

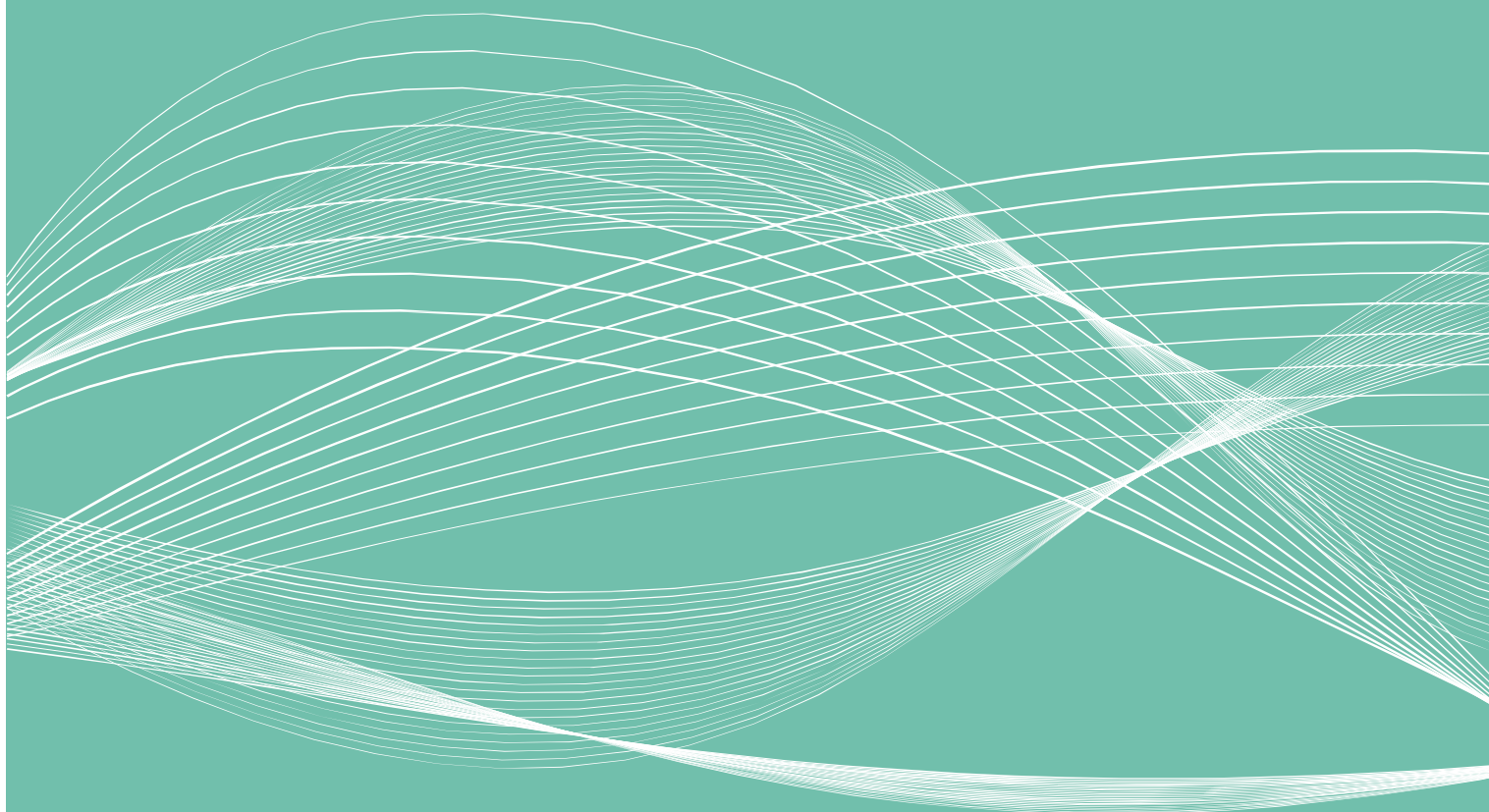


WWHS

West Wimmera Health Service

# Kaniva Hostel

Residential Aged Care



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# West Wimmera Health Service

## OUR VISION

To establish and maintain a high quality and responsive health service through the pursuit of excellence and effective use of innovation and technology.

## OUR MISSION

West Wimmera Health Service is committed to the delivery of health, welfare and disability services which are compassionate, responsive, accessible and accountable to individual and community needs, and which result in quality outcomes for the people of the West and Southern Wimmera and the Southern Mallee.

## OUR VALUES


- A Safe Environment
- Strong Leadership and Management
- A Culture of Continuing Improvement
- Effective Management of the Environment
- Responsive Partnerships with our Consumers



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

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# Welcome

## to Kaniva Hostel

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

**This Hostel 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.**

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# Our Philosophy

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## 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 Hostel.
- > 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.

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# Information for Residents & Visitors

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## About Kaniva Hostel

Situated in Arthur Vivian Close, the Kaniva Hostel, known as Kaniva Cottages consists of self-contained two bedroom Cottages, with front and backyards and an enclosed garage under the main roof. Each cottage has a reverse cycle air conditioner providing both heating and cooling.

