



WWHS

West Wimmera Health Service

# Iona Digby Harris Home

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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WEST WIMMERA HEALTH SERVICE

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

 [www.facebook.com/westwimmerahealth](https://www.facebook.com/westwimmerahealth)

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# Welcome

**to Iona Digby Harris Home**

**The Staff and Management of Iona Digby Harris Home 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.**

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# Our Philosophy

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## Model of Care

At the Iona Digby Harris Home we provide care and support with respect and compassion.

We respect the uniqueness of each person in our community and acknowledge the contribution each has made throughout their life.

We recognise the importance of all relationships in the Iona Digby Harris Home.

We commit to providing a homelike environment for our residents and enable them to live a life with meaning and purpose.

**Goal for residents:** I live in a friendly, welcoming, homelike community.

**Actions:**

1. My choices are respected
2. I feel safe, supported and treated with dignity
3. I have the opportunity to participate in meaningful activities

**Goal for families:** I feel valued and supported

**Actions:**

1. I am listened to and acknowledged
2. I am consulted with regards to the care of my family member
3. There is honest and open communication

**Goal for staff:** I am a valued member of the team.

**Actions:**

1. I am respected by my peers and co-workers
2. My contribution is acknowledged
3. The team is supportive of all roles

**Goal for volunteers:** My contribution is valued

**Actions:**

1. I am supported and respected
2. I am provided with any education required
3. I am provided with direction for my role

**Goal for organisation:** Iona Digby Harris Home provides a welcoming homelike environment.

**Actions:**

1. We provide a safe and supportive environment embracing the diversity of the community
2. We acknowledge and value our community
3. We strive to provide an environment where all people are encouraged to participate in meaningful and purposeful engagement.

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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 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.

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# Information for Residents & Visitors

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## About the Residence

The Home is a twenty six-bed ground level facility with easy access via covered entrance at the front of the building.

There are three purpose built units within the facility ensuring residents are cared for in a manner specific to their needs. Each unit has an easily accessible enclosed garden. Security locks are in place on the main external door.

There are two, two bedroom units in the Frail Aged wing; all remaining rooms are single with shared ensuite. Residents have a nurse call bell located beside their bed and in each ensuite.

There is a separate kitchen dining room and sitting room access for use by Residents and visitors in each unit.

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## Caring for Residents

Caring for Residents is the first concern at Iona Digby Harris Home. 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 is 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 Iona Digby Harris Home, 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 Home.

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

Iona Digby Harris Home is situated beside the West Wimmera Health Service Nhill 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 Home 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.

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## About the Staff

Iona Digby Harris Home 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
- > Catering Staff
- > Maintenance Personnel
- > Administrative Staff

The nursing staff plays a key role at the home. 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 Iona Digby Harris Home.

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

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## About the Services

Iona Digby Harris Home 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.

The Residents may participate in any of the activities run by our Day Centre.

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

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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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# General Information

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## Accommodation Fees

The Commonwealth Department of Health determines fees.

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

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.

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## Admission

It is desirable that prospective Residents and their family representatives visit Iona Digby Harris Home prior to admission. This provides an opportunity to view the Home, meet the staff and discuss with the Nurse Unit Manager 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 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 Nurse Unit Manager.

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## Alcohol

Alcohol may be consumed although it is expected that Residents do so in a responsible manner. Happy hour is offered prior to evening meals.

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## Assistance to Obtain Access to Health Practitioners & Specialists

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

It is the Service's responsibility to ensure that a Resident is able to keep an 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.

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## Clothing & 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.

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## Meals

On admission to the Home 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.

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## General Information

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### Medical & Nursing Care

The Unit Manager 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 Unit Manager so appropriate arrangements can be made.

The staff at Iona Digby Harris Home 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.

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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 to Residents.

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### 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 Nurse Unit Manager or delegate keeps a record of deposits and withdrawals.

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

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### Residents Agreement

The management of Iona Digby Harris Home is very happy to enter into a Residents' Agreement with all Residents who so wish, as recommended by the Department of Health. This Agreement protects the rights and sets out responsibilities of the Residents, Staff and Management of the Home.

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

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### Residents' Committee

Iona Digby Harris Home 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 Iona Digby Harris Home 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.

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# General Information

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## Security of Tenure

The Iona Digby Harris Home is regarded as the home of the Resident and his or her privacy is recognized 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 Home. 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.

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## Smoking

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

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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 Home for Residents and staff who live and work here.

The Chief Executive Officer, Executive Director of Clinical Services and the Nurse Unit Manager 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 be no 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:

Mrs Rebecca Schultz  
Nurse Unit Manager  
Iona Digby Harris  
Home (03) 5391 4222

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

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

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## Telephone

Residents may have a telephone connected to their room at their own expense. There is limited access offered to a unit phone.

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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. 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.

While the toiletry items indicated must be provided by the facility, 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.

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## Use of Restraints

Iona Digby Harris Home Unit 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

Iona Digby Harris Home is the home of Residents and there are no restrictions to visiting times. It is requested the visitors intending to visit after 9.30p.m. in form 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 home are opened to family and friends of the Residents.

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# 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** 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) 5363 4492

**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



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