



# RESIDENT HANDBOOK

(Note: COVID 19 Restrictions may affect some services)

Prom Country Aged Care  
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## Welcome

The quality of life our residents enjoy is as important as their quality of care. We place our emphasis on living and make every effort to help everyone maintain their independence and make their own choices to the best of their ability.

The transition from home or hospital to a residential aged care community can be a time of concern for new resident's and their families. Many people do not know what to expect or have preconceived ideas of what a "nursing home or hostel" is like. Families also need time to adjust, and there are often feelings of stress and guilt when a relative need more care than they can give.

Our staff understand these concerns and are always available to help support residents and their families. We welcome the involvement of families and friends and see ourselves as working in partnership with each resident and his/her family to achieve the best possible outcomes for everyone.

In the past decade residential aged care facilities have changed radically in terms of staffing, policies and procedures and the types of care given. We have an active quality management program, and are constantly reviewing what we do, and finding ways to improve our care and services. Your suggestions and comments are welcome.

Prom Country Aged Care operates as a community with a focus on building and maintaining a positive supportive and engaging environment.

The following information is provided to assist you in becoming familiar with your new environment.

***If you need clarification about anything – please speak to a Team Member.***

*Management  
Prom Country Aged Care*

## **Communication and Staffing**

We have fully trained staff on 24 hours per day 7 days per week. The Care Manager and CEO are available business hours Monday to Friday and are on call for the staff to contact if this is required.

Our staff are experienced in aged care, and we run an education program designed to enhance and compliment their skills in the care of the elderly.

The Care Manager oversees the care requirements of each resident and liaises with external specialists and consultants as required. Residents and their family are encouraged to participate in the care planning process to ensure a holistic and individualised approach to your care.

If you need to speak to a Manager, the Receptionist will be able to advise their availability; and you can make an appointment.

We communicate news and information with you via our newsletter; at the Resident Council Meetings, and via the 'Newsletter Folder' at the front of the facility.

Our staff have certain responsibilities and duties that are required to complete each day. If, you need to make a comment about any staff member please address this to the Care Manager or CEO.

All our staff meet the legislated requirements in relation to police checking for aged care.

## **Frequently Asked Questions**

### ***When can people visit?***

Visiting hours are 9.00pm to 5.00pm, however, if you need to visit outside of this time, special arrangements can be made (we recommend you avoid mealtimes). Family and friends are encouraged to drop in (In COVID times, please check restrictions). Facilities to make a cup of tea or coffee are available in each sitting room.

We have a signing in and out book in the foyer at the entrance of Prom Country House. We ask that all visitors sign in and out of the facility to assist us in the management of any emergency should it occur. In addition, it is necessary to sign in with the QR Code for COVID Tracking and take your temperature. You will not be permitted in the Home if your temperature is over 37.5 degrees Celsius and other restrictions may apply if you are unwell, awaiting testing results or have attended an exposure site.

### ***Where can visitors park their car?***

There is car parking available at the front of Prom Country House. We do ask that you park in the designated areas, and ensure your car is locked. The area at the front entrance is generally reserved for Emergency Vehicles but can be used as five-minute parking by families picking up or dropping off residents – and is particularly handy when the weather is inclement.

### ***How do I pay my bill?***

Our Accounts Office will bill you in advance each month. We encourage the use of Direct Debit. Please enquire at the front office if you would like to arrange for direct debit to be taken from your account on a nominated date.

### ***Can I bring my pet in to visit?***

You are welcome to bring a pet in from home to visit, however we do request that dogs are always kept on a leash and do not enter dining rooms.

### ***Do you have a hairdresser?***

There is a visiting hairdresser that comes to Prom Country House, and appointments can be made at the nurses' station in green wing.

### ***May I borrow a wheelchair?***

Our wheelchairs are for communal use and cannot be permanently allocated to individual residents. However, you are welcome to borrow a wheelchair for outings etc... please discuss your plans with the Nurse In-Charge.

## **Health and Personal Care**

### ***Medical and Health care***

Residents or their representatives can select the medical practitioner (doctor) of their choice provided that the doctor is willing to visit Prom Country House on a regular basis and provide an afterhours service. Emergency care is provided by admission to an Acute Public or Private Hospital. \*\*Ambulance Subscription is recommended for non-urgent transport.

