

Buckland House Nursing Home



Resident's Handbook

Welcome to the Buckland House Nursing Home. 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.

Each resident has an individual care plan developed in consultation with the resident and their representative with an emphasis on a 'person centred care' approach.

The new Buckland House was officially opened in 1997. 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 holistic nursing care and offers a range of services to you.

Moving into a Nursing Home can be a difficult experience for you and your family; therefore, we encourage your family and friends to actively participate in the Home's quality care and activity program.

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



QUALITY POLICY

The Organisation defines and documents its policy for Quality. The Quality policy provides the overall objectives for an efficient Quality Management System. The Organisation's quality policy is relevant to the organisation's strategic aspirations and the expectations of customers.

Policy

It is the policy of the Organisation to have an effective quality management system in place which is suitable and effective to meet the overall aims and objectives of the Organisation, the Department of Human Services and Commonwealth Standards. The Organisation has a formal business plan that details our specific quality objectives.

Vision

The Organisation's vision is of efficient, effective and economic care specifically tailored to the community which it serves where services are enhanced in order to respond to the changing requirements of our community.

The Organisation will maintain its position as:

- The most valued provider of whole-of-life health services in the Mansfield district;
- A nationally accredited provider (under Aged Care Accreditation Agency) of high quality acute, community, emergency, aged and allied health care;
- A recognised rural health care leader in the area of patient/resident/client care; and
- A supporter of health education and health promotion activities.

The Organisation will also provide the range of quality services needed to empower our aged care residents and enrich their lives by developing and using the talents, skills and energy of our staff, relatives, carers, volunteers and the people we serve. The Organisation believes our aged care facilities are the resident's home and will work with all residents to respect choices and dignity while providing quality care and support.

Mission

Our Organisation, with the participation of all staff, is dedicated to serving the needs of the community and is committed to competent compassionate care of all those it serves while always striving for excellence.

Mission Statement

A dynamic health service that meets the needs of all our community.

The Buckland House Nursing Home values its entire staff; they will be encouraged to make their contribution within the Home. They will be treated fairly, offered equal opportunity to develop and be listened to.

The Home values its environment and will use its resources to promote standards of comfort, safety and hygiene. The Buckland House Nursing Home values the wellbeing of the community it services.

INDEPENDENCE

The specialised health team at the Nursing Home have a primary objective which is to provide high quality care to the residents of the facility. On admission, you will be assessed and a health care plan is drawn up which is designed to promote your independence as much as possible.

The assessment consists of a series of questions based on your medical history, your likes and dislikes, hobbies and interests, and how the staff can best assist you in remaining as independent as possible.

Staff will also explain the prescribed services available, such as physiotherapy, podiatry, hearing and vision assessments and speech pathology.

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

It is important to stress that you are free to come and go from the Home as you wish, provided that your medical condition is not adversely affected. You, or your relatives and friends, can arrange outings or overnight stays with the Nurse Unit Manager/Registered Nurse in Charge.

Another important issue for some residents is their right to continue voting in local, state and commonwealth elections. Upon request, the Nurse Unit Manager will organise for you to lodge your vote.

ADMISSION APPOINTMENT

On admittance of a new resident, a doctor's appointment (of your doctor choice) is made to consult with family, spokesperson, resident, nursing staff and doctor, to ensure all care needs and concerns can be discussed.

ACTIVITIES

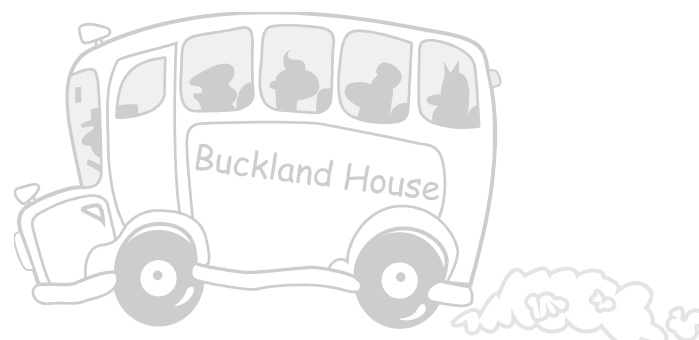
A typical day in the Nursing Home is varied and by no means routine. There are daily activities which also include outings into town and out to surrounding areas. The activity program is designed to meet your needs and the needs of all residents.

