



RSL CARE SA

# Resident's Handbook

## Residential Care

June 2022



## RSL CARE SA

Welcome to RSL Care SA.

At our residential care facilities we encourage our residents to enjoy as active and independent a lifestyle as possible with the aim of providing a safe, welcoming and caring environment for you to enjoy. We trust that your stay here will be one that meets both your care and service needs.

The information provided in this handbook and your service agreement has been prepared to acquaint you with the general operation and services available, both in the home and in the general vicinity.

If you require any further information, please do not hesitate to contact the Residential Care Manager or the staff, who will be more than happy to assist with your enquiries.

Kind regards

*Nathan Klinge*

*Chief Executive Officer*



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## MISSION STATEMENT

RSL Care SA will be the key provider of specialised accommodation services and related support for the benefit of the ex-service community of South Australia.

## VISION STATEMENT

*"Trusted to Support"*

RSL Care SA is recognised as the trusted provider of accommodation, care and support services that develops innovative solutions to meet the changing needs of the ex-service and wider community of South Australia.

The vision will be achieved through a strategic plan based on the themes of

- Quality - in each service we provide
- Growth - ensuring stable, responsible growth initiatives
- Sustainability - ensuring RSL Care SA can sustain each service provided
- Governance - ensuring practices align with legislative and regulatory requirements

## CORE ORGANISATIONAL VALUES

- **Care** - deliver the highest practical levels of individual and group care related person-centred services
- **Trust and Respect** - both of these qualities must be hard earned and never taken for granted. Words matter little, our deeds distinguish us
- **Ethics** - in all things we act with integrity and honour
- **Inclusion and Diversity** - treat people as individuals by providing and maintaining an environment of inclusivity and diversity for all stakeholders
- **Quality** - understanding what quality means across all of our lines of operations and knowing how to measure and continually improve what we are achieving.
- **Communication** - open and proactive communication between residents, clients, staff and stakeholders
- **Mateship** - caring for each other, valuing the bonds of service we share
- **Governance** - robust processes enable us to make good decisions



## INTRODUCTION

RSL Care SA provides accommodation, care and support designed to meet the needs of older Australians and caters for a variety of care needs.

We encourage you to remain independent for as long as possible. Your active participation in everyday activities is encouraged whenever possible. You can continue to enjoy all the things you did before coming to live at RSL Care SA. The information in this handbook is provided in the hope that it will answer most of the frequently asked questions and will assist you to find peace, comfort and security in your new home.

At RSL Care SA we understand that many people have differing needs and try to ensure that we meet those needs in a caring and supportive manner to best benefit all of our residents.

If, after reading through the handbook, you still have questions please don't hesitate to ask our Residential Care Manager or any of our staff for assistance.

RSL Care SA's range of accommodation, support and care services are detailed below:

### **Residential Aged Care**

#### *The War Veterans' Home*

A 95 bed residential care facility located at 55 Ferguson Avenue, Myrtle Bank. The Home is divided into areas named after military campaigns: Kapyong, Kokoda, Tobruk Cottages (Memory Support Unit), Bangka, Gallipoli and Long Tan.

#### *Morlancourt*

A 61 bed residential care facility located at 18 Trafford Street, Angle Park. There are seven wings that form Morlancourt. They are named after veterans who have a distinguished military service. They are Knight, Rechner, Herbert, Opie, McKinna, Felmingham and Douglas.

#### *Romani*

A 72 bed residential care facility currently being built on Tumbella Drive, Murray Bridge.

### **Retirement Living**

Co-located at the War Veterans' Home in Myrtle Bank are 16 independent living units and 9 apartments. RSL Care SA also has 36 units at Sturt Village in Marion, 31 units at Hamilton Retirement Village in Glengowrie, as well as 137 homes at Waterford Estate Retirement Village in Murray Bridge.

### **Home Care**

Home Care services are provided within our Retirement Living Villages that are co-located with our Residential Aged Care services.

### **Andrew Russell Veteran Living (ARVL)**

RSL Care SA has 10 units at Sturt for emergency transit accommodation for contemporary veterans that are homeless or at risk of homelessness.

### **Andrew Russell Veteran Living (ARVL) Affordable Housing**

Providing longer term affordable housing options for veterans, their families or emergency services personnel. There are 16 units at Campbelltown, 7 units at Angle Park, and 15 units at Wallaroo.





## OUR HISTORY

RSL Care SA was formed when the RSL SA merged its affordable housing and aged care assets with the War Veterans' Home (WVH) Myrtle Bank. This merger occurred on 1st January 2012.

The WVH, although a legal entity, considered itself part of the RSL "family" and as the RSL SA and WVH were providing similar services to a similar client group, it was a logical progression for the assets of the RSL SA to be merged with the WVH for the continued benefit of the aged and affordable housing veteran communities.

Key benefits of the merger included a single governance structure, a consolidated asset base for operational growth, management synergies and economies of scale.

The origins of the WVH date back to 1915 with the efforts of a community group raising funds aimed at providing a home and caring for homeless soldiers returning from WW1. Through the efforts of the Soldiers Home League, the War Veterans Home opened in March 1917 using a farm homestead on three acres of land known as 'Myrtle Bank'. It has since gone through many changes but its ethos of supporting the ex-service community has remained constant.

It has evolved from a volunteer run homestead providing modest accommodation for returned soldiers to a modern and professionally run facility providing high quality care for ninety-five residential aged care residents, and retirement living accommodation and related services.

In 1996, the Board amended the constitution to enable war widows, spouses of veterans and residents from the general community to



be admitted to the home. As a consequence of that decision women were admitted to the Home for the first time in April 2000, which was a significant milestone in what had previously been an all-male domain.

The origins of the RSL SA also go back to WW1. As part of their objective of supporting veterans and ex-service personnel and their partners, their operations have included the provision of several affordable housing options in Campbelltown, Wallaroo and Clovelly Park. In 1997, the RSL SA also built the RSL Villas at Angle Park which was a 55-bed residential aged care facility with some adjacent affordable housing.

The RSL Villas underwent a considerable redevelopment and refurbishment in 2018/19 to become a 61-bed facility, to remain relevant in an ever changing and evolving industry. In 2019, the Board of RSL Care SA made the strategic decision to change the name of the RSL Villas to Morlancourt. This was done as there was confusion in the community about who could apply to become a resident, as many thought residents needed to be linked to the RSL. Morlancourt is a lesser known but particularly important battle of WW1 and ensures that a



# RSL Care SA History



focus remains on our military links and heritage as well as embracing the wider community.

RSL Care SA expanded the retirement living portfolio by purchasing Sturt Village in Marion, and Hamilton Retirement Village in Glengowrie in 2014, increasing the number of retirement living units on offer from 23 to 90.

