

# Moving into Public Sector Residential Aged Care in Victoria Facility Details

## West Wimmera Health Service - Residential Aged Care

P.O. Box 231, Nhill, Victoria, 3418

### **Aged Care Administrator (First Contact)**

Phone: 03 53914226

Email: [agedcare@wwhs.net.au](mailto:agedcare@wwhs.net.au)

[www.wwhs.net.au](http://www.wwhs.net.au)



# About our Facilities



Welcome to West Wimmera Health Service Aged Care facilities.

The caring and committed nursing and lifestyle teams support Consumers to live their best lives.

Our philosophy is to ensure and enable all Consumers to live their life with dignity and comfort whilst encouraging them to live a happy and fulfilling life.

We recognise that is a difficult decision to enter residential aged care, but our staff will work with you to ensure that both yourself and your family members feel supported and comfortable.

Our nursing and care team are committed to providing an environment that is person centred and supports the well-being of our Consumers.

Families are encouraged to participate and play an active role with the team.

The activities available to Consumers are based on a lifestyle approach, which aims to give a normal as possible daily routine. The interests of the Consumer are assessed and provided for where possible.

- We have 10 residential aged care facilities, located Nhill, Jeparit, Kaniva, Rainbow, Natimuk and Rupanyup
- Homely, comfortable well maintained environments
- Gardens which are secure and equipped with comfortable seating, easy walking paths, raised garden beds and BBQ facilities.
- Activity programs to keep residents active
- Access to General Practitioners and Allied Health Services
- Visiting entertainment
- Pet therapy
- Shared rooms available for couples

Rooms are furnished and Consumers are encouraged to decorate their own rooms with belongings and mementos of their life.

Every effort is made to make the communal areas pleasant and homely.

Physical activity is encouraged.

All meals are prepared on site, so are freshly made. This enables us to meet to specific individual dietary requirements of Consumers.

Dietary needs and preferences are discussed with the Consumer, taking into account all religious and cultural dietary requirements.

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

# About our Facilities



All Aged Care sites have a close liaison with the Allied Health team, so physiotherapy, podiatry, occupational therapy, speech pathology, dietetic services all available to Consumers if the need arises. The continence nurse and diabetes educator are also available.

The Consumers may participate in any of the activities run by our Planned Activity Groups.

Religious services are arranged at the Home to meet the diverse range of religious practices of our Consumers. Consumers can also attend the service conducted in the Day Centre Weekly.

There is a regular visit by the hairdresser.

# About our Staff

Our Aged Care Homes are staffed by a team of professionals, with skills dedicated to the care of the elderly.

They include:

- Registered Nurses (available 24 hours a day)
- Enrolled Nurses
- Health Care Workers
- Activities Personnel
- Allied Health Professionals
- Catering Staff
- Cleaning Staff
- Maintenance Personnel
- Administrative Staff

The nursing staff play a key role in the Home. They are the point of contact for Consumers, relatives, and visitors.

Volunteers may assist in the provision of activities. All volunteers undergo a comprehensive orientation program prior to commencement.

# Our Facilities and Contact Details



**Chief Executive Officer** (03) 5391 4218

**Executive Director Clinical Services** (03) 5391 4225

**Aged Care Administrator** (03) 5391 4226

## **Nhill – Iona Digby Harris Home**

Phone: (03) 53914 271

Fax: (03) 53914 228

Address: 43-51 Nelson Street, Nhill, Victoria 3418

Email: [Iona.Administration@wwhs.net.au](mailto:Iona.Administration@wwhs.net.au)

## **Jeparit and District Nursing Home**

Phone: (03) 5396 5500

Fax: (03) 5397 2392

Address: 2 Charles Street, Jeparit, Victoria 3423

Email: [jeparitadmin@wwhs.net.au](mailto:jeparitadmin@wwhs.net.au)