Activities include:

- bingo and hoi
- sing-a-longs
- cooking
- outings to the shops
- walks & games
- videos/DVDs/library
- country drives
- happy hour
- reading and discussions groups
- community interaction
- individual projects
- & more

The Nursing Home is fortunate in owning a commuter bus designed, not only for able-bodied residents, but for those confined to wheelchairs. Many of the nursing home volunteers accompany residents on bus outings and walking trips to the shops.

Our volunteers are an integral part of life in the nursing home and can greatly assist the residents and nursing staff. Volunteers assist with the activity programs and often take residents out for a walk. Volunteers undergo a special check when they apply to do volunteer work in the Home. If you or your family have any concerns about any of the volunteers working in the Home, please voice those concerns to the Nurse Unit Manager/Registered Nurse Manager.



ACCOMMODATION

Buckland House is a facility which accommodates up to 30 residents. The Home has six single bedrooms and twelve double bedrooms: all bedrooms have en suite facilities.

The Home also boasts 2 living rooms and glorious garden areas. The inner courtyard garden is a favourite warm spot in winter and the cottage garden provides pleasure to everyone *nearly* all year round.



AVAILABLE HEALTH CARE FACILITIES

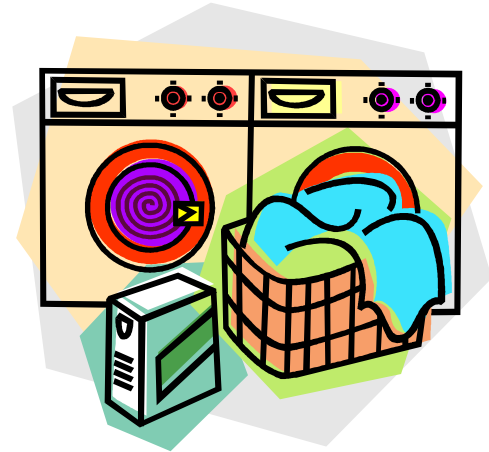
The Nursing Home is connected to the Mansfield District Hospital. The hospital is able to provide acute inpatient care for nursing home residents. Emergency care is also available 24 hours a day.

Residents who require more complicated care or surgery at larger medical facilities can recuperate in the Mansfield hospital before returning to the Nursing 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 you.

LAUNDRY

It is recommended that clothing such as polar fleece be purchased, as it is durable and warm, and able to withstand strict wash/dry procedures. Woolen articles are not suitable, as it does not withstand strict wash/dry guidelines. Staff can order labels for residents clothing, if not already provided.

General laundry includes both washing and ironing of clothing that can be machined washed. Aged care services are not obliged to hand wash residents clothing.



MOTORISED MOBILITY AIDS POLICY

To ensure that the Organisation has an established procedure for the encouragement of Residents to move independently as possible within and around the facility. Such independence may be assisted by the use of aids such as a wheelchair. We ensure that the safety of all residents and staff will be taken into account in supporting such equipment.

The Chief Executive Officer or the Director of Clinical Services are responsible for ensuring that the overall requirements of this procedure are implemented and providing the necessary resources.

Buckland House has a Motorised Mobility Aids policy and procedure for residents, relatives/carers and visitors. A copy of the policy is contained in the back of this handbook for your information. Please do not hesitate to utilise the procedure if you have any concerns or problems.

The staff and management of the Home will take whatever steps are necessary to ensure this safety.

OLDER PERSONS ABUSE POLICY

Buckland House 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/Registered Nurse in Charge and they will be obtained for you.