To be admitted to the Kaniva Hostel the Aged Care Assessment Service (ACAS) must have firstly assessed a Resident as being in need of a low-level of care.

The prospective Resident, the family or friend can request this assessment to be done by contacting My Aged Care.

Each cottage has its own bathroom, kitchen dining area and lounge area.

Residents have nurse call bells located in their ensuites and living areas.

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## Caring for Residents

Caring for Residents is the first concern at Kaniva 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 important factors in helping Residents to overcome the anxieties of living away from their loved ones in their own home.

At Kaniva 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 wellbeing 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.

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# Information for Residents & Visitors

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## About the Facilities

Kaniva Hostel is set within Arthur Vivian Close.

Each unit can be furnished with a bed and mattress, bedside tables, dining, lounge and recreational furnishings.

Bed linen, blankets, absorbent or waterproof sheeting, bath towels, face washers, soap and toilet paper are also provided.

Because of the uniqueness of the Kaniva Hostel many Residents choose to bring their own furnishings, belongings and mementos when they move in. This is actively encouraged as we believe this will more quickly ensure that the Cottage becomes your home.

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

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

A number of general health aids, including a wheelchair, are available for general use by Hostel Residents.

However many Residents choose to purchase their own equipment for care. An Occupational Therapist is available to assist in this regard. Please contact the Director of Nursing who will arrange for the Occupational Therapist to make a home visit.

Please arrange through the staff, for the hanging of pictures and mirrors on the walls. A skilled tradesman arranged through the Hospital will call to do the work.

Please do not hesitate to discuss your furnishing needs with the Director of Nursing of the Kaniva Hospital.



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## About the Staff

Kaniva 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

The nursing and 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.

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## About the Services

Kaniva 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.

Residents are invited to attend our Day Centre; a monthly calendar of activities will be distributed to your unit for your information.

Regular outings are offered to Residents in conjunction with the Day Centre. If there are other activities Residents wish to participate in such as Senior Citizens, arrangements will be made for you to attend.

Religious services are not held at the Kaniva Hostel, however members of the Clergy visit individual Hostel Residents on a regular basis. A weekly church service occurs at the Day Centre each Tuesday, the Day Centre bus will pick up Hostel Residents who wish to participate in this service.

Many of our Residents choose to continue to attend their regular Sunday church services. Please mention to the Director of Nursing if you wish to attend a church service and we will assist you to make the necessary arrangements.

Medications as ordered by your Doctor are arranged through the local Pharmacy, who arranges the medications into a weekly blister pack for ease of use and convenience. The District Nurse will explain this arrangement to you in more detail.

A private hairdresser visits the Kaniva Hospital each week. Appointments for this service can be made through the Day Centre, or you may choose to attend a local hairdresser of your choice.

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# Information for Residents & Visitors

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## 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 belongings 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.

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## Yards & Gardens

Each Cottage has its own front yard and rear garden designed for your pleasure and use.

The buildings and grounds, including the front and rear garden areas, and the mowing of lawns, will be maintained on your behalf. Any chemicals that are required for this maintenance will be provided by West Wimmera Health Service.

Some Residents however enjoy gardening as a recreational activity and wish to maintain some, if not all, of their own garden area. The Director of Nursing will be happy to discuss your individual requirements in regard to this matter.

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# General Information

## Admission

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

It is a requirement that the Aged Care Assessment Service (ACAS) assess the prospective Resident. The prospective Resident, the family or friend can request this assessment to be done by contacting My Aged Care

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.

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## Alcohol

Alcohol may be consumed although it is expected that Residents do so in a responsible manner, after consultation with your visiting medical practitioner.

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## Assistance to Obtain 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 appointments 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.

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## Cleaning

Your personal care worker will do general cleaning of your unit.

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## Clothing & Laundry

All clothing is washed in the Resident's unit which contains a washing machine.

Staff either assist the Resident doing their washing or they do it for them, unless they are able to complete the task themselves.

Some Residents use their own linen which is washed onsite and others choose to use Hospital linen.

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## Communication – External

You are able to have a private telephone installed in your unit at your own cost. To arrange this, please contact Telstra.

You will have a mailbox on the front verandah of your unit where Australia Post can deliver your mail.

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# General Information

## Communication – Internal

The telephone number for Kaniva Hostel is (03) 5392 7029.

The Director of Nursing of Kaniva Hospital can be contacted on (03) 5392 7033.

Your unit is equipped with an emergency callsystem, which is connected to the Kaniva Hospital, and a 24-hour service is available.

For those Residents who have Safety Link, we ask that the First Emergency Phone Number to be called be the Kaniva Hospital. (03) 5392 2380 – to enable the Personal Care Attendant on call to be contacted.

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## Electrical Appliances

Your cottage is fitted with a single socket for your television; this is connected to a main antenna.

For safety reasons, open bar electric radiators may not be used.

A qualified electrician from West Wimmera Health Service must check and tag all appliances before they are used in your unit.

