

If you need more information:

Call us on (03) 5352 2654

Facsimile: (03) 5352 3336

Email: reception@araratretirementvillage.com.au

Website: www.gorrinnvillage.weebly.com

Notes:

Some questions to ponder as you read this guide:

Do you have a Power of Attorney arrangement in place?

Do you have a financial advisor?

Do you understand the costs you will be asked to pay?

Do you understand the Agreement?

Do you understand the income and assets assessment requirements for entry to a residential aged care facility?

The information contained in this booklet has been developed and reviewed by Gorrinn Village. It is intended as a guide only. Please consider if it is appropriate for your own individual circumstances.

Gorrinn Village Inc. ABN 54 116 818 613 makes no warranties or representations regarding the quality, accuracy or completeness of the information and is not liable for any loss or damage you suffer arising from the use of, or reliance on the information except that which cannot be excluded by law.

This guide will be reviewed and updated to ensure it is in line with consumer feedback. If you would like to provide any feedback on this booklet, please contact Gorrinn Village on (03) 5352 2654.



Accommodation Brochure

*We offer a friendly, homelike alternative,
when you need an extra helping hand.
It's ageing with atmosphere...*

Last reviewed: July 2021

Mission Statement:

Our mission is to provide individualised, quality aged care and services to residents which is inclusive, and recognises the rights of residents for privacy, dignity, choice, companionship, respect, and independence in an environment that is safe, secure, stimulating and homelike.

Ararat Retirement Village Inc. changed its trading name in 2014 and will be referred to as “**Gorrinn Village**” or “**The Village**” throughout this document.

Important information before accepting a bed at Gorrinn Village

We understand that coming into residential care can be a difficult, confusing and somewhat stressful time for all involved. There is a lot of information given out during the admission process.

The information in this booklet is provided to assist residents and their representatives when making a decision about accepting an offer of a bed at Gorrinn Village. Before accepting the offer of a bed you will need to understand **The Charter of Aged Care Rights and resident responsibilities** on page 4, and our **Model of Care** on page 6. You will need to read and accept the **Provisions** on page 5. If you are not comfortable with any of them, then you may wish to source accommodation elsewhere.

A Step by Step guide to Admission

This guide is also designed to help you understand the admission process and other information which informs our expectations of your residence here at Gorrinn Village. The information contained within is designed to enable you to settle in as easily and quickly as possible, so you can continue enjoying your life.

For a much more detailed guide on the referral process for Aged Care, please refer to the My Aged Care Website at www.myagedcare.gov.au/

This brochure will take you through:

- The ACAT Assessment
- Choosing a facility
- Getting on the Waiting List
- Financial advice
- Declaring your assets and the fees you may be required to pay
- Admission
- As well as all the General Information About Gorrinn Village

Our separate brochure entitled “Gorrinn Village and The Aged Care Quality Standards”, details how we are meeting our legislative obligations. A copy is included in this pack.

This Accommodation Brochure has been created with the intent to answer any questions you may have about life in The Village, and offers a review of both important and trivial information received during admission. Stuff which you may have forgotten, or not fully understood, is here for you to refer back to when needed.

We ask that you and your relative/representative fully read this brochure.

You are welcome to keep this copy in your room, a copy is given to your representative to take home, and additional copies are available from the Front Foyer information stand.

Should you require more clarification on any of the information contained in this brochure, please don't hesitate to contact us. If you would prefer, write your questions on the **Notes** section at the back of this brochure and bring them along to your admission interview.



Gorrinn Village – Individualised Lifestyle Plan

Name:

Age:

Room:

Date Plan last reviewed:	
Plan created in consultation with:	
About the Resident:	(Relevant History From Life story)
Area of Need	Personal support to be provided
Social and emotional well-being	
Activities the resident likes to do:	
Favourite Activities:	Likes to also attend:
Contributing to Village Life:	
Goals:	
Independence:	

Weekly activity plan – fixed activities

Day	Activity	Who is responsible:	Comments:
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			



Name:
D.O.B.
Rm.
DR.

Clinical and Personal Care Plan

Created on:			
Active Medical Diagnoses	Clinical Plans	Pain Management	Communication
	Diabetes Oxygen Catheter Swallowing Behaviour Other - <u>Charting:</u>	Will tell you If asked only Non verbal Regular analg PRN RN massage PC massage Heat cream Heat pack	<u>Sight Hearing Speech</u> Good Fair Poor Aids: <u>Cognition</u> Confused Forgetful Easily distracted Unable to follow instructions
Med Allergies: No Yes – see Med Chart		Endearments:	
Bed Type:	Pressure Injury Risk:	Falls risk:	Manual Handling:
Call Bell Use:	Sensor:	Toileting	Nutrition/Hydration
Hygiene	Skin Integrity	Independent Supervision	Diet Type:
<u>Wash:</u> <u>Dry:</u> <u>Dress:</u> <u>Hair:</u> <u>Shaving:</u> <u>Jewellery:</u> <u>Clothing choice:</u> <u>Clothing monitoring:</u> <u>Shower days:</u>	<u>Moisturiser</u> Menelind BD Chronic wounds Pressure mattress Flow chair Skin protectors <u>Skin Fragility Level</u> <u>Heel check:</u> <u>Positioning</u> Daytime Night time	1 assist 2 assist Scheduled toileting <u>Program:</u>	<u>Weight Loss Risk:</u> Low <u>Texture</u> Normal Cut up Soft Minced/moist Smooth puree <u>Fluids</u> Normal Mildly thick Moderately thick Very thick <u>Assistance</u> Drinks poured Supervise/prompt 1:1 Assist(feed) Supplements Food allergies <u>Oral Hygiene</u> <u>Upper Teeth:</u> Dentures <input checked="" type="checkbox"/> Natural <u>Lower Teeth:</u> Dentures <input checked="" type="checkbox"/> Natural <u>Night:</u> <u>Cleaning:</u> Independent Supervision Staff
Shower seat Shower chair	Challenging Behaviour	Continence Manage.	
Transfers	Mobility	Urinary Incontinence	
Independent Supervision 1 assist 2 assist Standing hoist Sling hoist Hip protectors	<u>Aid Type:</u> Independent Supervision 1 assist 2 assist Wheelchair	Faecal Incontinence	
Compression	Exercises	Continence Aids	
<u>Type:</u>	As per Allocation Folder	Preferred Routine	
		<u>Up at:</u> <u>To bed at:</u> <u>Lights:</u> on off <u>Curt:</u> open closed <u>Wind:</u> open closed <u>Sleep Strategies</u>	
RN Massage - 20 mins a week	Resident's Goals	Strategies/People Involved to Achieve	
Care Staff Massage – 5mins/d			
Heat Cream/Pack:	Most Important to Family	Resident/Rep Agreement to Plan	

RN Name: R Woods- Gebler

Signature:

Contents

Mission Statement and Introduction	2	Death	
Contents	3	Doorbell	21
The Charter of Aged Care rights and responsibilities	4	Dry Cleaning	
Provisions	5	Electrical items and furniture	
Model of Care	6-7	Fire Safety	
Where to start		Food	22
ACAT Assessment		Garbage	
Financial Advice		Hairdressing	
Choosing a facility	8-9	Laundry	
Getting on the waiting list		Library	23
Is Aged Care expensive?		Linen Changes and Room Cleaning	
Accepting a bed	10-16	Mail	
Fees		Maintenance	
Welcome—Your orientation	16	Meals	24
Admission	17	Medications	
General Information		Noise Restrictions	
Absence		Notice Boards	
Access to Medical Records		Palliative/End of Life Care	
Activities	18	Pay TV / Internet	25
Administration		Pets	
Advance Care Plans		Privacy	
Air Conditioning		Resident Meetings	
Alcohol		Rights and Responsibilities	26
Belongings and Valuables		Room Furnishings	
Board of Governance		Smoking	
Bus Service	19	Security	27
Call Bell		Telephone	
Canteen		Valuables/Trust	
Care Reports		Vaccines	
Care Documentation		Visitors	28
Chemist		Volunteering	
Clinical Care Contact	20	Voting	
Clothing Labels		How to identify Gorrinn Village Staff	
Communal toilets		Map of Facility	29
		Care Plan and Lifestyle Plan	30-31
		Notes	32

