



Residential Aged Care & Independent Living
27 Albert Street, Ararat, Victoria, 3377

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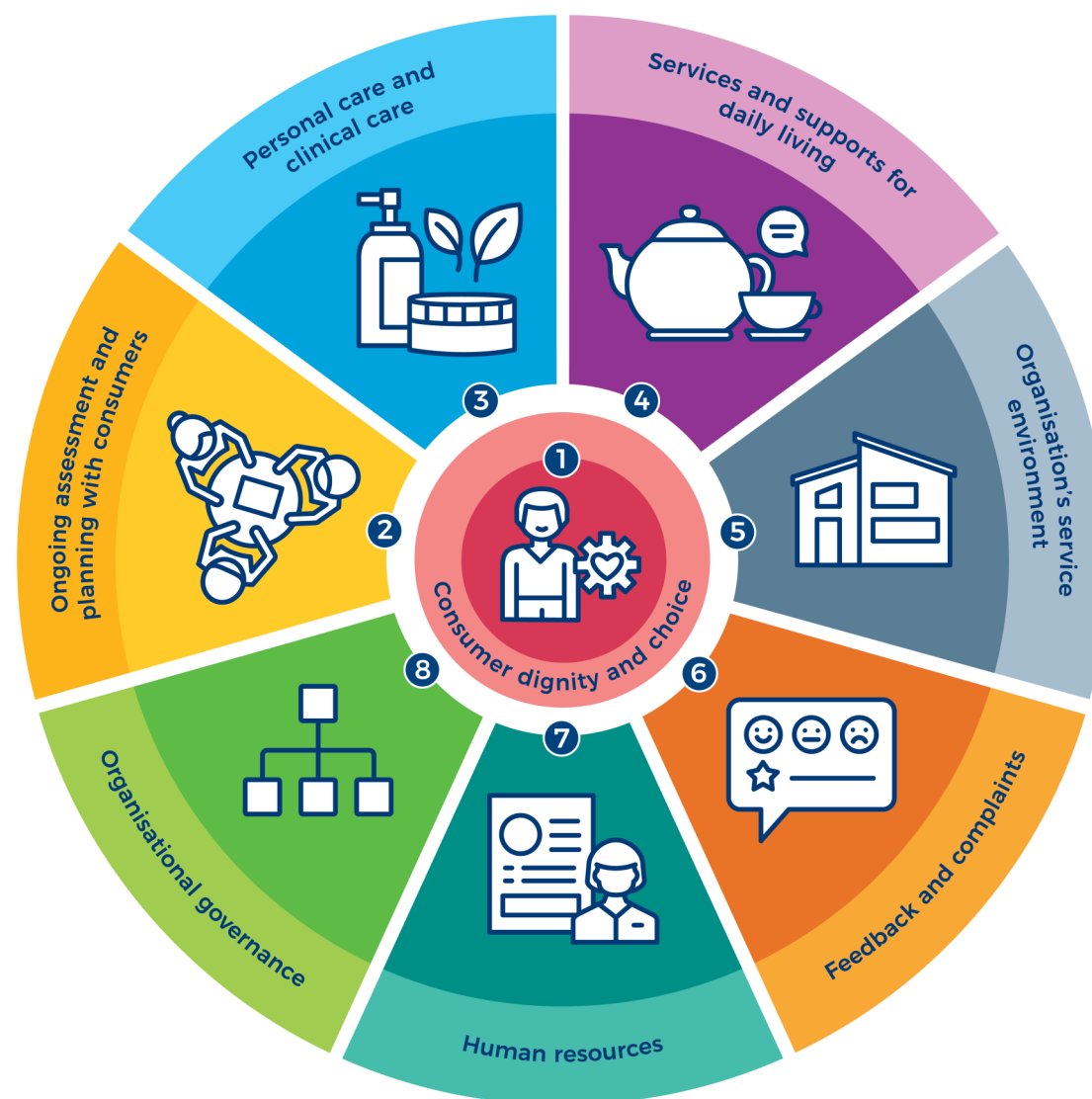
Website: www.gorrinnvillage.weebly.com

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.

Gorrinn Village

and

The Aged Care Quality Standards



Last reviewed: July 2021

Gorrinn Village, where quality meets comfort...

Introduction

The search for an appropriate aged care service can be a difficult and confusing time.

There are so many different facilities, with so many different options.

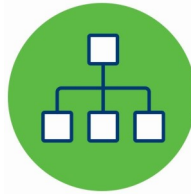
How can you know which one is right for you, or your loved one?

We are providing this guide to help you understand how Gorrinn Village meets the Aged Care Quality Standards.

