

Your Resident Handbook

A Gift

Clayton Church
Homes is committed
to providing quality
care to our residents.

Would you consider helping us in our Vision?

Any donation, no matter how small or large, is greatly appreciated and used to improve amenities and services for our residents. Donations of \$2 and over are tax deductible and a receipt will be provided.

Our Vision

To lead and inspire positive ageing, where each person lives their best possible life

Our Guiding Principles

Respect

We support the identity and culture of older people, their families and the community and treat all with dignity and respect.

Quality

We are committed to high quality, compassionate and personalised services delivered in a safe, welcoming environment.

Choice

With a person-centred philosophy, we support the independence and choices of older people.

Governance

Our leadership and management systems are transparent, accountable and responsive to changing individual and community expectations.

Glossary

Provided below is a short glossary to assist you in understanding the terminology in this handbook.

CCH

Clayton Church Homes

Representative

A family member or guardian who is authorised to act on behalf of the resident.

Delegate

In the absence of the Manager Residential Facilities (eg. after hours and on weekends) the Site Delegate on duty. This could be a Registered Nurse, Enrolled Nurse or Team Leader.

Privacy and Confidentiality

Clayton Church Homes meets the requirements of the 10 National Privacy Principles (NPP) that are set out in The Privacy and Personal Information Protection Act 1998. Clayton Church Homes has a Privacy Policy that complies with our obligations under the NPP. This Policy describes how privacy is managed in the organisation.

If you require further information regarding the operational aspects of this policy, please contact our offices on 8404 8200. We will be happy to provide you with a copy of the policy and to answer any questions you may have. We take our obligations under the Privacy Act seriously and take all reasonable steps to comply with The Privacy and Personal Information Protection Act 1998 and to protect the privacy of personal information that we hold.

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Resident Information



Message from the Chief Executive Officer

On behalf of the Board of Directors, Management and Staff, we welcome you to your new home.

At Clayton Church Homes, we want you to be supported, be independent, be respected, and above all, Be You. We understand the importance of healthy ageing while maintaining your independence as much as possible and that's why we are committed to providing care, activities and opportunities that support you. Becoming a part of our family does not mean you have to change your lifestyle or interests.

Clayton Church Homes has a proud history with more than 50 years' experience in delivering care and services that enhance independence, well-being and lifestyle. Established in 1968 with the support of the Clayton Congregational Church, we are an independent profit for purpose aged care organisation providing permanent and respite residential aged care accommodation, retirement living facilities and home care services to older South Australians across metropolitan Adelaide and the Adelaide Hills.

The comfort and welfare of our residents is at the heart of everything we do and we pride ourselves on the genuine, caring relationships we have with residents. We are committed to providing personal, high quality care to every resident and treat our residents with dignity and respect.

We work as a team to achieve our Vision of new members of the community. We continue to develop and improve services in response to the changing needs of South Australia's ageing population.

Clayton Church Homes is recognised under Charitable Trust Fund legislation and aligned with the Uniting Church.

Your feedback is important to us and will help us to continuously improve in the care and services we provide. Please speak to your site manager or complete a "Have Your Say" form available at all sites.

Thank you for choosing Clayton Church Homes as your residential

Chief Executive

Rights and Responsibilities of the Resident

Each resident admitted to CCH will have full personal, civil, legal and consumer rights and responsibilities – as do all other residents of Australia.

As such, residents of CCH have a responsibility to respect the rights of other residents and CCH staff.

As a resident, you will be consulted on any decisions that may affect you.

To assist CCH in maintaining its Vision and continually improving the care and services provided, we ask that you let us know of any comments, suggestions or issues you may have.

For a detailed list of CCH residents' Rights and Responsibilities, please refer to the Resident Agreement.

Absences

As a resident, you are free to come and go as you please. If you will be absent for meals or are intending to stay out overnight, please inform the Site Manager/Clinical Staff.

At least 24 hours' notice would be beneficial for all concerned, so that medications and other arrangements can be made.

Please note that the ongoing daily charges continue to apply during absences.

Call Bells

Each resident has access to a call bell in their room and bathroom. Pressing the call bell activates the pager system to notify staff that assistance is required.

Car-parking

Parking in the car-parking areas is at your own risk – please ensure that the vehicle is locked and valuables are not visible. CCH does not accept any responsibility for loss or damage to vehicles or personal items. If an incident does occur, it is your responsibility to notify the police as well as CCH.

Citizenship Responsibilities

Residents are required to notify the Electoral Commission of their change of address once they have been admitted to the site.