A Physiotherapist is available to help maintain independence, and where possible improve mobility and dexterity.

An Audiologist, Dietician, Optometrist, Podiatrist, Occupational and Speech Therapist, are available for consultation. Other health practitioners/therapists can be arranged.

Please note – In the interest of the best possible care, nursing and care staff of Prom Country Aged Care are instructed to follow the recommendations of allied health professionals towards a resident of the facility. If a recommendation conflicts with families

wishes, they will be instructed as to the reasons why the allied health directive is being followed.

Residents and their families are also free to make private arrangements for other health professionals to visit at their own expense if they wish, and we are happy to assist. Please discuss your needs with the Care Manager.

If you need help in sourcing a new Medical Practitioner, please contact the Foster Medical Centre. Tel. (03) 56 822 088.

### ***Specialist Consultations***

We will arrange appointments for specialist services as required, in consultation with residents and their families. Where possible, we ask a family member to accompany residents to these appointments. Staff cannot accompany residents to appointments off site.

### ***Nursing and Personal Care***

Residents enjoy professional care 24 hours a day, with continuous monitoring of health and comfort. Our staff have been carefully selected for their skills and affinity with older people.

Soon after admission, a comprehensive care planning program is developed for each resident. Ideally, the development of each plan of care involves consultation with the resident, family, staff, doctors, and other health professional staff who care for the resident.

Regular consultation continues throughout a resident's stay with us. If a resident's condition changes or an untoward event occurs, we will make every effort to advise a family member, as promptly as possible.

Family conferences are offered regularly, the first is scheduled approximately four to six weeks after admission, then at least annually

after that on your request. While staff are always available to discuss concerns, a Family Conference provides an opportunity to sit down together for and talk about all aspects of the care we are providing for a particular resident. If family or significant others are unable to attend in person, we are happy to organise a telephone conference/zoom/facetime/skype meeting.

Sometimes we are asked about our restrictive policy. Any form of restrictive practice including Chemical (medication) and physical restraint is only used as a last resort, and never without consultation with the health care team, the attending doctor, and the resident's family/representative. Restrictive practices are recorded and monitored by the Department of Health.

We try to use alternatives to manage challenging behaviour, such as identifying and managing the cause, or offering a diversional activity, such as 1:1 conversation, music or a gentle massage. It may be necessary to transfer a resident to a facility with a secure unit.

At all times we work towards achieving an optimal level of health and wellbeing for each resident. When this is no longer possible, palliative care will be provided in a way that ensures comfort and dignity and reflects the wishes of the resident and his/her family.

### ***Medication Management***

Provided you can do so safely, you are able to continue to self-administer your own medications while at Prom Country House. If you choose to do this, you will have to undergo a Self-Medication Competency Assessment by your Doctor and one of our Registered Nurses to ensure that they are satisfied that you can safely manage your medication. If you choose to do this, you must have your medication packed in their original

packaging and it must be stored in a locked drawer in your room. If your medication includes a Schedule 8 drug, then it will need to be stored in our locked drug safe in the medication room.

Self-Medication Competencies are assessed at least every six months, or if there is a change in your ability to manage your medications – for example cataracts prevent you safely reading which medication or if you injured your hand and could not dispense correctly. We still need to document that you have taken your medication as ordered.

### ***Pharmacy Service***

The supply of all pharmacy items is arranged by us with Fish Creek Pharmacy unless you wish to make independent arrangement with the pharmacist of your choice. The cost of medication and pharmacy items is the responsibility of the resident and/or their representative. Accounts, which are sent each month, should be paid directly to the pharmacy.

## **Communication & Lifestyle**

### ***Privacy and Confidentiality***

All information that you provide to us will be treated with the utmost respect for your privacy and confidentiality. We are required by law to meet certain standards in relation to this. All notes regarding your care will be held in locked cupboards in locked rooms, accessible only by those authorised to do so.

We will only disclose personal information that we have the written authorisation to do so, and this information will only be disclosed to ensure appropriate delivery of care. We will not automatically divulge your information to family members unless you have provided consent for us to do so, or they hold applicable power of attorney documents.

Residents will be treated equally without discrimination based on sexual orientation or gender equality.

### ***Interpreting Services***

If you speak little or no English, please advise us as soon as possible of the language you prefer to speak daily.