This brochure details the services we provide residents to ensure they are looked after and our facility is safe, secure, stimulating and home-like.

Feel free to use the Notes section on the very last page to record any questions or concerns you may have about anything you've read in any of our brochures—we'd be happy to discuss these with you!

- Gorrinn Village



Standard 8 - Organisational governance

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Consumer Statement: "I am confident the organisation is well run. I can partner in improving the delivery of care and services."

The facility has a voluntary Board of Governance whose role is to oversee the strategic direction and legislative responsibilities of the Village.

The operational management of Gorrinn Village is the responsibility of the Chief Executive Officer, who is in turn accountable to the Board.

The CEO and Manager - Admin/Finance work together to ensure the facility runs smoothly and residents are treated to the very best care we can manage.

Facility management is easily contacted, with the CEO available 5 days per week.

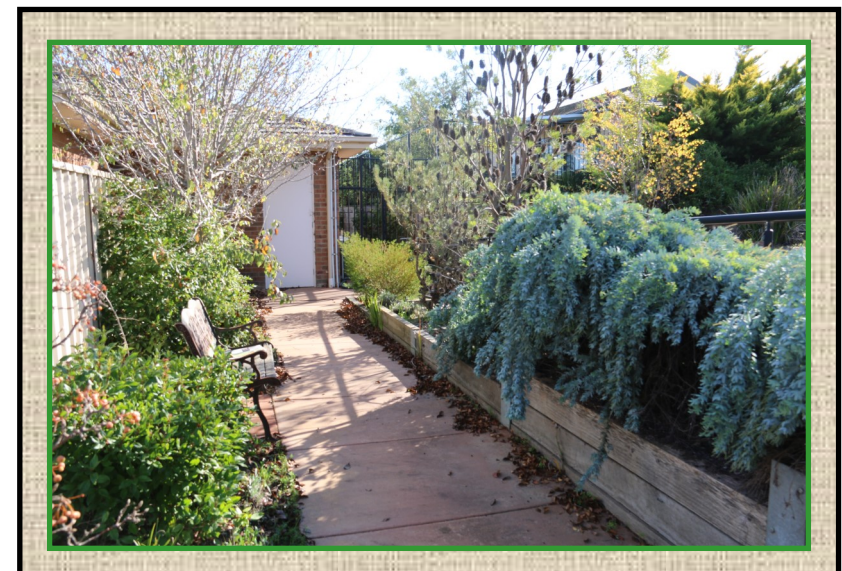
Management make themselves available to talk with families if there is a concern and ensure any complaints are reviewed within the allocated timeframe.

Annual financial reports for the facility are available from Reception.

The Charter of Aged Care Rights is easily accessible and a copy is included in the Accommodation Brochure, with this pack. We provide residents and representatives a copy of the Charter, which they can sign has been explained to them in a way they can understand, at admission.

We hope this brochure has assisted you to make an informed decision about care and services at Gorrinn Village.

We welcome you to contact us if you have any further questions or concerns about anything you've read in any of our brochures.





Standard 7—Human resources

Consumer Statement: “I get quality care and services when I need them from people who are knowledgeable, capable and caring.”

Gorrinn Village provides quality care and services for our residents, 24 hours per day.

We have approximately 100 staff across all roles, all of various qualifications and training. Personal Care staff have a minimum of Certificate III in Aged Care and we have a Registered Nurse on site 7 days per week.

Gorrinn Village encourages respectful interactions between residents, families and staff. Staff are experts in treating residents with respect and dignity and respecting their privacy. Staff speak to residents courteously, in a personal way, by name or title, as per the resident's wishes. Interactions by staff reflect a genuine relationship and respect for the resident.

Staff support and help residents with daily life whilst maintaining the dignity and independence of those they are helping. Staff are encouraging and relaxed whilst supporting and assisting the resident. Staff have enough time to spend with residents due to our Model of Care.

Gorrinn Village has attentive staff, who are keen to offer support and comfort if a person is experiencing emotional upset. If residents are feeling a bit sad or worried, they say there is always someone here who they feel they can talk to.

Staff communications with each other do not intrude on resident time or space.

Staff are attentive, interested and able to give relevant information or direction to residents who need this.

Staff provide clear answers to questions, or direct the resident to the appropriate staff member if they aren't able to help. Introductions are made to key people who may offer support and help in the future.

Staff are appropriately attired and identifiable and greet residents warmly. They are professional, friendly, warm and welcoming.

People are greeted and welcomed into the care home and offered assistance and direction if needed.