QUALITY IMPROVEMENT

The aim of Buckland House 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 quality program requires your feedback on issues concerning all aspects of nursing 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.

We have a Quality System policy and procedure manual which outlines all the things we do in regards to care and service. A copy of this manual is held by one of the residents in Buckland House. You and your family may have access to this manual at any time. Please ask the nursing staff for the name of the resident who currently holds the manual for viewing.

COMPLIMENTS, COMPLAINTS, COMMENTS & SUGGESTIONS

Buckland House has a compliments and complaints policy and procedure for residents, relatives/carers and visitors. A copy of the policy and a compliments/complaints/comments/suggestions form is contained in the back of this handbook for your information. Please do not hesitate to utilise the procedure if you have any concerns or problems.

The Commonwealth Department of Health and Aged Care also has a procedure for dealing with complaints known as the "Aged Care Complaints Resolution Scheme".

If you are uncomfortable discussing a problem directly with the Buckland Management Team, you can contact a Complaints Resolution Officer at the Aged Care Complaints Scheme on free-call 1800 550 552.

Alternatively you may wish to write to the Department at:

Aged Care Complaints Investigation Scheme
C/- Department of Health & Ageing
GPO Box 9848
MELBOURNE 3001

Phone: 1800 550 552
8.30am – 5.00pm weeks days
10.00am – 5.00pm weekends/public holidays

Web address: www.health.gov.au/oacgc

SECURITY

Due to the nature of some resident's medical condition, the Home is secured by an electronic keypad arrangement. This is to provide a degree of safety for those residents who may endanger themselves outside the Home. The same security number is used for all exit doors. The security number can be made available to you on request to the Nurse Unit Manager / Registered Nurse in Charge. Entry and exit points are the Loch Street entrance and via Mansfield District Hospital.

The security number will enable you to pass freely in and out of Buckland House. It is not our intention to 'lock' people up: it purely to ensure the safety of *all* residents living in the Home.

The Nursing Home employs local security officers to secure the premises after hours.

Residents are encouraged to privately insure their personal effects against loss and/or damage. All residents are provided with a lockable drawer in their bedside cabinet.

RESIDENTS' COMMITTEE

The management and staff are committed to continuously improving the quality of care, treatment and service to Buckland House residents. To assist us with this process, the Home has a residents' committee comprising of residents, relatives and staff members. The Residents' committee assist staff and management in making decisions that affect the overall running of Home.

As a resident of the Nursing 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' Committee meets once a month and we encourage you and your family to attend.



MEALS

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

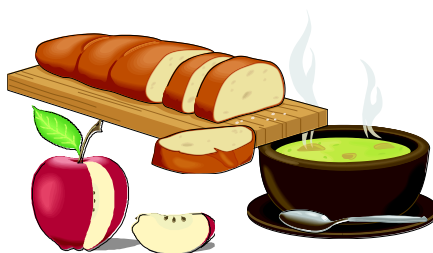
Meal times are:

Breakfast -	8.15am
Morning Tea -	10.00am
Lunch -	12.00pm
Afternoon Tea -	2.45pm
Dinner -	5.00pm
Supper -	7.30pm

If you wish to have your meal in your room, this can be arranged. Snacks, fruit and liquid refreshments are always available: please ask staff at any time if you need a little extra sustenance. A cold water dispenser is also available in the dining room at all times.

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

By prior arrangement, and for a small fee, your family/friends/carers may have meals with you. On special occasions, such as birthdays, the Chef may surprise you with a treat! The Home also hosts barbeque lunches during the warmer months of the year to which family, friends and carers are invited.



SMOKING

The Organisation is committed to providing a smoke free work environment and the smoking of cigarettes and other tobacco substances is not permitted on the premises or in the grounds by staff, patients, residents, contractors and visitors.



The Organisation recognises the benefits as well as the difficulties of enacting a smoke free workplace.

Visitors will observe the policy in respect of no smoking and must take into account the wishes of patients and staff.