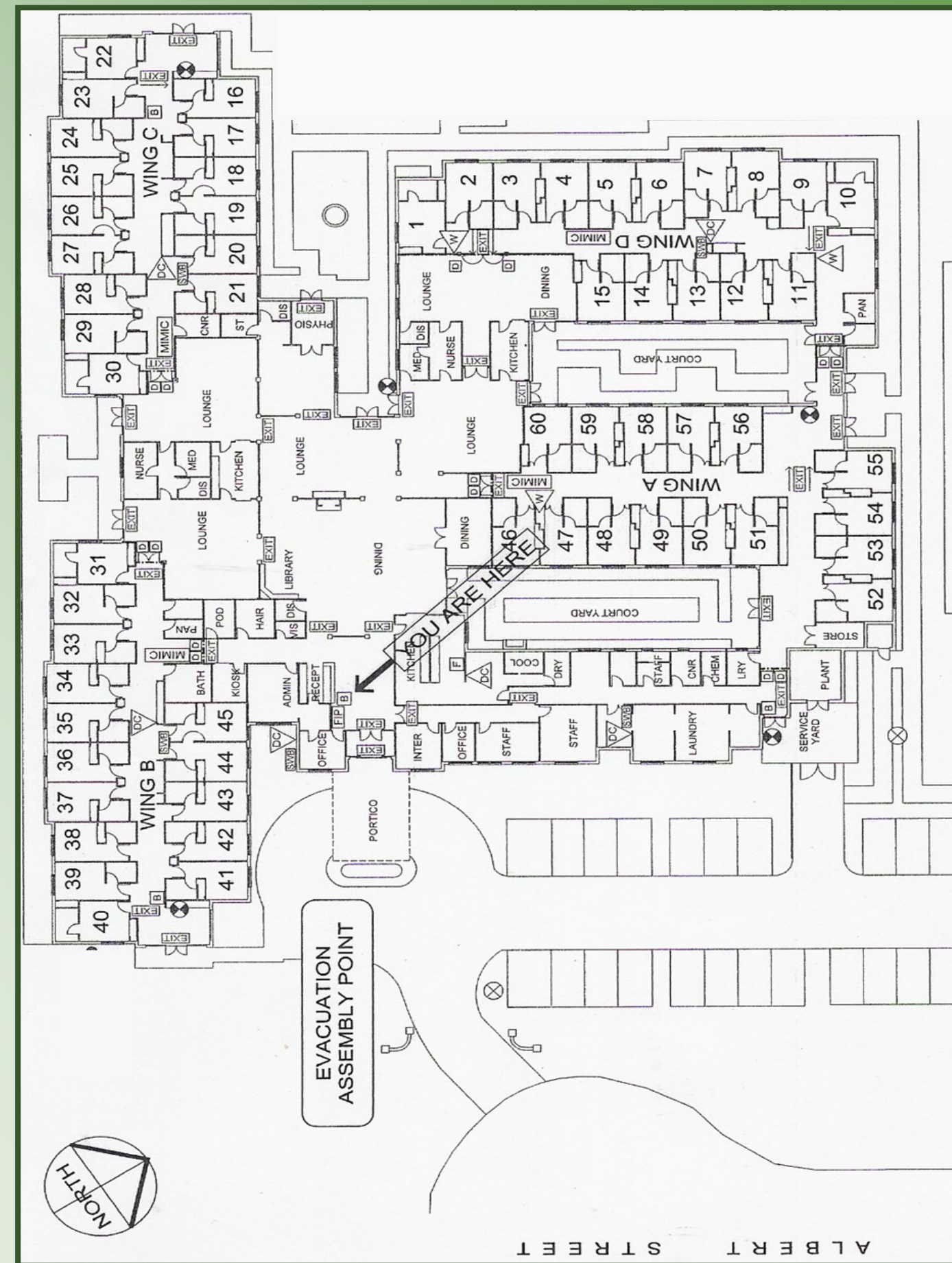
The Charter of Aged Care Rights

I have the right to:

1. Safe and high quality care and services;
2. Be treated with dignity and respect;
3. Have my identity, culture and diversity valued and supported;
4. Live without abuse and neglect;
5. Be informed about my care and services in a way I understand;
6. Access all information about myself, including information about my rights, care and services;
7. Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. My independence;
10. Be listened to and understood;
11. Have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. Complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. Personal privacy and to have my personal information protected;
14. Exercise my rights without it adversely affecting the way I am treated.

Each resident of Gorrinn Village has the responsibility:

- To respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole;
- To respect the rights of staff and the proprietor to work in an environment that is free from harassment;
- To care for his or her own health and well-being, as far as he or she is capable; and
- To inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and his or her current state of health.



***"Gorrinn Village is a Smoke Free Environment,
no smoking is permitted on the Village Grounds..."***

Valuables/Trust

We suggest that thought be given to any valuables being kept in resident's rooms. There is a lockable cupboard in each room but it only accommodates small items. Labelling of personal items and effects is recommended. It is also recommended that residents take advantage of the Trust set up we provide, rather than keep a lot of money in their room

Vaccines

It is mandatory for all residents and staff to have the annual Flu Vaccine and Covid19 Vaccine. If you have any concerns please don't hesitate to contact the CEO.

Visitors

Visitors are welcome at the Village at all times. Residents love to see children and we have several school groups that regularly come to visit. We do ask that children are supervised while in the building for safety reasons and that they do not run. Visitors are requested to park in the car park provided or along Albert Street and to be aware of the no parking signs indicated in the cul-de-sac. There is additional parking available on the crown land off the cul-de-sac if required.

NOTE: Visitors must sign the visitor's book on entry and departure for emergency evacuation purposes.

Volunteering

We always welcome enquiries regarding volunteers. Volunteers are utilised by our activities staff for the Leisure and Lifestyle program at the Village. Should you wish to be a volunteer, and are prepared to make the commitment needed, please contact our Activities Coordinator for a Volunteer Registration Pack. All volunteers must be over the age of 16 and are required to undergo a 3 yearly Police Check that reveals an absence of precluding offences such as convictions of murder or assault.

Voting

Residents wishing to vote may do so at a mobile polling booth set up in the Village by the Victorian Voting Commission or by postal vote. Please inform staff at admission if you wish to continue voting. When you move in you will need to change your voting address. Forms to do this are available from the local post office.

How to identify Gorrinn Village Staff

When you first come into the Village you may find it difficult to identify staff roles. This list is to assist you to identify the different roles staff play from their uniforms until you get to know them as individuals.

Staff also wear name tags.

Administration Staff – reception, admissions – women, white blouses. Men, business shirts.

Environmental Staff – kitchen assistants, cleaners, laundry and kitchenette staff – teal blouses. Men, teal and black polos.

Cooks – black chef clothing.

Maintenance and gardening staff - green/gold polo shirts and hi-vis jumpers.

Leisure and Lifestyle Staff – blue and white striped blouses.

Personal Care Staff – women, purple blouses. Men, blue and white striped shirts.

Enrolled Nurses – red/white spot blouses.

Registered Nurses – street clothes – and a lot of keys!



PROVISIONS:

Prospective residents and their representatives need to read this information, discuss it with the CEO and complete the declaration form which will be supplied to you separately at admission.

Provision ONE - Medications

Gorrinn House does not offer self-administration of any medication.

All medications must be administered by staff.

All medications – including over the counter medications – must be ordered by a medical practitioner.

We do not offer self-administration of any medicine except for Insulin Pens in which case the resident would need to undergo a thorough competency assessment on a regular basis. **No medication of any sort may be housed in a resident's room.**

Provision TWO - Medical Care

The Ararat Medical Centre provides several doctors who visit each week on set days.

