



A Guide to Residency



Your Home. Your Choices. Your Journey.

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General Information

St Mary's operates two privately owned Aged Care facilities at Pelican Waters and Coolum Beach. St Mary's aims to provide quality care, an inclusive culture and an environment where Residents are able to make informed choices on how they live their lives.

The following handbook provides a detailed explanation of the services we offer and how Residents can make decisions on how care and services are provided.

We also outline our responsibilities and commitment to you, a resident in our care. Should you require any clarifications please seek the assistance via Reception.



DIRECTOR OF CARE
Mr James Tanner.



The staff at St Mary's facilities consist of Registered Nurses, Endorsed Enrolled Nurses, Nursing Assistants, Support Staff, Therapy Staff and Administration Staff.

Registered nurses are on duty 24 hours a day. You may be assured that all staff members are kind, caring and respectful of each Resident's identity, culture and diversity.

To ensure individualised personal care of residents, it is necessary for us to collect information as part of the care process. We have a detailed Privacy Statement, this is available from Reception should wish to have a copy.

It is our aim that you find St Mary's a place of happy companionship, where you enjoy security, nursing care, independence and privacy within a community lifestyle.

"QUALITY CARE IN A QUALITY HOME"



* Statement of Resident Rights *

Our organisation recognises and upholds the rights of older people receiving aged care services under the Aged Care Reform 2024 framework. Every person has the right to safe, high-quality care delivered with dignity, respect, and support for independence and choice. We are committed to a rights-based, person-centred approach consistent with the new Aged Care Act.

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.

Eligibility



To be eligible for entry a person must have a permanent or respite care approval from the Aged Care Assessment Team (A.C.A.T.)

Prior to being accepted for placement at St Mary's the following must be in place and provided in writing:



1. A current medical diagnosis list. If confusion, cognitive impairment or short term memory loss are on this list then the EPOA will be required to approach the GP for clarification (written) as to whether the diagnosis is one of dementia. St Mary's may also require further clarification of any other terminology which could suggest dementia.



A comprehensive medical assessment done within the last six months.



2. Details regarding how long it is since the potential resident saw a dentist, an optician or an audiologist.





Medical Practitioners & External Appointments

X-Ray, Dentist, Optometrist You may continue with the services of your own doctor if he/she agrees to visit St Mary's. NB: Doctors name must be provided on admission, or if he/she is unable to visit you, please select another Doctor who is able to visit.

Afterhours doctors. Please make sure that the doctor you have selected will visit Resident's after hours or has an after hours locum? If they do not provide this service, you will need to select a doctor who will.

It is important that Resident's have medical access 24 hours a day, 7 days a week.

Local Doctors visit the Home on a regular basis and as requested by the Registered Nurse. If the request is not urgent, the doctor will not necessarily visit the same day. In an emergency it best for the RN's to be able to contact the GP, however if not possible there is always a contingency plan. This is something that you need to discuss with your doctor when he or she visits. Please note, St Mary's Aged Care takes no responsibility regarding time frame of doctor's visits.

External Appointments. Relatives or representatives are responsible for accompanying Resident's on external appointments. In the event that the ambulance is unavailable or unsuitable, St Mary's can provide staff members in some circumstances as an escort at the residents own expense, 24 hours notice is normally required.

Residents can also visit the Doctor at the Doctor's surgery (except in emergencies) provided a suitable person can accompany them to their appointments.

Pharmacy. The facility has policies and procedures in place to ensure safe medication administration, this includes the use of a intergrated software program. This software program helps to ensure medication is administered correctly is managed by the Registered Nurses at St Marys and the local contracted pharmacy. All medication should be supplied through Twin Waters pharmacy. The Resident and or Representatives need to understand compliance with these policies and procedures is a critical aspect of resident care.

In addition, the home engages an independent pharmacist, who also provides the home with a medication-auditing program to help ensure your medication is kept at a minimum.

Personal accounts for pharmacy prescriptions or other items are provided monthly by the dispensing chemist. Payment of the account can be made directly to the chemist.

Dentist

On admission QARN will find out from Resident's or your family/EPOA, details of your dentist. Relatives or representatives are responsible for accompanying you on all external appointments. 7

Visiting Service Providers

Speech Pathologist

On request, through QARNs.

Occupational Therapist

On request, through physiotherapist.

Gerontologist

On request, referral required from residents GP.



Hairdresser

A local hairdresser visits the home weekly and you can discuss your individual needs with her. Cost of service is charged to the Residents St Mary's account.

Red Cross Beauty Therapy

Fortnightly.