In March 2017, RSL Care SA took over the pilot program 'Homes for Heroes', which was being run by the RSL SA (funded by RSL Care SA and RSL LifeCare NSW) and renamed the program the Andrew Russell Veteran Living (ARVL) program. The ARVL program is aimed at providing transit accommodation for contemporary and ex-service personnel who find themselves either homeless or at risk of homelessness. The affordable housing sites and houses already owned by RSL Care SA were moved to the ARVL portfolio and in July 2017, RSL Care SA purchased a 10-unit property in Travers Street, Sturt as the permanent home for the ARVL program.

In 2016, RSL Care SA developed a Vietnam Veterans Social Group program which provides a friendly and safe environment for Vietnam Veterans to come together to share their experiences and work through their hardships. The program has been recognised with several national and state-based awards and continues to develop and evolve as the participants needs change. The social group has been extended to include all veterans and not just those from the Vietnam conflict.

Late 2017, as part of the planned growth strategy, RSL Care SA purchased the Waterford Estate Retirement Village in Murray Bridge. Waterford Estate is a 136-home village with a large community centre, 2.5 acres of wetlands,

boat, and caravan storage as well as a vacant parcel of land for further development. RSL Care SA was successful in applying for seventy-two new residential aged care bed licences for the vacant land and is building 'Romani,' a new aged care facility on this site in Murray Bridge.

RSL Care SA is a "not for profit" organisation, is incorporated under the Associations Incorporation Act, and has Public Benevolent Institution (PBI) status, which ensures that any surplus is utilised for the direct benefit of our objects and mission. The merger in 2012 created a sound base for growth and RSL Care SA is now recognised as a leader in providing a range of accommodation and support options to the veteran, ex-service and broader community of South Australia.





# Welcome and Admission

## WELCOME

We extend a warm welcome to you as you settle in to RSL Care SA. We encourage you to continue all of your usual community social activities with the assistance of family and friends. Staff and volunteers are also available to enable you to continue with this involvement.

A range of services and activities are provided and information on what is available and how to access them is outlined in this handbook. Further details and information can also be found in your Resident Agreement. If however, you require further information or clarification please ask our friendly staff for assistance.

You are entitled to complete privacy in your room. Staff will only enter with your consent and in an emergency. Emergency call bells are located next to your bed and in the ensuite bathroom. In addition to your private room there are a number of communal areas available, both inside and outside, for you to use.

## ADMISSION

The date and time of your admission will be negotiated with the Residential Admissions Coordinator. It is usual for a person to move into their room as soon as accommodation is accepted and the room is ready for occupancy. However, if pre-entry leave is required, the basic daily care fee will be charged.

On the day of admission, please ensure you bring your entitlement cards. This might be a Department of Veteran's Affairs (DVA) card, Medicare card, pension card, ambulance card or private health care card. You should also bring any authority medication and prescriptions you have.

## AGREEMENT

A formal written agreement that sets out the rights and obligations of the resident and management is required by law and is offered to you prior to admission. This agreement can be executed either by yourself, your representative or your legally appointed Power of Attorney/Substitute Decision-Maker.

If you are entering into residential aged care and are paying a Refundable Accommodation Deposit (RAD) or Refundable Accommodation Contribution (RAC), you will be provided with all the documentation required under the Aged Care Act 2007 and Fees and Payment Principles 2014. This legislation provides you with protection in regards to any RAD or RAC monies you may have paid.



## ASSESSMENT AND CARE PLANNING

On your admission to the facility, one of our clinical governance team will meet with you and/or your representative to discuss your social needs, care needs and expectations. You will also be asked about any present medical conditions, your likes, dislikes and your interests or hobbies. Our team will also like to know about your life story as this helps us understand important events and moments that have helped make you who you are.

A comprehensive Care Plan is then developed in consultation with you and/or your representative and the health care team. The care plan is individualised and based upon a thorough assessment, as well as the information provided to us, that takes into account your social, cultural, language, religious, spiritual, psychological and medical needs. The Care Plan assists staff and management to understand your individualised goals, needs and preferences in order to effectively plan and deliver care and services with you. RSL Care SA will ensure that these assessments are evidence-based and reflect contemporary best practice. The evaluation of your goals is conducted in conjunction with you and/or representatives when changes occur and on an ongoing basis.

## FURNISHING YOUR ROOM

We encourage you to make your room as comfortable and homely as possible and bring familiar belongings. We also recommend you take measurements of items you wish to bring and plan before your move into the room to ensure everything will fit appropriately and safely. You or your relative/carer are responsible for the maintenance of all personal items. All equipment belonging to the facility such as walking frames, wheelchairs etc. will be maintained by RSL Care SA. Please talk with the Residential Care Manager should you wish to bring special items. Staff will arrange for the maintenance team to hang paintings and other fixtures as well as discuss other safety measures regarding electrical equipment.

## FEES

RSL Care SA charges the fees as prescribed under Federal legislation and the fees are billed monthly in advance and direct debited from your nominated bank account on the 15th of each month. Full details of fees and payments will be discussed prior to your arrival. Prior to your admission you would have completed an Asset Declaration form and provided other evidence of your financial status to the Commonwealth Government. This assessment/evidence will determine initial fees charged.

Residents are assessed by either Department of Veteran's Affairs (DVA) or Services Australia with regard to fees payable. If you are a pensioner or part pensioner, you might have already been assessed for pension purposes therefore; in most cases you will not require additional assessment unless your circumstances change. This assessment may be different to the initial fees charged, and appropriate adjustments will be made to your billing. Most fees are indexed by the government quarterly, and you will receive notification of this. If you have any questions or concerns about any fees or services, do not hesitate to contact our accounts team on 8379 2600.





## ABSENCE FROM THE HOME

You are encouraged to maintain as independent and active lifestyle as possible and we ask that, if you are going to leave the facility for walks, shopping, visits or appointments - please inform either the Residential Care Manager, Registered Nurse or a staff member on duty.

If you are going to stay away overnight or longer it is important that you inform the Residential Care Manager and also leave a contact address and telephone number should the need arise to contact you. This is recorded on the Resident Leave records located either at Reception or in your individual unit.

## LEAVE - HOLIDAY OR HOSPITAL

Permanent residents are allocated 52 days social leave each year which can be used for any purpose and you have an unlimited number of days of leave if you need to go to hospital. You may also have up to seven days leave prior to entry into the home. (This does not apply to Respite recipients).

## ELECTRICAL APPLIANCES

At the time of admission residents or their representative will be asked to advise of any electrical appliances to be placed in the resident's room. It is a requirement that all electrical appliances are tested and tagged prior to use. Advice regarding any subsequent appliances for resident use is also required.