In order to provide timely and accurate medical care we require that all residents see a GP on site for routine care. The purpose of this is to ensure real time communication between the facility and the doctors regarding resident's health and medical needs.

Residents who do not already see one of our doctors need to choose one to manage their medical care. If you already see one of the doctors who visit the facility weekly, then you are more than welcome to continue to see that doctor.

If you do not currently see one of our visiting doctors, we ask that you choose one.

Provision THREE - Resuscitation

Gorrinn House does not initiate cardiopulmonary resuscitation (CPR).

If the signs of life are absent – (no pulse, not breathing) the resident's family and GP are notified. If a resident is discovered without any signs of life they are placed on their bed and their family contacted. Paramedics are not contacted.

We do not initiate CPR.

"If you decide to accept these provisions, you will be provided with a declaration to sign at your admission interview..."

Model of Care

Philosophy

Gorrinn House Hostel focuses on improving physical health, social engagement and mental wellbeing through a strongly rehabilitative process.

Residents are encouraged to partner with their doctor, the registered nurses, care, catering and lifestyle staff in order to achieve the healthiest and best life possible.

Care is delivered in a way that fosters inclusiveness, maintains cultural preferences, encourages independence, and the continued experience of the normal components of daily living, including the right to take risks.

Guiding Principles

- To maintain and where possible improve the functional status of residents and prevent functional decline.
- Optimal health and rehabilitation are achieved through attention to the following key elements:
 - * Improving nutrition
 - * Improving functional mobility
 - * Avoiding the loss of skin integrity
 - * Reducing incontinence
 - * Reducing the incidence and impact of falls
 - * Understanding and managing delirium and dementia
 - * Supporting the maintenance of independence
 - * Managing depression
- Preventing and minimizing the incidence of infection
- The provision of a suitably chosen, rostered and educated staff who are committed to best practice and Continuous Improvement.
- Timely nursing and medical care on site.
- The satisfaction of the hierarchy of human needs which consists of the following elements:
 - * Physiological needs – food, warmth, shelter, rest
 - * Safety needs – security, safety
 - * Love/belonging – friends, family, intimate relationships
 - * Esteem needs – prestige and a feeling of accomplishment
 - * Self-actualization – achieving full potential.

Strategies

The provision of a clinical governance system under the guidance of registered nurses with the appropriate skills to manage chronic diseases and acute health events.

Medical care is provided on site under the auspices of the registered nurses and in partnership with the resident and their representative (where they would like them involved) in order to achieve optimal health.

Routine, non-emergency medical management takes place in the facility doctor's surgery by local GPs on set days and set times several days a week.

Employment of staff who are caring, qualified, competent, conscientious and committed.

Rostering practices which promote continuity of care, the development of relationships between carers, residents and relatives and a resident knowledge base.

Ratios of an average of 6 residents to each personal carer on a morning shift (1 to 5 in higher care areas and 1 -7 in lower care areas). Care staff are allocated to their group of residents and perform no tasks other than their care. Medication administration, clinical nursing, cleaning, food service, laundry and lifestyle are provided by separate staff and are not counted in that ratio. The ratio is between 1- 6 and 1- 10 on evening shift (with the other staff separate as mentioned before) There are 3 staff on overnight.

A staff commitment to ongoing education.

Care planning which takes into consideration the resident's background, their lifestyle preferences and aims to provide as rich and varied a life as possible.

Smoking – Visitors, staff and residents

Smoking is both an OH & S and fire hazard. Smoking has not been permitted on the grounds of Gorrinn Village since 1st July, 2014 for visitors.

Residents who smoke are encouraged to quit, however, if they wish to continue to smoke the following policy applies. Residents are not permitted to smoke on the Village grounds from July 1st 2019.

Therefore, residents must be able to smoke independently, as well as being safe to smoke unsupervised. Staff are not able to supervise or assist with smoking in any way. Once assistance becomes necessary, residents will either not be able to smoke, or family will need to be present to assist/supervise, on each occasion. No smoking is permitted inside the building. Anyone who does smoke inside the building could be liable for any fire brigade call out costs incurred as a result of the fire alarm being activated.

Security

The Village is fenced along the back courtyard. Pool gates with automatic closures are in place. Key pad exit through front door at all times. After approximately 8pm, visitors must ring doorbell to be admitted. (Please see *Visitors* and *Doorbell*).

Telephones

Residents will need to have a telephone connected in their own room, which they are capable of using and hearing.

It is not always possible, or ideal, to have our business telephone and telephone line in use with private calls, as it means both the line and the carer's access to a phone in an emergency situation is limited.

When connecting a new telephone line, it often helps the telecommunication company to speedily find your connection, if you know the number previously connected to the room. Please ask Reception to access this number for you.

Sometimes your phone provider might ask you to get us to supply a letter so that they can connect the phone. We can arrange this for you if this is something you need. Please see staff at Reception.

It is not necessary for the resident to be in their room when the telephone provider arrives to connect the line, Reception staff can direct them to the appropriate room and where they also need access to our Communications Room, this can also be arranged.

Please advise Reception of your newly connected telephone number, so that it may be added to our records also.

As per our Privacy Declaration, we will not give out resident's private telephone numbers to anyone unless the resident has given their permission, or the information is required by an officer of the law.

If a resident receives a call on our business line, we will take the caller's number and their message and pass this on to the resident, who can call them back at the his or her own convenience. In exceptional circumstances we have provisions for residents who are not capable of using their own phone to use the Village phone, but only on a short-term basis.

Resident Meetings

Residents meetings are held bi-monthly as per the Meeting Schedule. A general residents' meeting is held as well as individual Wing Meetings called Focus Groups. These happen alternately every 2 months.

Rights and Responsibilities

The resident Charter of Aged Care Rights 2019 and the expected responsibilities of residents is discussed at admission, as well as being on display around the facility at various locations. It is also reproduced as part of this brochure and there is a copy in the Residential Care Agreement. You can also find a copy of the Charter on page 5 of this document.

Room Furnishing

All rooms come with a bed and all linen is supplied. Residents are more than welcome to furnish their rooms with their own furniture and bedding, if they wish. Furniture will be supplied if residents prefer not to personalise their room. It is recommended that for infection control purposes, chairs are covered in vinyl or leather please.

Pictures and paintings may be hung, but we ask that our maintenance staff hang them please, rather than families or residents trying to do so themselves.

Please notify Reception, who will make the necessary arrangements for this to happen.

We also ask that adequate room be allowed for movement, of both the resident and staff, when setting up the resident's room.

All electrical items are tested annually by our qualified tester and costed to the resident. Please be aware that electric kettles, electric blankets and double adaptors, are not permitted in resident's rooms. A list of suggested furnishings is available in this pack.

We ask that Televisions being brought in are no larger than 42" (inches), particularly if they are being wall mounted. Please discuss the wall mounting of TV with Maintenance staff to ensure positioning hazards are avoided.

"Please leave new electrical items with reception and they will be tested, tagged and taken to the residents room as soon as possible."



Care delivery that is based on nurturing and focusing on the abilities which the resident retains or newly displays and seeks to regain those which may have been lost.

The performance of normal, everyday tasks is actively encouraged and residents are able to contribute to Village life and give as well as receive.

Residents are given the opportunity to engage in meaningful tasks daily as well as entertainment and the enjoyment of private space.

Care delivery occurs when, where and how it suits each resident's chosen routine with facility routines kept to a minimum.

The normal components of life - children, animals, plants and the wider community are incorporated into daily care.

Care delivery is evaluated regularly, is inclusive of the resident, their representative and all staff with changing needs responded to in a flexible, imaginative and resourceful manner.

Care planning begins with comprehensive assessment of each resident's needs.

Assessment consists of physical, medical, cultural, social and spiritual information.

Information is gained from family and friends, the resident, and formal assessment tools.

Residents, unless undergoing end of life care are out of bed during the day.

Showering routinely occurs 3 times a week in line with best practice skin integrity recommendations.

Physical exercise in various forms is strongly encouraged.

