Eldercare
peace of mind

Resident Information



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Welcome to Eldercare

A message from the Chief Executive

Moving into residential care is a significant life decision which results in inevitable change. We aim to make your transition into care a positive experience and have prepared this booklet to help you understand your new environment and answer many of the questions you are likely to have.

It includes valuable tips and information about Eldercare's Practices that are designed to support your ongoing wellbeing and safety. It also provides an introduction to key employees and explains how they contribute to your care.

I encourage you to read this guide and speak to an employee if you require any further information.

Eldercare's care approach is guided by the three core values of respect, accountability and connection. This means that your dignity, rights and values are protected. You can take comfort in the sense of security that comes from knowing Eldercare employees are accountable for working safely and with integrity and will support you to live your best life.

Thank you for choosing Eldercare, where delivering peace of mind with our care is our top priority.

Yours sincerely,



Jane Pickering
Chief Executive







Acknowledgement of Country

We would like to acknowledge the Kaurna people as the custodians of the lands and waters of the Adelaide Plains, the Peramangk people as the custodians of the lands and waters of the Adelaide Hills, and the Narungga people as the custodians of the lands and waters of the Yorke Peninsula, on which Eldercare's aged care homes are located.

We acknowledge and respect the Kaurna, Peramangk, and Narungga People's connection to Country and their role in caring for and maintaining Country for thousands of years. We pay respect to Elders past and present.

Your wellbeing

Eldercare's approach to care encompasses mind, body and spirit to ensure your health, happiness and wellbeing is the best it can be.

Our clinical, allied health, lifestyle and spiritual care teams combine their expertise to offer you person-centred care.

You are encouraged to be active and independent and we work in partnership with you to meet your preferences, needs and goals.



Moving into residential care is a big decision and one that brings both changes and opportunities.

We appreciate that you may encounter challenges during the early stages of adjustment to your new life experience and environment.

It is natural to feel anxious and concerned about this move, and how well you (and your loved ones) will settle in.

The experience of moving into residential care

During this transition you and your loved ones may experience a variety of emotions including:

- a sense of loss and sadness for your previous life and home, and connection to your local community and to loved ones and friends
- uncertainty about how you will fit into a new environment
- disappointment and frustration at the loss of control of your normal routine
- reassurance and relief, now that you have access to care and support around the clock
- curiosity and interest in discovering social activities and events that are now readily accessible to you.

Allow yourself time to adjust to this change and connect with people in this new environment. We also welcome and encourage your loved ones and friends to join in the activities in your new Eldercare home.

Be reassured that you will be supported by the team at your Eldercare home during this transition. Our focus is on 'getting your care right'. We value your input and encourage you to raise any questions or concerns you may have.

From our admissions team to the nurses, care workers and hospitality team members you will see every day, Eldercare is committed to making your move as simple and as supported as possible.



Section one: Your care

Developing your care plan

As you settle into Eldercare, we would like to get to know you.

By learning as much as we can about your likes and dislikes, interests, needs and life story, we can work with you to create a unique plan. Your clinical leader will tailor your care plan to meet your specific requirements and preferences.

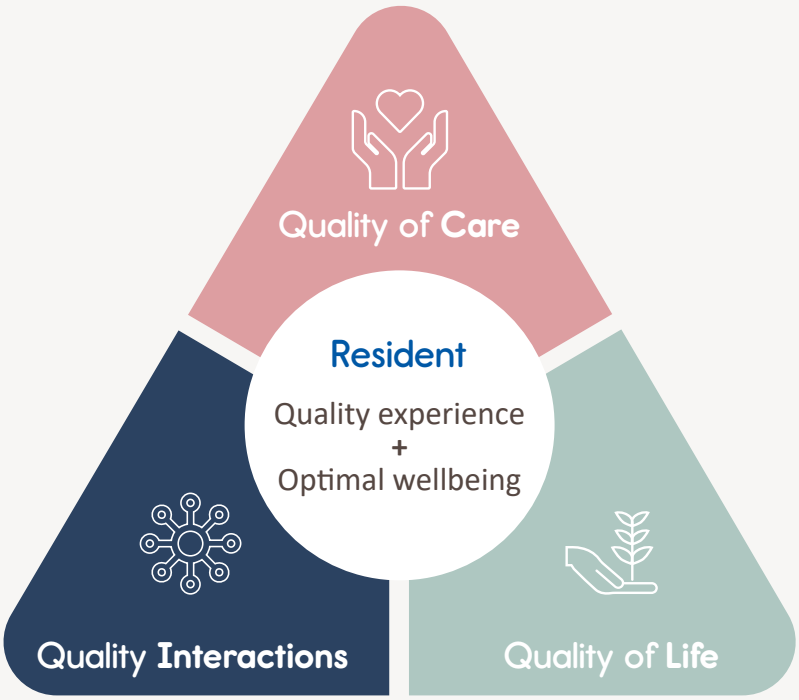
Soon after admission you will meet with one of Eldercare's allied health professionals to discuss your physical goals and requirements and develop a plan to help you maintain your mobility and independence.

A member of our lifestyle team will also work with you to ensure your care plan enables you to maintain activities and connections that provide purpose and dignity.

Together we will regularly review your care plan to make sure that it evolves as your needs change, so that you are continually supported to live your best life.

Service Outcomes

Eldercare's Model of Care is foundational to achieving **Quality of Care, Quality of Life, and Quality Interactions,** thereby delivering peace of mind to our residents.



Eldercare has a clearly articulated Model of Care, made up of **four key components:**

1| Case Management Approach

- The resident is central in the Case Management Approach, with care and services wrapping around the resident and serving their 'mind, body and spirit'.
- In the Case Management Approach, the clinical leader has a pivotal role, coordinating all care related to their 20 residents. Our Clinical Leaders work in partnership with residents, connecting them to resources that best support their wellbeing and health outcomes.
- Effective, timely and informed communication is a significant contributor to resident outcomes and is a key element of the Case Management Approach.

2 | Wellbeing Strategy

- Eldercare's Wellbeing Strategy focuses on key domains: good health, purpose, connection, activity, and dignity.
- Eldercare has built processes and designed specific tools to facilitate the achievement of each of these key wellbeing domains, including resources to assist employees to build person-centred care plans and work with residents to identify 'Agreed Resident Outcomes', preferred 'Activity Profiles' and other factors contributing to their wellbeing.