Podiatry

Where a medical need for podiatry is established, the home will cover the cost of the service by a podiatrist, if it is the Residents choice to receive this service and not for medical reasons it will be invoiced to the Residents account.

Ophthalmologist/Optometrlist

Consult with the Quality Assurance RN to arrange an appointment with your optometrist. Give details on admission to QARNs about last visit. Various practitioners are available through Allied Health

Physiotherapy

Physiotherapy needs are met by the inhouse Physio's of St.Mary's.On admittance a series of medical and nursing assessments are undertaken and if the falls risk assessment is high, residents must have a mobility assessment carried out by the Physiotherapist.

Religious Services or Visiting Ministers of Religion

St Mary's does have religious services from time to time. Residents are welcome to ask the Therapy or Nursing team to arrange a service or contact one of the local church groups to provide support. We recognize the individual spiritual needs of Residents and can assist in arranging appropriate support.

Newspapers

Arrangements can be made for delivery to St Mary's at the resident's cost. If you decide to order or cancel the newspaper for your resident, please notify reception so we can manage the delivery to your loved ones.

Complementary Treatment and Therapies

You are encouraged to access complementary treatments and therapies of you choice such as Aromatherapy, additional massage etc. These treatments / therapies are at your own expense.



Laundry Services and Clothing



The laundry is a work area. Residents & their families are not allowed in the laundry at any time. Laundering of personal clothing can be done at St Mary's at no extra cost.

Every article must be marked clearly with the resident's full name. We take every care with clothing, but regret that we cannot be responsible if losses or damage occurs. We must also point out that St Mary's is a commercial laundry and most residents are very hard on their clothing (stains etc.) We need to take care in laundering efficiently all articles, thereby reducing the life span of the clothing considerably. We do ask that when purchasing your residents garments that care is taken not to purchase clothing of a very delicate nature and we also ask you to look at replacing clothing at regular intervals. Storage space for clothing is limited therefore we ask that summer or winter clothing be taken from the resident's wardrobe and stored elsewhere when not in use. Mending of clothing can be arranged on request by the home at the residents cost. Singlets must not have lace on them as they melt in the dryers.

Nametags

The name tags used by St Mary's Aged Care are welded to the item of clothing using a special heat welding device by our laundry. All Resident's clothing will be labelled shortly after entry.

Telephones and Internet

Every Resident may have a private telephone line in their room. In most cases the phone is provided by the Resident and the line is rented through St Mary's. Internet can be supplied through the same process.

Incoming calls can be received through a cordless handset, however we ask you to obtain your own phone if you expect to be receiving many calls.

Approaching staff regarding your family concerns



The only staff members who can give you the information about Residents are the Registered Nurses.

Please do not approach Nursing Assistants about clinical care concerns, as they are not trained or registered to give you the assistance, support and information that you require.

Registered Nurses (RN's) on the floor after 17:00 hours and weekends have specific duties. E.g. giving medication safely, attend to dressings, emergencies and managing staff. They will provide assistance to address urgent concerns, however if not urgent it would be best to contact the QARN's who are available during the week Monday to Friday.

Quality Assurance Registered Nurses (QA RN's) are available Monday – Friday 09:00 – 17:00 hours. The QA RN's have time allocated to discuss problems or concerns that you may have regarding care etc.

Director of Care (DOC) and Nurse Managers are available Monday to Friday and if necessary on weekends by appointment.

Requiring information by phone after hours

Regarding your family member after hours – 17:00

Registered Staff can be busy providing care to Residents after 1700, if you do not get through, please leave a message and we will return your call.

Privacy Legislation

The privacy legislation prevents staff from giving information to persons not nominated as representatives on admission. Please make sure you provide us with details of all representatives that may ring asking for information.

Any family members/friends not on the contacts list will not be permitted to receive information. They will be advised to contact other family members for information.



Residents Valuables and Personal Belongings



It is recommended that Residents avoid keeping large sums of money or valuables in the home.

The facility does not accept responsibility for loss or damage to Residents belongings or effects. The facility's insurance does not cover the Residents personal belongings or money. If you wish to protect these items please make your own insurance arrangements.

On admission a Resident Valuables and Personal Belongings form will be given to the Resident or their representative to complete, the list should included items such as rings, watches, bracelets, TV's, radios, electric razors, wheelchairs, walkers, furniture and any other items of value.

If relatives take any listed item home or bring any new valuables into the home after admission, they must inform the registered nurse on duty, who will record details of the item in the residents progress notes and then ask relative to sign a printed copy of the entry. There is provision for a locked drawer or cupboard in each room.

