MOBILITY AIDS

Motorised Scooters are to be used outside the facility only. Any motorised wheelchair inside the facility is discouraged. Residents must undergo a safety assessment by our Occupational Therapist before using motorised scooters.

## OLDER PERSONS ABUSE POLICY

Bindaree Retirement Centre has policies and procedures which ensure that each resident/vulnerable adult is protected from any form of abuse. If you would like a copy of these policies please ask the Nurse Unit Manager.

## ADVANCE CARE PLANNING

Each resident at Bindaree will be required to participate in having their advance care wishes completed on arrival.

This will assist in decision making about healthcare needs required in the event of a major clinical problem.

## OTHER VEHICLES

There is no garage or parking for cars. Residents are asked not to bring cars to the facility.

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## ACTIVITIES

A typical day in the Home is varied and by no means routine. There are daily activities, which also include outings into town and out to the surrounding areas. The activity program is designed to meet your needs and the needs of all residents.

Activities include:

- Special Tuesday breakfast
- Bingo
- Sing-a-longs
- Cooking
- Outings to the shops
- Exercise programs
- Videos
- Country drives
- Gardening
- Computer use and more



The Home is fortunate to have the use of a commuter bus designed for both able-bodied residents and those confined to wheelchairs. Many of the Home volunteers accompany residents on bus outings and walking trips to the shops.

Our volunteers are an integral part of life in the Home and can greatly assist the residents and care staff. Volunteers assist with community programs and often take residents out for a walk or outing. Volunteers undergo a security check when they apply to do volunteer work in the Home. If you or your family has any concerns about any of the volunteers working at the Home, please advise the Nurse Unit Manager.



## ACCOMMODATION

Bindaree provides accommodation for 40 permanent residents and two respite rooms. Each room is a single bed sitting room with ensuite. Bindaree has a secure wing of 11-15 beds (Shaw Wing) with a coded door lock. All rooms attract government subsidy for approved residents.

Communal areas in Bindaree comprise of dining rooms, lounge rooms, TV/snooker room and also a small meeting room. There are also outdoor areas which residents are free to enjoy.

There is a nurse-call system installed in the building with a call button in every room, including communal areas. When activated the call button triggers the annunciators. Residents who cannot be located in close proximity to a call button are provided with a portable duress alarm.



## AVAILABLE HEALTH CARE FACILITIES

The Home is situated in close proximity to the Mansfield District Hospital. The hospital is able to provide acute patient care. Emergency care is also available 24 hours a day. Doctors also hold regular clinics at Bindaree.

Residents who require more complicated care or surgery at larger medical facilities can recuperate at the Mansfield District Hospital before returning to the home. Residents often like to see familiar faces following an acute episode and the proximity of the hospital makes it easy for relatives, friends, staff and other residents to visit.

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## QUALITY IMPROVEMENT

The aim of Bindaree is to provide excellent care and service. To ensure that our aim is achieved, the Home operates a quality system designed to continuously improve what we do. The compliments, complaints, suggestions and comments is part of this system.

The quality program requires your feedback on issues concerning all aspects of care and service. Staff may ask you to participate in surveys in order to help us determine where we can improve our care and service. You are not obliged to participate but we would be grateful for any help or feedback you could provide.

### FEEDBACK FORM – *Compliments, Complaints, Suggestions and Comments*

Bindaree has a compliments and complaints policy and procedure for residents, relatives/carers and visitors (Policy 1.2.7). Should you wish to obtain access to the policy, please ask the Nurse Unit Manager. The feedback form is situated at the entrance to Bindaree.

Please do not hesitate to utilise the procedure if you have any concerns or problems, or tell us what we do well.

The Commonwealth Department of Health and Aged Care also has a procedure for dealing with complaints known as the “Aged Care Complaints Commission”, which is a free service.

If you are uncomfortable discussing a problem directly with the Bindaree Management Team, you can contact a Complaints Investigation Officer at the Aged Care Complaints Commission on free call 1800 550 552.

Alternatively, you may wish to write to the Department at:

Aged Care Complaints Commissioner  
 C/- Department of Health & Aged Care, GPO Box 9848, Melbourne 3001  
 Website: [www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)

Other support is available from the National Aged Care Advocacy line on 1800 700 600.