Meals and between meal snacks are served in dining rooms to ensure a base level of exercise and social engagement takes place each day.

Medication is managed by facility staff – self-administration is not offered at Gorrinn Village.

Residents who do not already see one of the visiting doctors are required to nominate one of them on admission.

The care and comfort of residents with life-limiting conditions and especially the provision of end of life care is regarded as a privilege and a source of pride.

Smoking is prohibited everywhere on Village grounds. Staff are not permitted to assist residents to smoke.

Residents are housed in the right room in the right Wing for them. If that is not possible initially it will be worked towards.

In order to provide a congenial and comfortable atmosphere for all residents certain care requirements may necessitate a room move to another Wing.

All rooms are single with an ensuite and have 2 call points for summoning staff.

Residents are encouraged to personalize their rooms with furniture, pictures and photos of their choice.

Onsite Services

A range of allied health and other services are available on site.

The facility employs an occupational therapist and specimen collection for pathology testing is provided by facility RNs.

Allied health services provided on site as needed by East Grampians Health Service include speech pathology, aged psychiatry and dietetics.

A private podiatrist attends or residents can access the podiatry service at EGHS.

Where residents are required to attend medical appointments locally or elsewhere the facility can provide transport if family are unable to. There is a fee for this service.

Other

- Assisted dying is not available at Gorrinn Village at this time.

- In line with best practice recommendations, Cardio Pulmonary Resuscitation is not initiated at Gorrinn Village.

Please read this information carefully and consider whether our strongly rehabilitative model of care, and the strategies we use to achieve such, will suit you.

We welcome all enquires and questions.

Where to Start:

ACAT Assessment

It is essential that you have an ACAT (Aged Care Assessment Team) assessment completed for admission to any Residential Aged Care facility. This assessment determines what type of care you will need to investigate.

There are 3 general types of care: respite, residential, and community aged care packages. There is no distinction between high and low care for residential care any longer.

You no longer need a doctor's referral to the ACAT Team, this is all processed through the My Aged Care website <https://www.myagedcare.gov.au/> who will then contact you to arrange an appointment for an assessment.

At this assessment, usually completed in your own home, the ACAT member/s will ask you a series of questions about your daily living activities and the kind of help you need.

They will also want to talk about your general health, memory and specific health conditions. This will help them to decide what type of help, or care you might need. They may also, with your consent, contact your doctor about your medical history. There is more information about this on the My Aged Care website.

When the ACAT Assessment is completed, they'll explain their decision and may give you a copy of their completed assessment, or may post it out to you. This assessment will inform you what types of services you're eligible and approved for, as well as leaving you with information about all the services that may be available in your local area.

You should keep a copy of the assessment and any approval that has been granted for you to access services. If you're not approved for aged care services, you'll get a letter explaining why and some information on how to appeal the recommendations if you don't feel the decision was correct.

Any aged care services you try to access, including accommodation at Gorrinn Village, will require a copy of your ACAT assessment, so keep it handy!

Financial Advice

When you are offered a bed at Gorrinn Village, we will ask you to fill out an *"Income and Asset Assessment"* in order for us to accurately quote on what your care fees will cost.

There are two different forms that may be used, depending on your circumstances. We will ask you some questions in order to provide you with the most suitable assessment form.

Gorrinn Village staff are not qualified to give financial advice and strongly suggest that you enlist the assistance of a registered financial adviser. This is not only to advise you on your best course of action for your hard-earned savings, but to also help you complete the relevant financial paperwork required, as well.

What happens if I don't have the assessment?

If you don't complete an income and assets assessment, you will not be eligible for Australian Government assistance towards your accommodation costs. You can also be asked to pay the full cost of your care until you reach the annual and lifetime caps. The annual and lifetime caps are detailed in the current *Schedule of Fees and Charges for Residential Care* included in this pack.

Notice Boards

There are Residents' notice boards in various locations around the building, these are generally used to display the activities happening at the Village and minutes of meetings held, but can also be used for public notices at the discretion of the CEO.

Palliative/End of Life Care

The primary concern during Palliative Care and End of Life Treatment, is what is best for the resident. We ask that relatives and visitors suspend any issues for the duration of this time for the sake of the resident.

We are unable to exclude specific people from visiting, unless this is specified by the resident themselves or is something they have previously discussed with staff.

In any case, if the presence, or behaviour of any person, is distressing the resident, then action will be taken to protect them.

Pay TV / Internet / iPad

Please contact Robyn Woods-Gebler or Barb Jardine before connecting Pay TV or similar. This service will be at your own cost, as is your personal telephone or internet connection, etc.

Internet can be connected in your room via your telephone point.

From June 2019, telephones in Ararat have the ability to connect to the NBN. Please discuss connection with your personal provider.

All residents have access to a communal iPad which they can use to video call with family or friends.

This iPad also has a Translation app for residents who speak languages other than English, for staff to communicate with residents if required.

If you wish to purchase an iPad for personal use, please be advised it will require a SIM card, as we currently do not have wi-fi capabilities within the nursing home and purchase accordingly. Residents are able to set up a modem with wi-fi from their individual room's telephone line but be aware this will have limited wireless range.

Pets

Pets are an extremely important part of some resident's lives before entering the Village. We encourage families to continue to let pets visit their resident, especially during the admission and settling period.

However, no pets are permitted to be kept in individual resident's rooms. Families are welcome to bring pets in to visit from time to time, however, all pets must be restrained on a lead at all times while in the building and are not to be allowed to wander unsupervised. Please be aware that if your animal has an "accident", you may be liable for any clean-up costs involved.

Privacy

Gorrinn Village respects your privacy and the privacy of your personal information. It is bound by a set of National Privacy Principles and Victorian Health Privacy Principles that establish the benchmark for how personal information should be handled. These principles have been embraced by Gorrinn Village as part of standard operating procedures. What this means is that all personal information that enters Gorrinn Village is dealt with in a uniform manner and the highest regard is taken for maintaining its security at all times. You will be given a copy of our Privacy Policy on admission and your consent will be declared at that time.



*Rumi, a 13th century Persian philosopher said
"Out beyond the ideas of wrong and right, is a field.
I will meet you there."*

Maintenance

Maintenance requests can be reported to any staff member, who will then log it into the request book for maintenance staff. All maintenance requests are handled in a timely manner where possible. If not, you will be contacted regarding any issues.

Maintenance/Gardeners work Monday to Friday from 8.00am – 4.30pm.

Meals

The model of care we employ is to ensure residents live as normal a life as possible for as long as possible. This means residents are up and dressed every day even if not independently mobile, and that meals are only served in dining rooms except in exceptional circumstances. Meals are informal and relaxed. Residents attend their wing's dining area for all meals. All requirements are supplied.

No cooking is permitted in resident's rooms.

Main Meals are served in the individual wing's Dining Room daily in a café type setting, from the following times:-

Breakfast 7.00am – 9.30am

Lunch 12 noon Orchid/Rose & 12.30pm Wattle/Ivy

Tea 5.00pm

Morning Tea at 10.30am and Afternoon Tea at 3.00pm - Served in the Main Dining areas

Supper is provided in individual wings' dining rooms before bed.

Residents wishing to have a cup of tea other than at morning/afternoon tea or supper can ask staff, who will be more than happy to make you one. Visitors are welcome to make a cup of tea/coffee in the kitchenette and need only ask staff to locate supplies.

Medications

As explained during the admission process, no residents are permitted to handle their own medications. All medications must be registered on the resident's medication chart by their doctor; this includes all over-the-counter, alternative medicines, vitamins, creams, puffers and eye drops, etc. These must then be distributed by staff whether from a Webster pack or by application, such as creams, puffers and drops, etc.

No medication is to be stored in the residents' room!

Noise Restrictions

Each resident has the right to a peaceful environment. In respecting other residents' rights we ask that radios and televisions are not turned up loudly when other people may be still sleeping in the morning, or when people may have gone to bed in the evening.