It is the responsibility of the resident/representative to make suitable arrangements for voting, eg. visit a polling booth or send a postal vote.

During an election, the Electoral Commission may set up a polling booth on site.

To delete a name from the electoral roll or for further information, please contact the Electoral Commission.

Clothing

Your personal laundry can be laundered on our premises. All care is taken but be mindful that a commercial/industrial washing machine and dryer are used. Hence, CCH will not accept responsibility for damage/loss of clothing that is not labelled or maintained.

All clothing should be:

- Wash and wear fabric;
- Suitable for machine washing and dryer;

- Clearly and permanently marked with the resident's 'Surname and First Name initial' and 'Clayton'; and
- Maintained by representatives to a suitable standard (eg. check for wear & tear and labelling).

Any item that requires repairs or attention will be placed in a bag with a note requesting attention.

The Site Manager may contact representatives if extra clothing items are required.

CCH can arrange for printing of suitable nametags and they can be ordered from the Site Receptionist. All costs are the responsibility of the resident.

Electrical Appliances

Prior to bringing any appropriately sized electrical items into CCH (eg. televisions, radios, electrical chairs, extension cords, razors, nebuliser pumps, bedside lamps and any other electrical item indicated by Management) the equipment must be tested and tagged by a certified Electrician. Subsequent testing and tagging may be conducted by CCH at the resident's cost. It will not be permitted on the premises until it passes certification.

This certification is required on an annual basis (as per legislation).

A communal fridge is available in several locations which can be used

by residents. Food must be labelled with resident name and use-by date.

Televisions, radios, cassette and CD players are permitted, provided the volume is kept to such a level so as not to disturb other residents.

Non-Approved Items

In the interest of resident and staff safety, CCH reserves the right to refuse any equipment and/or furniture that may place staff and/or others at risk.

Items **not permitted** in residents' rooms include:

- Cooking appliances (microwave, toaster, etc);
- Electric blankets;
- Fan heaters;
- Grain filled heat bags;
- Hot water bottles;
- Kettles.

All electrical items must be tested and tagged by a certified Electrician before being brought into CCH. Subsequent testing and tagging may be conducted by CCH at the resident's cost.



Finances and Accounts

Accounts will be presented monthly with payment either by direct debit or by redirecting pension income direct to CCH.

Residents are able to establish a Trust Account to a maximum of \$400. Please make arrangements with the Receptionist.

Fire and Emergencies

The safety of staff, residents and visitors to CCH is paramount. All staff members are trained in fire and emergency procedures and will advise residents and visitors on directions if the need arises.

Hairdressing

You are able to book the services of a qualified hairdresser who visits the site. Payment is your responsibility (you may utilise your trust account for this service). You may also arrange to have your own hairdresser visit.

Have Your Say

Residents have a right to voice their opinion about their care and/or conditions. CCH views comments from residents/representatives as an important means of ensuring that the service given is of the highest standard and continually improving.

If you or your representative has a comment, please:

- Speak to the Site Manager;
- Fill out a Have Your Say form, available from the Receptionist or located in lounge areas;
- Place your written comments in the "Suggestion Boxes" provided at various locations throughout the site; or
- Make your comments during the regularly scheduled meetings with the Site Manager, which are advertised on the notice board and in newsletters.

Please ask a staff member for assistance. All comments will be acknowledged and attended to in a confidential manner.

You can also contact the following external agencies:

- Aged Care Quality and Safety Commission (1800 951 822);
- Aged Rights Advocacy Service (provides information, support and advice regarding Residents' Rights);
- SACAT (South Australian Civil and Administrative Tribunal); or
- Public Advocate.

Health Care

Chemist

CCH has a contractual arrangement with a pharmaceutical provider to supply and monitor resident medication. Medications and treatments ordered by your Doctor will be billed to you or your family/representative.

Residents are free to choose their own chemist, but must make their own arrangements for pick-up, delivery and payment.

In these cases, medication must be packaged in a form that the staff members are credentialed to administer (eg Multi-dose packs). Please contact the Site Manager/Delegate for clarification.

Dentists

Residents are encouraged to continue to be treated by their own Dentist. Appointments and associated costs remain the responsibility of the resident/representative. CCH can assist you in arranging dental care, please refer to the Site Manager/Delegate for further information.

Doctors

Residents are encouraged to continue to be treated by their own medical practitioner provided the practitioner is willing to visit the site when necessary and communicate with staff on each visit.

Should your local Doctor be unable to visit, a list of names of medical practitioners who regularly visit the site can be obtained from Site Manager/Delegate. Residents are responsible for the cost of all such medical services.