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## SECURITY

The Home employs security officers to secure the premises after hours. External doors are locked automatically each evening. If you are out after this time you will need to ring the front door bell on your return and a member of staff will let you in.

Personal belongings or other valuable items kept in your room are **not** covered by insurance effected by Bindaree, therefore residents are encouraged to privately ensure their personal effects against loss and/or damage. The Home takes no responsibility for items that are lost, misplaced or damaged. All residents are provided with a lockable drawer in their room.

## SIGNAGE

All residents', visitors and contractors are to sign in and out of the facility at the front entrance to assist with emergency procedures.

## RESIDENTS' AND RELATIVES MEETINGS

The management and staff are committed to continuously improving the quality of care, treatment and service to Bindaree residents.

The residents' meetings are held every four weeks and assist staff and management in making decisions that affect the overall running of the Home.

As a resident of the Home you will be very much a part of the team and involved in the decision-making process. Your input will also assist us in planning for the future.

The residents' meetings occur every four weeks and we encourage you and your family to attend.

## MEALS

Bindaree takes pride in the variety and quality of meals presented in the Home.

Meal times are:

	Main dining room	Collie Wing	Shaw Wing
<b>Breakfast</b>	7.30am		8.30am
<b>Morning Tea</b>		10.00am	10.00am
<b>Lunch</b>	12 Noon		12 Noon
<b>Afternoon Tea</b>		2.30pm	2.30pm
<b>Dinner</b>	5.30pm		5.30pm
<b>Supper</b>	8.30pm		8.00pm

Supper is served between 8.00pm-9.00pm to the residents' rooms or in the Collie wing lounge. All other meals are served in the dining rooms, unless by other arrangement. Snacks, fruit and liquid refreshments are always available. Please ensure you ask staff at any time if you need extra sustenance. Fruit snacks are allowed in your room but we request that snack items are kept in plastic airtight containers. In the interests of food safety please discard any leftover portions of take away food or food that has been brought into the facility from outside once it has cooled down. All food brought into the facility by family or friends must be recorded in the visitors book.

If you have special dietary requirements, please discuss them with the personal care staff. Consultation with a dietician can also be arranged.

On special occasions such as birthdays, the chef may surprise you with a treat! The Home also hosts BBQ lunches during the warmer months of the year to which family, friends and carers are invited.



## SMOKING

In line with Government legislation, Bindaree is a smoke-free environment. There are designated smoking areas outside the Home. Please discuss your needs with the Nurse Unit Manager.



## TELEPHONES

You may choose to have a private telephone in your room, but you will be required to meet the costs of installation, rental and calls. Connection is arranged by the family with Telstra.

## ELECTRICAL EQUIPMENT

Residents will need to have approval from the Nurse Unit Manager to bring electrical equipment into Bindaree. All equipment will then need to be tagged and tested by the MDH electrician.

## TELEVISION

Bindaree supplies the bracket on the wall for your Television, preferred size to fit the brackets is a 32" television.

## TRANSPORT

Bindaree encourages family to transport residents to appointments, or use the local taxi service. Residents are encouraged to negotiate a taxi card application with their Doctor.

Ambulance or Red Cross transport can be arranged where appropriate.

## CAR PARKING

There are excellent parking facilities for your visitors near the front entrance of Bindaree. Ramp access is available for disabled residents and visitors.

Residents may not have their own cars at the facility.

## DRESS CODE

There are no formal 'rules' relating to dress code. In accordance with need and desire to respect the rights and feelings others, we can expect that when outside their own rooms, residents will dress in an appropriate manner.

## LAUNDRY

Due to the strict regulations in accordance with washing and drying clothes, it is recommended that family or friends wash woollens. Clothing should be suitable for the wash/dryer procedure. Polar fleece is very durable and warm. Alternatively, you may arrange for relatives or friends to launder your personal items.

It is important for all clothing items to be labelled. Labels are ordered through the hostel for each resident on admission. Labels are applied to clothing use a heat sealer.