Residents are welcome to use headphones at any time, if they wish. These can sometimes be obtained through the resident's hearing services provider. Please place enquiries with your relevant provider or discuss with technical support staff at Harvey Norman, or the retailer of your choice, regarding headphones that can connect to your particular brand of TV or radio, etc. There are both wireless and Bluetooth type headsets on the market which are designed for this purpose.



Choosing a Facility

You will need to contact Gorrinn Village to arrange an appointment for a tour. We will be able to show you through the home, explain the fee structure and answer any questions you may have.

We have included some information in this handout about Gorrinn Village, to help you make an informed decision and choose the right facility for your needs.

Please read the information in full as it will help to answer many questions you may have.

We have also provided a notes page where you can write down additional questions, if there is anything that's not answered in this brochure.

Getting on the Waiting List

Once you have made a decision, you can place your name on the waiting list.

Sometimes a place may come up quite quickly, depending on your needs, so it is important to be organised.

The facility will need to know some details, such as, your full name, a contact phone number and the name and contact details of the person responsible for your financial and/or care decisions.

You may also be asked if you have had an ACAT assessment. If you have not already, you will need to arrange it as soon as possible.

It is also preferable if you have completed the *Income and Assets Assessment* and have the summary ready for us to provide you with a quote.

Is Aged Care Expensive?

Everyone can afford aged care.

The system is set up so that those who require financial assistance from the Australian Government in order to access Aged Care, can do so.

Please read on in this brochure regarding information about the fees, bed price and other general information about Gorrinn Village.

Don't forget to utilise the Notes section so if you have questions about anything not covered in this document, you can ask us when you have an appointment with the CEO or Admissions Manager.



Accepting a bed - The Permanent Residential Agreement

The Permanent Residential Agreement will be abbreviated to "The Agreement" throughout this document.

The Agreement used by Gorrinn Village is a standard national version created by a firm of aged care solicitors. We recommend that you take it to your own solicitor for an opinion as well.

The agreement cannot be signed until the Accommodation Price amount is written in, or notification has been received that there is no Accommodation Price to pay.

You will need to complete the *Income and Asset Assessment* in order for us to know if you will be charged an Accommodation cost.

Please note that the Daily Care Fee amount referred to in the Agreement is that which is current at the date of admission for a standard resident and may be varied by the Department of Health following individual assessment, as well as altering twice a year with the pension.

The Means Tested amount referred to in the Agreement is the maximum that the Department may charge current at the date of admission. The resident will be assessed by the Department and an individual amount charged. The maximum amount able to be charged also changes twice a year.

The Aged Care Act requires that Agreements be entered into within 28 days following permanent admission, therefore residents must meet the following conditions prior to admission for preference, or as soon as possible after admission:

- ⇒ A current Aged Care Assessment approval for permanent care.
- ⇒ A combined asset/income assessment from Centrelink or the Department of Veterans Affairs
- ⇒ Have attended a meeting with Gorrinn House management
- ⇒ Be ready to come to an Agreement within 28 days of the permanent admission date.

Failure to meet these requirements without prior agreement from Gorrinn House management may result in the offer of a bed being withdrawn.

Please familiarise yourself with the Care and Services reproduced in the Agreement. They list what Gorrinn House must pay for and what the resident is responsible for paying for.

A sample copy of the agreement will be given to you at the financial admission interview if your agreement is not ready to be processed yet.



Laundry

Personal laundering will be carried out by staff, or may be taken home by relatives/representatives to be cleaned. Please notify Reception if you would prefer to take home so we can ensure items are collected according to your wishes.

For residents who have their personals laundered at the facility, these will be picked up according to the schedule. Sheets, towels, pillowcases, draw-sheets and kylie's are provided and are also laundered onsite.

All personal clothing should be of materials suitable for commercial laundering. Any clothing prone to shrinking or requiring hand washing is discouraged and should be laundered by resident's representatives for safe keeping. (Also see *Dry Cleaning*)

All clothing must be labeled. To ensure the minimisation of loss and efficient processing of laundry, we provide a labeling service at no cost to the resident. Please assist by taking all new or unlabeled clothing requiring labels to the laundry in a bag with the resident's name attached/ written on the bag.

No responsibility can be taken for clothing not labeled as above.

Laundry and care staff will check clothing on a regular basis and inform families if items of clothing need replacement or repair. Care staff will contact representatives with any clothing or footwear requests.

"Please assist by taking all new or unlabeled clothing requiring labels to the laundry in a bag with the resident's name attached/written on the bag..."

Library

The Library volunteers visit fortnightly to deliver books for residents. Large print books and books on CD are available. The schedule is prone to change and is available from the Ararat Regional Library.

Linen Changes and Room Cleaning

Your room will be cleaned, linen and towels changed and bed remade on a weekly basis as per cleaning days, or as needed. Please ask staff if you are not sure when your room is due to be cleaned.

Many residents like to do some cleaning for themselves, i.e. their own dusting, making their own bed, etc. You may wish to participate in cleaning your room and are more than welcome to tell staff if you would like to help. If your room becomes dirty prior to cleaning day, please tell staff and they will arrange for your room to be cleaned as needed.



Mail

Your incoming mail will be placed in your room on weekdays. Your outgoing mail can be placed on the front counter, at Reception, on weekdays also. It will be given to post office staff when they deliver the mail, or posted in the afternoon, at the post box in McGibbony Street. The post box is cleared at approx. 3.40pm every weekday. Residents are welcome to walk their own mail to the box. Administration will forward any mail delivered, or accounts, on to the appropriate representative, if required.

Fire Safety

All staff are educated annually in Fire Safety and Emergencies. This is compulsory education. Table-top exercises are completed regularly with staff to ensure adequate knowledge of the fire and evacuation procedures of the Village. The facility is fitted with fire detection equipment, a fire alarm bell and sprinkler system. The alarm is connected directly to the Fire Brigade. Response is very prompt.

An emergency plan is posted in each room near the exit and includes emergency evacuation meeting points. Residents are encouraged to read the plan and familiarise themselves with the various exits and areas of the building, including the Break Glass Alarms situated at the end of each corridor.

External contracted testing is conducted on the fire systems monthly, with an announcement made prior to starting tests.

Food

**** Your co-operation is important****

PROCEDURE 4.1.3 Procedure for externally provided food

On Retirement Village Quality policy Statement, in regard to HACCP Principles, only approved supplies from Approved Audit suppliers can be used. We aim to maintain zero food safety risks at all stages of processing and handling.

No meals can be brought into meal times from non-audited kitchens.

Cakes that have been creamed or buttered loaves that have been made outside of Village premises are **not** permitted to be distributed amongst residents.

Sandwiches that have been made and brought into the Village are **not** permitted to be distributed amongst residents.

Strictly No meals cooked at home by family can be brought in at meal times and staff cannot be asked to heat up these meals.

No jams, chutneys, meat, cheese, sauces, biscuits, meals, etc brought in by families from the family home can be stored in the kitchens that have been audited.

Strictly No fish, seafood, crustaceans, etc. that have been brought in by family, etc. is permitted to be distributed amongst residents.

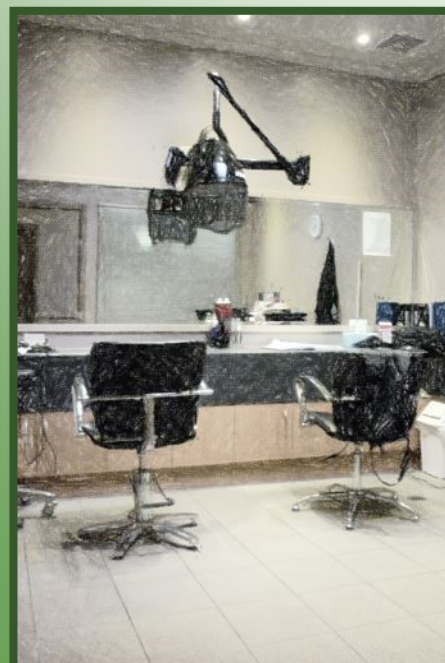
Residents are most welcome to have these foods stored in their room for their own use only.