3 | Values in Action

Eldercare protects the dignity, rights, and values of individuals. Our values of respect, accountability, and connection underpin all behaviour at Eldercare and are integral to our Model of Care. Understanding what these behaviours in action look like, and demonstrating these, contributes to vibrant and supportive relationships based on warmth and generosity.

4 | Consumer Engagement Strategy

The Consumer Engagement Strategy describes how employees at Eldercare successfully engage with residents. It describes how we: inform, consult, involve, collaborate, and empower residents, actively hearing the voice of the consumer, and contributing to an optimal resident experience.

Model of Care

- Clinical Expertise
- Coordination
- Collaboration and Integration
- Communication
- Governance

Behaviours in Action

- Respect
- Accountability
- Connection



- Good health
- Purpose
- Connection
- Activity
- Dignity

- Inform
- Consult
- Involve
- Collaborate
- Empower

Dementia care

Everyone's experience of living with dementia is unique, and having a diagnosis of dementia does not define the person. However, it does require special understanding and support.

Eldercare's clinical employees are trained to take a person-first approach that looks beyond the disease and respects the life experience, choices and individuality of each resident. Eldercare's memory support units, with access to secure gardens and/or courtyards, provide specialised assistance to residents living with dementia.

Advance care planning

Advance care planning is a sensitive but important subject.

To ensure that your wishes are respected we will talk with you to understand what you want to happen when it comes to:

- emergency medical treatment
- treatment of a deteriorating condition
- palliative care
- end-of-life care.

In the event of you losing capacity to make or communicate decisions about important healthcare matters, someone can act on your behalf. This is called a 'person responsible' and is usually a family member or close friend. We would encourage you to legally appoint a person and specify what decisions they can make by creating an Advance Care Directive.

It is important to initiate this process sooner rather than later. If your decision-making capacity is lost, you will be unable to legally appoint someone to act on your behalf to make health care and personal decisions. For more information on how to create an Advance Care Directive, see Useful Contacts on page 40.

Palliative care

Palliative care aims to improve the quality of life of a person with a life-limiting illness, and support their families. This specialised care approach is designed to address their physical, emotional, spiritual, and social needs, with the underlying philosophy being a positive and open attitude towards death and dying.

Palliative care is not limited to the last weeks or days of life. It is a philosophy of care that may be appropriate many months before death.

Eldercare recognises the importance of palliative care and has a dedicated team to provide specialised support during the palliative and end-of-life stages. Eldercare's palliative care team focuses on offering relief from symptoms, pain, and stress associated with serious illnesses, to improve the quality of life for residents and their loved ones.

End-of-life care

End-of-life is the period of time when a resident is suffering from an illness that will be fatal and are nearing the end of their life. End-of-life care is the time within palliative care that is directed toward the care of a resident who is nearing end of life.





Your Eldercare care team

Site Managers

The Site Operations Manager (SOM) and Clinical Care Manager (CCM) are responsible for the day-to-day operations of your site. They oversee the operational and clinical management of the aged care home, employees, and services.

Specialist Palliative Care Team

Our specialist palliative care nurses can assist with symptom management and end-of-life care to ensure residents' final days or weeks of life are peaceful and comfortable.

Nursing Team

Your nursing team includes clinical leaders and registered and enrolled nurses who will work closely with you to plan and deliver the clinical care you require.

Dementia and Mental Health Specialist Nurses

Our specialist Dementia and Mental Health Nurses can support you with symptom management, development of a personalised engagement and care plan, and create connections with internal and external services to optimise your care.

Personal Carers

Personal carers are responsible for your day-to-day care. They can assist with all activities of daily living.

Spiritual Care Team

Eldercare's spiritual care team supports your spiritual and emotional wellbeing, whether you are religious or not.

They can assist with end-of-life care, managing grief and loss, and creating connections with external spiritual care services.



Hospitality Services

Hospitality services are responsible for ensuring the catering, cleaning and laundry services provided at Eldercare are of the highest standard.

Lifestyle Team

The lifestyle team will support you to live your best life, maintain connections with your community and participate in meaningful roles, activities and relationships. Lifestyle employees coordinate a rich calendar of events and activities for fitness, fun, creativity, socialising and learning.

Family and Friends

Should you wish for family, friends, or a private carer to assist with your care needs, please discuss this in advance with your Clinical Leader so we can coordinate your care effectively. There may be restrictions on the types of tasks that can be performed to reduce risk to you or an Eldercare employee.

Volunteers

Eldercare's volunteers offer their time and expertise to enrich daily life through shared activities, conversation, and community connection.

Administration Team

The administration team are your first port of call for practical matters such as booking hairdressing appointments, sending and receiving mail and accessing your trust account.

Property Services Officers

Each Eldercare site has a property services officer who attends to day-to-day maintenance tasks at our aged care homes.

Your Eldercare care team

Dementia Support Assistant

Dementia Support Assistants (DSAs) are responsible for high-quality, personalised engagement with residents who live with advanced dementia. DSAs use residents' life history, likes and dislikes to choose meaningful activities.

Resident Mobility Assistant

Resident Mobility Assistants (RMAs) help you to enjoy better access to spaces within the aged care home, improve mobility as part of a treatment plan and experience greater participation in events and activities.

Occupational Therapist and Physiotherapist

Eldercare has a team of occupational therapists and physiotherapists who will assess your mobility needs and support you to optimise your function through mobility equipment, exercise programs and pain treatments.

Social Worker

Eldercare social workers support residents and families through complex matters impacting care and wellbeing outcomes. This might include grief counselling, family mediation, transition support, and complex care planning guidance, while connecting them to external services and resources, including the SA Civil and Administrative Tribunal where required.

Speech Pathologist

If you are experiencing communication or swallowing difficulties, Eldercare's speech pathologist will provide assessment and recommendations for therapy or your care plan.

Dietitian

Eldercare's own dietitians help to plan our menus and advise on good nutritional practice. They may meet with you to discuss your individual dietary needs.



Clinical Pharmacist

Clinical Pharmacists at Eldercare will work closely with you and your care team, to support and guide quality use of medicines, providing expert medication management advice, supporting optimal health and wellbeing.

Optometrist

Under the optimal care program Eldercare arranges periodic visits from an optometrist who will assess your eye health and can help you with new glasses. You can arrange to see the visiting optometrist or make an appointment with your own optometrist if you prefer.