Internal laundry is open Monday to Friday, closed on public holidays. Clothing washed/dried on site may take 4 days to be returned to residents. Please refer to recommended clothing list for required amount. Bindaree will label clothing for all permanent residents. Respite residents must also be labelled; Name and Mansfield District Hospital.

### Recommended clothing list for Resident's

- 8 x pairs underwear
- 4 x bras
- 8 singlets
- 8 x socks
- 6 hip protectors (if required)
- 6 x pants/slacks/dress/skirts
- 6 x shirts/tops
- 6 x jumpers/cardigans (*jumpers can be difficult to put on and take off residents*)
- 6 x pyjamas/nightdresses
- 1 x dressing gown
- 1 x sun hat
- 1 x coat
- 1 x Sunday best outfit

## PASTORAL CARE

The support of the clergy and other counselling services is always available. Church representatives visit and services are conducted regularly. For further information, please discuss this with the activity staff.

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## NEWSPAPERS

If you would like to have The Age, the Herald Sun newspaper, magazines or the Weekly Times delivered to Bindaree, either you or your family can contact the Mansfield Newsagency on 5775 2649.

## PETS

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



## FEES

Home fees vary depending on your financial situation. You will be asked to sign an Occupancy Agreement when you enter Bindaree which provides protection for you and the organisation.

The Occupancy Agreement has been carefully prepared in accordance with the provisions of the Commonwealth Aged Care Act 1997 and you will find that it details your rights and obligations.

## OTHER SERVICES

Other services such as hairdressing and podiatry can be arranged for you. Local hairdressers visit the Home on a regular basis at a very reasonable cost. Health Care Staff are happy to arrange appointments as required.



## STAFF

Administration, Health Care, Activities and Enrolled Nurses at Bindaree are committed to providing high quality care and service.

During your stay you will get to know most of the staff. Family members are encouraged to contact Management Staff only if they have any concerns.

The Nurse Unit Manager is on duty Monday – Friday. After hours the Mansfield District Hospitals senior nurse is on call where required.

The Chief Executive Officer or Director of Clinical Services are also available by appointment to further assist in any way possible.

## INFECTION CONTROL

The Home has an infection control monitoring system in place to ensure the ongoing safety of residents, staff and visitors. Our Infection Control Practitioner, Registered Nurse is always willing to explain to residents and families the strict infection control guidelines we work under. If you have any queries or concerns regarding infection control, please ask.

## PRIVACY

The State Government has introduced new privacy legislation, which sets out how personal and health information is to be collected, used and disclosed. Our Privacy Statement is located in the main foyer of Bindaree and also enclosed in this handbook which also sets out the process for complying with privacy. If you have any questions about the protection of your personal information, please do not hesitate to ask the Unit Manager.

## GENERAL PRACTITIONERS

You are entitled to have the general practitioner of your choice attend you during your stay in the Home. If you do not have a local general practitioner, the Registered Nurse in Charge will provide you and your family with information necessary to assist you in making a choice.

Your preferred general practitioner will attend to you most of the time. Residents attend the clinic where able. Doctors visit Bindaree when a resident is unable to attend the clinic. On weekends or after hours the on-call doctor will be available to tend to your medical needs. An ambulance will be called if required.

## OCCUPATIONAL HEALTH & SAFETY

The Home has a “No Lift Policy”. This policy recognises that nurses/personal carers should no longer need to manually lift residents and instead have access to specialised equipment to assist in moving and/or transferring all residents.

The “No Lift Policy” is not only designed to benefit staff, but residents will benefit from being transferred/lifted in comfortable and safe devices.



Residents are encouraged to assist in their own transfers to the extent that they are able. Some residents may at first feel insecure with the use of equipment such as hoists, however in most cases these fears are quickly overcome and residents experience greater comfort when appropriate equipment is used to move or transfer them.

The equipment used in your care while in the Home includes:

- **Slide Sheet** – a thin sheet of material covered with silica, which is slippery and enables easy movement up/down and across the bed
- **Lifting Machine** – an electric hoist machine that will be able to lift you in and out of bed or chairs
- **Standing Machine** – an electric machine that will support you in the standing position whilst staff transfer you from chair to chair or chair to bed and vice versa

## CONCLUSION

The staff at Bindaree are extremely proud of the care provided and the quality of service delivered. As an aged residential facility, Bindaree offers the older person a comfortable, homely and safe environment.