Garbage

Garbage is collected from your room on cleaning days. If you have extra garbage for collection, please let staff in your wing know, so that they can collect and dispose of it for you.

Hairdressing

A fully qualified hairdresser is available by appointment; please contact the staff to be added to the appointment list. This service will be billed to the resident or their representative when accessed. Costs vary; please ask the Hairdresser, or at Reception.



Declaring your assets & the fees you may be required to pay

Prior to admission, you will receive a checklist for your reference, to assist you with ensuring all tasks are completed. On the day of, or shortly after admission, you will need to make an appointment with our Admissions Manager who will provide you with all the information and instructions you need.

Residents with assets that total more than the current Asset Free Threshold according to the *Schedule of Fees and Charges for Residential and Home Care* will be asked to make an accommodation payment or accommodation contribution, previously known as the "bond".

There are 3 main fees for Residential Aged Care.

Basic Daily Care Fee

Basic daily care fees are paid to providers to help cover the cost of your daily living expenses such as meals, laundry, heating and cooling, as well as nursing or personal care. The maximum basic daily fee for all aged care residents is **85% of the single basic Age Pension**. For some residents this is the only fee they are required to pay.

Means Tested Care Fee

For others, a means tested care fee is an additional contribution towards the costs of your care. The government will work out if you are required to pay this fee based on an assessment of your income and assets and will advise you of the amount.

You may be asked to pay a means tested care fee to us, if:

- you have not had a combined assets and income means test, or
- your combined assets and income assessment shows that you have the financial capacity to make an additional contribution to your care costs.

If you *have not* had a combined assets and income means test assessment you can be asked to pay a fee equal to the cost of the subsidy the government would have paid for your care.

If you *have* had a means test assessment, then the fee you may have to pay will be the lower amount of:

- the amount you are assessed as being able to contribute based on your income and assets, or
- the cost of your care

NB: We are a not-for-profit organisation.

The means tested care fees are monies paid in place of government subsidies that would otherwise be paid to us under what is called ACFI funding. When we receive the money from a resident – or if the resident has the ability to pay a higher means tested care fee, the government reduces our ACFI payment accordingly.

If a resident has the ability to pay a higher fee, which we are not currently charging for, the government then requires us to recover the lost fee costs from the resident.

The means tested care fee component is currently capped both on a per year amount and a lifetime cap. Current cap figures can be obtained from the current *Schedule of Fees and Charges for Residential and Home Care*, from the Department of Health. Once these caps are reached, you cannot be asked to pay any more in means tested care fees. You can also view the current annual and lifetime caps on the My Aged Care website.

Care fee amounts are indexed and change twice annually in March and September in line with the pension changes. The government will automatically send both the service provider and resident/representative a revised fee statement.



In addition to the **basic daily care fees** and the **means tested care fees**, you may also be asked to pay additional fees towards the cost of your care in the form of an **Accommodation Payment or Accommodation Contribution**.

To tell us what rate we can set, you will need to complete an *Income and Asset Assessment* and return it to Centrelink or the Department of Veterans Affairs (DVA). A copy of the correct form will be made available to you depending on your circumstances.

Centrelink/DVA will then write a report summary and return the results of the assessment to you.

You will need to provide us with a copy of the letter that they send to you unless you wish to pay the Flat Rate Bed Price of \$350,000.00 AND the maximum Means Tested Care Fee.

This document also includes instructions regarding how much money we must legally leave each resident with. As these amounts are subject to change, the current amount can be accessed from the current *Schedule of Fees and Charges for Residential and Home Care*.

If your assets total less than the minimum figure, there will be no Accommodation Payment to pay.

If the resident is a part of a couple, whom are both coming into care, this amount of course doubles.

If only one of a couple enters care, assets are divided equally, but may excluded the family home if a "protected person" will still be residing there. Everyone has differing circumstances so you will need to get some financial advice, depending on your situation and complete the Assessment Form and return it to Centrelink/DVA, even if you do not have a pension.

Accommodation Payment

Depending on your assets, you may be liable to pay an Accommodation Payment of \$350,000.00. This is our flat rate bed price.

An accommodation payment (formerly 'bond') is the amount that you pay towards the cost of your accommodation in an aged care home. Accommodation payments are different to basic daily fees and means tested fees. Some people will have their accommodation costs met in full, or part, by the government, while others will need to pay the full accommodation price agreed with the care provider.

If, based on the income and assets test, you are not eligible for government assistance with your accommodation costs, you will need to agree on an accommodation price with Gorrinn Village. Accommodation prices are published on the My Aged Care website.

Accommodation contribution

If you are eligible for government assistance with your accommodation costs, you may still be asked to make an *accommodation contribution*. In this case the government will advise you, and us as the service provider, of the amount. In addition to your contribution, the government will also pay an accommodation supplement to us to assist with the cost of your care.

We are able to give you an estimate on what you would most likely pay, based on your assets. Please ask to make an appointment with the Admissions Manager for a quote.

Death

Practices relating to religious and cultural beliefs regarding death and dying are observed.

Residents and relatives are encouraged to inform the CEO/Director of Care of their specific wishes at the time of admission, as part of our Advance Care Planning and assists us to ensure the resident receives the treatment they expect as part of the terminal care process.

Special arrangements can be made for a family member to remain overnight during the time a resident is undergoing Palliative Care - please speak to the CEO to enquire how we can assist you.

In the event of a resident passing away, or leaving the facility permanently, all belongings of the resident must be removed by the resident's nominated representative/ family. This includes all clothing.

It is a policy of Gorrinn Village that no donations of clothing may be accepted, except under exceptional circumstances. Please speak to management regarding this.

There are various opportunity shops within the Ararat and district who would be more than happy to accept donations of clothing, knick-knacks and furniture, should families not wish to keep these.

However, if you feel that an item of furniture may be of use to us at the Village and it is in excellent working condition and you would like to donate it, please feel free to contact Robyn Woods-Gebler or Barb Jardine during business hours.

Doorbell

Should you go out and arrive home later than expected and the outside door is locked, there is a doorbell fitted to the front door, which is linked to the staff call system.

The doorbell is located on the right hand side of the wall inside the Air Lock, under the "Past Presidents" board. You may need to wait a minute or two for staff to attend to the door, especially as they may be busy with another resident.

Dry Cleaning

Gorrinn Village does not currently have access to a dry cleaning service. Should your clothes require dry cleaning, you will need to source your own dry cleaning service, at your own cost.

Laundry staff will place dry cleaning in the resident's wardrobe in a bag for families to collect.

Electrical Items and Furniture

Safety is paramount for all residents and staff. No resident, visitor or staff member may compromise the safety of another person.

Electrical items - All electrical equipment must be tagged by a qualified person prior to it being brought into the facility when a resident accepts an offer of a bed.

We have access to a qualified person as part of our maintenance team, or residents will need to source their own qualified electrician.

Annual testing and tagging of all equipment is completed by our maintenance staff and will be billed to the resident or their representative.

Items found not to be safe will be removed and resident's representative advised to collect the item, or we can dispose of e-waste for a cost.

Furniture - All furniture brought into the facility must be approved by the Occupational Health and Safety Representative. If furniture is found to be unsafe, it will need to be removed and/ or replaced, at the resident's own cost.





Clinical Care Contact

As much as we would like to, we are unable to phone every family member when a health event occurs. We have a primary contact and an alternative if they are not available. We ask that the person we phone disseminates that information to other family members. In situations where that may not occur, due to internal family politics, it is suggested that relatives with an interest call in or phone and discuss their relative's health issues regularly, or arrange to have a copy of the six monthly Care Report sent to them. We phone the primary contact when a resident has a fall, a significant health event, a major change to treatment, or an acute health event requiring transfer to hospital, as well as when an external appointment is required.

Clothing Labels

All clothing must be labelled using our heat seal labels. On admission, laundry staff will order labels and apply them. There is no cost for this service.