Doctor

If your General Practitioner consults at Eldercare, we encourage you to continue seeing your current GP to maintain consistent care. If not, we can provide you with a list of GPs who visit Eldercare or you can arrange transport to your regular doctor's surgery.

Podiatrist

Regularly visiting Podiatrists are available to assist with complex nail care and the management of other foot problems, including those caused by chronic conditions like diabetes or arthritis, recommending suitable footwear and early detection of foot health complications.

Dentist

Eldercare sites have a visiting mobile dental clinic offering a wide range of preventative and remedial dental services. You can ask a member of your Eldercare clinical team for details or arrange to see a dentist of your choice.

Hearing Services

Speak with your Clinical Leader to arrange a visit from our visiting hearing service provider for a free hearing check and to understand your options. If you are a pensioner, you may be eligible for hearing aid services from the Australian Government.



Medications, alternative therapies and aids

Medications



Eldercare has an arrangement with Chemist King to supply residents' medications. You are required to pay for your own medication and can choose to set up an account with Chemist King. If you have concerns about your medication you can speak to a Chemist King representative:

Chemist King
Hectorville
Ph: **08 8337 1510**

Chemist King
Welland
Ph: **08 8340 0770**

Alternative therapies

Alternative or complementary therapies such as naturopathy, acupuncture and aromatherapy can be arranged by you at your own cost.

Continence aids

Your comfort is important. When you move into Eldercare, one of our nurses will assess your needs to ensure you have the most appropriate continence aid, if required.

Non-prescription medications

If you wish to use non-prescription medications, such as vitamins, herbal remedies and creams, it is important that you let your GP and Clinical Leader know. This will enable them to work with the Clinical Pharmacist to assess the risk of unwanted interactions with any prescription medications you are taking and highlight potential side effects.

Please note

When attending appointments outside of Eldercare you will need to make your own transport arrangements.

Please refer to page 22 of this booklet for more information about transport options and responsibilities.

You may be required to pay a fee for some services provided by external professionals.

Safe and inclusive care

Informed consent



Informed consent is the process whereby an individual makes a voluntary decision about their health care with knowledge and understanding of the benefits and potential risks involved.

Consent will be obtained by Eldercare employees when they make changes to health care. When changes to health care are made by external professionals, such as GPs prescribing new medications, it is the responsibility of the health professional making changes to obtain informed consent.

If you want or need help to make certain decisions, a registered supporter through My Aged Care or another person in your life can provide this through a process known as supported decision-making. Supporters can help you to make and communicate your own decisions about your aged care services and needs.

If you no longer have capacity to provide informed consent, consent can be obtained from substitute decision-maker/s appointed under an Advance Care Directive. If an Advance Care Directive has not been completed, a family member or friend may be able to provide consent.

Positive risk-taking



Individuals have the right to make choices that involve risk, where their decision does not harm others, if that choice aligns with their values.

People living in aged care are afforded the same rights. Typically, this means you may choose not to follow a recommendation of a healthcare professional, as following the recommendation would affect your quality of life in a way you do not find acceptable.

We welcome open discussions about activities, outings or pursuits you are passionate about, but have concerns about the risks involved. Our role is to understand what is important to you, and explore if there are ways we can support you and manage risks appropriately.

Your care plan will reflect your preferences around activities that involve risk. We will partner with you to assess risks, consider options, and document a plan for moving forward safely with activities that are meaningful to you. Positive risk-taking can enhance quality of life when done thoughtfully. Speak with your Clinical Leader to find out more on how we can support you.

Restrictive practices



A restrictive practice is any action that restricts the rights or freedom of movement of a resident. Eldercare is committed to minimising restrictive practices. We regularly review medications, monitor the need to reside in a memory support unit, and provide care equipment that does not restrict mobility. In accordance with these principles our beds do not have bed rails, and alternative fall prevention and harm minimisation strategies are used.

Some restrictive practices have additional safeguards in place that ensure they are used appropriately. Where a resident is unable to leave a part of the aged care home, such as when residing in the memory support unit, or when physical force is required to perform a medical treatment, a special powers order must be made by the South Australian Civil and Administrative Tribunal (SACAT) that enables a person to provide consent on the resident's behalf.

When an admission or transfer to the memory support unit occurs, we will ask that an application to SACAT occurs to enable consent to be provided. We may also require written evidence of consent for restrictive practices in certain circumstances.

Electronic clinical management system



Eldercare uses an electronic clinical management system, eCase. This system requires our care, nursing, lifestyle, and hospitality employees to use Eldercare-issued handheld devices, such as mobile phones and tablets, to review resident information and to document care at the point of care rather than in front of computers in offices.

Clinical leaders use mobile workstations to complete clinical documentation while moving throughout our aged care homes so they will be more visible and connected to residents and employees. Eldercare emphasises that the use of these devices does not take away from meaningful engagement with residents. The devices have privacy provisions in place.

Consumer engagement

Consumer dignity and choice are central to the Australian Government's Aged Care Quality Standards.

Under the standards you have a right to participate in planning the care and services you need. To that end, Eldercare employees will partner with you to create and review your individual plan.

Eldercare also engages more broadly with residents and representatives to seek input on topics such as food, care, services and lifestyle activities. Each site involves residents in different ways, which can include site meetings, surveys and one-on-one discussions. Residents may also be invited to participate in organisational forums to ensure that residents' needs and opinions are taken into account.

Eldercare provides an environment where you feel welcomed and safe to discuss your needs without being judged.

The Eldercare Board is well informed about Eldercare's consumer engagement and receives regular reports detailing consumer feedback.

Our commitment to diversity and inclusion



At Eldercare we learn your story, find out about your needs and preferences, and support you to engage in your favourite activities. We welcome families, volunteers, and local groups to help you maintain your friendships and stay connected with your network. We work closely with organisations that specialise in supporting your diverse needs.

We have zero tolerance for discrimination and create a safe and inclusive environment which supports your cultural safety, accessibility to our services and sense of belonging to the Eldercare community. In line with this commitment, Eldercare is proud to be a Rainbow Tick accredited organisation promoting lesbian, gay, bisexual, transgender, gender diverse, intersex and queer (LGBTIQ) inclusiveness.

We model and expect respectful behaviour from everyone who lives, visits or works at Eldercare. Our caring and trained team members welcome residents from diverse backgrounds, embrace inclusivity and respect differences while looking after you to make sure you feel culturally safe, welcomed and comfortable in your new home.