Some categories of appliances are not permitted for safety reasons.

Toasters, microwave ovens, electric blankets, kettles and irons are not permitted under any circumstance. Fan heaters, radiators or open electric fans are not permitted. Oil-filled column heaters may be permitted if assessed as safe for individual circumstances.

Double adapters are not permitted under any circumstance. Power boards may be used as long as they have an inbuilt safety mechanism and have been tested and tagged by maintenance staff.

All electrical items placed in a resident's room will be tested and tagged by maintenance staff before being used. A separate charge may be made for each item tested and tagged and residents will be notified of any charges prior to the testing being carried out. After admission, items will be tested at regular intervals in line with RSL Care SAs testing schedule and residents may be charged for this service.

It is imperative that maintenance are notified of any additional electrical items brought in after admission to ensure these are also tested and tagged prior to use.



## FIRE SAFETY PROCEDURES

A comprehensive fire alarm detection and prevention system is installed and an alarm will sound if an alert is registered. In the event of an alarm it is important that you remain calm. Our staff are trained in managing any emergency and will advise you about what action to take, there is also an instruction sheet displaying the procedures to follow on the back of your door to your room.

## INSURANCE FOR RESIDENT'S PROPERTY

The facility is not responsible for the loss or damage of jewellery and other items of value belonging to residents and it is advisable that residents make their own arrangements to ensure they have insurance cover for their personal property while in the home.

## KEYS

On admission, a key to your room is available on request and can be provided on payment of a small deposit; a duplicate key is also kept in the key cupboard and recorded in a key register. For security reasons, residents are discouraged from identifying their keys with names and addresses.

If you happen to lose your key please advise a staff member immediately so they can arrange a replacement. A charge may be incurred for replacement of lost keys.

## MONEY, JEWELLERY & OTHER VALUABLES

For safety reasons valuables and large sums of money should not be brought into the Home or kept in your room. For smaller valued items a locked cupboard/drawer or safe is provided in your room.

As advised by SAPOL we recommend, family members take photos of residents' items to ensure there is an accurate record of belongings. We also encourage residents to limit cash kept in their rooms to \$50 or utilise trust account access.

A Trust Account can be arranged through Administration to allow access to money. This operates as a private bank account for the resident who can sign for and withdraw small amounts of cash.

## SECURITY

Your security is very important to us and we endeavour to ensure all our residents and staff are provided with a safe and secure environment. External doors are locked after hours. Any after-hours access is by using the call bell at the main entrance to the facility and waiting for a staff member to assist you.





## SECURITY OF TENURE

You should regard the RSL Care SA facility as your home. Therefore, you will only be asked to move rooms if you request this and it can be done, or if it is necessary to meet your clinical care needs. However, this will only occur after consultation with you and your family or representative. A resident would only be asked to leave the facility under the circumstances described in the residential care service agreement.

Please note: where a resident is accommodated in a Memory Support Unit, and is assessed as non-mobile, staff will consult with the representative to find alternative and more clinically appropriate accommodation within the same facility but outside the Memory Support Unit.

## TELEVISIONS AND RADIOS

50" televisions are provided in resident rooms. If you listen to a radio, we encourage you to bring your own in, however they will need to be inspected by our maintenance department and tested and tagged accordingly. The volume should be kept low enough so as not to disturb other residents. Consider using earphones if you have difficulty hearing.

## PHOTOGRAPHIC AND VIDEO CONSENT

Consent is sought to publish photographs, audio or video footage to be used in printed or electronic RSL Care SA publications. Personal information is managed in accordance with the Privacy Act 1988. You may access your personal information by application to RSL Care SA. If you wish to know more about how we deal with privacy issues, ask to see our Privacy Policy. It is available for you to read at your request.

In accordance with statutory regulations, photographic identification is mandatory for medication and personal care plans.



## CHARTER OF AGED CARE RIGHTS

The Aged Care Charter outlines the following rights for all residents within residential aged care:

1. Safe and high-quality care and services;
2. be treated with dignity and respect;
3. have your identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about your care and services in a way you understand;
6. access all information about yourself, including information about your rights, care and services;
7. have control over and make choices about your care, and personal and social life, including where choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of your daily life, financial affairs and possessions;
9. your independence;
10. be listened to and understood;
11. have a person of your choice, including an aged care advocate, support you or speak on your behalf;
12. complain free from reprisal, and to have your complaints dealt with fairly and promptly;
13. personal privacy and to have your personal information protected;
14. exercise your rights without it adversely affecting the way you are treated.

RSL Care SA requests that along with your rights, that you also adhere to the following responsibilities:

- to respect the rights of staff and volunteers to their human, legal and industrial rights including the right to work in a safe environment
- to treat all people within the residential care community without exploitation, abuse, discrimination or harassment.



## ABUSE AND NEGLECT

You have a right to feel safe, and to live in an environment where you are protected from abuse or neglect. Abuse can be in the form of:

- Financial or material abuse
- Neglect
- Emotional or psychological abuse
- Social abuse
- Physical abuse
- Sexual abuse

People can be at risk of abuse from family, friends, our staff, other clients or other people. Whilst we are aware that we cannot control all risks to you RSL Care SA is committed to making sure you are safe in our service and with our staff. We may also be able to assist if you experience abuse or neglect outside of our service. In the event that an incident does occur, we are bound by our legislative obligations to report any reasonable belief or suspicion of Elder Abuse or Neglect to the Serious Incident Response Scheme, facilitated by the Aged Care Quality and Safety Commission. In the event that this occurs, we will discuss the process with you at the time of the incident.

## PRIVACY AND CONFIDENTIALITY

RSL Care SA is committed to protecting your privacy and confidentiality. We comply with the Privacy Act 1988, Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Australian Privacy Principles.

To ensure your privacy:

- Your files and other information are securely stored
- We only collect information about you that is relevant to the provision of care and services and we explain to you why we collect the information and what we use it for
- Information provided to government bodies regarding service provision does not identify you. If any information is provided to outside government agencies for data purposes, we ensure that the information is de-identified.
- You can withdraw consent to share personal information at any time
- You can ask to see the information that we keep about you and are supported to access this information if requested, within 30 days of the request. Information is provided in a format accessible by you. You can nominate a representative to access your records held by RSL Care SA
- We take steps to correct information where appropriate and regularly review your information to ensure it is accurate and up to date
- Care Plan evaluations are conducted in private with you and our staff member unless you consent to your carer, advocate or other person being present
- You are supported by us should you have a complaint or dispute regarding our privacy policy or the management of your personal information



## COMPLAINTS AND FEEDBACK

RSL Care SA encourages you to provide feedback on the support we provide. This assists us to better meet your needs and to plan for the future.