We will arrange for an interpreter to be present to explain the care requirements and to discuss with you care options, how we are assessing your needs, developing a plan of care, and providing service to you.

We can arrange for an interpreter at any time you would like to ensure that you fully understand all aspects of your care, or if you would like to raise any concerns with us.

### ***Social Activities and Leisure Facilities***

All residents can participate in a variety of activities and socialisation program. Our activities staff, supported by a small but enthusiastic group of volunteers (COVID Permitting) offer a wide array of activities that stimulate the body, refresh the mind, and enrich the spirit.

A Personal Profile is usually completed in conjunction with the resident, family, and our health care team soon after admission. The information from this assessment helps us to plan a personalized program based on past interests, lifestyle preferences and current abilities.

Some of the regular activities our residents enjoy are:

- Bingo/hoy
- Church Services
- Movie Hour and Video Presentations
- Visiting entertainers, Sing-a-Longs, Musical Melodies
- Special interest groups – gardening, cooking, craft, water colour painting,

sewing, cards, etc.

- Outings and cultural days
- Gentle Exercise/Yoga
- Family connection/communication via facetime/zoom/skype

An important part of our programs includes individual visits, and spending time with those who are not able, or choose not to join in the group programs.

From time to time, interesting outings and special events are organised that bring together residents, families, and staff in a different social setting.

Special areas can be made available to celebrate a birthday or special occasion. Staff can assist with these arrangements and make available a sitting area for private family occasions. There are also several outdoor areas available for families and friends should they wish to organize a picnic or barbecue.

Family and friends are also welcome to become involved in the Activities Program on a voluntary basis, and practical suggestions of how we may improve our Activities Program are always welcome.

### ***Our Newsletter***

We have an informative and interesting newsletter which will be distributed quarterly. Contributions from residents and relatives are welcome. Additional copies are available on request from Reception.

### ***Notice boards***

There is a Residents and Relative Notice board in the facility. We post a variety of topical information, the current activities program, menus, and notices of coming events etc. on this notice board for your information.

### ***Resident Meetings***

We hold meetings for residents, and friends every month. These meetings offer an opportunity to share experiences, raise

questions and concerns and obtain information on current happenings.

The meetings are chaired by an elected chairperson and minutes circulated to all residents, and placed on the Resident noticeboard. The Care Manager and the CEO provide a report and attends for part of the meeting to answer questions and help solve any issues of concern – if the residents would like.

Meeting dates are advertised in our Newsletter, and on the Resident and Relative Notice board.

### ***Powers of Attorney***

- A General Power of Attorney is a document that gives someone the power to act on your behalf in your absence or in limited circumstances. They can sign documents on your behalf or do anything that you can legally do, subject to the conditions of the agreement. A general Power of Attorney does not give the person the right to make medical, personal or lifestyle decisions for you. The Power of Attorney is void if you become medically or physically incapable of managing your own affairs.
- An Enduring Power of Attorney has the authority to act on your behalf if you become medically or physically incapable of managing your own affairs. There are two types of Enduring Power of Attorney – Financial and Medical.

We recommend that you investigate the options in relation to Enduring Powers of Attorney if you have not already done so. The Law Institute of Victoria can provide information in relation to this.

We require a copy of any Powers of Attorney (General or Enduring) that are in place in for our records. If there is not a document in place and we believe that you have become medically or physically incapable of managing your own affairs, we need to refer your

situation to the Victorian Civil and Administrative Tribunal (VCAT), because it is not within our duty of care to determine who we discuss information with if there is no supporting documentation.

## **Living with us**

### ***Resident Agreement***

For all government funded residents, shortly after admission you will be offered the opportunity to enter into a formal Residential Aged Care Agreement under the provisions of the Aged Care Act (1997). This Agreement is a contract which sets out the Terms and Conditions of Occupancy and is signed by the resident and/or his representative, and the CEO. Two copies are signed, one is returned to you, and the other copy is retained in our Administration Office.

### ***Security of Tenure***

In most cases accommodation is permanent. Occasionally a changed medical or physical condition may result in a resident being more

suitably cared for in a different room, or in another part of our facility.

There are a few circumstances where a resident would be asked to leave:

- Where a medical condition requires more care than we can reasonably or safely provide
- Where the account/fees have deliberately not been paid within 42 days of the due date
- Where a resident wilfully and deliberately inflicts serious harm upon any person or property associated with the facility.