## **Kaniva Nursing Home and Hostel**

Phone: (03) 5392 7029

Fax: (03) 5392 2495

Address: 7-11 Farmers Street, Kaniva, Victoria 3419 (*Nursing Home*)

1-12 Arthur Vivian Close, Kaniva, Victoria, 3419 (*Hostel*)

Email: [Kaniva.AdminReception@wwhs.net.au](mailto:Kaniva.AdminReception@wwhs.net.au)

## **Rainbow Nursing Home and Hostel**

Phone: (03) 5396 3300

Fax: (03) 5395 1411

Address: 2 Swinburne Avenue, Rainbow, Victoria 3424

Email: [Rainbow.Admin@wwhs.net.au](mailto:Rainbow.Admin@wwhs.net.au)

## **Natimuk Nursing Home, Lockwood and Trescowthick Hostels**

Phone: (03) 5363 4400

Fax: (03) 5363 4492

Address: 6 Schurmann Street, Natimuk, Victoria 3409

Email: [Natimuk.Admin@wwhs.net.au](mailto:Natimuk.Admin@wwhs.net.au)

## **Rupanyup District Nursing Home**

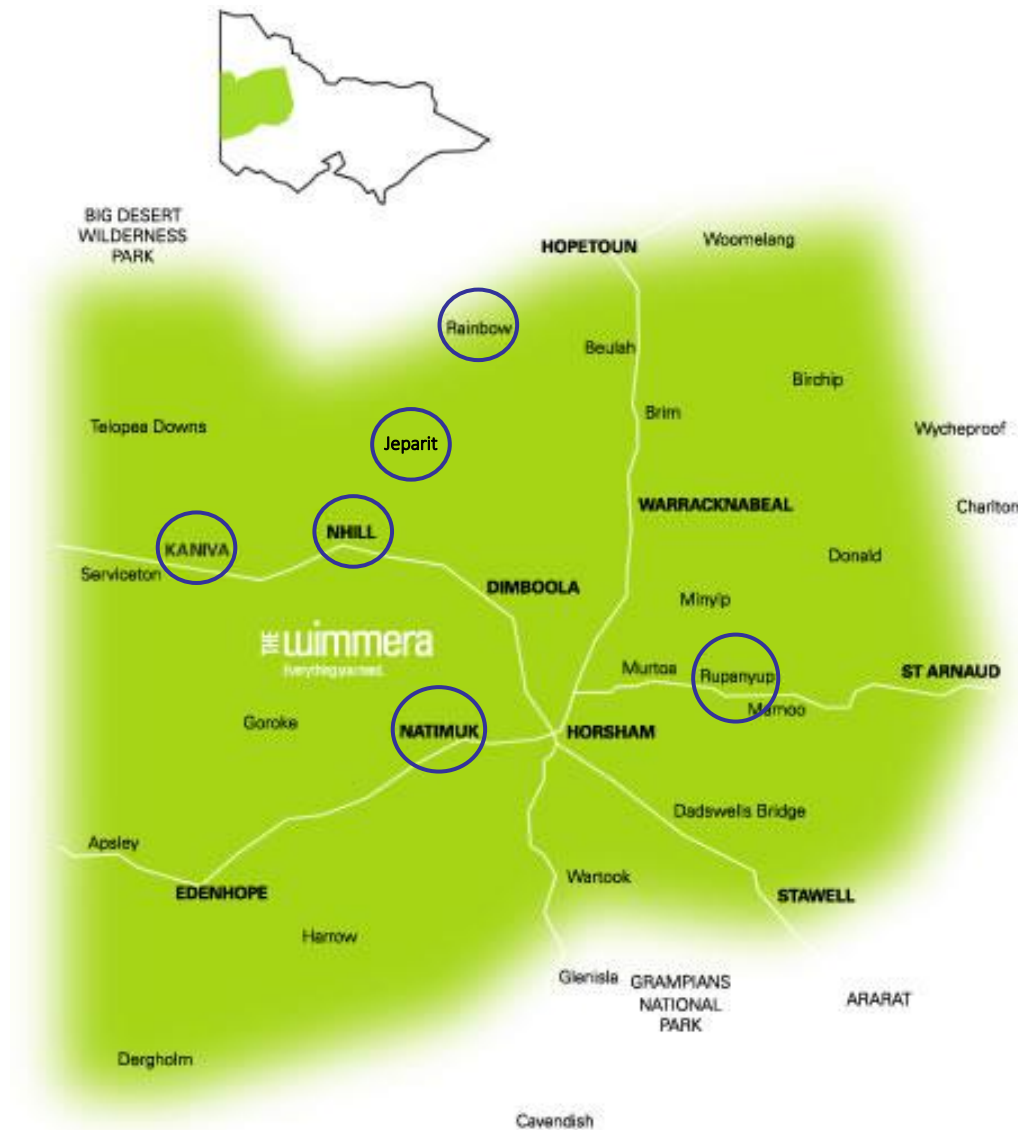
Phone: (03) 5385 5700

Fax: (03) 5385 5283

Address: 89 Cromie Street, Rupanyup, Victoria 3388

Email: [rupanyup@wwhs.net.au](mailto:rupanyup@wwhs.net.au)

# Our Facilities



# Policies and Practices



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

The Consumer is responsible for providing and paying the cost of the following items:

- pharmaceutical items
- hairdressing and other personal beauty care
- dental, specialist medical and rehabilitation therapy and other complementary services
- contribution or payment towards the cost of going to outside places of interest or other recreational activities
- telephone and internet services to the Accommodation and all telephone and internet charges
- television and television transmission cable services to the Accommodation and all related charges in Consumers rooms
- personal clothing, furnishings and belongings of the Consumer's own individual preference and selection
- repairs or replacement cost of the Consumer'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 Consumer
- food and entertainment expenses for the Consumer's guests for gatherings arranged or chosen by the Consumer.



# General Information



## Admission

Prospective Consumers and their family representatives are encouraged to visit the Home prior to admission. This provides an opportunity to view the Home, meet the staff and discuss with the Nurse Manager any concerns and queries regarding care.

It is a requirement that an Aged Care Assessment has been completed prior to admission.