TELEPHONES

Residents are able to use the Home's phone to make local calls. We ask that you consider others and restrict the length of the call appropriately. Arrangements can be made for long-distance calls.

If you wish to have your own telephone, this can be arranged through the Aged Care Manager, normal connection fees will apply via the phone company.

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.

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 Michelle Condie, 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 do not hesitate to ask.

PASTORAL CARE

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

RESTRAINT FREE ENVIRONMENT

We aim to provide a restraint free environment at all times. Even a safety belt on a wheelchair is classified as 'restraint' and will require appropriate assessments to be undertaken and permission from the resident and/or family to be used. Bed cot sides are also considered a form of restraint. Currently, only those residents who have been in the Home for a long time and insist on utilising cot sides are provided with the opportunity to use cotsides. Please note that we do not offer cotsides to any new residents entering our facility, instead we have high/low electric beds which go down almost to the floor to prevent people from falling out of bed. Research shows that more accidents occur if cotsides are used than if they are not. We aim to have an environment, free of cotsides, within 12 months to 2 years.

PRIVACY

New Privacy legislation has been introduced by the State Government which sets out how personal and health information is to be collected, used and disclosed. Our Privacy Statement, located in the main foyer of Buckland House and also enclosed in this handbook, 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 Charge Nurse or Director of Clinical Services.

FEES

Nursing Home fees vary depending on your financial situation. You will be asked to sign a 'Resident Care Agreement' when you enter the Home which is protection for you and the organisation.

Our Corporate Services/Finance Manager 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 him to discuss any financial concerns you may have.

CHEMIST

Eisner's Pharmacy provide medication to all residents packed in an individual Webster system for easy dispensing. They will always use own brand choice products unless otherwise specified to help reduce costs.

OTHER SERVICES

Other services, such as hairdressing, can be arranged for you. A local hairdresser visits the Home on a regular basis at very reasonable cost. Nursing staff are happy to arrange appointments for you.

The Home uses the Hostel Laundry Services to launder residents' personal clothing. Residents capable of laundering their own clothes are welcome to use the Home's laundry facilities. Alternatively, you may arrange for relatives or others to launder your personal items. It is recommended for wash and wear garments to be purchased with stringent laundry requirements.

STAFF

The staff at Buckland House are committed to providing high quality care and service. Staff are dedicated to their work and enjoy making friends with new residents.

During your stay you will get to know most of the staff. Your Nurse Unit Manager is Sue Shinns. Sue is the mainstay of the Nursing Home and can help with most of your concerns or will direct you to the person who can offer the most assistance.

The Director of Clinical Services Manager, Margaretanne Hood is available during business hours to chat with residents and help sort out any concerns they might have. Our Corporate Services and Finance Manager, Andrew Nitschke, is happy to assist in matters of a financial nature.

GENERAL PRACTITIONERS

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

Your preferred general practitioner will attend to you most of the time. On weekends or after hours the on-call doctor will be available to tend to your medical needs.

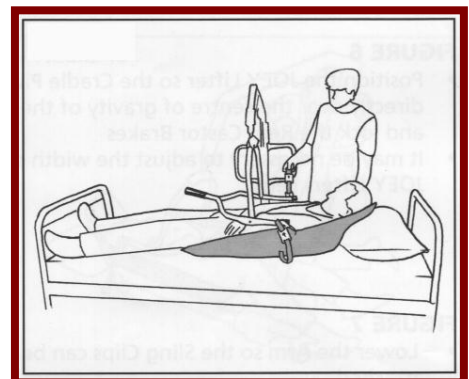
OCCUPATIONAL HEALTH & SAFETY

The Home has a "No Lift Policy". This policy recognises that nurses should no longer need to manually lift residents and should 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.

Relatives, who often have to undertake a lot of heavy lifting when caring for their relatives at home, will also be relieved to find that there are better and safer ways for them to carry out many physically demanding tasks involved in caring for their sick/disabled loved ones.



