



WWHS

West Wimmera Health Service

Bowhaven Hostel

Residential Aged Care



Contents

Welcome	1
Statement of Philosophy	2
Information for Residents and Visitors	3
About the Residence	3
Caring for Residents	3
About the Facilities	4
About the Staff	4
About the Services	5
Policies and Practices	5
General Information	6
Accommodation Fees	6
Admission	6
Alcohol	6
Assistance in obtaining access to Health Practitioners & Specialists	6
Clothing and Laundry	
Meals	6
Medical and Nursing Care	7
Newspaper and Magazines	7
Personal Belongings/Valuables	7
Residents Agreement	7
Residents Committee	7
Security of Tenure	8
Smoking	8
Suggestions, Comments and/or Complaints	8
Telephone	9
Television	9
Toiletries	9
Use of Restraints	9
Visiting and Leave	9
Residential Care Rights – contact details	10

Welcome

to Bowhaven Hostel

The Staff and Management of Bowhaven Hostel wish to extend a warm welcome to this facility, which aims to provide a safe, caring, home like environment.

This nursing home has been established to meet the needs of the elderly in our community. This may be achieved through the provision of long-term specific residential accommodation, or through short periods of planned respite care, after which the person returns to the community.

Our Philosophy

The Management and staff believe the residents deserve:

- > A happy, relaxed, homelike environment, affording comfortable accommodation, warmth and a high standard of supportive care.
- > The choice of their medical practitioner or other care providers and the right to make an informed choice of care offered.
- > The right to receive respect, dignity and recognition of their individual needs. A holistic approach will be used where practicable, the staff nurse and resident will work together to formulate an individual nursing care plan to meet these needs.
- > The provision of a well-balanced attractive diet with choices of foods and beverages to suit needs of each individual.
- > The opportunity to participate in activities appropriate to their interests and needs despite the presence of a degree of risk.
- > Encouragement to retain their dignified independence for as long as possible.
- > The best possible care and treatment (where necessary) in the least restrictive environment using all available resources.
- > The right to personal privacy.
- > Acknowledgment of and respect for their cultural and religious beliefs.
- > Encouragement to continue or begin participation in community activities.
- > The right to comment or complain about conditions in the Nursing Home.
- > The security gained from the knowledge that this is their home for the rest of their lives if they so wish.
- > The opportunity for open interaction with family, friends and the support of community and volunteer services.

Information for Residents & Visitors

About the Residence

The Hostel is a ten bed ground level facility with easy access.

All residents occupy single bedrooms with a private ensuite. There are facilities for couple accommodation.

The kitchen, dining room and sitting room are accessible for use by residents and visitors.

Residents have nurse call bells located at their bedside, in their ensuite and in communal areas.

Caring for Residents

Caring for Residents is the first concern at Bowhaven Hostel. The concern is demonstrated in a number of ways all of which contribute to ensuring the residents' stay here is safe, comfortable and as secure as possible. The Staff are committed to providing a warm and friendly atmosphere. These are undoubtedly important factors in helping residents to overcome the anxieties of living away from their loved ones in their own home.

At Bowhaven Hostel, staff have a commitment to ensure the recognition of the uniqueness of individuals. Residents self esteem, privacy and freedom of choice are valued. Our philosophy is to ensure and enable all residents to live their life with dignity and comfort whilst encouraging them to pursue their own concept of a happy, rich and fulfilling life. We also fully encourage family support and interaction, maintaining a healthy physical and psychological well being of their loved ones residing at the Hostel.

The activities made available to residents are based on a lifestyle approach which aims to give a normal as possible daily routine. The interests of the resident are investigated and provided for where possible.

Information for Residents & Visitors

About the Facilities

Bowhaven Hostel is situated in Rainbow, adjoining Weeah Lodge Nursing Home and Rainbow Hospital

Each room is furnished and residents are encouraged to decorate their own rooms with belongings and mementos of their life, according to the agreed standard with the Service. Every effort is made to make the communal areas pleasant and homely. Physical activity is encouraged where possible and residents can make appropriate use of the facilities of the Hostel and those in the locality.