The policy of St Mary's is not to remove rings etc. of residents who are deceased. Residents who are deceased will leave the home with rings etc. unless the family member abides by the following:

- If a relative wishes to remove rings, bracelets etc, they must do so with a Registered Nurse or Management present. Details will then be entered into the resident's progress notes and then the relative is to sign and date printed copy of the entry.

Electrical Equipment

For safety reasons electric blankets, electric heat pads, heaters or foot warmers are prohibited. No electrical equipment that is older than 5 years is to be brought into the home.

To ensure the safety of our Residents, visitors and staff, no electrical equipment can be brought into St Mary's without being checked by Maintenance staff

When malfunction of electrical equipment is discovered, the resident representative is contacted for correction or repair. This can be arranged by the home if necessary at the Residents expense.

All equipment must have prior approval by management before entering the facility.

Personal Items/Equipment



Items of furniture must be assessed by the Maintenance Managers for suitability to the room.

New residents are encouraged to bring in articles from their home i.e., paintings, photographs, ornaments etc, as familiar items may assist Residents to settle into their new home.



Picture rails are provided throughout the Home, enabling you to hang photos or paintings in your room.

Repairs to Resident's equipment is the responsibility of the Resident's representative. On request repairs may be able to be arranged by St Mary's with all charges the responsibility of the Resident.



Personal items such as hearing aids and dentures will be labeled by St Mary's staff on entry.

NB: Glass is to be replaced with Perspex for the safety of all residents and is compulsory in Special Care and highly recommended for all other residents.



NB:- Families are responsible for purchasing, and maintaining personal equipment e.g. eye glasses, hearing aids/batteries, mobility aids, walkers, wheelchairs and false teeth. There are charges for repairing of equipment if St Mary's is requested to repair.



Visiting



Visiting is welcome at any time. For security of the home key pads are installed at some of front doors/gates – access code will be provided to residents & families on admission. Family and friends are welcome to make use of the kitchenettes to make tea or coffee.

Family members or friends may also arrange to have a midday meal with you at minimal cost, this must be booked at least the day before to allow for planning. See Annexure 'B' for Activity Ideas whilst visiting loved ones.

Visiting after dark

If entering after dark please use either entrance and use the code to access as required.

Residents / Representatives Meetings

Resident meetings – are held regularly to discuss general areas of interest to the Residents. Residents are encouraged to attend. Residents can raise issues through these meetings to the Governing Body

Quality Care Advisory Body

The Quality Care Advisory Body is a group that focuses on improving the standard of care provided to residents.

Its main role is to:

- Monitor and review the quality and safety of care
- Identify areas for improvement
- Provide advice and recommendations to management
- Ensure care practices meet required standards and residents' needs

In short, it helps the facility continuously improve care and keep residents safe and well-supported.

Foodies Group



The Foodies group is an opportunity for Residents to have input into the menus at St Mary's. They meet monthly with the Chef to discuss the menus and any other food related concerns.

Governing Body

In an aged care facility, the governing body is the group responsible for the overall direction, accountability, and performance of the organisation. It's usually a board of directors or management committee.

Their main role is to make sure the facility:

- Provides safe, high-quality care to residents
- Complies with laws, regulations, and standards
- Manages finances responsibly
- Sets policies, goals, and strategic direction

They don't handle day-to-day care—that's the job of managers and staff—but they oversee everything to ensure the service is run properly and ethically.

Recreation, Leisure & Therapy Programs

The Lifestyle activities program is designed in consultation with the Resident/Family or significant other, by our qualified staff and seeks to enhance the quality of life for individual's long-term care. Focusing on the individual and group needs of residents. We offer an interesting range of activities including: Bus trips, Quiz Sessions, Art Therapy, Concerts, exercise programs, gardening and music therapy. Families are encouraged to participate in Social Events, BBQ and bus trips. While most activities are free of charge there are charges associated with Bus Trips and music therapy and or special events. The weekly activity schedule is provided to residents, posted on Facebook and is displayed on Notice Boards throughout the facilities.

Pets



The Nursing Home has resident cat(s) The cats are non-intrusive but very affectionate. There are also pet budgerigars and various other colorful birds in the aviaries (Pelican Waters and Coolum Beach). Small pets such as birds can be accommodated provided you are able to help look after their needs. Please notify us if residents have any pet allergies.



We encourage family/representatives to bring their family pets to visit loved ones. Any pets that visit must have a certificate to show they are vaccinated, have had treatments for fleas and worms and have a temperament suitable for visit and Aged Care facility.

Gardens



The gardens are maintained for the use and pleasure of residents and from time to time various activities are held in the garden. There are quite extensive pathways throughout the gardens, with many outdoor areas available for Residents and their visitors to use and enjoy.