Each cottage is fitted with a smoke detector and sprinklers; these will be checked regularly and maintained by West Wimmera Health Service.

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## Fees & Charges

Fees and charges are determined by the Commonwealth Department of Health.

Details of fees may be obtained from the Aged Care Administration Officer (03) 5391 4222, and are included in the Aged Care Package.

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## Meals

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

Your Personal Care Worker in your own kitchen will prepare breakfast. Other meals will be delivered to Residents in each unit.

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## Medical & Nursing Care

The Director of Nursing is responsible for seeing all orders of Medical Doctors 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 Doctor from the Kaniva Medical Clinic visits the Cottages on a fortnightly basis, usually on a Friday, together with the District Nurse.

The staff of Kaniva Hostel acknowledges the rights of Residents to have proper healthcare 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 regularly to enable changing care needs to be met.

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# General Information

## Medications

As a low care Facility, we acknowledge and encourage the rights of Residents to have a choice of complimentary or other self-selected medications. It is the responsibility of the Resident to notify staff who will notify the Doctor of any purchase made. This is so we as a Facility can be aware of what medications Residents are taking and any interactions that may take place between medications.

An arrangement can be made with local chemists to provide a special delivery service Monday-Friday each week for those who are unable to get to the chemist. The District Nurse or Personal Care Attendants can also arrange for your scripts to be taken to the chemist. The cost of medication is the responsibility of the Resident.

The cost of the multi dose delivery system is met by West Wimmera Health Service.

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## Newspapers & Magazines

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

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## Personal Belongings/ Valuables

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

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

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## Privacy

Your unit is lockable and you hold the key. The privacy of your unit will be observed at all times except when an authorised person is giving personal assistance or is carrying out maintenance. In these instances, we will observe the usual courtesies you would expect in your own home.

For emergency reasons a master key is held at the Hospital and by the carers.

Personal and health related information held about you by West Wimmera Health Service will be treated in a confidential manner at all times. A copy of our Privacy Policy, which explains in detail how information is maintained and used throughout the Service, is available from the Director of Nursing. A copy of the Policy is also included in our Aged Care Package.

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## Resident's Agreement

The management of Kaniva Hostel encourages all Residents to enter into a Resident's Agreement, as recommended by the Commonwealth Department of Health.

The Agreement protects the rights and sets out the responsibilities of the Resident, staff and management of the Hostel. Please ensure a copy of this Agreement is given to you upon taking up residency.

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# General Information

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## Security of Tenure

The Kaniva 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 unit 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 circumstances full consultation would take place with all concerned persons. The utmost consideration would be given to the Resident in this situation.

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## Smoking

In keeping with Government guidelines and in the interests of health and fire safety, we do not allow Residents to smoke in their units.

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## Suggestions, Comments and/ or Complaints:

Residents and relatives 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, Director of Clinical Services and the Director of Nursing 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 not be retribution or victimization 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 Lesley Hawker  
Director of Nursing, Kaniva  
(03) 5392 7033

Mrs Jan Fisher  
Executive Director of Clinical  
Services (03) 5391 4222

Mr Ritchie Dodds  
Chief Executive Officer, WWHS  
(03) 53914222

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## 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 also the aerial leads.

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## 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 Hostel, 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 of Residents are to be met at the Resident's expense.

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# General Information

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## Use of Restraints

Kaniva 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.*

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## Visiting & Leave

Kaniva Hostel is the home of Residents and there are no restrictions to visiting times. 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 will apply in the event of such leave being taken. Residents wishing to have more than 52 days social leave in a financial year may be required to pay an additional fee.

Unlimited hospital leave is available.



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# Enquiries

## Enquiries related to Residents or the Hostel 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** 1300 309 337

### **VICTORIAN CIVIL and ADMINISTRATIVE TRIBUNAL**

**Toll Free** 1300 018 228

### **THE HEALTH SERVICES COMPLAINTS COMMISSIONER**

**Toll Free** 1300 582 113

### **STATETRUST CORPORATION OF VICTORIA** (State Trustee)

**T** (03) 9667 6444

**Toll Free** 1300 138 672

### **AGED CARE COMPLAINTS COMMISSIONER**

**Toll Free** 1800 550 552

**Web** [www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)



## **Email**

corporate@wwhs.net.au

### **Nhill**

43-51 Nelson Street  
Nhill Victoria 3418  
T (03) 5391 4222  
F (03) 53914228

### **Cooinda**

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) 5363 2216

### **Jeparit**

2 Charles Street  
Jeparit Victoria 3423  
T (03) 53965500  
F (03) 53972392

### **Kaniva**

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

### **Natimuk**

6 Schurmann Street  
Natimuk Victoria 3409  
T (03) 53634400  
F (03) 53634492

### **Rainbow**

2 Swinbourne Avenue  
Rainbow Victoria 3424  
T (03) 53963300  
F (03) 53951411

### **Rupanyup**

89 Cromie Street  
Rupanyup Victoria 3388  
T (03) 53855700  
F (03) 53855283