Prior to any move consultation with the resident, representative, and the health care team is initiated.

### ***Social and Hospital Leave***

Residents are encouraged to go on outings and overnight visits with relatives or friends. Under current funding arrangements, social leave is limited to 52 overnight stays per annum.

Hospital leave is unlimited, and if admission to hospital is necessary, the room will be kept until the resident is well enough to return.

Please note the payment of fees is required during periods of social or hospital leave.

### ***Furnishing Your Room***

We provide a hospital style bed, over bed table, chair, bedside table, and wardrobe. Each room has a telephone with a private number. Guest Wifi is available, and password given on request.

Residents and their families are encouraged to personalise the environment within their own rooms. You are welcome to bring in a television and portable table, a radio, doona or quilt, personal mementoes, a chair and perhaps a small item of furniture.

However, to assist us to maintain a safe environment for residents, staff, and visitors, it is important that rooms are not cluttered with excess furniture or inappropriate equipment (this includes chairs with castors / wheels that do not lock). Please discuss your plans with us, before you bring any additional furniture items in. Our Maintenance Team will assist with large items.

### ***Incidental Expenses***

Please contact our Reception during business hours if you would like to leave a small amount of money in safe keeping with us to cover minor day to day expenses, such as hairdressing fees, taxi fares etc. Records of transactions are kept, and copies are available to authorised persons on request.

### ***Cultural and Religious Needs***

Like most neighbourhoods around Australia, we have residents from various ethnic backgrounds, religious and cultural heritages. Our services incorporate these differences, and any needs that arise from them, food religion and language factors included. We are happy to discuss your individual needs and will try to assist wherever possible. Pastoral Team members of many denominations visit on a regular basis.

### ***Noise***

Like a large family, the more there are, the noisier it gets. While we try to keep noise to a minimum, there are times that major social functions and other activities create a noisy environment.

Loud televisions and radios can also disturb other residents. We would appreciate it if these could be turned down by 9:30pm, or earphones supplied.

Please let us know if you are noise sensitive, or if there is excessive noise disturbing you.

### ***Newspapers and Magazines***

The supply of newspapers and magazines is at the expense of the resident, and accounts are paid directly to the Newsagent. If magazines or newspapers are required, please contact the Reception to discuss order and delivery arrangements.

We can also access newspapers in different languages if you would like this.

### ***Mail, Facsimile and Photocopying***

Mail and/or facsimile transmissions are delivered to residents each day, Monday to Friday. Staff members can assist in reading letters to residents, and facilitate replies, although any postage or other costs incurred in providing this service are the responsibility of the resident. Letters which have been stamped may be left in the mailbox outside the Doctors Office in the Green Café Area.



A small charge is made for any personal photocopying, or facsimile transmissions.

### **Other costs**

Many people are unsure about exactly what items are provided at the facility, and those they may need to bring in or pay for. However, as a low-level care resident the general guide is that you would pay for items such as telephone bills, private therapists, hairdressing costs, personal clothing, dry cleaning, toiletries other than the brands we provide, newspapers etc.

## **Feedback and Comments**

You have the right to good care, and the privilege to provide feedback. We are committed to providing a quality service, and continually improving our care and services. Your feedback is very important.

*There are several ways you can do this:*

- If a problem occurs, please ask to see the Care Manager or CEO at the time of the incident. Many problems can be sorted out "on the spot"
- Complete a Blue Form "Continuous Improvement Report" – these are located around the facility and are also available on request from any staff member. A staff member can help you fill one out if you wish. Completed forms can be left at the front reception.
- Contact the Care Manager and make an appointment to discuss your concerns in person

The organisation also has a designated Resident Advocate who can assist in resolving any issues that you may have, and feel have not been resolved to your satisfaction. The Resident Advocate is also there for advice and assistance in any area pertaining to your stay with us. You can contact the Resident

Advocate by calling the Reception; also, posters are displayed at the facility.

If concerns cannot be resolved internally, the complainant will be assisted to refer the complaint to an appropriate external body if requested.

### **Resident/Relative Satisfaction Surveys**

From time to time, we circulate surveys asking for your feedback on a variety of issues related to the care and services provided. We use the results to identify areas of concern and provide information to help us plan. All responses are treated confidentially, and your assistance in completing and returning the survey is much appreciated.