We hope you will enjoy living at Bindaree and look forward to helping you in the future.



# RESIDENT'S RIGHTS and RESPONSIBILITIES

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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.

## 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.

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# RESPONSIBILITIES

# BINDAREE RETIREMENT CENTRE **PRIVACY STATEMENT**

## Health & Personal Information Collection and Disposal

The Bindaree Retirement Centre will create an environment that undertakes to consult, inform and involve residents and/or their representative in all aspects of provision of care and services. This statement has been developed to comply with the requirements of the National Privacy Principles and the Health Records Act 2001 (Vic).

### Collection

In order to provide you with appropriate residential aged care, we collect personal and health information from you. We do this by requesting the information verbally or in writing. We continue to collect and record information throughout your time as a resident at Bindaree.

The Aged Care Act 1997 requires that Bindaree collect information about you for various purposes. These can include:

- ❖ Assessment and classification information of residents
- ❖ Individual care plans for residents
- ❖ Medical records, progress notes & other clinical records of residents
- ❖ Financial information about residents

We also require:

- ❖ Medicare number, pension number, etc
- ❖ Records relating to payments of fees
- ❖ Records of the name and contact details of at least one representative of the resident

### Use

We use the information to provide you with appropriate care, accommodation and hospitality services. If you choose not to give us the correct requested information we may not be able to provide you with the most appropriate services and care.

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## Disclosure

Ethical conduct by Bindaree means we value the right of individuals to be treated with respect and the right of the individuals to an appropriate standard of care. To enable us to meet our obligations to you, and as required by legislation, we may involve a variety of health care professionals in provision of your care. Disclosure of your health information to health care professionals is necessary in order to provide you with appropriate care. Bindaree will endeavour to consult with you on all aspects of the provision of care and respect your right to reasonable choices of care provision.

We are required to disclose your information to provide you with appropriate health services. We can also be required by law to disclose information to Courts and various Government Agencies.

We may disclose relevant information to facility staff (e.g. nurses, personal carers, diversional therapists, finance manager, catering staff, etc), visiting health professionals (e.g. doctors, physiotherapists, pharmacists, speech therapists, specialist nurses, etc) and other providers (e.g. volunteers, hairdresser, community visitor, clergy).

We are also required by law to disclose your information to government departments and agencies for purposes that may include funding, management, planning, monitoring, improvement and evaluation of the facility services.

## Access

You have the right to request access to the information we have collected about you. A fee may apply if access to your record is granted.

## Security

Bindaree has taken reasonable steps to protect the information we have collected about you against misuse, loss, unauthorised access and modification or disclosure.

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## Further Information

Bindaree clearly sets out its management of health and personal information and the steps an individual must take in order to access their health and personal information in our policies and procedures. Policies and procedures can be viewed during business hours (by appointment) – simply ask the Nurse Unit Manager, Nurse in Charge or Resident Representative.

Individuals can also obtain general information about Privacy from:

- [www.health.vic.gov.au/hcs/](http://www.health.vic.gov.au/hcs/)
- [www.privacy.gov.au](http://www.privacy.gov.au)
- Health Services Commissioner: 1800 136 066