If you are unhappy with any of the services you receive, please let us know. We have continuous improvement processes in place that use your feedback to improve our services.

Similarly, we enjoy hearing when we do things well, feel free to provide compliments about our service.

All complaints and feedback are treated in confidence and will not affect the quality of support you receive or any other dealings you have with RSL Care SA.

### COMPLAINTS PROCEDURE

1. You are encouraged to raise your complaint with the staff member concerned if you feel comfortable to do so.
2. If you are not happy to discuss the issue with the staff member or are not satisfied with the outcome you can contact the Residential Care Manager. If your complaint concerns the Residential Care Manager you can contact the Chief Operations Officer directly. Remember that you can use an advocate to assist you. We practice open disclosure and are open and transparent in sharing with you any elements of your complaint or care.
3. The Residential Care Manager will liaise with the respective supervisors and you to work to resolve the complaint.
4. If the issue is not satisfactorily resolved, you can submit your complaint in writing to:  
Chief Operations Officer, RSL Care SA, 55 Ferguson Ave, Myrtle Bank, SA 5064
5. We are happy to assist you with this if you phone the office.
6. If you are unhappy with the Chief Operations Officer's decision you may wish to contact one of the advocacy and external complaints contacts listed over the page. Again, we can help you with this.
7. Once your complaint has been finalised someone from RSL Care SA will be in touch to make sure you still feel comfortable to access support and to ask for your feedback on the complaint process.

**Remember that you can use an advocate to assist you with your complaint.**

### OPEN DISCLOSURE

Open disclosure is a process that occurs, if when we deliver a service, harm could have or did occur. It involves an open and honest discussion/s and sharing of information between the client and staff, including senior management.

We participate in open disclosure to ensure we improve and prevent any recurrence of future incidents.



# Aged Care Rights

## ADVOCACY

### YOUR RIGHT TO AN ADVOCATE

You have a right to use an advocate of your choice to negotiate on your behalf with RSL Care SA. This may be a family member, friend or advocacy service. A list of advocacy services is provided below. We can help you contact a service if you like.

### WHAT IS AN ADVOCATE?

An advocate is a person who, with your authority, represents your interests. Advocates may be used during assessments, reviews, and complaints or for any other communication between you and RSL Care SA.

### APPOINTING AN ADVOCATE

If you wish to appoint an advocate let us know in writing the name of the person you wish to be your advocate. You can use the form - Authority to Act as an Advocate. You can change your advocate at any time using the Authority to Act as an Advocate form.

### GUIDELINES FOR ADVOCATES

Guidelines for advocates are included with the Authority to Act as an Advocate form for you to pass on to your advocate.

### ADVOCACY AND EXTERNAL COMPLAINTS CONTACTS

Advocacy and external complaints contacts available to clients include:

#### Agency

Aged Rights Advocacy Service

#### Contact details

Ph: (08) 8232 5377 or 1800 700 600

Post: 175 Fullarton Road, Dulwich SA 5065

Email: [aras@agedrights.asn.au](mailto:aras@agedrights.asn.au)

#### Aged Care Quality and Safety Commission

Complaints

Ph: 1800 951 822

Post: Aged Care Quality and Safety Commission,  
GPO Box 9819, Adelaide, SA, 5001

Make sure your letter includes:

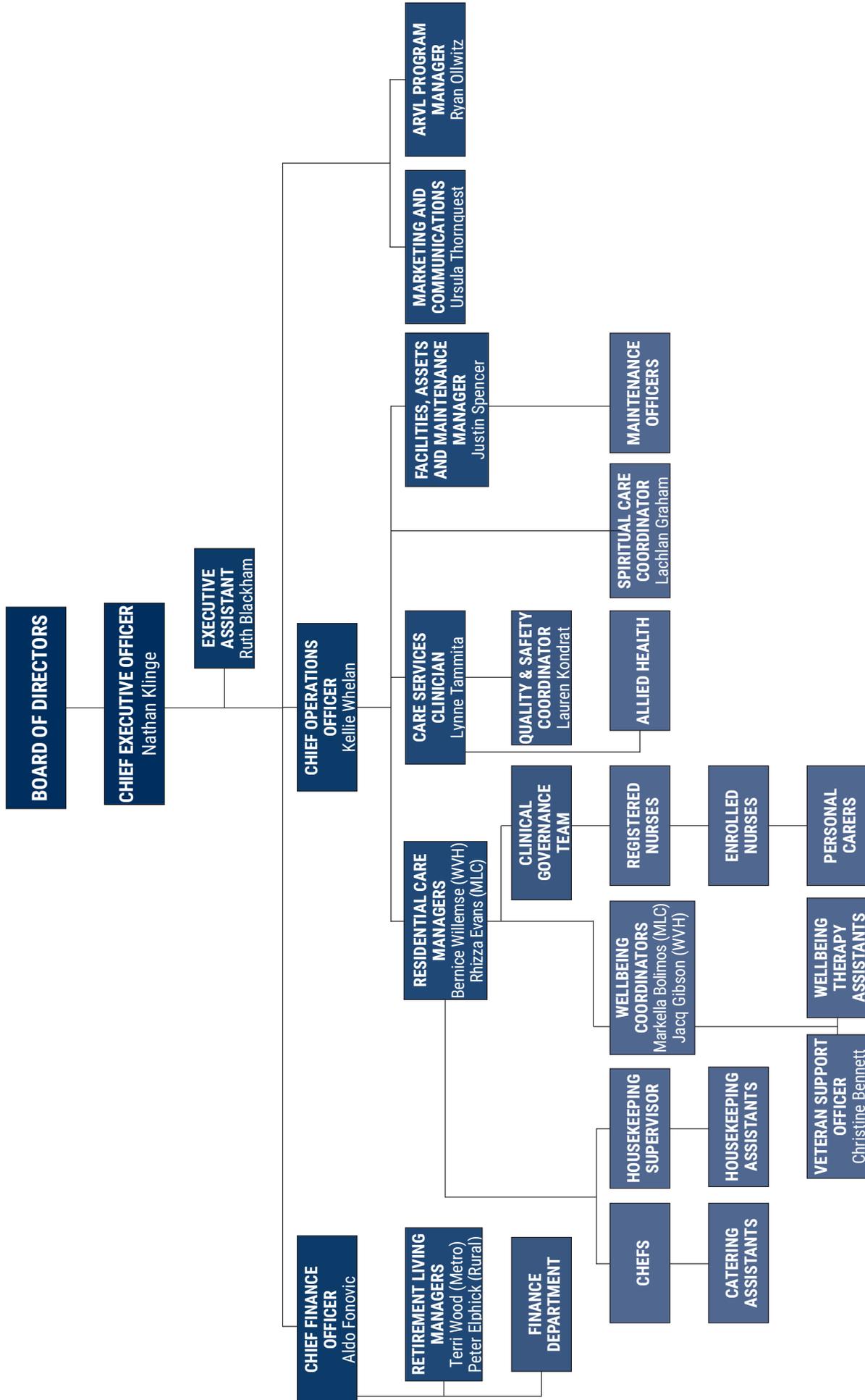
- your name, address and telephone number
- the date you are lodging your complaint
- details of your complaint, including specific dates of events and relevant comments
- the name of the aged care home or service and the state/territory in which it is located
- the name of the client that your complaint relates to.