Section two: Your room

Furniture

Your room comes equipped with an electric bed, bedside cabinet, wardrobe, overway table and a chair.

You might like to bring ornaments, photographs and pictures to decorate your room to help you feel at home. The property services officer will help you to hang these if needed.

If you have enough space in your room, you can also bring in a few extra items of furniture.

However, your room needs to remain clear enough for an employee to provide safe care without being restricted by furniture. If your care needs change over time and you require equipment such as a lifter to be used, we may ask for furniture to be taken away.

At the end of your stay, your furniture must be removed within 48 hours. Eldercare can arrange the removal and disposal of furniture for a fee. Please speak to your Site Operations Manager for more information.

? Please ask a member of the site's administration team for more information

Electrical equipment

In the interests of safety, please let the aged care home administration team member know if you bring any electrical equipment into Eldercare.

Property Services Officers will 'test and tag' your equipment to ensure it is safe to use as part of the Optimal Care Package. If you do not have the Optimal Care Package additional charges may apply.

Double adaptors are not permitted

Personal items

You are encouraged to bring personal belongings that are important to you. This might include a radio, computer, hobby items, music and books. Noting again that electrical items must be tested and tagged. Your personal items are your responsibility and we recommend that you label them if possible.

Eldercare does not take any responsibility for the loss of personal valuables or cash. You will have a lockable drawer or cupboard in your bedroom, but please do not bring large amounts of money or treasured possessions such as jewellery. We strongly recommend that you take out personal insurance for any valuable items that you wish to keep with you.

Nurse call system



Your room is equipped with a nurse call system so you can request assistance whenever you need it. Your family and friends can also use the call system to ask for help on your behalf when they are visiting. At some Eldercare homes personal nurse call pendants may also be available so you can call for assistance when you are not in your bedroom.

In-room refrigerators

If you have a small refrigerator in your room, there may be occasions when visitors bring food that requires chilling.

For health and safety reasons, please ensure all food is either marked with an expiry date or labelled with the date it was placed in your refrigerator. Perishable food may need to be discarded for your safety. Please ask to see our Food From Home information sheet if you would like more information.

Toiletries and talcum powder

Basic toiletries such as soap, a toothbrush, toothpaste, shampoo and toilet paper are provided. Our pharmacy partner **Chemist King** can deliver any additional toiletry items that you require at your cost. We do not provide or encourage the use of talcum powder as it makes floors slippery, posing a safety risk.

Therapeutic heating devices

In the interests of safety, the following therapeutic heating devices are not to be used at Eldercare:

- heat packs
- electric blankets or rugs
- hot water bottles
- heaters

Clothing and accessories

For many people, clothing and accessories are important to retaining their individuality.

To help keep track of your clothing, we ask that all clothing is labelled to ensure your items are not lost during the laundering process. Please talk to the administration team, or a hospitality team member about having your clothes labelled by our hospitality team.

Labelling is included as part of the Optimal Care Package, if you do not have the Optimal Care Package additional charges may apply.

It is your responsibility to ensure you have the clothing you need and that your wardrobe is checked regularly to remove items you no longer require.

Laundry

Eldercare's laundry service takes care of all your day-to-day washing.



It is highly recommended that your clothing is wash and wear, and can be tumble dried

Some clothing may not be suitable for in-house washing or labelling, such as articles requiring washing in cool or cold water, hand washing, or those made of pure wool or marketed as 'thermalactyl'.

Any clothing that is not able to be laundered at your aged care home, will need to be taken care of by a family member or friend. Alternatively, the site administration team or hospitality team can recommend local external providers for dry cleaning, ironing, and/or laundering at your cost.

Some Eldercare homes also have a launderette where you can wash your own clothes if you prefer.

While we do our best to take good care of your clothing, we are not responsible for replacing lost items.

Cleaning

Cleanliness is important for good health. To ensure good hygiene is maintained, your room will be cleaned regularly by hospitality services team members.

Keeping clutter to a minimum will help employees clean it to the highest possible standard.

With regards to the cleaning of small personal ornaments and valuable possessions, Eldercare employees can assist residents with this cleaning from time to time, however we are unable to take responsibility for any breakages. Eldercare can provide a range of cleaning products to assist residents or family members to clean these personal items.



? Please speak with the Site Operations Manager if you have any questions about your room

Section three: Your lifestyle

Meals



At Eldercare all meals are prepared in our on-site kitchens so you can enjoy the freshest food possible.

Breakfast, lunch, and dinner are served daily and you can choose your meals in advance.

Morning tea, afternoon tea and supper are also provided.

Menus are reviewed by Eldercare's dietitians and change regularly. Special dietary requirements are catered for and meals are tailored to meet your specific care needs.

We encourage residents to dine in the company of other residents, but you can eat your meals in the privacy of your own room if you choose to do so. If you would like family and friends to join you for a meal you should pre-book using the order form available from the site administration team during office hours, or from a hospitality team member after hours. Meals for guests are affordably priced and payment is required in advance.



Hairdresser

Each Eldercare aged care home has its own hairdressing salon. To book an appointment speak to your site's administration team. You will be required to cover the costs of your hairdressing. Discounted hairdressing services are provided under the optimal care program. Alternatively, you can arrange to visit your own hairdresser. Please refer to the transport section on the next page for information about arranging your way to and from appointments.

Personal finances and trust accounts

As much as possible, we encourage you to manage your own finances or have a representative assist you.

For your convenience, Eldercare can help you set up a trust account which will enable you to pay bills such as pharmacy, newsagent and hairdressing expenses and group outing costs. You must keep a credit balance in your trust account. Statements can be accessed online or upon request. Trust accounts are provided by an external party and account conditions may change from time to time.

Our facilities are cashless, however we do have credit card machines available at every site for payment of resident incidentals from onsite or visiting mobile shops. If you don't have access to a debit or credit card, Eldercare can help you arrange a debit card attached to the trust account.

Mobile library

Mobile libraries regularly visit Eldercare with a selection of books and audio tapes for you to borrow. We also have on-site libraries where you can enjoy large print books, games, CDs and DVDs.

Mail

The administration team can assist you with sending and receiving personal mail and packages.

Newspapers and magazines

The administration team can help you to arrange personal subscriptions to magazines and newspapers at your own cost.

Wi-Fi

If you are a member of the Optimal Care Package, you can access Eldercare's Wi-Fi network. The administration team can provide you with login and password details.