A referral can be obtained from your general medical practitioner, or you can make an application for assessment personally.

## Clothing and Laundry

The cost of laundering personal clothing will be at the expense of West Wimmera Health Service.

All delicate and dry clean only items are the responsibility of relatives.

## Meals

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

## Accommodation Fees

The Commonwealth Department of Health and Ageing determines fees.

Details of fees may be obtained from the Aged Care Administration Officer.

## Alcohol

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

Happy hour may be offered in the Home.

## Assistance to Obtain Access to Health Practitioners and Specialists

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

It is the Service's responsibility to ensure that a Consumer is able to keep an appointment even if this means a staff member must accompany the Consumer to an appointment.

If a staff member is required to escort, the service may charge the Consumer for the staff time.

# General Information



## Medical and Nursing Care

If for any reason a Consumer or relative feels there is a need for a doctor to visit that has not been met, they should communicate with the Nurse Manager so appropriate arrangements can be made.

The staff at WWHS Aged Care Home acknowledges the rights of Consumers 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 Consumer in consultation with the Consumer and / or family. This care plan will be reviewed periodically to enable changing care needs to be met.

## Newspapers and Magazines

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

## Personal Belongings and Valuables

Consumers 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 Consumer has a locked 'Valuables' drawer to ensure complete security. Small amounts of monies may be kept in the locked cupboard and the Nurse Manager or delegate keeps a record of deposits and withdrawals.

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

## Consumers Agreement

The management of your Aged Care Home is very happy to enter into a Consumers' Agreement with all Consumers who so wish, as recommended by the Department of Health and Ageing. This Agreement protects the rights and sets out responsibilities of the Consumers, Staff and Management of the Home.

