

Feel right at home.

Handbook. Information for Residents, Family & Friends



Southern Cross Care
(Tasmania) Inc.



Feel right at home.

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Southern Cross Care
(Tasmania) Inc.

Southern Cross Care Information

Southern Cross Care (Australia) is a large Catholic provider of residential aged care across Australia.

Southern Cross Care (Tasmania) Inc. is a division of the Knights of the Southern Cross, a Catholic laymen's organisation which is worldwide.

Southern Cross Care Tasmania Group, which includes Southern Cross Care (Tasmania) Inc. is a not for profit organisation and Tasmania's leading aged care provider and one of the State's largest employers with over 1300 full and part time employees.

In 1972 Southern Cross Care (Tasmania) Inc., an initiative of the Knights of the Southern Cross, built a cluster of independent living units in Launceston so that seniors could remain self-sufficient and active within their local community, and this has now grown to include Retirement Villages (Independent living units), Home & Community Services and Residential Aged Care homes across the state, including in; Hobart, Launceston, George Town, Somerset, and Devonport regions.

The Knights advocate respect for the dignity of each person. This remains at the heart of our Mission, Vision & values at Southern Cross Care.

Our Vision

To be recognised as a leading provider of aged care services and an employer of choice in Tasmania.

Our Values

In the Spirit of Christ and in the tradition of the Catholic Faith, we value:



Integrity. We look for the good in all people and recognise the contribution of individuals as we work together. We demonstrate honesty and trustworthiness in all that we do. We are conscientious and ethical in our decision making and take responsibility for our own actions.



Respect. We believe in the sanctity of life and that each life is unique and has special individual worth and dignity. We recognise and respect individuality and diversity. We treat all people with courtesy and respect regardless of gender, ethnic background, religious belief or economic circumstances. We manage our resources wisely to minimise the impact on the environment.



Compassion. We respond willingly and positively to help meet the needs of those around us. We promote a sense of belonging and community. We demonstrate and foster empathy and sensitivity towards residents, clients, their families, our colleagues and the whole community.



Our Facilities

Southern Cross Care has residential aged care facilities located across Tasmania; Somerset, Georgetown, Launceston and Hobart areas.

Our facilities are warm and welcoming, as are our staff and volunteers.

We respect all residents and their preferences and we use a person-centred approach to ensure your individual needs and goals are met.

All care and services (clinical and non-clinical) are delivered by highly qualified and committed staff who value each individual and their needs, goals and preferences. These

services include access to 24/7 on-site nurses, professional chefs, allied health staff, pastoral care and leisure & lifestyle teams.

All our facilities provide palliative care and dementia care if required and some of our homes have specialised memory support units for those suffering with memory loss and dementia. The Montessori method of care for those living with Dementia is the care model used across the homes; Montessori is a model of care designed on enabling the individual to undertake activities of interest and that support them in feeling valued within their community (Residential Care Facility).

Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

Reference: Aged Care Act 1997, User Rights Principles 2014

Code of Conduct for Aged Care

A Code of Conduct for Aged Care came into effect on the 1 December 2022 and has been introduced to improve the safety, health, wellbeing, and quality of life for people receiving aged care.

The Code aims to support your rights to personal choice, dignity and respect.

The Code sets out how providers, their governing persons (e.g., Board Members and Chief Executive Officer) and the people providing your care (including volunteers and contractors) must behave and treat you.

The Code of Conduct sets out 8 Elements that describes the behaviour expected of aged care providers, their governing persons and aged care workers and how providers and the people who provide your care treat you with respect, honesty and kindness and ensure you feel safe.

8 Elements of the Code of Conduct

- Act with respect for people’s rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
- Act in a way that treats people with dignity and respect and values their diversity.
- Act with respect for the privacy of people.
- Provide care, supports and services in a safe and competent manner, with care and skill.
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns and matters that may impact the quality and safety of care, supports and services.
- Provide care, supports and services free from
 - all forms of violence, discrimination, exploitation, neglect and abuse, and
 - sexual misconduct
- Take all reasonable steps to prevent and respond to
 - all forms of violence, discrimination, exploitation, neglect and abuse, and
 - sexual misconduct

For more information relating to the Code of Conduct for Aged Care please access the following website:
<https://www.agedcarequality.gov.au/consumers/code-conduct-aged-care-information-consumers>

Admission

Southern Cross Care has a commitment to providing high-quality care for elderly people in line with our Vision, Values & Mission.

It is a requirement of the Australian Government that admission to any Residential Aged Care Facility is subject to the appropriate approval being obtained from the Aged Care Assessment Team (ACAT) and having an appropriate Aged Care Client Record (ACCR) or Support Plan.

We look forward to welcoming you to your new home within Southern Cross Care. Admissions occur usually after lunch, or at an agreed time to ensure that the home has the room cleaned and prepared and that staff are available to assist you to settle into the home.

Privacy

Southern Cross Care policies ensure that all information is managed with the greatest regard to privacy and confidentiality. All new residents are asked to sign an agreement concerning the management of any health information, images and personal information collected by Southern Cross Care (Tasmania) Inc. Southern Cross Care respect each resident's right to privacy in how we collect, use and communicate personal information and we ensure that all personal information is managed in accordance with the law and best practice.

Smoking

Southern Cross Care has adopted a clean air policy and smoking is not permitted within any buildings or within 3 metres of any doorway or air inlet. Please note, some homes do have no smoking on site due to local legislation. Whilst we strongly encourage all residents and visitors to refrain from smoking for the respect, safety and comfort of others, there are designated outdoor smoking areas for residents and visitors, which are the only areas that residents, and visitors are to smoke in; no smoking near or in rooms will be tolerated. Safety devices are provided within the designated smoking areas. Residents and visitors are required to use the designated cigarette disposal units in these areas. A risk assessment will be completed for residents who choose to smoke to ensure safety. For those residents who choose to stop smoking, a quit smoking program is offered by the General Practitioner and will be supported by the home.