The Aged Care Quality Standards

Following a revision in 2018, the new Aged Care Quality Standards framework came into effect on 1st July 2019.

In accordance with the Aged Care Act 1997 and the current Accreditation Guidelines, all facilities are now accredited against the new standards, via unannounced re-accreditation visits.

Residents and representatives are given notice that an accreditation visit is scheduled in the near future and facilities are obligated to contact resident's representatives on the day of the surveyor's arrival, to advise they have arrived. This is so that everyone is given the opportunity to provide feedback to the Accreditation Team.

We gather contact details for resident representatives on admission and will send a text message to representatives when the Aged Care Quality and Safety Commission Assessors arrive at Gorrinn Village—whether this be for a full re-accreditation site visit, or for an unannounced support contact visit.

On the following pages we will show you how Gorrinn Village is currently meeting the Aged Care Quality Standards.

Each standard is underpinned by an “I statement” which you will see at the top of each page, marked as the “Consumer Statement”. This is the outcome for each of the 8 new standards that all aged care facilities are expected to meet.

Read on to find out more about our quality care and services.

If you wish to see a copy of any relevant documents please contact the CEO/Director of Care. If there is anything you don't understand, or have questions about, please don't hesitate to contact us.





Standard 1 - Consumer dignity and Choice

Consumer Statement: "I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services and live the life I choose."

Gorrinn Village gets to know you as an individual, and respects your room as your home. Staff respect a person's room as their personal space by knocking and seeking permission to enter

People are treated with dignity and respect and acknowledged as an individual

Residents' rooms can be personalised by the resident according to their choice

Residents are encouraged to remain as active as possible for as long as possible, which is facilitated by the resident being able to maintain and assist with their own room cleaning, if they wish—there is no requirement to do this and it remains an individual's choice.

Residents' spiritual, cultural and emotional needs are known and supported through our extensive Leisure and Lifestyle program

Privacy, personal space and time are respected

We recognise a resident's family and previous home life are important

Residents are able to make choices about their daily living activities

Residents have control of their own finances for as long as they are able

Each resident is treated as an individual and their needs are acknowledged

Residents say they feel reassured, supported and informed

Gorrinn Village takes into consideration all residents' specific cultural needs, special diets, religious observances, sexuality, war service and any other individual needs.

If you have any questions about our ability to cater to your diverse requirements, please ask us!



Standard 6—Feedback and complaints

Consumer Statement: "I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken."

Gorrinn Village makes it easy for you to provide feedback.

We have a robust complaint system with brochures available explaining how concerns can be expressed. These are available from the brochure rack in the front reception area.

Gorrinn House encourages residents and their representatives to voice their concerns and suggestions. We are eager to improve our services, but require information in order to do so.

The internal complaints system has many aspects, such as:

- ⇒ Each Wing meets regularly with staff to voice concerns and facilitate resident feedback
- ⇒ There are Daily Issues books in each care station to capture comments and these are reviewed monthly - unless the concern is urgent, in which case it is reported to the CEO immediately.
- ⇒ There are complaints forms in the foyer and care stations and any staff member can help you to make a complaint.
- ⇒ There is also a suggestion box in the front foyer and a feedback book for you to write general feedback.
- ⇒ We conduct annual surveys of residents and relatives
- ⇒ Concerns can be expressed by letter, email, phone call or in person, or anonymously

All concerns are investigated within 24 hours and analysed at our monthly Continuous Improvement (CI) meeting.

Should you remain dissatisfied on any issue, or if you are not happy with the way your complaint or concern has been handled, you are welcome to contact the **Aged Care Quality and Safety Commission**. The Commission is the primary contact for providers and consumers in relation to quality and safety in the aged care sector, including complaints. The Commission can be contacted by phone, Free-call 1800 951 822 during business hours, or pick up a brochure with the postal details. Brochures can be accessed from the foyer and are distributed as part of the admission process as well. Or you can go via their website at www.agedcarequality.gov.au.





Standard 5 - Organisation's service environment

Consumer Statement: "I feel I belong and I am safe and comfortable in the organisation's service environment."

Gorrinn Village is welcoming and inviting, has a warm and homelike feel and relaxed atmosphere throughout. The atmosphere is focused on and contributes positively to the experience of people living in care.

The communal indoor and outdoor areas are safe, accessible, secure, comfortable and attractive.

Residents have individual rooms, with an ensuite, which residents are encouraged to personalise with their own furniture and belongings, but furniture can also be supplied for those who need it. There are also provisions available for couples who enter care. Resident's rooms and belongings are maintained with care according to the resident's wishes.