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



# General Information



## Consumers' Committee

West Wimmera Health Service Homes have very active Consumers' Committee comprised of Consumers, Relatives and Friends.

Meetings held regularly. The Charter of the Committee includes:

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

## Security of Tenure

The Homes are regarded as the home of the Consumer and his or her privacy is recognised and respected as such.

Consumers will not be moved from the room they occupy without mutual agreement by the Consumer/relative and the management of the Home.

There are only a limited number of circumstances under which the Consumer 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 Consumer in this situation.

## Smoking

In keeping with Government Guidelines and in the interests of health and fire safety, no smoking is allowed inside the Home.

There are designated, covered areas outside the Home, which may be used, in accordance with the OH&S legislation.

## Suggestions, Comments and/ or Complaints

Consumers and relatives are encouraged to make suggestions, comments or ways to improve the Home for Consumers and staff who live and work here.

Suggestions or any concerns you have are welcomed.

All complaints will be investigated and the outcome discussed with the complainant.

Management undertakes to ensure that there will be no retribution to a complainant.

We appreciate your feedback and encourage you to direct any feedback to Nurse Manager of the Home, in the first instance.

# General Information



## Telephone and Personal Internet

Consumers may have a land line telephone and/or internet connected to their room at their own expense.

There is limited access available to the Home's telephone.

Consumers are able to use personal mobile phones.

## Television

Consumers may have a television 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 for all television mounting, which will remain on the wall permanently, and the aerial leads.

## Toiletries

West Wimmera Health Service is required to provide basic toiletries such as bath linens, soap and toilet paper are provided.

Toiletries such as tissues, toothpaste, denture cleaning preparations, shampoo and conditioner, and talcum powder are also provided.

If a Consumer wishes to use a specific type/brand of toiletry item, they will be required to purchase these products.

## Use of Restraint

West Wimmera Health Service Homes focus on providing safe environmental practices that encourage freedom of movement, quality of life and dignity of the Consumer.

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

The use of psychotropic medications is discouraged. Prior to any prescription consent is obtained from the family. All such prescriptions are monitored and reviewed regularly.

## Visiting and Leave

There are no restrictions to visiting times, though if visiting after 9.30pm inform staff for security purposes.

Consumers are encouraged to go on outings and for overnight stays with relatives.

Currently, Consumers 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 Consumers.

# Expression of Interest



To submit an expression of interest in joining one of our Homes, please complete this form and forward to Aged Care Administrator.

FACILITY REQUESTED – <i>please tick</i>					
<input type="checkbox"/>	Nhill Iona Digby Harris Home	<input type="checkbox"/>	Rainbow Hostel	<input type="checkbox"/>	Natimuk Nursing Home
<input type="checkbox"/>	Jeparit Nursing Home	<input type="checkbox"/>	Rainbow Nursing Home	<input type="checkbox"/>	Natimuk Lockwood Hostel
<input type="checkbox"/>	Kaniva Nursing Home	<input type="checkbox"/>	Rupanyup Nursing Home	<input type="checkbox"/>	Natimuk Trescowthick Hostel
<input type="checkbox"/>	Kaniva Hostel	<input type="checkbox"/>	Rainbow Nursing Home	<input type="checkbox"/>	
CONSUMER PERSONAL DETAILS					
Title	Mr   Mrs   Miss   Ms   Other (specify)...				
Given Names					
Surname					
Date of Birth					
Current Address					
Contact Phone					
Language Spoken					
CONTACT PERSON					
Given Name(s)					
Surname					
Relationship to You					
Address					
Contact Phone					
Email					
GENERAL INFORMATION					
Reason for needing residential care:					
Specific care needs:					
Medical Treatment Decision Maker in Place				Name:	
Financial Power of Attorney / Guardianship				Name:	
Is there currently a Case Manager?   YES   NO				Name:	
Aged Care Assessment (ACAS)                      YES   NO					
Centrelink 'Income Asset Assessment' Form Completed				Date Submitted To Centrelink                      /   /	