# Corporate Structure



RSL CARE SA





# Our Facility Staff

## RESIDENTIAL CARE MANAGER

Our Residential Care Managers are registered general nurses who have overall responsibility for the residential aged care service including the delivery of high-quality care and services for residents, compliance with the Aged Care Act, and monitoring and evaluating performance of staff of the service.

## CLINICAL NURSE

The Clinical Nurse is also a registered general nurse and is accountable to the Residential Care Manager. The Clinical Nurse is responsible for ensuring that all residents receive the appropriate nursing and personal care. This is achieved by working with the entire Clinical Care Team of Registered and Enrolled Nurses, personal care staff, medical staff and other Allied Health to achieve a multidisciplinary approach to your care.

## CLINICAL CARE TEAM

The Clinical Leadership team consists of Registered Nurses, Enrolled Nurses and Allied Health Practitioners. There is a registered nurse on site 24 hours, 7 days a week and these staff also have access to the Residential Care Manager after hours if required. The personal care workforce, through the direction and support of the Clinical Leadership Team, provide you with the personal care and assistance that you require.

## WELLBEING TEAM

Wellbeing and Spiritual Care hold significant importance in the lives of our residents. Accountable to the Residential Care Manager, our Wellbeing Coordinator is responsible for ensuring that meaningful and purposeful engagement can occur each day for you. Wellbeing Assistants and the Spiritual Care Coordinator, under the direction of the Wellbeing Coordinator, are available for one to one support, assisting you and your families in times of need, as well as helping all to live well.

## HOSPITALITY STAFF

The Hospitality Services covers the provision of all catering, cleaning and laundry services for residents. These services are provided by RSL Care SA staff under the direction of the site based Chef and Housekeeping Supervisor.





## MAINTENANCE STAFF

Our maintenance team are responsible for maintaining and/or repairing our equipment and buildings. They are instrumental in assisting you with picture hanging and other like requests to make your space your home.

## ADMINISTRATION

Our Administration team are the friendly faces and voices that generally first greet you. Our reception team are able to assist you in accessing the most appropriate person to assist you with your enquiry.





## ACTIVITIES

A variety of group and individual activities are provided on a regular basis by our wellbeing team and residents are encouraged to participate in these activities if they wish. At the beginning of the month a program is distributed to each resident and residents are encouraged to discuss their individual interests and have input into possible new programs or activities.

## ACCESS TO TECHNOLOGY

WiFi, NBN and/or telephone connection to your room is available for residents to access for a small monthly charge, to arrange this please discuss with the administration team.

## ALLIED HEALTH

RSL Care SA has physiotherapy services on-site five days per week. All residents are assessed by a physiotherapist. Upon this assessment, an individual program is developed and carried out by appropriately trained staff.

RSL Care SA have contracted services with podiatry, dietetics and speech pathology. Where there is an assessed need, staff will assist in arranging appointments for these allied health professionals. Recommendations made by these professionals are implemented and incorporated in your care plan for staff to assist you with.

If you request access to an alternate allied health practitioner and/or other allied health practitioners where regular contracted services are not in place, staff will assist in arranging an appointment for you.

## AMBULANCE SCHEME

We strongly encourage residents to consider a subscription to an ambulance scheme, as ambulance transfers (should they be required) can be costly.

## BUS TRIPS

RSL Care SA, with the help of volunteers, and our friendly wellbeing team, access our bus service for outings and would be more than happy to assist with any questions about attending these outings.



## BEDS

Personal beds are not permitted in the residential care environment. An electric adjustable bed will be provided.

## CHURCH SERVICES

Church services are held at all RSL Care SA facilities on a regular basis. These services are listed on our monthly wellbeing program.

Your own priest or pastor can visit you at any time and staff have a contact list of all churches and faiths if you wish to have someone visit you.

## CLOTHING AND ACCESSORIES

Residents are encouraged to retain their own individuality in the choice of clothing and accessories. All clothing should be labelled prior to entry with long lasting labels and should read for example '(name), site'. A labelling service is also provided in-house if required. Your personal clothing can be laundered by our staff on-site if you wish. Please note: woollens will not be laundered, alternative arrangements will need to be made.

## CONTINENCE AIDS

You will be assisted with assessment and management of any incontinence requirements with confidentiality and dignity.

## CULTURALLY SPECIFIC NEEDS

Culture defines almost every aspect of our lives: how we nourish our families, how we respond to trauma, how we build our community networks. When traveling to different countries, it's easy to see how cultural boundaries take shape across geographic barriers. But these differences also manifest in communities with diverse populations - people of all different backgrounds living in a shared environment such as residential aged care. Sharing space with people from other cultures is more than tolerating each other's customs; it's valuing and affirming the ways people from different backgrounds enrich each other's lives.<sup>1</sup>

At RSL Care SA we aim to be sensitive and supportive of individual cultural needs of residents. Our staff respond to all residents by affirming diversity and embracing the values of people from different social or cultural backgrounds, as well as supporting all residents within the shared community to develop these skills also.

<sup>1</sup>[www.onlinemswprograms.com/resources/social-issues/how-to-be-culturally-sensitive](http://www.onlinemswprograms.com/resources/social-issues/how-to-be-culturally-sensitive)





## DOCTOR

You have the right to retain your own doctor and we will facilitate their attendance however there are also doctors who provide a 24-hour service and conduct a clinic on site during the week.

## DRY CLEANING

Dry cleaning may be arranged through our laundry staff and forms completed when required. Dry cleaning will incur a charge.

## HAIRDRESSER

The hairdressing salon is open at least weekly and staffed with a qualified hairdresser. Bookings can be made with Reception and costs can be billed either directly to your monthly bill or directly to family. Please check with Reception.

## HEALTH INSURANCE

You are encouraged to retain your private health insurance for hospital cover and extras, such as allied health services, dentures, glasses and any prosthesis as the facility is not responsible for any medical or hospital costs incurred by a resident.

## HEARING AIDS

Appointments for hearing tests and hearing aids can be arranged as necessary and the staff can assist you to do this. Our staff can also assist with putting hearing aids in and with replacing the batteries.