For a healthy life both mind and body need to be cared for. We take care that the quality of food served and the choice, preparation and presentation of meals is appealing, nourishing and nutritional to residents. Relatives and friends are encouraged to dine with the residents for a small fee.

Special dietary requirements are catered for and consultation from a dietitian is provided.

About the Staff

Bowhaven Hostel is staffed by a team of professionals, skilled and dedicated to the care of the elderly.

They include:

- > Nursing Staff
- > Personal Care Workers
- > Housekeepers
- > Activities Personnel
- > Maintenance Personnel
- > Administrative Staff
- > Allied Health Team

The personal care staff play a key role at the Hostel. They are the immediate point of contact for residents, relatives, and visitors and are chosen for their personal qualities as well as first class nursing skills. Warmth and empathy are the hallmarks of nursing at Bowhaven Hostel.

About the Services

Bowhaven Hostel has close liaison with the staff of Allied Health so physiotherapy, podiatry, occupational therapy, speech pathology, dietitian, and dentist are all on call to service the residents if the need arises. The continence nurse and diabetes educator are also available.

There is a regular visit by the hairdresser; appointments can be made for you.

A calendar of activities is posted on the notice board each month.

Religious services are arranged at the Hostel to meet the diverse range of religious practices of our residents. Residents can also attend the service conducted in the Bowhaven Hostel Day Room each week.

Most residents enjoy the bus trip on Monday mornings.

We have activities with local school children throughout the year.

Local groups are invited to entertain when able.

Policies & Practices

The provision and costs of those services which are required to be provided by the Provider are based on the Resident's actual care service requirements.

By way of clarification, the Resident has the responsibility of providing and paying the cost of the following items:

- > pharmaceutical items
- > hairdressing and other personal beauty care
- > dental, podiatry, medical, prescribed rehabilitation therapy and other complementary services
- > contribution or payment towards the cost of going to outside places of interest or other recreational activities
- > telephone services to the Accommodation and all telephone charges
- > television and television transmission cable services to the Accommodation and all related charges in residents rooms
- > personal clothing, furnishings and chattels of the Resident's own individual preference and selection
- > repairs or replacement cost of the Resident's electrical goods and personal furnishings
- > laundry or dry-cleaning of personal clothing and bedding which cannot be machine washed
- > delivery of newspapers and other subscribed publications
- > transport costs to and from personal appointments
- > individual preferences of laundry powders, cleaning agents and toiletries
- > personal and recreational items and services chosen or arranged by the resident
- > food and entertainment expenses for the Resident's guests for gatherings arranged or chosen by the Resident.

General Information

Accommodation Fees

The Commonwealth Department of Health and Ageing determines fees.

Details of fees may be obtained from the Operations Manager on (03) 5391 4224.

The pharmaceutical allowance is not included in this calculation. This is to make sure that the extra money given to pensioners to pay for medicines is still available for medicines.

Admission

It is desirable that prospective residents and their family representatives visit Bowhaven Hostel prior to admission. This provides an opportunity to view the Hostel, meet the staff and discuss with the Director of Nursing any concerns and queries regarding care.

It is a requirement that an Aged Care Assessment Service (A.C.A.S) assess the prospective resident. The prospective resident, the family or friend through their general medical practitioner, can make application for assessment personally.

Admission is on a needs basis determined after consultation with the prospective resident, their family or friends, their General Practitioner, the Director of Clinical Services and the Director of Nursing.

Alcohol

Alcohol may be consumed although it is expected that residents do so in a responsible manner.

Assistance in obtaining access to Health Practitioners & Specialists

The staff will assist in organising appropriate appointments and transport if required.

It is the services responsibility to ensure that a resident is able to keep appointment even if this means a staff member must accompany the resident to an appointment.

If a staff member is required the service may charge the resident for the staff time.

Clothing & Laundry

Personal clothing will be laundered at Wimmera Laundry Services. Clothing is labeled at the linen service at West Wimmera Health Service expense. All delicates and dry cleanable items are the responsibility of relatives to launder.