## **Our Food and Meal Service**

### **Meal Service**

Meals are an important part of everyone's lifestyle, and we try to make mealtimes a pleasurable experience. All food is prepared on site and using fresh produce.

Meals will be served in your dining area. We aim to please everyone with our meals and try as far as possible to cater for individual likes and dislikes, and special cultural or religious requirements. Special diets and nutritional supplements are available for residents assessed as requiring them. Snacks are offered with morning and afternoon tea as well as supper. For those who need assistance, the staff are always available to help.

Our usual serving times are:

Breakfast:	8:00 am
Morning Tea:	10.00am
Lunch	12:00 Noon
Afternoon Tea:	2.00pm
Dinner	5.00pm
Supper:	7.00pm

We allow the family members and friends of residents to continue to bring food and special treats, as it helps enhance their quality of life - providing it meets the standard of food safety.

Poor food handling and transporting practices could result in residents becoming extremely ill with food poisoning symptoms that could be fatal.

Microwave ovens are available for your use, should you wish to bring in a special homemade treat. Staff are not able to reheat homemade food that is brought into the Prom Country House.

All food brought in by families must be recorded on a register which is available at Reception along with additional information. Fridges are available in the wing, but all food must be labelled with the following information:

- Date which food was prepared
- Main Ingredients, e.g., seafood, chicken, eggs, etc
- Residents Name and Room Number
- Name and signature of person bringing in food

We value the contribution and care that families and friends provide and hope you will understand that the residents living in our facility are regarded by law as a vulnerable group or people susceptible to infection, and therefore ask for your co-operation in this area of food service.

Periodically, celebration meals are organised, and in fine weather a BBQ or picnic lunch may be arranged.

Meals for guests are generally not available; however special arrangements can be made, although a small charge applies.

### **Alcohol**

Alcohol may be supplied for a resident at his/her own expense if there is no medical reason to the contrary. We also have a "happy hour" each week as part of our Activities Program, when residents can enjoy a sherry, beer, or glass of wine.

### **Food Safety Program**

Our site operates under a Food Safety Program, which helps to ensure the food purchased and cooked to our residents is safe. This program is based on the requirements in the Food Act 1997, with guidelines from the Department of Health and Food Standards Australia and New Zealand (FSANZ). This program identifies and controls all hazards and potential hazards within the catering operations from incoming goods, preparation, holding and serving of meals to residents.

In addition to meeting the legislative requirement this program aims to ensure safe food and maximise resident satisfaction levels.

Please feel free to ask for further information

## **Clothing and Laundry**

### **Laundry Service**

All linen and personal clothing is laundered on site, at no extra cost. If you wish to take or send personal clothing home for laundering, please provide a small basket for the bottom of the wardrobe and discuss your plans with the Care Manager.

Every care is taken with the laundering of personal clothing; however, we are unable to take responsibility for items that are lost or accidentally damaged in the laundry process. Please let our staff know as soon as possible if you notice a particular item missing, and we will search for it.

### **Clothing**

Residents or their representatives are required to provide all personal clothing items. Selection of clothing remains an individual choice, however we do ask that if we are to launder personal clothes, all clothing items supplied be machine washable and able to be tumble dried. However, please also remember that clothing which is constantly washed and dried also needs to be replaced regularly.

All clothing should be clearly labelled with resident's name prior to admission. Please do not label clothing with the resident's initials - it has been known to cause some confusion in our laundry. If you wish, we can label clothing for you. We make a small charge for this service – just to cover our costs. Any additional clothing items brought in later, which need to be labelled should be given to a Carer or Reception to be taken directly to the Laundry before being worn.

All other personal items should also be clearly, but discreetly, labelled including hearing aids, spectacles, walking aids etc. On admission, dentures may be labelled with a special marker, or you may make a private arrangement with a dental technician prior to admission.

We are often asked about the amount of clothing required. As each resident's needs are different, it is difficult to provide an exact list. However, as a rule most residents will need a combination of at least twelve different day wear clothing items that cater for winter and summer, and are able to be coordinated into different outfits, e.g., Dress and cardigan, shirt, cardigan or jumper and skirt or trousers etc. This allows for a resident to choose which clothes he/she would like to wear each day and for alternative selections when clothing is being laundered.