## ILLNESS

If at any time you feel unwell please advise a staff member who will assist you in obtaining support from the clinical staff, Registered Nurse or doctor if needed.

## NON-PRESCRIPTION MEDICATION

It is important that you advise your doctor or the nursing staff of any non-prescription medications you wish to take, as this may affect any prescription medicines you are taking.



## MEALS

We provide a full meal service to you that takes into account any individual dietary needs.

All meals are served in the dining rooms unless residents are unwell. Refer to your room for meal service times specific to your area.

Winter and summer menus are developed and residents are encouraged to participate in menu planning by expressing their ideas at the residents meetings and to the catering staff.

Visitors are welcome to dine with you at a small cost as long as prior arrangements are made with staff.

## PHARMACY SERVICE

A local pharmacy provides a service to the facility and prescriptions/medications are collected/delivered weekdays and as required after hours. Any prescriptions filled by the pharmacy will be invoiced by the pharmacy to the resident each month.

## TALCUM POWDER

Residents are asked not to use talcum powder in the interest of health and safety for themselves and staff.

## VETERAN SUPPORT OFFICER

In alignment with our mission, RSL Care SA employs a veteran's support officer who works across the residential care facilities to support our veterans and ex-service community. This includes the facilitation of our weekly Veterans social group which provides a friendly and safe environment for veterans (including those not accommodated at our residential care facilities) to come together in a social setting to share their experiences and work through their hardships together.

## WELLBEING PROGRAM

Our dedicated wellbeing team provides a full program of activities (both formal and informal) that align with our Janus Approach. They include shopping trips, concerts and lunch outings.

An individual wellbeing weekly calendar will be provided to you based on your individual interests and preferences. A monthly wellbeing program is provided at the beginning of each month and is displayed on notice boards throughout the home.





# The Janus Approach

The Janus Approach continually improves and enhances the quality of life with all residents by transforming the culture of care in our facilities from task focussed to truly person-centred. The approach enables services and care needs to be adapted to meet the priorities and 'picture' of quality of life for each individual resident as well as the group of residents as a whole. Residents of RSL Care SA require care delivery to be person centred and evidenced based ensuring each resident's physical, cultural, psychological, social, sexual and spiritual needs are addressed.

Person Centred Care is not a new concept and has been in practice, in varying forms, for several years. Person centred care provides a set of guiding principles for our actions in the field of care that enable all people in our care to be in relationship with others. These principles are based on a V.I.P.S structure, where each person is Valued, is Individual and unique, is cared for considering the person's Perspective and support the person to be Socially confident.

## JANUS APPROACH IN DETAIL

In order to deliver the Janus Approach at RSL Care SA, we have identified speciality areas of care provision which are addressed through the 'Janus Keys'. The leader for each respective 'key' is accountable for maintaining current evidenced based practice and applying this in the performance monitoring of care delivery to the residents of RSL Care SA.

## DIGNITY IN CARE

The Janus Approach ensures that a comprehensive life history or "Life Story" is gathered for each resident in partnership with the resident and families who wish to be involved. From this life story and with resident and family collaboration, staff are able to determine what quality of life means to each resident. Life stories and what is important for each person are taken by staff who have received specific training in this area of assessment and are generally conducted over several weeks as a relationship of trust is built with the individual resident (or family).

Dignity for each resident is promoted through an understanding of their individualised goals of care, personal preferences and individual 'life story'. Staff are assisted to familiarise themselves with these 'life stories' in order to deliver the appropriate care as well as adhere to RSL Care SA principles of dignity. These principles were developed in partnership with residents, representatives, floor staff, management and the Board of RSL Care SA.



## JANUS DIGNITY PRINCIPLES

### SEE ME

To “See Me” is to see who I am, not what I am

1. Value my story, know my past, my present and what I want for my future
2. Understand my unique experiences and how they shape my culture and belief system
3. Know how to make my day enjoyable

### WELCOME ME

To “Welcome Me” is to create a community that I can belong to

1. Help me transition my space to my ‘home’ and a place of tranquility
2. Help me develop trust in those who provide care and those who live with me
3. Enable me to have companionship and camaraderie with those I choose

### INCLUDE ME

To “Include Me” is to remember that I am a part of all that happens in my life

1. Acknowledge me and include me in your conversations and actions
2. Use language that includes me and does not ‘label’ me
3. Involve me in discussions and information for me to make decisions

### SUPPORT ME

To “Support Me” is to be *with* me on my emotional journey

1. Understand the challenges or traumas I face, provide me with comfort or space to be on my own
2. Celebrate with me in my successes and achievements
3. Work with me to retain my sense of worth

### EMPOWER ME

To “Empower Me” is to encourage and help me to be all that I can be to the end of my days

1. Enable me the freedom to preserve my differences and identity
2. Encourage me to make choices that enhance my perception of quality of life
3. Encourage me to be as independent as I am able to be

### RESPECT ME

To “Respect Me” is to assist in recognising and rectifying injustice or unnecessary harm

1. Help me understand what I can do to prevent avoidable disease or conditions
2. Respect me when I may make choices that could cause me harm and acknowledge how difficult it is for me to make different choices
3. Help me recognise and speak up against people who have the intent to hurt or take advantage of me





## MENTAL HEALTH

Mental health illness and disorders are as important as physical care needs and often have as great an impact on physical and social wellbeing. Some examples of mental health conditions experienced by residents within RSL Care SA are depression, anxiety and confusion. These can be suffered by any resident at any time, and individuals respond differently to these conditions and staff work with residents and families to support residents diagnosed with these conditions, ensuring that all staff are aware of how to support residents to achieve the best outcome in-line with the resident's goals of care.

We support those with mental health conditions through a trauma informed care framework that helps staff engage with trauma affected people, deliver support in a safe and sensitive manner, and contribute to good functioning for the individual affected by the trauma.

## SEXUALITY AND INTIMACY

The Janus Approach recognises that the need for love, affection, physical closeness and contact continues throughout life, including for residents who are living within an aged care setting. People living in an aged care facility will often still have sexual desires and be capable of acting on those desires, as well as having a need to express themselves sexually, however, this may be difficult for residents to disclose as it has always been a topic kept private or only shared with people they trust.

As part of this Janus Key and an individual resident's quality of life, it is also important to understand the level of intimacy they need or desire. Support to achieve emotional connection and intimacy at any level are developed with the resident (or family), to support each individual resident's need for intimacy and sexual expression in whichever form this may take.