Library



If you are a member of the local library we encourage you to maintain interest in reading alternatively to join the Homes library scheme where books are obtained in bulk from Caloundra and Coolum libraries. St Mary's also has its own mobile library trolley run by residents and volunteers. There are also a number of bookcases throughout both facilities stock with books for Residents to enjoy.



Television

Televisions are provided in the common areas, for community viewing. If a resident wishes to have a television in their room it must conform to the following specifications.

- Maximum size of 40 inches.
- LED screen
- Maximum weight of 6kg
- 100 x 100 or 200 x 100 VESA mount

Please check with reception before purchasing, as a number of rooms have televisions provided. Residents with hearing deficits and all residents in the areas where the televisions are mounted on the wall must have headphones to avoid disturbing other residents.

As televisions can be intrusive we ask residents to be considerate, by closing their room door, which would minimise disturbance to other residents. TV's in common areas are not on for long periods during the day and especially not at meal times as this can prevent residents with cognitive problems from eating and drinking adequately.

St Mary's also has a video and DVD channel, which is distributed to each aerial outlet. There is a CD player and a variety of CD's, which Residents are welcome to use to play their own favorite CD's. See section - Resident Valuables and Personal Belongings.

Menu and Diet

A varied and nutritional menu is presented, which is prepared on the premises from natural and fresh produce.

The menu is designed around the resident preferences and reviewed by a Dietitian every year. The Dietitian is accessed by management as necessary. Should you require a special diet for medical reasons, this will be discussed with your and over seen by the QARN's & dietitian.

Cultural and religious dietary needs will be met. Staff should be notified for any planned absence from meals, so that alternative arrangements can be made e.g. a meal provided when you return.

Meal times are normally

Breakfast 7.30 – 9:00 am - Lunch 12:00 –1:30 pm - Evening Meal 5:00 – 6:30 pm

Morning Tea, Afternoon Tea and Supper are also served with choice of beverages.

If you would like to bring in special food, please ensure it is in airtight containers. If it is going into the refrigerator the resident's name and date prepared must be clearly marked on the container. Food brought into the home for loved ones can either be heated by family/representative or brought to the kitchen between 0800am and 11.00am for inspection and approval. Food safety commitment must be signed. Any fruit must be washed prior to the resident receiving it. These measures are in place for the protection of residents.

Functions for Residents at St Marys



- All arrangements for every function must be in writing and cannot proceed without consent from General Manager.
- Any function involving residents of more than one family must be catered to meet the needs of all Resident's in attendance.
- Private functions for one resident and their family can either be catered for by St Mary's Aged Care or by family.
- Payment for any function catered by St Mary's Aged Care, must be paid in full 7 days prior to function date.



Non-smoking Policy

In the interest of safety and consideration to other residents and staff, St Mary's is a NON-SMOKING ENVIRONMENT. The use of candles is also prohibited



Dignity of Risk

It is acknowledged that residents have the right to participate in activities, which may be considered to put them at risk of injury. Participation in such activities may be permitted following discussion and / or agreement with the doctor, the Director of Care, the resident, representative and other relevant bodies.



Staff Only Areas

For Workplace Health & Safety reasons, St Mary's Aged Care has areas that are strictly staff only.

Residents and family/representatives are not to enter these areas:

- | | |
|---------------------------------|-----------------|
| * Other resident's rooms | * Kitchen |
| * Laundry | * Utility rooms |
| * Treatment rooms | * Staff offices |
| * Staff rooms | * Staff toilets |
| * Maintenance & delivery areas. | |



Diversity

SMAC recognises that it's residents may experience & identify with multiple diversity characteristics at any given time or in any given context.

SMAC is committed to ensuring that it provides respectful, inclusive & culturally safe care & services with equitable access for all residents.

SMAC is committed to identifying & overcoming any barriers to access to its care & services.

SMAC will evaluate the effectiveness of meeting the diverse needs of its residents & use this information to implement improvements where needed.



Absence/Leave

- There is no restriction on the amount of day leave a resident may take.
- Residents may also be absent on social leave for a period of 52 days in any 12-month period from the 1st of July, without loss of Nursing Home benefits.
- Unlimited leave is available for hospital stays.
- Respite care residents are not permitted overnight leave, including hospital leave. If hospital leave is required, residents will need to pay the unfunded care fee rate for period of absence.
- Residents should be aware that the resident contribution is payable whilst on social or hospital leave.
- Any leave in excess of 52 days per year, will result in the full fee being paid by the Resident if the bed is to be held.