Please note that Eldercare Wi-Fi is provided as an open internet connection and anyone using it should take relevant precautions (including, but not limited to, installing anti-virus software) to protect themselves and any device they connect to the Wi-Fi.

Bus trips

Eldercare organises regular excursions for your enjoyment. These are optional and may incur a small fee.

Transport

From time to time, you may need to attend appointments outside of your Eldercare home.

Your transport options may include:

- family and friends or representatives
- taxis or access cabs (which have capacity to transport mobility aids)
- ride share services such as Uber or Lyft
- public transport
- community transport services.

If you are living with a severe or permanent disability that requires you to have a mobility aid, and you can no longer use public transport safely by yourself, you can apply for subsidised taxi fares through the state government's South Australian Transport Subsidy Scheme (SATSS).

You may need to seek the help of your doctor or medical specialist to fill out your application form.

You can also apply for one free companion card through the SATSS so a family member or friend can accompany you when you travel.

For more information and to download an application form for SATSS visit **www.satss.sa.gov.au** or call **1300 360 840**

Your Clinical Leader or a member of the lifestyle team may be able to arrange support for you to attend appointments or events off-site. Please speak to your Clinical Leader to find out whether this is possible for you.

Motorised wheelchairs, gophers, and other vehicles



We will support you in maintaining your physical independence for as long as possible. To ensure your safety, and that other people, you will need to observe Eldercare's procedure in relation to the use of motorised wheelchairs or gophers.

If you have a motorised wheelchair or gopher, the allied health team will work with you to ensure you can comfortably and safely use your equipment.

If you decide to purchase motorised mobility equipment while living at Eldercare, please discuss this with the Site Operations Manager to ensure that there is storage space available.

Conversely, if you no longer need your motorised equipment you will be asked to remove it to create space for other residents' mobility aids.

You are responsible for routinely maintaining your motorised wheelchair and for the cost of any damage it might cause to Eldercare property. We recommend that you speak to your insurer about cover for theft and/or damage associated with your mobility equipment.

Activities

You can enjoy a wide range of activities at Eldercare. When you move in, we will talk with you about your personal interests and what you like to do, and work with you to create an activity program that meets your needs.

You can choose from a range of individual and group activities which may include such things as gardening, musical performances, crafts and exercising, depending on your Eldercare home.

Local school groups, volunteers and other community clubs often visit Eldercare. We encourage you to continue your involvement in community activities and organisations with the support of your family and friends.



Pets

Leaving a pet is sometimes one of the most difficult parts of moving into care. While it is not possible to keep your own pets at Eldercare, family and friends are welcome to bring your animals to visit you.

Pets must be clean, free from parasites and skin problems, fully vaccinated and kept under control and on a leash at all times.

It is important to remember that other residents may not share your love of animals, so please speak to your care team about visiting arrangements. Eldercare reserves the right to request that family or friends do not bring pets to the aged care homes.

Eldercare also arranges regular visits from Pets for Therapy handlers and their animals.

Visiting hours and security

Family and friends are welcome to visit you at any reasonable time. We ask that visitors are considerate of the care routines and needs of all residents when choosing their visiting times, and that noise is kept to a minimum when visiting after hours.

There may be instances when we need to ask your visitors to allow you privacy so you can be assisted by Eldercare employees.

Family members who wish to visit after hours can be issued with an access card. Please speak with the site's administration team to request a card.

Access cards

- Card use is monitored.
- A small refundable deposit is payable for each card.
- Each family member must be issued with their own card. Please do not share cards.
- Lost access cards must be reported immediately to an Eldercare employee.
- A fee may be charged to reissue a lost card.
- Please do not write, put stickers on or hole-punch access cards.
- Please do not put any identification details on cards (e.g. the name or details of the Eldercare aged care home for which the card has been issued).
- If cards are not used for a period of time these may be disabled for security reasons, and reinstated if required.
- Access cards must be returned to the respective aged care home at the end of the resident's stay.



Closed-circuit television (CCTV) cameras



For security purposes, CCTV cameras are installed in various locations across Eldercare's sites.

Cameras are placed in corridors, stairwells, public spaces, entrances, exits, and car parks. Shared dining and living areas in our memory support units are also monitored.

If you have any questions about CCTV cameras, please speak to the Site Operations Manager.

In South Australia there are legal restrictions about the installation of CCTV cameras in private areas. Requests for filming in private areas, such as resident rooms, must meet legal requirements and be approved by Eldercare's chief executive.

Filming or photographing employees on mobile phones or other devices is not permitted.

Voting during elections



When you move into Eldercare, it is very important that you update the Electoral Roll through the Australian Electoral Commission. If you fail to do so, you may be unable to vote, and may incur a fine. When a state or federal election is held and voting opens, a mobile polling station operated by the Australian Electoral Commission will usually visit your Eldercare site to allow you to cast your vote. Otherwise, we will assist you to cast a postal vote.

Absences from Eldercare

In the interests of your wellbeing and safety, it is important you let Eldercare employees know when you leave the site.

The employee you need to inform depends on how long you are going to be away.

If you are going for a walk, attending an appointment or making a 'day trip' to visit family and friends:

- let an Eldercare employee know that you are heading out, and
- use the resident register to sign out when you leave and sign back in when you return. Please ask the site's administration team where the resident register is located.

If you are staying away overnight or for the weekend:

- see your Clinical Leader or the Registered Nurse on duty before your planned leave so they can provide you with any medications or care information required.

If you are planning a longer absence (i.e. one week or more):

- talk with your Clinical Leader at least two weeks before your planned absence. You will still need to pay your accommodation fees when taking leave.

Section four: Your welfare and safety

Fire safety procedures

Eldercare has set procedures to follow in the event of a fire and/or emergency evacuation. If you find yourself in an emergency situation, please follow the directions given by employees.

Fire safety and evacuation drills are conducted at Eldercare to ensure employees are aware of the actions to take in the unlikely event of an emergency. You will find basic evacuation instructions on the back of your bedroom door.

Smoking

In the interests of health and safety, smoking is strictly prohibited on Eldercare property. You will not be offered a place at Eldercare if you smoke.

In accepting the terms and conditions of your contract with Eldercare you have agreed not to smoke and your contract may be voided if you do smoke.

Please talk to your care team if you would like more information about our Smoke Free Workplace Policy.

Contents insurance

We strongly encourage you to take out insurance for valuables, motorised wheelchairs, and gophers as we do not accept responsibility for the loss or damage of your personal belongings, including hearing aids.