## MEANINGFUL ENGAGEMENT & SPIRITUALITY

The Janus Approach recognises that all individuals have spiritual needs which may not always be based on religious belief or lack of belief. The need for social and leisure programs form an integral part of daily living that have purpose, through enhancing and strengthening the physical and psycho-social capabilities of the resident and increasing self-esteem, self-worth, connection and meaning. Through this Janus Key we support residents to have a wellbeing program that is designed to promote each individual's independence consistent with individual abilities and wishes. A resident's needs (social, spiritual or emotional) can change as they are faced with emotional challenges and a significant sense of loss, which can be associated with a move to a new environment, changed circumstance or adjusting to life in an aged care setting.

Residents have the choice and opportunity to participate, or not, in various programs, including cultural



practices, customs and rituals that residents have undertaken throughout their life and are not isolated to a country of birth. It is also important for staff to enable the 'space' for the resident to change their mind regarding these preferences.

## PALLIATIVE APPROACH

The Janus Approach adheres to the Palliative Approach in Residential Aged Care (2005). This approach ensures that residents with life limiting illnesses are afforded quality of life throughout their journey within the residential aged care setting. This Janus Key affirms life and respects dying as a normal process. It neither hastens nor postpones death, but rather aims to enhance the quality of life whilst also positively influencing the course of the illness.

This Janus Key also recognises that there are three very distinct phases of palliation (greater than 6 months to live, less than 6 months to live, and end of life approaching within a week) and ensures that within each phase the resident is provided with:

- Autonomy, dignity, comfort and respect
- Honest, open discussion about conditions and treatment options
- Access to any available evidence-based treatment options
- Effective management of pain and other distressing symptoms
- Quality of life, as defined by them, in the circumstances
- Assurance that any cultural or spiritual wishes will be upheld
- Access to the people they wish to be present

Our staff will meet with residents and families on admission and throughout their admission period to ensure that staff and families have a sound understanding of the type of care the resident wishes to be delivered at each stage of palliation.

## MAKING EATING SOCIAL & SENSATIONAL

The MESS (Making Eating Social and Sensational) recognises that there is more to meals than just nutrition alone, there are also significant positive social outcomes of sharing a meal or mid-meal snack, as well as those meals that are consumed being exciting for the senses. We have drawn on our military heritage where the MESS, is not only about eating, but moreover about the relaxation that dining together provides, social gatherings and hosting special events. We achieve this by providing residents with a selection of meals/menus that meet their preferences; providing meals that are not only nutritious, but also visually appealing, smell delicious and tasteful; and provide environments that enable social connection in multiple spaces where families can also share in the preparation, cooking and enjoying of meals with residents.





## ACCESS CABS APPLICATION

Should you require access cab transport, the staff will arrange for your doctor to complete the application form. Two passport photographs are required and can be taken by the wellbeing staff.

## ADVANCE CARE DIRECTIVE (Formerly addressed through Guardianship & Powers of Attorney)

The Advance Care Directive (ACD) empowers you to make clear legal arrangements for your future health care, end of life, preferred living arrangements and other personal matters.

The Advance Care Directive allows you to:

- write down your wishes, preferences and instructions for you future health care, end of life, living arrangements, personal matters and/or
- appoint one or more Substitute Decision-Makers to make these decisions on your behalf if you are unable to do so in the future.

It replaces the existing Enduring Power of Guardianship, Medical Power of Attorney and Anticipatory Direction with a single, Advance Care Directive Form.

If you have previously completed these documents, they will continue to have legal effect until such time as you decide to complete an ACD. Staff can provide you with the Advance Care Directive Form and kit and assist you as required.

## ALCOHOL

Residents are requested to be moderate in their consumption of alcohol. Drinking of alcohol is not permitted prior to 11am or after 11pm. These form our rules of occupancy, please refer to the resident agreement for more information regarding the rules of occupancy.

## BANKING

A selection of banks are available at nearby shopping centres. If you wish, the facility can conduct a trust account in your name to enable you to have access to cash at your convenience during office hours.

## CAR PARKING

Limited car parking space is provided within the grounds for visitors however you should be mindful where your visitors park, for example 'doctor parking only' must be kept free at all times. The thoroughfare located outside of the reception area must be clear at all times for emergency vehicle access.



## CARE OF PROPERTY

Residents are responsible for their personal belongings and are encouraged to report any property or equipment needing attention to the staff.

## CHOICE AND RISK

RSL Care SA will support you to live the life you choose and recognises that an important part of this is for you to “do the things you want to do”. If you want to make choices that may involve a risk to your health and/or safety, we will discuss with you the risks and potential consequences to yourself and others, and ways in which the risks can be managed to support your choice.

If your choice presents an unacceptable risk to others, including our staff, and you do not want to modify your choice to manage the risk we may modify or decline to provide any related services until the risk is managed.

Where you choose to take the risk, we will ask you to sign a letter acknowledging that we discussed the risk and potential consequences with you, and that you choose to accept the risk and potential consequences.

## CLOSED CIRCUIT CAMERA SURVEILLANCE

Surveillance technologies, including cameras are justified for use in residential care facilities in certain locations within a framework that safeguards residents, staff and visitors against any potential harm or misuse and supports a safe environment. RSL Care SA has optical surveillance (CCTV) in place, internally and externally monitoring common or public areas that are as minimally intrusive and balance our duty of care with autonomy. Access to surveillance footage is only by senior staff delegated to access by the CEO and only used in the event of an incident or complaint that may require further investigation.

Any surveillance device (camera) placed in resident’s rooms or private spaces can only be installed when a resident has provided their informed consent to and this consent must be clearly documented, where a resident is unable to consent their legal representative or substitute decision maker can consent on their behalf. The CEO remains the authority for final approval for a camera to be installed in a resident’s room, in line with other legal parameters to ensure privacy and dignity is not compromised by the installation of such a device.

Listening devices are not permitted for use in RSL Care SA facilities without the expressed permission of all parties being recorded (such as in formal meetings etc). It is an offence for a person to intentionally use a listening device or data surveillance device to overhear, record, monitor or listen to a private conversation without the express or implied consent of the parties to that conversation. It does not make a difference whether you are a party to that conversation or not.





## CONTINUOUS IMPROVEMENT

RSL Care SA is committed to providing safe, effective and high quality care to its residents. Quality is achieved through monitoring and continuously improving our care and services, incorporating all aspects of the resident's experience (whether positive or negative), and using a planned and systematic approach to continuous improvement and service delivery. RSL Care SA welcomes your feedback at all times, for this reason we have suggestion boxes throughout the facility and encourage residents to provide their feedback, ideas and suggestions for improvement. We also conduct engagement interviews on a regular basis to assist us in identifying areas that you believe we could improve on, as well as seeking your ideas and suggestions at these times also.

## ELECTORAL ROLL

Change of address pamphlets are available at Reception. Polling booths are available prior to voting days and staff will assist you to use these.