*In addition, we suggest as a minimum:*

- 8 Pairs of socks (more if incontinent)
- 6 Sets of Nightwear (nightdress/pyjamas)
- 6 Pairs of Stockings/Socks
- 2 Dressing Gowns (winter and summer)
- 6 Singlets or Vests
- 2 Bed Jackets (Ladies)
- 2 Pairs of Shoes (well fitting)
- 2 Pairs of Slippers Non-Slip)

Gentlemen will also need their shaving gear.

You may also choose to supply a Doona and Cover. Please ensure that Doona's are washable.

### ***Mending***

Families are asked to regularly check wardrobes for clothing which may require mending. The repair of clothing is the responsibility of the resident and/or family.

## **Maintenance, Safety & Security**

### ***Security of Personal Belongings***

Each room has a lockable drawer, with an individual key available. This drawer is either in the bedside table or the wardrobe. Please contact Reception to discuss arrangements for keys. However, because we are a community environment, there is always a risk of loss or theft; therefore, we ask that you do not keep large amounts of money or very valuable items in your room. We are unable to accept responsibility for the loss of, or damage to, personal property, money, or valuables, and suggest you consider personal property insurance.

### ***Personal Electrical Items and Appliances***

Our aim is to provide a pleasant and safe environment for all residents, and we need your help if we are to achieve this. All rooms have provision for television and radio, however, please consult with staff prior to purchasing any other electrical item. Where more than one item is being used from a single power point, a power board must be provided. Double adaptors are not to be used. In the case of televisions or computers etc., a suitable mobile table or television/video unit must be provided. Please note that all costs associated with electrical items are the responsibility of the resident, and/or his representative.

All personal electrical equipment should be new or have a Certificate of Electrical

Safety/Safety Tag attached, which is dated within the last twelve months, when it is brought into the facility.

We are legally required to ensure that personal electrical equipment or appliances which belong to individual residents are checked and tagged as being safe to use by a Registered Electrician each year. Unless you advise us that you wish to have your own electrician carry out this service, we will carry out the test/s on your behalf. The costs associated with this process are invoiced directly to you.

### ***Smoking***

Smoking is permitted in designated outdoor areas only. Ashtrays are provided and are to be always used. All residents who wish to smoke are individually assessed for safety; the appropriate level of supervision provided by our staff. Please do not leave lighters, matches or cigarettes with any resident, and we ask that you contact a staff member if another resident asks you for assistance to smoke.

### ***Fire Safety***

A comprehensive Fire System, including a Fire Alarm, Sprinkler and Smoke Detector system is installed and staff receive regular training. Regular testing is required – an announcement

### ***Legal Requirements***

In aged care we are governed by many different laws but the main legislation affecting us is the Aged Care Act 1997. All Acts that we are governed by are available for you to review in books called the ANSTAT. Staff will be able to show you where they are.

### ***Compulsory Reporting***

The Serious Incident Response Scheme is monitored by the Aged Care Quality and Safety Commission and came into effect in July 2021. There are certain incidents that are reportable to the Commission such as:

Under legislation we are required to report a range of issues. any instances of abuse or suspected abuse to a recipient of care in an aged care facility, to the police and the Department of Health and Ageing. If we are aware of an instance or suspect that an instance of abuse may have occurred towards a Resident, we will investigate the incident and report it as per the legislation.

is made prior to the alarm sounding for testing purposes.

### ***Maintenance***

A maintenance person is responsible for the general maintenance of the building and grounds. Please advise a staff member if you notice anything needing attention or record it in the maintenance log located reception. Repairs to personal items remain the responsibility of the resident and/or his representative.

### ***Cleaning Services***

Cleaning services are provided by our staff on weekdays. We set a high standard and ask that you let us know if you notice any areas needing further attention.

### ***Police Checks***

All our staff, volunteers and external contractors are required by law to have a police check that is less than three years old and deemed satisfactory for working in aged care. We monitor this process rigorously to ensure that this is always compliant.

**VISION**

Prom Country Aged Care exists to provide personalised care in a safe and happy environment.

**VALUES**

We ask, we listen, we act, we care

We seek to find a better way

We have respect for the individual

We work as a team

We reflect and innovate