Ambulance cover

Ambulance cover is also strongly recommended. Cover can be purchased through a private health insurance provider or through the SA Ambulance Service. Eldercare does not cover any ambulance costs.

Levels of cover vary, so it is important you thoroughly consider your emergency and non-emergency transport needs to determine the right provider and level of insurance for you.

Contact the **South Australian Ambulance Service** on **1300 136 272** or at **www.saambulance.sa.gov.au**





Gifts and charitable donations

We understand that you may form close bonds with some Eldercare employees and volunteers, however we respectfully ask that you do not give them expensive gifts or any money.

It is Eldercare's policy that employees and volunteers must decline gifts and money.

If you or your family are grateful for the care you have received, we encourage you to make a donation to Eldercare. Learn more about making a donation at **www.eldercare.net.au/about/donate.**

If you are interested in fundraising for a particular appeal or organisation, please talk to the Site Operations Manager before you take any action.

It is not appropriate for any Eldercare employees to be included in a resident's will to receive a bequest.

Incident management and reporting serious incidents

If an incident, such as a fall, occurs Eldercare has robust processes in place so that the incident is reported and managed appropriately. We will involve you to help identify how it can be prevented from happening again.

Legislation requires Eldercare to report some types of incidents as serious incidents to the Aged Care Quality and Safety Commission. There are 8 types of serious incidents that include unreasonable use of force, psychological and emotional abuse and neglect.

All employees are aware of their responsibilities for incident and serious incident management.

Privacy of personal information

The privacy of your personal information is protected by the Privacy Act.

Personal information is any information or opinion about you that, on its own or together with other information, may identify you. Examples of personal information are name, signature, address and date of birth. Personal information also includes sensitive information such as health information, racial and ethnic origins, religious beliefs, and sexual orientation.

Your personal information is used to provide services to you and, with your consent, may also be provided to other health services such as the dentist, specialist medical practitioners or a hospital.

Personal information, such as email, phone number, and contacts may also be used to communicate important information, information of interest and to promote services and events.

There are also laws that require we provide access to personal information by government or statutory organisations such as the Aged Care Quality and Safety Commission and Medicare.

If we need to use your personal information for any other purpose, this will be explained to you and your consent obtained before we use the information for that purpose.

For more information about how Eldercare manages your personal information, see the Privacy of Personal Information document provided in the admission pack and further details on Eldercare's approach to privacy of personal information and confidentiality on the Eldercare website.

Making important decisions

At Eldercare, we understand how important your personal information and personal choices are. Unless you ask us to share information with your loved ones, we will respect your right to privacy by discussing your medical and financial matters with you only. If you have informal arrangements in place, such as a family member assisting with managing finances, please let us know. We record your preferences about information sharing as part of your care plan.



Helping you in and out of vehicles

Eldercare has a 'no lift' manual handling policy. This means employees have clear guidelines to follow when it comes to helping you in and out of vehicles.

To protect your safety, and the safety of our employees, lifting and other transfer aids may be used.

Security of tenure

Once you have agreed to the terms of our permanency agreement you can feel secure knowing that your place at Eldercare is permanent.

There may come a time when we need to reassess which room you occupy based on your wellbeing and safety and on our ability to provide you with appropriate care.

Any decision regarding a room relocation will be made in partnership with you and your representative in accordance with security of tenure obligations, Aged Care Quality Standards and the Statement of Rights. If you are living in a memory support unit and become immobile, we will work with you and your representative to relocate you to another room within the aged care home, unless it is vital you remain in the memory support unit for safety and/or wellbeing reasons.

Your obligations

Eldercare understands that moving into residential care can be stressful and we will work with you to ensure your experience is a positive one.

Please remember that displaying disrespectful behaviour towards employees, volunteers or other residents is not acceptable.

In certain circumstances, Eldercare reserves the right to discharge you if you or any of your visitors cause serious injury to Eldercare employees, volunteers or other residents.

Prevention of infection

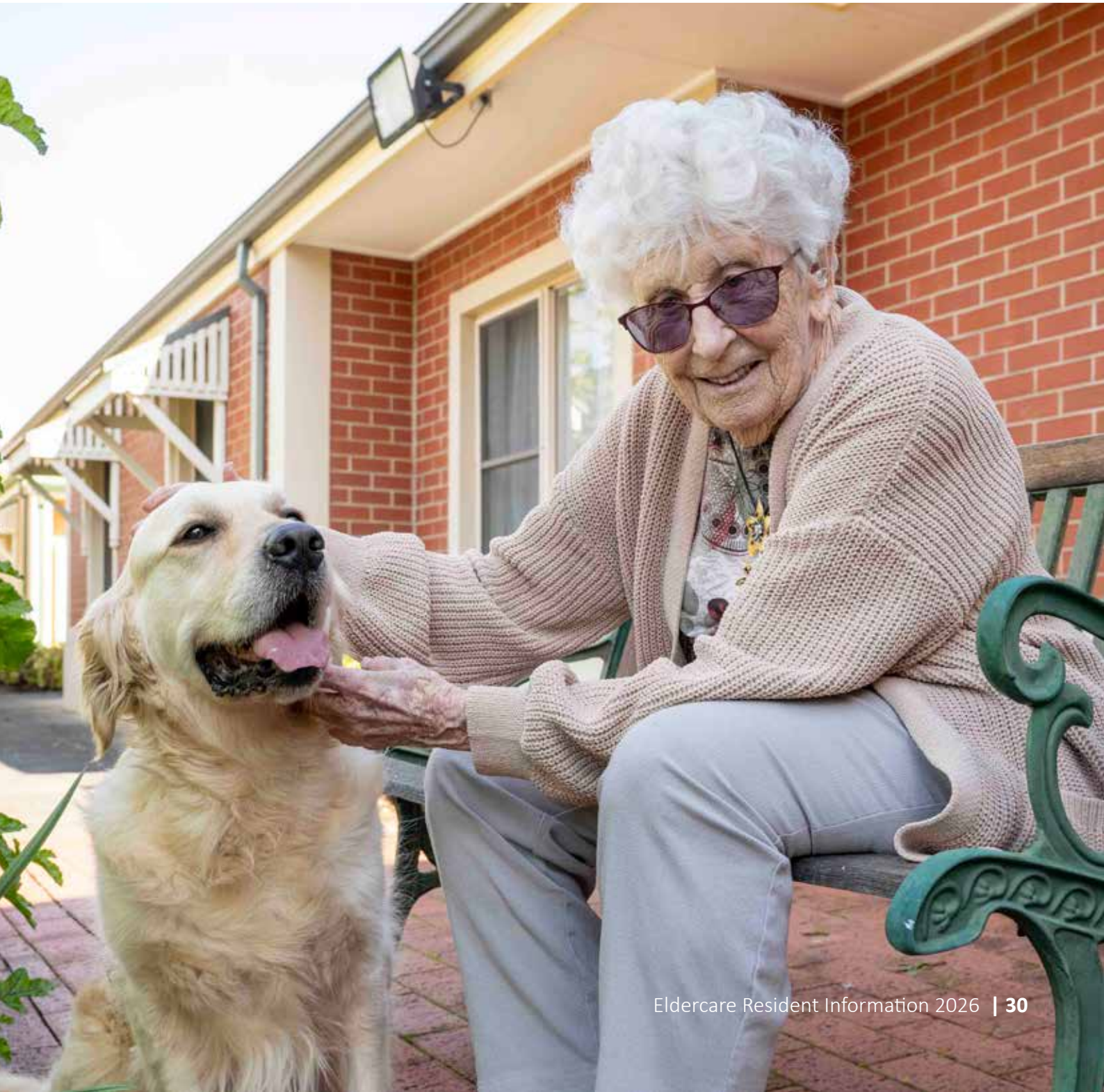
We all need to be vigilant in preventing the spread of infections, such as colds, influenza, Covid and gastroenteritis, within our aged care homes. These can spread very quickly and impact you and other residents.