Agreement between Residents and Proprietors

All Residents are offered an agreement between resident and proprietors of approved Homes prior to, or on entry to the Home.

Financial Matters

The Homes income is derived from Government subsidies and fees paid by the Resident. Every Resident pays at least the Base Rate which is approximately 85 % of the Aged Pension sets the resident contribution level, where as the Commonwealth subsidy is varied based on the dependency level of each resident. Those residents with income higher than the aged Pension may have their contribution to fees means tested by Services Australia..

The Commonwealth recognises that wages represent a high proportion of total costs and pay the subsidies monthly in advance. We therefore require residents to pay their contribution one month in advance within seven days of the beginning of each month.

This may be done by any of the following methods:

- Direct Debit
- Personal Cheque or Bank Cheque
- Internet banking
- Cash will only be accepted if deposited directly in to St Mary's bank account.

Residents are able to have funds held on account to cover extra expenses, the monthly balance on the statement will identify such amounts. Extra expenses such as hairdressing, outings, clothing purchases can be incurred at your discretion and will be detailed on the monthly statement. A 10% surcharge will be applied to any purchases made by St Mary's on the Residents behalf. Eg Clothes, equipment or repairs to equipment.

Security of Accommodation (Tenure)



Your accommodation St Mary's is offered on a permanent or respite basis.

It is expected that once admitted, you will remain at the Home for as long as you require our care and services.

Resident could be discharged from the Home under the following circumstances.

A.If the resident or representative requests a transfer to another facility.

B.An Aged Care Assessment Team has assessed you as no longer needing the classification of care agreed at the date of entry.

C.If an occasion should arise of continuing behavioral problems that impinge upon the rights of others living in the home.

D.Non payment of monies owed to the Home.

This would only occur following consultation with resident and representatives, the resident's doctor and the home management. Assistance will be given, and sufficient time will be allowed to enable suitable accommodation to be found.

St Mary's facilities are designed to offer a range of accommodation options to suit the changing medical needs of residents. Therefore it is necessary for the home to reserve the right to move a resident to another bed or wing of the home. This will only be done for a medical or care reason. This includes sensory overload and wandering / intruding on other residents. This decision will be made carefully by senior management who will decide whether a resident's changing needs warrant a room move. The resident's representative will be advised of the need to do this. This policy is explained prior to all potential residents/representatives admission. Whilst we do our utmost to avoid changes, it is sometimes unavoidable. Once the occupants of these wings no longer have deficiencies that require these special units, we will arrange their relocation to another more suitable location within the general area of the facility.

E.Termination by you: We request 7 days notice in writing.



Expressing Your Concerns/Complaints

We wish to assist in every way possible, should however you have matters of concern regarding the care / service provided by the Home we will endeavor to address such matters quickly and effectively.

It is always easiest if your concerns/complaints are put in writing so that management may be made aware of them. This can be done by letter, email or Feedback Form (these yellow forms are located at main entrances points or nurses stations)

Please note that the Feedback system is for general issues only. Any concerns or complaints specific to the care of any individual Resident must be referred immediately to the DOC or General Manager. This will ensure that they are addressed with the necessary speed and privacy.

Should your concern not be resolved to your satisfaction we suggest the following steps:

- Approach the Director of Care, or General Manager or if after hours the most senior staff member on duty (RN).
- A meeting with St Mary's management.

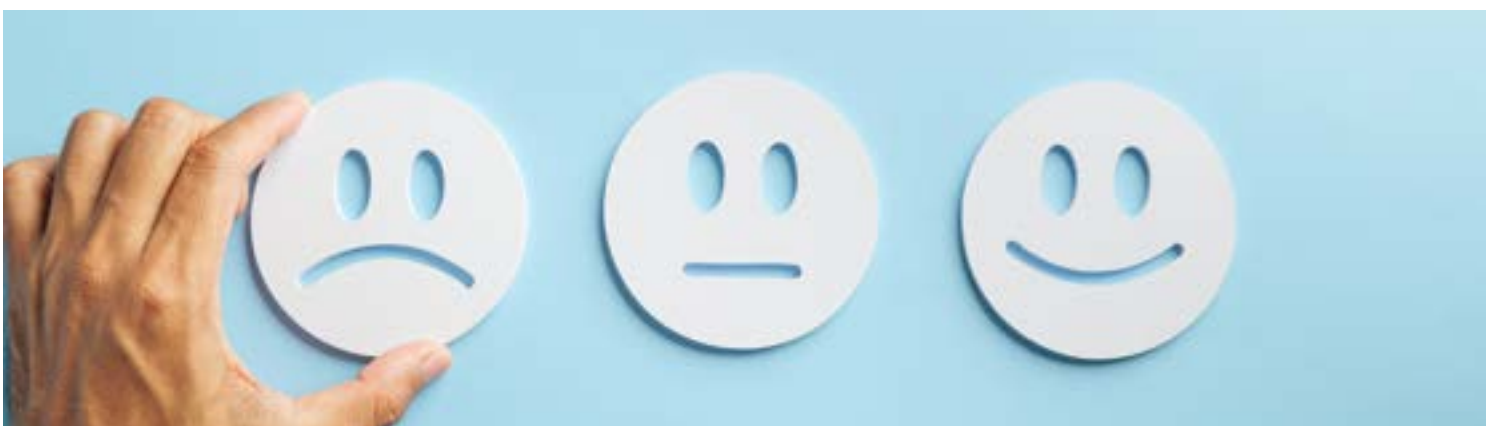
St Mary's welcomes any concerns or complaints as an opportunity to improve the Safety and Quality of services offered to Residents.