Your care will be discussed with you on a regular basis. Your representatives may be included at your request. All written records are kept strictly confidential. The Site Manager/Delegate will discuss Comfort Care/Advance Directive issues with you, as your medical condition dictates.

Physiotherapists

Physiotherapy services are provided on site for all permanent residents at no cost. You may continue to be treated by your own Physiotherapist however, in this case, appointments and associated costs remain the responsibility of the resident/representative. CCH can assist you in arranging a Physiotherapist. Please refer to the Site Manager/Delegate for further information.

Podiatrists

Podiatry services are provided on site for all permanent residents at no cost. You may continue to be treated by your own Podiatrist however, in this case, appointments and associated costs remain the responsibility of the resident/representative. Appointments can be made with the Site Manager/Delegate.

Specialists and other Health Professionals

Appointments and associated costs remain the responsibility of the resident/representative. Information and assistance is

available on an "as needs" basis. Please see the Site Manager/ Delegate for further information. CCH may provide staff as an "escort" to take residents to appointments if a family member/representative is not available to do so. A small fee will be incurred for a staff escort. The resident remains responsible for transportation costs, eg. Taxi.

Hospitalisation

If an acute medical or surgical condition arises, you may be transferred to a private or public hospital after consultation with you/your representatives and your medical practitioner. Up to date ambulance cover is encouraged. The resident remains responsible for transportation costs.

Library Services

Each facility has an arrangement with their local library for a home delivery service where books, music and videos can be loaned on a monthly basis.

Mail and Newspapers

All mail is sorted and delivered daily. Outgoing mail may be left at Reception.

The local newsagent delivers daily newspapers and magazines. You may place orders and arrange payment yourself or with family/representatives.

Management - Resident/ Representative Consultation

Regular group meetings are held with residents/representatives, providing a valuable means of communication and the opportunity to put forward ideas and suggestions as well as provide feedback. This enables management to respond to the changing needs of the residents and facilitates the delivery of high quality services. The Annual General Meeting (AGM) of CCH is held in October each year and all residents and representatives are welcome to attend.

Physiotherapy services are provided on site for all permanent residents at no cost.



Our rotating, seasonal menus offer choice and cater for a variety of tastes. All meals are balanced, nutritious and freshly prepared onsite.

Meals

Breakfast is served in your room or in communal areas. As meal time is seen as a social event, you are encouraged to have the midday and evening meals in the main dining room. Lunch is the main meal of the day while the evening meal is lighter.

Our rotating, seasonal menus offer choice and cater for a variety of tastes. All meals are balanced, nutritious and freshly prepared onsite. Provision is also made to cater for residents with special dietary requirements. All residents are assessed for their dietary needs and if any needs are identified, assistance will be provided. Consultation on food and the service occurs and comments are encouraged.

Newsletter

A monthly newsletter is produced and circulated amongst residents containing information relevant to the care and services provided by CCH. Copies are also available from Reception.

Pastoral Care

CCH Pastoral Care staff visit residents on a regular basis.

Our Pastoral Care Program is an important part of CCH, providing you and your immediate family with the opportunity for private conversations (independent of Management) and to voice your feelings, especially as you adjust to new surroundings. Once settled, you may also benefit from taking part in the various religious services on offer, or simply by discussing any ideas or concerns with our Pastoral Care team.

This support is entirely optional, confidential and provided at no charge to residents.

For more information, contact our Pastoral Care Coordinator.

Personal Property

All items of personal property including television, radio, photos, ornaments, etc are to be discretely named by residents and representatives.

Pets and Animals

Residents may have their pets visit them providing the animal is kept under strict control and dogs are on a lead at all times.

Residents' Rooms

You are required to keep your room and personal items in an appropriate manner.

Please consult your Site Manager before:

- Removing, adding to or altering any door lock; and
- Installing any fixed furniture, placing nails, hooks or screws in walls or fitting and applying paint or wallpaper to any part of the room or premises.

It is also requested that you do not use sticky tape, etc on any surface in the room.

It will be your responsibility, as per the Resident Agreement, to repair any damage to CCH assets, to the Board of Director's satisfaction.

Safety

Safety for residents, family, visitors and staff is important to CCH.

CCH has a 'No Lift Policy' – the details will be explained and the resident consulted on any interventions required enabling the implementation of this policy.

Additionally, residents and representatives are requested not to bring any chemicals (eg. air freshener or cleaning agents) onto the site. These products increase the risk of unwanted outcomes to residents and staff, and may cause problems with the air-conditioning and other equipment.