We ask that you and your loved ones familiarise yourselves with the current visiting precautions and encourage visitors to **stay home if they are feeling unwell or have any infectious symptoms, such as a cough, runny nose, sore throat,** or if they have been in close contact with someone who does.

Washing hands with soap and water or using hand sanitiser is one of the best ways to protect yourself. Hand sanitiser stations are placed throughout our aged care homes, and we recommend everyone use these as frequently as possible.

In the event of an infectious outbreak, if loved ones still wish to visit, they may also be asked to wear additional personal protective equipment, such as masks, gloves and/or gowns.

Regular vaccination programs are also conducted for residents and employees. This is another way we protect our residents. Regular influenza and Covid vaccination clinics are coordinated between the site and local clinical pharmacist service and made available at sites for ease of access. We continue to strongly encourage your participation to protect yourself, and the broader site community. Please speak to the Clinical Leader, Clinical Care Manager, or your General Practitioner at your aged care home if you want to know more.



Section five: Your feedback

Your feedback is important

We encourage you to talk to us about the care and services we provide. Every compliment, suggestion and complaint we receive presents an opportunity for us to improve the service we offer. Feedback will be followed up.

We treat all feedback seriously and confidentially. You are treated fairly and without discrimination if you provide feedback. You can withdraw feedback that you have given, ask us how.

How to provide feedback or make a complaint

We encourage you to use the process outlined below to ensure that your feedback is acknowledged and receives an appropriate level of response.

Talk to the Clinical Leader or Registered Nurse on duty or choose one of the following options:

- Complete the paper-based form found at each site and place it in the Feedback Box or give it to an employee.
- Complete an online feedback form. This can be accessed at our website **www.eldercare.net.au** or scan the QR code below.

  Online Feedback Form

- 'Thank You' cards are also available.

Complaint resolution

We are committed to resolving complaints and restoring your trust and confidence in our services. We do this through an **open disclosure process:**

- Listening to your experience
- Acknowledging and actioning your concerns promptly
- Working together towards a resolution
- Keeping you informed of outcomes
- Learning to prevent it happening again.

If you haven't received a satisfactory or timely response. Please contact us:

E: feedback@eldercare.net.au
P: (08) 8291 1000

You can also contact the **Aged Care Quality and Safety Commission** to help if you're concerned about the care or services you (or any older person) are receiving.

Please refer to page 32 of this booklet for contact details.

Continuous improvement

Residents and or representatives can play an important part in helping Eldercare to continually improve the quality and care of our services. Your opinion is valued, if there is something we can do to enhance your experience we encourage you to put your suggestion forward.



Assistance from other services

There are other services you can contact to provide feedback or make a complaint.

The Aged Care Quality and Safety Commission can assist with any issues you may have about your care.

P: 1800 951 822 (free call)

E: info@agedcarequality.gov.au

W: www.agedcarequality.gov.au

The **Aged Rights Advocacy Service (ARAS)** can provide you with information, support and advice regarding your rights. ARAS can also investigate complaints on your behalf.

P: (08) 8232 5377 or **1800 700 600** (free call from country areas)

E: aras@agedrights.asn.au

W: www.sa.agedrights.asn.au

The Translating and Interpreting Service (TIS National) can help you communicate in over 160 languages other than English.

P: 131 450

Know your rights

Eldercare is committed to ensuring that you and your representatives understand your rights in relation to the care you receive.

The Aged Care Act is the main law that sets out how the aged care system operates. It contains a Statement of Rights that applies to all people receiving Government-subsidised aged care services such as:

- residential aged care
- services provided under the Commonwealth Home Support Programme and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program

Eldercare has incorporated these rights into the way we operate our services.

More information about the Statement of Aged Care Rights can be found on the Australian Government website at **www.agedcare.health.gov.au.**

Statement of Aged Care Rights

Independence, autonomy, empowerment and freedom of choice

1. An individual has a right to:

a. exercise choice and make decisions that affect the individual's life, including in relation to the following:

i the funded aged care services the individual has been approved to access;

ii how, when and by whom those services are delivered to the individual;

iii the individual's financial affairs and personal possessions; and

b. be supported (if necessary) to make those decisions, and have those decisions respected; and

c. take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

Equitable access

2. An individual has a right to equitable access to:

a. have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:

i culturally safe, culturally appropriate, trauma aware and healing informed; and

ii accessible and suitable for individuals living with dementia or other cognitive impairment; and

b. palliative care and end of life care when required

Quality and safe funded aged care services

3. An individual has a right to:

a. be treated with dignity and respect; and

b. safe, fair, equitable and non discriminatory treatment; and

c. have the individual's identity, culture, spirituality and diversity valued and supported; and

d. funded aged care services being delivered to the individual:

i in a way that is culturally safe, culturally appropriate, trauma aware and healing informed; and

ii in an accessible manner; and

iii by aged care workers of registered providers who have appropriate qualifications, skills and experience.