Language and interpreter services are available if required.

Family and residents have the right to seek the assistance of the following agencies should they not receive a satisfactory resolution to their complaint.

The Aged Care Quality and Safety Commission (ACQSC) manages complaints about Australian aged care services through a structured process designed to resolve issues and improve care quality. Phone: 1800 550 552

OLDER PERSONS ADVOCACY NETWORK Your Aged and Disability Advocates
Phone: 1800 700 600



Continuous Improvement- Concerns & Feedback



St Mary's embraces the continuous improvement. We recognise that the people involved in the service - Residents and their families and staff are a major source of knowledge and ideas about improvement.

We welcome your contribution this may be achieved by: -

- Completing a Feedback Form,
- Attending the Resident/Representative meetings.
- Completing a questionnaire from time to time.

Medication Advisory Committee

A best possible health outcome for all residents is our goal. This is achieved through a partnership approach in relation to policies and activities through:-

- Development
- Promotion
- Monitoring
- Evaluating

This partnership approach will assist management, residents and staff to achieve best practice use of medicines in residential care, including Anti-microbial stewardship.

Contact person for this committee is Leeanne Field.

Workplace Health and Safety

This facility has been designed in a manner that does not provide for motorised bikes or scooters. Use of motorised wheelchairs requires the appropriate assessments and re-assessments as necessary.



Talcum Powder:

Due to an increased risk of residents slipping and falling the use of talcum powder is prohibited at St Mary's Aged Care.

Ironing:

The use of Irons at St Mary's is prohibited; residents are encouraged to have clothing of a material which won't require ironing. An ironing service is available if required.

Electric Heating Equipment:

The use of electric blankets, heat packs and heaters at St Mary's is prohibited. Special wheat packs for individual use can be purchased from St Mary's.

Self Help Bedsticks or Poles:

The use of these items may cause death and have been prohibited as per the decision made by the Queensland Coroner. They can still be used in certain circumstances, but only after completion of relevant risk assessments.

Please note: Residents and family members are requested to observe and cooperate with this WPH&S policy as it is very important to maintain safety and wellbeing for residents and staff.

Failure to comply could result in families becoming liable for any injuries sustained.

Emergency Planning & Evacuation

St Mary's has extensive emergency procedures designed to deal with the types of emergency situations we would reasonably be expected to encounter.

Staff are given the appropriate level of training required to safely evacuate residents from the affected buildings and take any other action required.

The buildings have comprehensive fire protection systems in place and are continually monitored for correct operation.

IN THE CASE OF EMERGENCY RESIDENTS ARE ADVISED TO WAIT FOR STAFF ASSISTANCE.



Zero Tolerance to Aggressive Behaviour

ZERO TOLERANCE to VERBAL AGGRESSION &/or THREATENED or PHYSICAL VIOLENCE

Staff need to work, residents need to live and visitors enjoy the right to be free of all of the above.

Threatening, abusive or violent behaviors will not be accepted from anyone under any circumstances.

Any such acts or threatened acts will result in action being taken including the following:

- A formal warning from staff
- Being asked to leave the premises and its grounds
- Police being notified and necessary legal action implemented
- Appropriate medical response

BE AWARE ABUSE TOWARDS OTHERS IS NOT ACCEPTABLE

Workplace Harassment & Bullying Prevention

The home has a Workplace Harassment & Bullying Policy to protect staff and visitors. The Policy is displayed by nurse's station and we value your cooperation with this policy.

St Mary's Aged Care is committed to ensuring a healthy and safe workplace for staff that is free from workplace harassment and where mutual respect is a right of way.

Workplace harassment or bullying **WILL NOT BE TOLERATED** under any circumstances.