## FUNERALS

To enable staff to abide by residents personal and cultural wishes, we request that a funeral director is identified and the Clinical Nurse or delegate be made aware of any personal wishes. It is very important this information is given to the facility as soon as possible after admission. If this information is not available to staff, it is very difficult for night staff in the event this information is required during this period.

## GIFTS

It is the policy of RSL Care SA that staff and volunteers are discouraged from accepting any gifts from residents and/or their families. However, the right of residents and their families to give gifts is respected and staff and volunteers may accept small inexpensive gifts on special occasions such as Christmas or birthdays. A staff member or volunteer is not permitted to accept money or gifts of jewellery under any circumstances. No gifts are accepted without approval by the Chief Operations Officer (or delegate).



## INFECTION PREVENTION AND CONTROL

RSL Care SA takes a proactive approach to ensure that residents, staff and visitors are protected from infectious hazards, providing an environment which is safe from risks to their health by managing and treating all reasonably foreseeable and diagnosed infections which present a risk to health and safety. Hand hygiene is the single most effective preventative measure that can be taken to reduce the spread of infections. Residents and visitors are strongly encouraged to use the hand sanitisers that are located throughout our facilities. Handwashing is recommended whenever you arrive or leave the facility, after coughing or blowing your nose, before preparing or eating food, after using the toilet, after touching animals or rubbish, when using touch screens, and when using potentially contaminated objects in public spaces such as door handles or lift buttons.

In addition to RSL Care SA's infection prevention and control plan, we are also required to respond to any public health directions that are issued from time to time. We will communicate these with you as soon as practical, explaining any impact this may have for you.

## LIBRARY

Reading material is available in the lounge of each wing and large print books are available upon request. Mobile library services are available to provide books, talking books and DVDs and any special requests can be arranged through our friendly wellbeing team.

## MAIL

Incoming mail is delivered daily. Residents may leave mail at the administration office during office hours for posting.

## NEWSPAPERS

Delivery of newspapers is the responsibility of the resident and you will need to arrange your own subscription directly with the Advertiser if you wish to have newspapers delivered to your room.

## PAY PER VIEW TELEVISION

Residents who wish to subscribe to Foxtel or other subscription television services are responsible for organising the connection themselves (satellite dishes are not permitted). The Residential Care Manager and Maintenance staff must be consulted in the first instance to determine the route of cables etc.





## RESIDENTS MEETINGS

Residents meetings are held at regular intervals and provide you with an opportunity to discuss a variety of topics, such as activities, meals and other services. Your participation in these meetings is encouraged as this assists us to provide the services you would like. Your family, representatives or other such parties are also welcome to participate in these meetings.

## RESIDENTS VACATING THEIR ROOM

When a resident vacates a room, we would expect that family or friends would collect the belongings as soon as possible (but at least within 24 hours) in order to make the room available for the next resident. By prior arrangement, RSL Care SA can remove the resident's personal belongings within 24 hours and store them safely and securely until they can be picked up by a family member or friend, usually within 2 weeks. The sale or gifting of a resident's personal property or effects at the end of their tenure with us must not involve any member of staff. Items may be donated to the facility or another resident but only after they have been considered fit for purpose by the Residential Care Manager.

## RESTRICTIVE PRACTICES

RSL Care SA recognises that each resident has the right to self-determination, individuality, privacy, dignity, respect, and safety consistent with their cultural background and personal and spiritual beliefs. RSL Care SA will enable each resident to take reasonable risks as they wish if they are able to make an informed decision to do so and if the rights and safety of others can be maintained.

Restrictive Practices are defined as "any practice, device or intervention that has the effect of restricting the rights (person's ability to make a decision) or freedom of movement of a person". Examples of restrictive practices are environmental/perimeter restraint, physical restraint, mechanical restraint, chemical restraint. Instances where restrictive practices are implemented without informed or explicit consent are unlawful and constitute assault.

The need for restrictive practices will be determined only after all other measures/strategies to control specific behaviours have been explored and trialled. The need for such measures will only be used in extreme cases where the safety of the resident and/or others is severely compromised, and after written consent has been obtained. Any such measures will be in line with best practice and as such, RSL Care SA does not use high risk mechanical restraints (such as bed rails) due to the unnecessary high risk of mortality or morbidity associated with the use of these types of equipment.



## SMOKING

In the interest of health and safety, smoking is discouraged, however RSL Care SA recognises that smoking is an addiction and often a coping strategy used by people living with post-traumatic stress disorder such as our veterans. Smoking is not permitted in the buildings or individual rooms. Residents who smoke are required to be assessed by the Physiotherapist or Occupational Therapist and if necessary, safety measures implemented to be sure the resident can smoke safely. The safety of our staff, particularly from passive smoking is a high priority for RSL Care SA. In the event that the resident is unsafe to smoke and/or needs physical assistance to smoke, a quit-smoking program will be implemented and supported for the resident as RSL Care SA does not permit staff, under any circumstances, to provide physical assistance with smoking. Smoking is restricted to designated areas outside the building and is not permitted inside any buildings.

## WE VALUE YOUR FEEDBACK BOXES

At RSL Care SA we welcome your input at all times, for this reason we have put suggestion boxes throughout the home and encourage residents to leave their feedback, ideas and suggestions for improvement.

## TAXIS

Taxi companies that frequent the facility are:

Access Cabs:	1300 360 940	Independent Taxis	132 211
Suburban Taxis	131 008	Yellow Cabs	132 227

If you require assistance to arrange a taxi, please contact the staff or reception who will be more than happy to help.

## TELEPHONES

Residents are encouraged to have their own telephone line and are responsible for organising the connection of the line with Telstra and for any costs associated with the line.

If you are joining us for a respite stay it is suggested that you bring a mobile telephone as the respite rooms do not have telephone lines.





## VISITORS

Your family and friends are welcome to visit and are encouraged to participate in activities, functions and outings. There are no set visiting hours, and visitors are welcome at any reasonable time. You are welcome to arrange for family and friends to join you in the private function room for special occasions, or the gardens.

Please note that visiting restrictions may be imposed under Public Health Directions (see also Infection Control).

## VOLUNTEERS

Volunteers are highly valued and welcome at RSL Care SA they assist our residents in many ways. We would be pleased to hear from any person interested in becoming a volunteer. Please contact the Wellbeing Coordinator if you would like to discuss further.

## WILLS AND OTHER DOCUMENTS

The drawing up of wills and other documents are matters for residents, families or representatives, and legal advisors. We suggest seeking appropriate professional legal advice should you wish to make a will. Staff are not permitted to be involved in any way and are not permitted to witness signatures on a will.