4. An individual has a right to:

a. be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and

b. have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

Note: *Division 1 of Part 4 of Chapter 3 deals with conditions on registered providers, including requirements in relation to the use of restrictive practices and management of incidents.*

Respect for privacy and information

5. An individual has a right to have the individual's:

a. personal privacy respected; and

b. personal information protected.

6. An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

Person centred communication and ability to raise issues without reprisal

7. An individual has a right to:

a. be informed, in a way the individual understands, about the funded aged care services the individual accesses; and

b. express opinions about the funded aged care services the individual accesses and be heard.

8. An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.

9. An individual has a right to:

a. open communication and support from registered providers when issues arise in the delivery of funded aged care services; and

b. make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and

c. have the individual's complaints dealt with fairly and promptly.

Advocates, significant persons and social connections

10. An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.

11. An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.

12. An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:

a. significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and

b. the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and

c. if the individual is an Aboriginal or Torres Strait Islander person-community, Country and Island Home.

13. An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.

Like to discuss your rights?

We encourage you to talk with us about the services we deliver. By sharing your needs, wants and aspirations, we will do our best to help you achieve, and maintain, optimal health and wellbeing.

Please speak with your Residential Care Site Operations Manager.


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General Responsibilities

As part of our shared community, each resident, and the people who support them, including family members and visitors, plays an important role in helping Eldercare remain a safe, respectful and supportive environment for everyone.

Responsibilities of residents, supporters, family members and visitors

- Respect the rights, privacy and needs of other residents, and contribute positively to the wellbeing of the residential care community.
- Treat Eldercare employees with courtesy and respect, acknowledging their right to work in an environment free from abuse, harassment or disrespect.
- Follow the conditions outlined in the Residential Care Services Agreement.

Responsibilities of residents (or their registered supporters)

- Take an active role in maintaining their own health and wellbeing, to the extent they are able.
- Provide Eldercare and their medical practitioner with accurate and up-to-date information about their medical history and current health, as far as they are able.



Residents' Sexual Rights and Responsibilities

Eldercare follows the Residents' Sexual Rights and Responsibilities as presented by the Older Persons Advocacy Network (OPAN). OPAN developed these Rights and Responsibilities as directed by the Australian Government Department of Health to support the broad reference to sexual rights in the Aged Care Quality Standards.

1. The right to engage in sexual activity:

You have the right to engage in lawful sexual activity in the privacy of your own room, without fear of judgement or restriction by employees, if all participants have consented and the activity does not involve the harassment of employees.

2. The right to sexual consent:

You have the right to information about sexual consent, including the right to refuse participation in sexual activity without your consent.

3. The right to continue existing sexual relationships:

You have the right to continue existing sexual relationships, including those relationships that were formed prior to your admission.
(contingent on Right No. 1)

4. The right to form new sexual relationships:

You have the right to form new relationships and the right to express your sexuality (including the right to have sex) in a new relationship.
(contingent on Right No. 1)

5. The right to change the way you express your sexuality:

You have the right to change the way you express your sexuality, including the right to change relationship patterns and gender expression/identity.
(contingent on Right No. 1)

6. The right to sexual privacy:

You have the right to sexual privacy; this includes privacy of information and physical privacy for sexual activities.
(contingent on Right No. 1)

7. The right to be free from sexual assault:

You have the right to be free from sexual assault, including any sexual activities or conduct you do not consent to.

8. The responsibility to respect other residents:

You have the responsibility to ensure you do not infringe on the rights or safety of other residents in the expression of your sexuality.

9. The responsibility to respect staff:

You must respect the rights of employees to work in a safe environment. Any kind of violence, harassment or abuse towards employees or others is not acceptable.



Section seven: Useful contacts

Aged Care Quality and Safety Commission

Postal Address: GPO Box 9819
Adelaide SA 5001
Phone: 1800 951 822 (free call)
Email: info@agedcarequality.gov.au
Website: www.agedcarequality.gov.au

Aged Rights Advocacy Service

175 Fullarton Road
Dulwich SA 5065
Phone: (08) 8232 5377 or 1800 700 600
(free call from country areas)
Email: aras@agedrights.asn.au
Website: www.sa.agedrights.asn.au

Chemist King
(Eldercare's medication supplier)

Hectorville
Phone: (08) 8337 1510

Welland
Phone: (08) 8340 0770

Eldercare Head Office

247 Fullarton Road
Eastwood SA 5063
Postal address: PO Box 600
Fullarton SA 5063
Phone: (08) 8291 1000
Email: admin.headoffice@eldercare.net.au
Website: www.eldercare.net.au

Office of the Public Advocate

Postal address: GPO Box 464
Adelaide SA 5001
Phone: 1800 066 969
Email: opa@agd.sa.gov.au
Website: www.opa.sa.gov.au

South Australian Ambulance Service
(for ambulance cover enquiries)

Phone: 1300 136 272
Email: HealthSAASAmbulanceCover@sa.gov.au
Website: www.saambulance.sa.gov.au

South Australian Civil and Administrative Tribunal (SACAT)

Postal Address: GPO Box 2361
Adelaide SA 5001
Phone: 1800 723 767 (free call)
Email: sacat@sacat.sa.gov.au
Website: www.sacat.sa.gov.au

South Australian Elder Abuse Prevention Phone Line

Phone: 1800 372 310 (Monday to Friday)

South Australian Transport Subsidy Scheme (SATSS)

Phone: 1300 360 840
Website: www.satss.sa.gov.au

Translating and Interpreting Service (TIS National)

Phone: 131 450
Website: www.tisnational.gov.au
(Please see your aged care home's administration team for a code which will provide you with free access to this service)

Advance Care Directive planning

Phone: 13 10 84
Complete an ACD form on
Website: www.service.sa.gov.au



To deliver peace of mind with our care.

This is Eldercare's commitment to you.

Our values

Respect

We protect the dignity, rights and values of individuals.

Accountability

We are all responsible for working safely and with integrity.

Connection

We develop vibrant and supportive relationships based on warmth and generosity.

2026 Edition

HEAD OFFICE

247 Fullarton Road EASTWOOD SA 5063

P: 08 8291 1000

E: admin.headoffice@eldercare.net.au

eldercare.net.au

Eldercare