Some examples of repeated behaviour that may be regarded as workplace harassment or bullying:-

- Intimidation of staff
- Abusing a person loudly
- Threats
- Ridicule
- Humiliating a person through gestures, sarcasm, criticism, and insults often in front of others.
- Spreading gossip or false malicious rumors about a person with an intent to cause the person harm.

Please use the Feedback form to communicate any concerns or In an emergency approach the RN on the floor.



Respite Care

The Home is able to provide respite care on a planned basis, subject to bed availability. Periods usually vary from 14 to 28 days but longer periods can be arranged. Refer to page 12 regarding leave while in Respite Care.

Privacy of Information

St Mary's has a privacy policy for managing Resident's information both financial and medical. Should you have any concerns as to which Health care providers are given access to medical information please contact the Director of Care in writing.



Palliative Care

St. Mary's offers Palliative Care to residents when it is needed. Residents, families/representative are asked to talk to senior nursing staff as soon as possible about what their end of life wishes are. If you have an Advanced Health Directive please supply certified copy on admission.

St. Mary's Aged Care works closely with the Palliative Care Team and staff receive ongoing education to ensure their skill base is kept current.

If a resident or representative requires more information on Palliative care please contact the Director of Care or Nurse Manager to arrange a meeting to discuss same.

Director of Care and key senior nursing staff are available to arrange times to give people the extra emotional support they need, and staff from the Palliative Care Team are happy to meet with families and discuss any concerns i.e. pain management and symptom control etc. It is important that you also advise us of what your family members end of life wishes are.

Nursing Care Plans

Nursing Care Plan Assessments

To ensure individualised care, all residents care needs are assessed after admission. Some of these assessments might include:

- Mobility and physiotherapy
- Personal Hygiene
- Diversional and Alternative therapies
- Emotional needs
- Medical history
- Behaviour management

The assessments start on admission and continue for a number of weeks. Families/residents will be asked to supply information regarding health and any other information relevant to the assessment. All the information gathered from these assessments will be incorporated in the individual Nursing Care Plan.

The Resident's representative will receive a letter asking them to make an appointment to discuss the Nursing Care Plan. They may bring interested parties to this meeting. Any further information from this meeting will be added to Nursing Care Plan. Families will be contacted about changes in medical condition or care needs. Letters are sent out annually inviting POA/interested party to arrange a meeting with management to discuss care or concerns.



Nursing Care Plan Amendments

Should there be significant changes to the Nursing Care Plan the Resident's representative will be contacted to advise them of those changes. It will be up to the Representative to advise all other significant parties.

Should at any time a Representative wish to discuss the Nursing Care Plan they should contact Director of Care, Nurse Manager or Clinical Manager who will be only too happy to assist in any way possible.

Contact can be made with the Director of Care by: -

ØContacting reception for an appointment.

Or

ØWritten communication

We ask that you strictly abide by the above communication terms, and not discuss the Nursing Care Plans or care with Nursing Assistants. We know that you appreciate that the staff's priority is the care of residents and we ask that you respect this and not infringe on their time.

The Registered Nurses have specific duties regarding resident's care and are not available to discuss at length any non-urgent care issues that can be referred to the DOC or Care Managers the following day by appointment.

Dignity of Risk

Resident's have the right to make informed choices about the activities they wish to undertake. This includes the ability to take Risks. Risks need to be carefully considered and all relevant stakeholders need to be involved and understand the choices that the Resident wishes to make. St Mary's is committed to working with all parties to ensure Residents have Quality of life.



St Mary's Family Support Group

In an aged care facility, the governing body is the group responsible for the overall direction, accountability, and performance of the organisation. It's usually a board of directors or management committee.

Their main role is to make sure the facility:

- Provides safe, high-quality care to residents
- Complies with laws, regulations, and standards
- Manages finances responsibly
- Sets policies, goals, and strategic direction



They don't handle day-to-day care—that's the job of managers and staff—but they oversee everything to ensure the service is run properly and ethically.

Benefits of support group

The benefits of a support group are promoting a philosophy of shared care. Through the group, relatives are encouraged to support each other and also to work constructively with problem solving and seeking the best quality of care in partnership with the facility.

Funeral Arrangements

We request that you inform us of your nominated Funeral Director at the time of admission; this avoids us asking you such a sensitive question at a later time when you may be upset or distressed. Please be aware that if you choose to use a Funeral Director who is not local and there is a subsequent delay in their collection of your loved one we may have to temporarily use a local one as we do not have the necessary storage facilities.



Giving Gifts to St Marys Staff

Please be aware that St Mary's Aged Care has a policy in place regarding staff receiving/accepting gifts from residents and/or families.