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.
- **Stand Up Lifting Machine** – this is an electric machine that will help you to stand up out of your bed or chair.
- **Turning Frame** – a metal frame that will assist in turning you on your side while in bed.
- **Shower Trolley** – an electric trolley used for showering patients who are unable to sit or stand for showering.

CONCLUSION

The staff at Buckland House are proud of their Nursing Home. They are also extremely proud of the care provided and the quality of care delivered. As a healthcare facility, the Home offers the older person a comfortable, homely and safe environment.

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



WHO'S WHO?

Chief Executive Officer

Janene Ridley

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Director of Clinical Services

Margaretanne Hood

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Nurse Unit Manager

Sue Shinns

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Resident's Rights and Responsibilities

The following charter details the rights of all Buckland House Nursing Home Residents and shall be observed by staff at all times.

All residents have the following rights and responsibilities:

1. The right to be treated as an individual and to be accepted as an individual by those in the same facility.
2. The right to maintain personal independence, personal choice and personal responsibility for all actions, including a recognition that some actions may involve an element of risk, which the resident accepts, and which should not be used to prevent or restrict those actions.
3. The right to be provided with quality of care in the general environment, the provision of food and non-alcoholic beverages, the physical aspects of the property and the furnishings of the property.
4. The right to select and maintain social and personal relationships with any other person without fear, criticism, restrictions or censure from other residents, staff, proprietors or any other person.
5. The right to privacy in personal space, records, possessions, relationships and communications.
6. The right to have access to all documents and records relating to the residents, including medical, nursing and administrative records.
7. The right to take part in and be consulted on the decisions about daily living arrangements and any proposed changes to these arrangements.
8. The right to obtain assistance from outside the facility, including the services of a professional.
9. The right to access and freedom of choice of medical practitioner, dentist, therapist, and other services provided as needed.
10. The right of access to medical services and an adequate explanation of the cause of any ill health and the available treatments and procedures and any alternatives to those, the expected outcome, adverse and after effects, chances of success, risks, costs and availability, the possible consequences of refusal of treatment.

11. The right to be treated with dignity and respect, and without harassment, abuse or neglect, including the right to have religious, cultural, sexual and emotional needs and preferences accepted and treated with respect.
12. The right to control one's own finances and possessions and to make all decisions concerning financial affairs.
13. The right to an explanation of all fees charged by and payable to the facility.
14. The right to care for themselves as far as they are capable and the right of access to rehabilitation and reconciliation programs.
15. The right of access to an internal and external, independent complaint mechanism.
16. The responsibility to respect the rights of others, including the rights to privacy and dignity and the right of staff to work in, and proprietors to conduct the facility in, an environment free of harassment.
17. The responsibility to pay all fees and charges, including any increases, within the terms agreed.
18. The responsibility to inform their medical practitioner fully about their relevant medical history and their current health status.
19. The responsibility for their own health, as far as is possible, and to undertake all prescribed medical treatment or to inform the appropriate people if not undertaking recommended or prescribed treatment.
20. The responsibility to accept the consequences of any decision made when fully informed of all necessary facts or factors.

Privacy Statement

BUCKLAND HOUSE NURSING HOME

PRIVACY STATEMENT

Health & Personal Information Collection and Disposal

The Buckland House Nursing Home 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 Buckland House.

The Aged Care Act 1997 requires that Buckland House collects 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.

Disclosure

Ethical conduct by Buckland House means we value the right of individuals to be treated with respect and the right of 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 these health care professionals is necessary in order to provide you with appropriate care. Buckland House 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 (eg. nurses, personal carers, diversional therapists, finance manager, catering staff, etc), visiting health professionals (eg. doctors, physiotherapist, pharmacists, speech therapists, specialist nurses, etc) and other service providers (eg. 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

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

Further Information

Buckland House 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 Charge Nurse or Resident Representative.

Individuals can also obtain general information about Privacy from:

www.health.vic.gov.au/hsc/

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

Policies & Procedures

- Complaints Policy
- Motorised Mobility Aids
- Older Persons Abuse

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