## Sources:

Aged Care Act 1997

Aged Care Principles

Health Records Act 2001

Privacy Act 1998 -*Privacy Amendment (Private Sector) Act*

Code of Ethics and Guide to Ethical Conduct for Residential Aged Care

# POLICY and PROCEDURES

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# Policy and Procedures

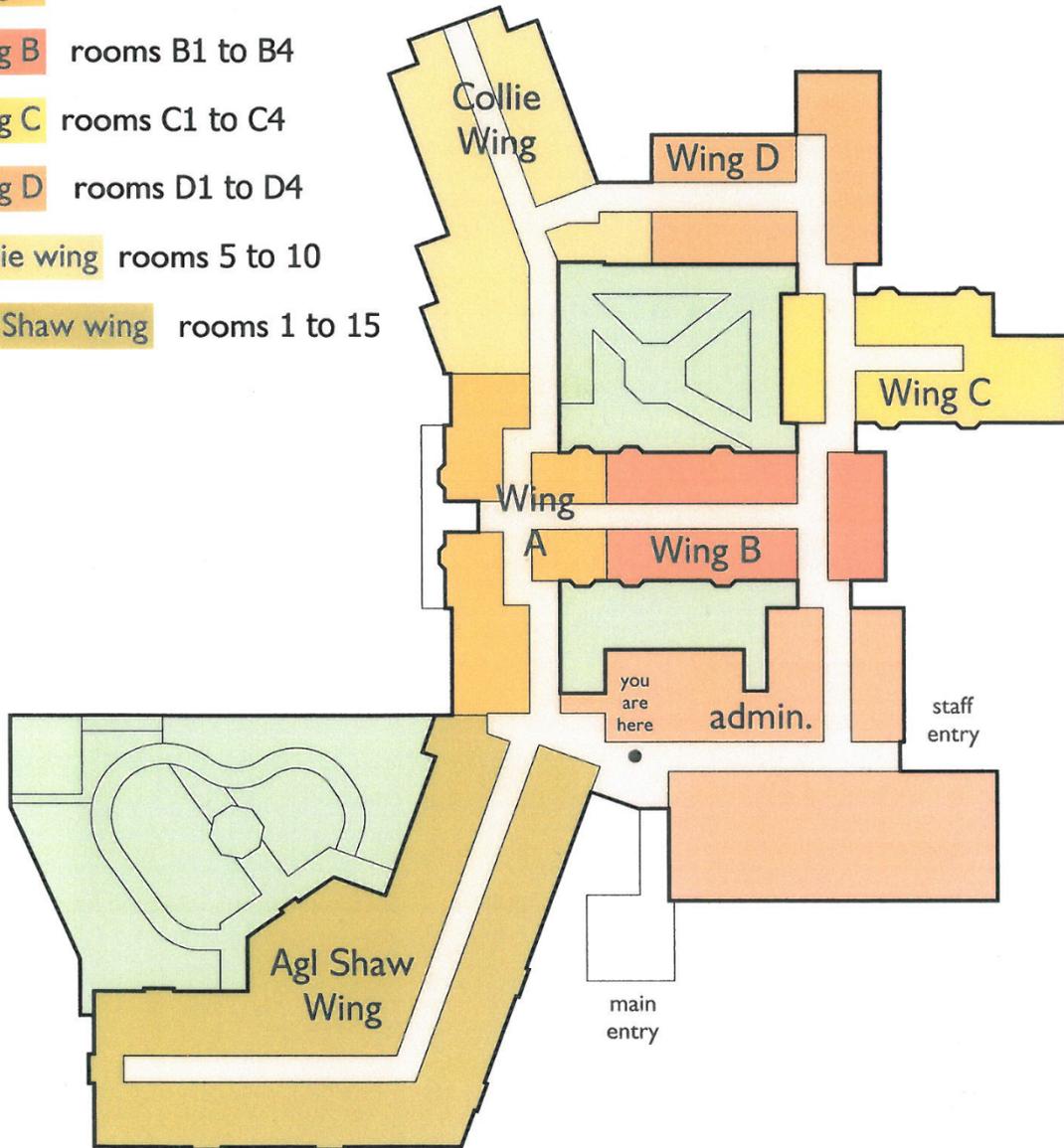
- Complaints Policy – 1.2.7
- Motorised Mobility Aids – 2.14.2
- Older Persons Abuse – 3.6.1
- Release of Resident Information – 1.2.18

All policies and procedures are available for resident/resident’s family to read, please ask a staff member to show you the manual should you wish to do so.

# Bindaree Floor Plan

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- Wing A** rooms A1 to A7
- Wing B** rooms B1 to B4
- Wing C** rooms C1 to C4
- Wing D** rooms D1 to D4
- Collie wing** rooms 5 to 10
- Agl Shaw wing** rooms 1 to 15



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