We ask that all unlabelled or new clothing be handed to staff, before going into a resident's cupboard. If unlabelled clothing makes its way to the laundry, it is very difficult to then identify the owner, especially if the item is new and unfamiliar to anyone, including the resident.

Communal toilets

Communal toilets are located in the Wattle Wing opposite the Care Station, the Activities area and in the Orchid Wing lounge area. All resident's rooms have their own ensuite, with shower and toilet, for their own private use. There is also a visitor's toilet located along the Ivy Wing hallway.

Care Documentation

Care plans form part of the resident's file. Residents and relatives are encouraged to participate in the assessment process throughout their stay at Gorrinn Village. Staff will consult regularly with both residents and their representatives with regard to various assessments and any needs and preferences you may have. (Please also see *Access to Medical Records*)

Chemist

Both Ararat chemists deliver prescriptions each weekday. Staff arrange this each day. Medications are placed into Webster packs by the chemists and medication is administered to residents by Medication Competent Personal Care staff as per the resident medication chart. We are able to access out of hour's medication and other chemist items, as well as on a Saturday and Sunday if needed. Or in the case of an emergency, Doctors are able to dispense medications through the Urgent Care Centre at EGHS.

"We phone the primary contact only when a resident has a fall, a significant health event, a major change to treatment, or an acute health event requiring transfer to hospital, as well as when an external appointment is required."

Paying the fees and additional costs

Care fees and means-tested care fees are direct deposited from the bank account of the resident to Gorrinn Village.

At the time of admission, you will be presented with a letter to take to your bank. This contains our account details, the date of your first payment due and the amount you will need to pay. You will need to set up a direct deposit through your bank *into* ours.

We do not use direct debit, so we will never ask you for your account details, unless we are processing an electronic refund to you. *We do not draw money out from your account.*

We also do not have facilities for EFTPOS or credit cards.

On the day of admission, you will need to pay the first fortnightly payment of basic daily care fees in advance, or part thereof, up until the first direct deposit date.

Paying the Accommodation Payment/Contribution

Assuming you are liable to pay an Accommodation Payment, there are several different ways you can choose to pay:

- (RAD/RAC) Refundable Accommodation Payment/ Refundable Accommodation Contribution - Paid as a lump sum or several smaller lump sums totalling the RAD figure – this amount becomes completely refundable when the resident leaves our care (i.e. Transfers or passes on)
- (DAP/DAC) Daily Accommodation Payment/Daily Accommodation Contribution – Paid as a daily amount – these amounts are not refundable
- (RAD/DAP & RAC/DAC combination) As a combination of lump sum and daily amounts – any amounts paid as a lump sum will be refundable, whereas again, any payments made as daily amounts, will not be refundable
- The final method is called a "DAP drawdown" – You can choose to pay us a smaller lump sum, leaving a portion which is then repaid as a daily amount. This is then subtracted daily from the lump sum. You will then be sent an account to periodically top up the lump sum amount if necessary. Again, daily amounts paid are non-refundable so when the resident leaves care, they will have only the remainder of their lump sum returned.

You have 28 days from the date of entry to decide how you would like to pay the RAD.

You must pay by Daily Payments until you pay the RAD.





What happens if the Accommodation Payment, or a portion of it, remains unpaid by the due date?

We understand it can be difficult to arrange payment of a large lump sum and you may be in the position of needing to sell property or waiting for investments to mature, etc. Both of which take time.

Therefore, Gorrinn Village is entitled to claim daily payments until the balance of the accommodation payment is paid. Daily payments are based on the current Maximum Permissible Interest Rate (MPIR) at the time of entry to care.

Wherever possible it is advisable to pay as much as you can, as soon as you can, to avoid unnecessary daily payments being charged to you.

We recommend that you discuss the financial requirements with your financial adviser. Where daily payments are being charged on an unpaid accommodation payment, in order to avoid this accumulating into a bulk bill, an account will be sent to the nominated party monthly.

Reminder: Lump sum accommodation payments are fully refundable when the resident leaves the facility. Any amounts paid as a daily amount are not refundable.

Please note: Gorrinn Village does not have credit card or EFTPOS facilities. Payment can be made by Cash or Cheque, but Bank Transfer is preferred.

What else might you be expected to pay?

Accounts – Internal

Accounts are payable to Reception, on the statement provided, during office hours with cash or a cheque made out to Gorrinn Village, or via bank transfer, either at your bank branch or via online banking. Care fees are payable only by direct debit. A form to arrange this will be provided on admission. Please make sure to use resident's name or room number as the bank reference.

Please Note: Gorrinn Village does not have EFTPOS or credit card facilities.

Accounts – External

Some external accounts can be quite expensive and we would prefer that these were not paid from the Resident's Petty Cash Trust, as it will chew through it rather quickly. (See: *Resident Petty Cash Trust*).

All accounts delivered to Reception will be given to the resident or forwarded to representatives as arranged. You must then arrange payment of your own accounts with the designated creditor.

We do not offer an accounts administration service.

If you wish to discuss this, please contact Barb Jardine – Manager, Administration and Finance.

“You will also be responsible for payment of any additional services you choose to take advantage of including telephone, internet, pay TV, etc...” (see pages 25 & 27)

Alcohol

Alcohol, unless contra-indicated for medical reasons, is permitted to be consumed at any time.

However, it is the policy of Gorrinn Village to provide a safe living environment for residents, working environment for staff and also be safe for visitors. Whilst remaining aware of residents' rights and lifestyle choices, alcohol consumption will be restricted to a safe level as deemed by our policies and procedures and will be monitored by staff.

Alcohol is served occasionally as part of the lifestyle program and is also monitored.

Belongings and Valuables

All care is taken with residents' belongings however no responsibility can be accepted for lost or misplaced items. For safety and care reasons all rooms must have safe access.

Furniture must not obstruct or impede access or egress through room. If this occurs, resident relatives or representatives will be asked to remove excess furniture or belongings, for the resident's safety and that of the staff.

Electrical items must be in satisfactory working order and will be tested and tagged annually by our maintenance staff at a cost to the resident. Please leave new electrical items with reception and they will be tested, tagged and taken to the residents room as soon as possible.

Also see *Laundry*.

Bus Service

The local bus service operates as per the municipal timetable. The bus stop for these services is at the front of the Village on Albert Street. Timetables are available from Christian's Bus Company and the Visitor Information Centre and form part of the signage at the Bus Stop.

Visitors are discouraged from parking in the vicinity of the Albert street cul-de-sac as this impedes the bus turning around and is well marked as a no parking zone. The Council also does regular inspections of this area. Visitors: Please observe the no parking restrictions to avoid council fines.

Call Bell

Residents have access to assistance from staff 24 hours per day for care needs. Each room is fitted with 2 call bell points, one in the bedroom and one in the ensuite. Common areas outside resident's rooms also have call bells such as dining areas, lounge rooms, tea bays, etc.

Canteen

The canteen is open twice weekly (please check notice on Canteen door for times), allowing the resident to make their own purchases and thus helping to maintain their independence. (Please see *“Resident's Petty Cash Trust”* page 9)

Care Reports

A Care Report will be sent to the primary resident contact every 6 months in around May and November. This is often accompanied by a newsletter and a survey to be returned. Your assistance with filling in surveys is welcomed and encouraged as it helps us to show evidence that we are caring for residents as they would like us to do.

Feedback on Care Reports is encouraged.



GENERAL INFORMATION

The following information is provided in alphabetical order for your reference.

Absence

We request that you notify your care station if you are going out of the facility for any length of time.

For evacuation purposes, please sign the “Going Out Book” on the reception counter before leaving the building and also when you return.

Access to Medical Records

A resident or resident's representative may request access to their clinical record by written application to the CEO/ Director of Care.

Activities

Leisure and Lifestyle staff arrange all the activities and visits on behalf of residents. These include concerts, craft, movies, etc.

We hold regular special events such as Australia Day, Christmas in July, Melbourne Cup Day, etc.