The use of talcum powder is not permitted as this product increases the risk of injury to residents, and has the potential to cause problems with air-conditioning and other equipment. Please refer to the Site Manager/ Delegate for further information.

Whilst alcohol is permitted on site and we respect individual resident

choices, it should be consumed in a responsible manner.

Please note, CCH is a no smoking zone and smoking is not permitted inside and within 10 metres of the site.

Security of Tenure

After taking up residency, you are only moved to another room at your request when a suitable bed becomes available. Every effort is made to place each resident where they feel comfortable and happy. There may be a cost associated with a change of room according to the pricing of the preferred room.

Occasionally, it may be necessary to move a resident for clinical and care reasons, but this would only occur after thorough discussion with you and your representatives. In these circumstances there may not be a cost associated with a change of room.

On rare occasions a resident could have their access to accommodation withdrawn and be asked to leave the facility. Examples of where this could arise include:

- Physical violence;
- Verbal abuse and/or aggression creating disharmony between residents and staff;
- Threats to other residents' safety;
- Extreme disruption which continually upsets other residents; or
- Required updates/renovation/works to the room.

Before this would be requested of a resident, a re-assessment would be undertaken in consultation with the resident's Medical Officer, representatives, Site Manager and other relevant health professionals.

Spiritual and Cultural Needs

CCH encourages you to keep links with cultural and community groups and we facilitate access to the religious/spiritual needs of our residents.

Representatives of various denominations and cultural groups visit the site and residents' Ministers of religion are always welcome.

Lifestyle staff can assist in contacting relevant religious, spiritual, cultural and community groups and can organise interpreters.

Telephone

At all sites, residents have access to free telephone calls within Australia for mobiles and standard landlines. A telephone connection is provided in all rooms and according to the accommodation selected, a telephone may also be provided. The telephone number to the room is available from Reception.

There is no connection fee and all calls within Australia are free (local, STD, mobiles), except for 1900, 1800, 1300, and 13 numbers etc. Overseas calls will be charged to residents via their fortnightly billing account. For your privacy, staff will not answer private telephones. CCH asks that the volume of the ring tone is kept at a level so as not to disturb others.



Valuables and Insurance

As CCH is a community, residents are encouraged to protect their valuables. CCH takes all care to ensure the security of the site however it does not accept responsibility for money or valuables kept by residents.

As such, it is advised that residents lock their rooms upon leaving them. All rooms have lockable drawers. Please ensure your valuables are secure at all times.

Insurance of personal belongings is the responsibility of individual residents.

Visitors

We welcome personal visitors to ensure family bonds and friendships are maintained. Visiting times are unrestricted; however, we ask that visitors respect others. Hence, relatives and friends are encouraged to visit at reasonable hours.

A Visitors' Book is provided at the main entrance to our facilities. Please sign in and out for security and safety reasons, eg. in the event of an emergency.

At times, care may need to be administered to residents during a visit. At such times – for the privacy of the resident – visitors will be asked to temporarily leave the room.

Arrangements can be made for visitors to have a meal with the resident for a nominal charge. Visitors must provide CCH with 24 hours' notice. We ask that meals be paid for at Reception upon arrival of the visit.

Well-being

CCH develops individualised activities in consultation with you. The aim of these programs is to provide interaction, continued involvement, enjoyment and improved quality of life for each resident. A monthly activity program is distributed to residents to advise of sessions you may wish to participate in. Activities are planned to cover a variety of interests and include bingo, bus trips, celebrations, concerts, games, puzzles and relaxation. Discussions, input and feedback on activity ideas are encouraged from the residents.

Comments and suggestions on the activity program are welcome and can be directed to the Site Manager.

Once again, welcome to your new home. Thank you for choosing Clayton Church Homes as your residential aged care provider and we look forward to working together with you to ensure you enjoy your time with us.

Contact details

Residential Facilities

Prospect (Clayton Residential Aged Care Service)

156 Main North Road
Prospect SA 5082
Phone: 08 8404 8100
Fax: 08 8269 5100

Magill

43 Fisher Street
Magill SA 5072
Phone: 08 8165 6400
Fax: 08 8165 1434

Park Village

30 Shillabeer Road Elizabeth
Park SA 5113 Phone: 08 8283
6600
Fax: 08 8252 6095

Summerhill

1144 Greenhill Road
Uraidla SA 5142
Phone: 08 8390 3547
Fax: 08 8390 3155

Onkaparinga Valley Woodside

38 Nairne Road
Woodside SA 5244
Phone: 08 8389 7566
Fax: 08 8389 7399