We believe the facility has a neutral and pleasant smell and the controlled temperature is comfortable, with residents able to adjust this in their individual rooms with heater and fan as applicable.

We accommodate individual resident's needs through spaces that enable and support people living with dementia.

It's easy to find your way around the building with good signage, lighting and different areas of the home that are easily identifiable by colour and décor.

Accessibility for all levels of mobility e.g. walkers, wheelchairs and handrails

Plenty of private and quiet areas throughout the facility, where residents can sit or entertain guests.

The buildings are well-maintained and there are fire, safety and security measures in place. Smoke detectors are in all rooms and areas and are well maintained. There are also adequate locking systems, accessible emergency call bells, secure windows and doors.

Noise levels are comfortable – no consistently loud or competing noises. Ambiance is created with music or pleasant sounds, or silence if preferred. This makes for a comfortable atmosphere without lots of intrusive announcements, and minimal noise and disruption from kitchen, laundry or cleaning.

Measures are taken to ensure that any intrusive behaviours of other residents do not inappropriately disturb others.

There is also access to public or other transport if residents are capable of using these.



Standard 2 - Ongoing assessment and planning with consumers

Consumer Statement: "I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being."

Staff consult residents on their preferences before initiating care. Staff actively seek information about the person requiring care so as best to provide support for their care needs and preferences.

Staff get to know resident's personal backgrounds, preferred routines and interests

Staff understand each resident's abilities and support their independence

Staff understand each resident's wishes for the future

Residents or their families/carers have input into the way the facility caters for their needs

Residents and their families are consulted and informed about events, issues and changes

Gorrinn Village has special provision for the palliative care needs and wishes of residents according to *Guidelines for a Palliative Approach in Residential Aged Care*. Residents' wishes are actively sought and respected. Special arrangements are also made for families at this time.

We also ensure the feelings of other residents are considered and respected and offer a memorial service for them to mourn passed friends.





Standard 3 - Personal care and clinical care

Consumer Statement: “I get personal care, clinical care, or both personal and clinical care, that is safe and right for me.”

Care is focused on comfort and support.

Individual needs, preferences and personal goals are included on all care plans.

Rehabilitation programs and therapies are readily available.

Gorrinn Village assists in supporting families while caring for their loved one.

Gorrinn Village has access to a range of external allied health services, both onsite and external, such as podiatry, dental, optical and hearing and can support families to transport residents to medical appointments as necessary. Please be aware there may be additional costs associated with these services.

Gorrinn Village promotes routines which are flexible and organised around resident's care needs.

Residents who need assistance with meals and/or personal hygiene and toileting are assisted by staff with respect and to maintain dignity.



Standard 4 - Services and supports for daily living

Consumer Statement: “I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.”

Gorrinn Village encourages engagement and activity by offering a range of activities that relate to the resident's interests. This includes creating opportunities for residents to enjoy activities independently e.g. knitting, puzzles, reading, watching television, and accessing the internet. Individual and group activities are aimed at social engagement, occupation or enjoyment, and are created with the purpose of being meaningful to the residents.

We offer a “Contributing to Village Life” Program, which actively encourages residents to participate in activities for the benefit of all residents. The program incorporates daily chores that residents would ordinarily complete were they still living in their own home, such as peeling veggies, setting the table, watering the garden, etc. to create a sense of normalcy in an what is essentially an abnormal setting.

We treat our care facility as a community and celebrate special events like birthdays, Easter, Melbourne Cup, Christmas and many other themed activities. Many of which we encourage family and friends to get involved with.

We also encourage and support connections the resident has already with family, friends and other groups or clubs. We invite them to visit and spend meaningful time with the residents or assist the resident to maintain social connections outside of The Village. Regularly we welcome different community groups into the home, as well as participating in the wider Ararat community events and celebrations.



We acknowledge and include cultural and spiritual preferences into the daily life of the home where a resident chooses this. We can also provide access to local community support groups and various other resource centres, such as those for multicultural groups and other diverse needs where these are required.

The facility has its own transport for outings with the Leisure and Lifestyle staff.

We have various in-house services including an onsite canteen and a hairdresser who regularly visits the facility. Residents can also continue to see their own hairdresser if they chose.



We know food and meals are important, so we display current menus so residents always know what's being served that day. The meals are varied and appetising with a range of choices. We also allow residents and families to make themselves at home. For example, visitors can help themselves to a tea or coffee, and provision can be made for them to stay on for a meal if they wish (there is however an additional cost for meals for visitors)

Gorrinn Village acknowledges that family pets are often an important part of resident's lives, so we allow Visitors to bring in family pets to visit, so long as they are appropriately secured.