A church service for Anglican, Catholic, Presbyterian and Uniting churches are provided on alternate Fridays. All churches are encouraged to visit and conduct services at the Village. Please see the Activities noticeboards displayed in various locations around the facility for times and dates of services. Residents may also request the services of their relevant pastor at any time, according to their wishes.

Often there are special displays presented to residents by shops from Ararat and the region, such as clothing sellers. These will require the resident to have access to money, or someone with whom to send an account to. Please observe the Activities notice boards for times and dates or check with the Activities Coordinator and arrange with Reception for payment or money to be available from the resident's Trust.

Relatives and representatives are invited and encouraged to participate in any of the functions with their resident, however some of these may be at a cost.

We also hold family functions from time to time and this allows the residents to invite their family to join them in these events.

All activities will be announced over the PA system prior to their commencement.

Administration

The CEO/Director of Care is responsible for the day-to-day running of the Village.

Gorrinn House forms part of the Gorrinn Village complex which also comprises an additional 38 Independent Living Units.

The facility is staffed twenty-four (24) hours a day, seven (7) days a week by personal care staff.

Reception hours are 8.30am to 4.30pm Monday to Friday.

Robyn Woods-Gebler, CEO/Director of Care/RN hours are 8.00am to 4.30pm Monday to Friday.

Advance Care Plans

Gorrinn House requests all residents create an Advance Care Plan.

A Respecting Patient Choices facilitator will discuss this with each resident and their representatives.

Air Conditioning

The facility is equipped with central heating/cooling and residents have access to their own temperature adjustments with a heater and fan fitted in each individual room, as well as the ability to open their own window if desired.



Fees and Payment Arrangements

Once a resident is made permanent, the daily care fee is to be paid as a fortnightly payment in advance - every second Wednesday, via direct deposit, from the resident's account to the Village account.

Please note: This is NOT a Direct Debit. Gorrinn Village is not responsible for debiting resident's accounts, it is the responsibility of the resident or their representative to maintain the Direct Deposit or risk breaching The Agreement.

The current daily care fee is set out in the Admission paperwork.

As discussed on page 11, in addition some residents may be required to pay an additional daily fee based on an income test by the Department of Social Services. This amount varies and you will be notified by the Department. It's then your responsibility to update the amount with your bank to ensure correct fees are paid. You will be given the Village's banking details at the admission interview to take to your bank.

The Commonwealth alters all care fees twice a year - March and September. You will be notified by letter of the change and you will then need to contact your bank to alter the deposit amount accordingly. If you have any issues or problems with making a payment, please don't hesitate to contact our Manager of Administration and Finance as soon as possible.

Medical Care and Additional Costs

As mentioned in the Provisions on page 5, we have several doctors visiting weekly.

The onsite medical consulting room is equipped with diagnostic equipment and a computer link to the resident's record at the Medical Centre. We are justifiably proud of the timely medical care residents receive. The effectiveness of this care however, is dependent on a number of processes.

One is, that staff accompany the resident when they see their GP, in order to give and receive information from the doctors. While the doctors generally see their own list of patients, they are also able to see any resident who happens to be unwell on the day.

The **second** is, that we ask that families and residents consult with the Registered Nurse prior to making any external health related appointments, so that clinical care can be coordinated to the benefit of the resident.

The **third** is, that if relatives are escorting residents to an external appointment, we ask that they inform the staff both before they leave the building with the resident and after they return. Anyone escorting residents will need to collect an "External Appointment Form" and any other required documents, and then return the External Appointment Form, along with any other healthcare notes, orders, scripts, or documents when they return.

Please notify care staff if you have an urgent health concern and the RN will assess you and place you on your doctor's list, or that of the next available doctor if required.

Resident representatives are encouraged to transport residents to external medical appointments. However, if this is not possible, staff will be arranged to transport the resident at a cost. The resident or their representative will receive an account for staff time which is payable to reception on the statement provided.

Our CEO/ Director of Care/RN oversees all medical care at this facility.

Some additional medical items such as dressings will need to be charged to residents. This amount will be billed directly to the resident or their representative, monthly, or as required if this occurs ad hoc.

“Please don't hesitate to ask if there is anything in this booklet, or any other additional information that you do not understand. There are no “silly” questions”

What about incidental spending?

If residents are capable of travelling independently to the shops, they are still permitted to do this, so long as they continue to manage this task safely. If this becomes an issue for the resident, management will suggest family/friends escort them, or do their “shopping” for them.

We also have an onsite canteen where residents can make personal purchases, from lollies and treats to birthday cards, second-hand clothing and much more.

Resident Petty Cash Trust

Periodically, we have local businesses who visit to display their wares, as well as an on site canteen that opens twice a week.

Residents are not encouraged to hold large amounts of money in their rooms.

To utilise these various services, it is suggested that a small amount of money be left in “Trust” for the resident, so that they may pay for their purchases at the canteen, other incidentals and small bills, such as the hairdresser, or visiting retailers as mentioned above, and during activities to purchase raffle tickets, etc. This allows for individual choice by the resident, without the need for financial accounting. Small amounts of money may be withdrawn from the resident’s Trust at Reception.

We will send a letter to the resident’s representative to inform them when the funds reach the minimal amount, as discussed at trust set up. We allow a \$150.00 maximum in trust, unless prior arrangement has been made with the Finance Manager.

“We don’t encourage residents to leave large sums of money in their room - consider setting up a Trust at Reception...”

Welcome – Your Orientation

On arrival, residents will be shown to their personal room and several staff members will visit with you across the day and assist you to settle in.

The staff will explain the use of the call buzzers in your bedroom and ensuite and ensure you understand how to use any other features of your room, such as the windows, lights, heater and fan.

Over the coming days staff will check in on you more often and will be able to answer any questions you may have or assist with any needs.

A number of assessment may need to be completed initially to assist staff in catering to your specific needs and to ensure the care you are getting is right for you. Periodically we review these assessments to ensure we are still meeting your needs and you are getting the right amount of assistance for your needs.

If you are having any concerns, please don’t hesitate to tell the staff and we can work with you to resolve any complaints, worries or problems before they become bigger.

Feedback on your care is always welcomed and is important.

It helps us to do a better job of looking after you!

Admission

When you have been accepted for care at a facility, there will need to be a meeting with yourself and the admission staff.

You are welcome to bring a representative with you as well, as there is a lot of information to take in, it helps to have someone else along with you to remember information you may be given or to help answer any questions you’re not sure of.

You will be given a checklist, as well as a copy of everything you sign on the day to take home and this Accommodation Brochure. This booklet covers pretty much everything you need to know in case you’re not quite sure on any of the details of the meeting, you can refer back to our handy booklet.

We are always able to answer any questions during office hours though, if there is anything you don’t quite understand, don’t hesitate to give us a ring and someone will be able to help you.

At this meeting we will give you specific information regarding your admission, fees and care. Some paperwork will need to be completed on the day you enter care, such as a Registration Form, Care Declaration Forms, Advance Care Directives and your Lifestyle Plan and the Carer in charge will go through these with you.

You will also be required to select from one of the doctors that visit our facility to manage your ongoing medical care, as per the provisions at the start of this brochure.

A staff member will explain all of this information in detail before you need to sign anything and they will also be able to answer any questions you may have.

Financial Admission

You will need to arrange an appointment with the Admissions Manager to complete the financial paperwork. This can be arranged so that it happens on the day of admission, which is especially handy for folks who are not local, or if you would prefer, we can wait a few days for the resident to settle in before we make an appointment.

A copy of your *Income and Asset Assessment Summary* from Centrelink will be required at this time to complete the agreement and provide you with your correct fee structure. Please ensure that you bring this letter along with any other relevant documents you might have, such as Power of Attorney, Guardianship and Pension and Medicare cards.

Documents to bring to Admission

*We require photocopies of **Pension** and **Medicare** cards - and suggest cards be retained in the care stations, if residents are not capable of looking after them.*

*We also require copies of any **Powers of Attorney** or **Guardianship** documents and a copy of the **ACAT approval for care**.*