Meals

On admission to the Hostel a comprehensive history is taken of each resident including their likes, dislikes and any special dietary requirements.

All meals are flexible and residents may have them in their rooms or the dining room.

Medical & Nursing Care

The Director of Nursing is responsible for seeing all orders of Medical Officers and Specialist Doctors are carried out. If for any reason a resident or relative feels there is a need for a doctor to visit that has not been met, they should communicate with the Director of Nursing so appropriate arrangements can be made.

The staff at Bowhaven Hostel acknowledges the rights of residents to have proper health care and the choice of his or her own General Practitioner, and a second opinion if they so wish.

An individual Nursing Care plan will be developed for each resident in consultation with the resident and/ or family. This care plan will be reviewed periodically to enable changing care needs to be met.

Newspaper & Magazines

If a personal daily newspaper or other magazines are required this may be arranged. Accounts for these will be billed monthly to residents.

Our facility provides the Herald Sun: Monday – Friday, Wimmera Mail Times: Monday, Wednesday and Friday, and the Local Newspaper on Thursday.

Personal Belongings/ Valuables

Residents are encouraged to bring their personal belongings and mementos for their rooms as is practicable, in keeping with our philosophy of respect for individuality.

Each resident has a locked 'Valuables' drawer to ensure complete security. Small amounts of monies may be kept in the locked cupboard and the Director of Nursing/Nurse Unit Manager or delegate keeps a record of deposit and withdrawals.

The staff of resident's personal belongings and equipment takes all care, however the Hostel takes no responsibility for breakage, loss or damage incurred.

Residents Agreement

The management of Bowhaven Hostel is very happy to enter into a Residents' Agreement with all residents, as recommended by the Department of Health and Ageing. This agreement protects the rights and sets out responsibilities of the Residents, Staff and Management of the Hostel. Please ensure a copy of this agreement is given to you upon taking up residency.

Please ensure a copy of this agreement is given to you upon taking up residency.

General Information

Residents' Committee

Bowhaven Hostel has a very active Residents' Committee comprised of Residents, Relatives and Friends. It meets bi-monthly in the Home.

The Charter of Aims includes:

- > A voice for residents to air their grievances and compliments.
- > Liaise and work with Hospital Management and Staff to give Bowhaven Hostel a more homely environment.
- > Fund raising for new equipment not supplied by the management.
- > Organise outings for residents.
- > Improve the lifestyle and well being of residents.

Security of Tenure

The Bowhaven Hostel is regarded as the home of the resident and his or her privacy is recognised and respected as such. Residents will not be moved from the room they occupy without mutual agreement by the resident/relative and the management of the Hostel. There are only a limited number of circumstances under which the resident may be required to seek alternative more appropriate accommodation and in all of these circumstances there would be full consultation with all concerned persons. The utmost consideration would be given to the resident in this situation.

Smoking

In keeping with Government Guidelines and in the interests of health and fire safety, no smoking is allowed inside the Hostel. There are covered areas outside the Hostel, which may be used.

Suggestions, Comments and/or Complaints

Residents and relative may feel free at any time to make suggestions or comments or ways to improve this Hostel for residents and staff who live and work here.

The Chief Executive Officer, Executive Director of Clinical Services and the Director of Nursing would welcome suggestions or concerns that you may have. All complaints will be properly investigated and the outcome discussed with the complainant. The management undertakes to ensure and strongly stress, that there will no be retribution or victimization whatsoever to a resident or relative because of a complaint made.

We appreciate your feedback and would therefore invite you to direct any concerns, compliments or complaints in the first instance to:

Ms Carol Paech

Director of Nursing, Rainbow
(03) 5396 3300

Mrs Jan Fischer

Executive Director of Clinical Services
(03) 5391 4225

Mr John Smith PSM

Chief Executive Officer, WWHS
(03) 5391 4200

Telephone

Bowhaven Hostel has a portable phone that staff can take to residents at anytime.