Please seek authority from management before purchasing or giving gifts to staff.

Annexure B – Activity Ideas for Visiting

CHORES

Bring in the socks that need sorting or wool that needs unwinding, sewing box that needs tidying, clothes to be folded and do it together with your relative. This helps them to feel helpful and gets something that needs to be done, done while you are visiting.

MASSAGE

Give your relative a hand or leg rub with body lotion or cream. This is particularly effective if the Resident is finding it difficult to communicate. Touch is so important.

BEAUTY FUN

Give your relative a facial, paint her fingernails, do something special with her hair, apply a little make-up.

OUTING

Relative may like to come home or just go for a drive. Staff will assist with getting Residents in and out of cars if required.

READING

Poems, funny short stories, anything you think might interest your relative.

CONVERSATION STARTERS AND TOPICS

What's new at St. Mary's? -New staff, new pictures, furniture.

What's happening at St Mary's?

What did you do today?

What's happening out in the garden. - New flower beds, trees, what's flowering. This could be your garden or ours.

What's on for dinner, how was lunch, what did you have? See menus on the tables.

Discuss the weather extending to events that are taking place in the season, farming, food and vegetables, gardens, holidays, festivals.

The day of the week, month, time of day, helps them to remember.

What you saw on the way here.

Tell them children's news from school, or families.

Who you have been visiting or who has come to see you.

Talk about new products on the market, new methods.

House prices or what's for sale around

Television programs what's on, what's new, what you have watched.

Plan a day out.

Talk of special events coming up.

WALKS

You are welcome to take your relative for a walk. Arrange before you arrive for a wheelchair and we will have your relative ready to go.

Annexure B – Activity Ideas for Visiting

JOIN ACTIVITIES

You are welcome to join in with the activities.

HOBBIES

Do a hobby with your relative it could be Quilting, Embroidery, Model Building, anything that your relative may have done or had an interest to do. Or it could be your hobby and just share it with them and get them to join in where they can.

LETTERS

Write and read letters to other relatives and friends or greeting cards. This stimulates family interests.

NEWSPAPERS

Try reading the newspaper or magazine together. Discuss any interesting articles. This helps your relative to keep up with the outside affairs.

PHOTO ALBUMS

Bring in an old album and talk about the photos or create a new album with the photos. Write little comments under the photos.

LIBRARY

Visit your local library and get music of your relative's era. Travel books of places they may have been or came from. Videos/DVD's are also available – bring them in and share them.

CHILDREN

Young children and babies can bring great joy to Residents and are always welcome.

PETS

Bring in a relative's pet for a visit but please make sure that the pet is treated for fleas, worms and bathed before the visit. Pets can be brought inside provided they have a certificate from their Vet that states that have a suitable temperament for visiting in Aged Care

GAMES

We have some games here eg. Chess, scrabble and cards. Ask the staff, or bring one if you like. Jigsaws are fun to do together and relaxing.

MORNING TEA

Bring something special in to have with relative for morning tea or afternoon tea. Bring in take away for lunch or tea to share with relative. You should let the staff know if you are planning to do this so that they can let the kitchen know. They can set up a table especially for you.

These are some ideas to help make your visits interesting, stimulating and more pleasurable. The main thing is to have quality time with your relative and if we can help in any way to make this possible please ask the staff.

Request literature from RN's re Dementia.

ELDER ABUSE & COMPULSORY REPORTING

Elder abuse

Elder abuse is any act, or failure to act, within a relationship of trust that causes harm or distress to an older person. It can include physical, emotional, sexual, financial abuse or neglect.

Under the Aged Care Act 2024, protecting older people from abuse, neglect and exploitation is a core principle, and they have a legal right to receive safe, respectful care free from harm

Mandatory reporting requirements (Aged Care Act 2024)

The Act requires aged care providers and workers to report and respond to serious incidents under the Serious Incident Response Scheme (SIRS). Key points:

- Reportable incidents include abuse, neglect, unlawful sexual contact, and inappropriate use of force.
- Priority 1 incidents (serious harm, sexual assault, or matters needing police involvement) must be reported within 24 hours to the Aged Care Quality and Safety Commission (and police if criminal).
- Less serious (Priority 2) incidents must still be reported within set timeframes (e.g., up to 30 days).
- The Act protects people who report incidents (whistleblower protections).
- Providers must have systems to prevent, manage, and investigate incidents and ensure ongoing safety.

Policies

The following policies are available on our website

- Fees & Agreements Policy
- Complaints Management
- Incident Management
- Privacy & Confidentiality