Residents are able to have a phone connected at their expense.

Television

Residents may have a television up to 32 inches in size connected to their room at their own expense. All televisions need to be mounted on the wall. West Wimmera Health Service will supply the wall brackets (universal brackets) for all television mounting which will remain on the wall permanently and the aerial leads.

Toiletries

Basic toiletries such as Bath towels, face washers, soap and toilet paper are provided to Low Care Residents. Not to provide these items constitutes a breach of the Act.

Toiletries such as Sanitary pads, tissues, toothpaste, denture cleaning preparations, shampoo and conditioner, and talcum powder are provided to High Care Residents.

While the toiletry items indicated must be provided by the aged care home, if a resident wishes to use a specific type of pad or brand name item, not normally supplied by the service provider then the resident can be asked to pay for this.

As such items of personal choice and special brand preferences by residents are to be met at resident's expenses.

Use of Restraints

Bowhaven Hostel focuses on providing safe environmental practices that encourage freedom of movement, quality of life and dignity of the resident.

Following admission all residents will be assessed in regard to their risk of physical harm.

A restraint will only be used if all other options have been found to be inappropriate and following consultation with the resident, resident's family and clinicians.

Definition of Restraint: *Physical restraints are any manual method or physical or manual device, material or equipment attached or adjacent to the body that the resident cannot remove easily which restricts freedom of movement or normal access to one's body.*

Visiting & Leave

Bowhaven Hostel is the home of residents and there are no restrictions to visiting times. It is requested the visitors intending to visit after 9.00p.m. inform staff for security purposes. Residents are encouraged to go on outings and for overnight stays with relatives.

Currently, residents may have up to a total of 52 days social leave per financial year. Usual fee rates still apply in the event of leave being taken. Unlimited hospital leave is available.

Relatives and friends are considered to be a very important part of the team to enrich and provide emotional security to the residents. Kitchen facilities in the Hostel are opened to family and friends of the residents.

Enquiries

Enquiries related to residents or the Home are welcome at all times.

The following are a list of addresses and telephone numbers you may contact if you feel it necessary:

ELDER RIGHTS ADVOCACY

An advocacy service managed by the older persons' action centre

T (03) 9602 3066

Toll Free 1800 700 600

THE OFFICE OF THE PUBLIC ADVOCATE

T (03) 9603 9500

Toll Free 1800 136 829

THE GUARDIANSHIP AND ADMINISTRATION BOARD

T (03) 9628 9911

Toll Free 1800 136 829 (for telephone advice to complete forms only).

THE HEALTH SERVICES COMMISSIONER (The Health Ombudsman)

T (03) 8601 5222

T (03) 8601 5200

Toll Free 1800 136 066

TTY 1300 550 275

STATE TRUST CORPORATION OF VICTORIA (State Trustee)

168 Exhibition Street, MELBOURNE, VIC 3000

T (03) 9667 6444

AGED CARE COMPLAINTS INVESTIGATION SCHEME

Toll Free 1800 550 552

Web www.agedcarecomplaints.govspace.gov.au

This page is left intentionally blank

This page is left intentionally blank

Nhill

43-51 Nelson Street
Nhill Victoria 3418
T (03) 5391 4222
F (03) 5391 4228

Coinda

Queen Street
Nhill Victoria 3418
T (03) 5391 1095
F (03) 5391 1229

Goroke

Natimuk Road
Goroke Victoria 3412
T (03) 5363 2200
F (03) 5386 1268

Jeparit

2 Charles Street
Jeparit Victoria 3423
T (03) 5396 5500
F (03) 5397 2392

Kaniva

7 Farmers Street
Kaniva Victoria 3419
T (03) 5392 7000
F (03) 5392 2203

Natimuk

6 Schurmann Street
Natimuk Victoria 3409
T (03) 5363 4400
F (03) 5363 4492

Rainbow

2 Swinbourne Avenue
Rainbow Victoria 3424
T (03) 5396 3300
F (03) 5395 1411

Email

corporate@wwhs.net.au