Discharge/Transfer/ Security of Tenure

Southern Cross Care embraces a policy of ageing in place. Consequently, the room to which you will be allocated on admission will remain as your permanent place of residence wherever possible.

Occasionally, moves within the facility or a external transfer may be necessary for physical, social or safety reasons. In this event, discussions will be held with the resident, family and/or significant other and staff when a move is being considered.

Southern Cross Care may ask you to vacate your room in line with the User Rights Principles 2014 when;

- the service is closing
- the accommodation and care you provide no longer suit the resident's assessed long-term needs
- an Aged Care Assessment Team (ACAT) decides the resident doesn't need your care any more
- the resident was receiving care under a specialist dementia care agreement, which a clinical advisory committee has determined they no longer need
- the resident hasn't paid their agreed fees for 42 days since they were due, for a reason within the resident's control
- the resident intentionally caused serious damage to the service, or injury to staff or another resident
- the resident was absent from the service for 7 days or more for reasons not permitted

Some circumstances necessitate a request for a resident to be transferred / discharged from the facility. These may include, however are not limited to:

- resident wishes to leave the facility
- physical violence

- extreme disruption to other residents and staff
- extreme abuse of the facility or its protocols
- safety of self and others

Consultation is held with the General Practitioner, family and / or significant other and health professionals involved with the resident's care and the Facility Manager. A decision and / or recommendation is then made for appropriate care and accommodation of the resident in consultation with all relevant stakeholders.

Absence from the facility

Residents may take overnight or holiday leave (social leave). If planning overnight or extended leave, we ask that you inform the Registered Nurse of your intended leave and sign the appropriate documentation for safety and security reasons. Residents are entitled to 52 days of social leave from the home in a financial year, however you will need to continue to pay all agreed fees and accommodation costs; after 52 days, you may also be asked to pay a fee to reserve your place at the home.

If you are planning day leave, we ask that you advise the Registered Nurse on your departure and return, and you will be required to sign out on the visitor management stations (zip line).



Visitors

At most times there are no set visiting hours. This will be your new home and your relatives/friends can visit you at any time, as if you were in your own home in the community. For security reasons, external unit doors are not for general entry and exit of the building. We ask that the main doors to the facility are used and all visitors must sign in using the visitor management stations. The doors are locked at dusk, much as you would lock your own front door at home, and admission is gained by ringing the doorbell or intercom button at the main door of the home.

Visitors are expected to abide by the Visitors Code of Conduct when visiting, following all directives, and acting in a respectful manner. Any breach of the Code may result in your visitors rights being revoked.

Occasionally, visitation may be restricted due to outbreak of an infectious illness, such as, but not limited to influenza, Covid-19 and gastrointestinal illnesses. The home will communicate with you the visiting status in these circumstances.

Visitors Code of Conduct

At Southern Cross Care (Tasmania) Inc we recognise our visitors as being important members of and contributors to the Southern Cross Care community and family.

In recognising the important contribution of visitors to our aged care homes, it is also vital that visitors are mindful that they are in the home of our residents.

Southern Cross Care requires visitors to our aged care homes to:

- Follow all directives or mandated visitor re-strictions that may be in place due to Government Department;
- Act and behave in a manner that is respectful to the culture and beliefs of all individuals within our aged care homes;

- Act with integrity, respect and compassion for others;
- Protect and maintain the confidentiality, privacy and dignity of residents, staff and others;
- Not interfere with our ability to operate the home effectively and in the ordinary course;
- Act in accordance with Southern Cross Care policies, procedures, Mission and Vision Statements;
- Act in accordance with respect to the Charter of Aged Care Rights;
- Respect the rights of our staff to work in a safe environment free from harassment or intimidation in accordance with Work Health and Safety regulatory requirements;
- Keep children properly supervised at all times;
- Comply with all lawful requests of staff;
- Not take photographs or film staff or residents or post items on social media without the prior approval of the Residential Manager;
- Sign in and out of the Visitors Register when calling in on the Service, similarly when you take a resident out on an outing you are required to inform staff and use the register to identify their leave status and expected time of return.

Southern Cross Care will not tolerate:

- Threatening or violent behaviour, abusive language, bullying, denigrating or defamatory language or other inappropriate conduct towards staff, other residents or other visitors.
- Any individual who is intoxicated, under the effect of drugs or threatens (verbally or physically) staff or others.

Visitors Code of Conduct (continued)

Where visitors behave in a manner that is contrary to the requirements of this Code of Conduct:

- Southern Cross Care automatically revokes the visitor's right to enter the aged care home;
- Visitors will be asked to leave the aged care home and if a visitor who is asked to leave refuses to do so, staff will notify the Police and request assistance in the removal of the offending person or persons;
- Southern Cross Care may impose a ban on the visitor entering the Service or restrict the visitor's hours of access to the service and may require the visitor to sign and comply with an undertaking before being readmitted;

Southern Cross Care may recover from the visitor the costs incurred in enforcing this Code and maintaining a safe aged care home including any reasonable associated costs. You agree to pay any costs incurred as a result of your behaviour in breach of the Code within 14 days of receiving notice from us.

We respect and welcome any feedback that you may want to provide on how we can improve our services. Feedback can be provided anonymously via continuous improvement forms or directly to our senior staff.

Personal Care

An individualised care plan will be developed in consultation with you and your family to enable staff to provide assistance with those areas of care for which you may need support and in line with your personal needs, goals and preferences. The care plan is flexible and dynamic and will be adjusted as your needs change. The promotion of independence as far as possible is central to our philosophy of care. Your care plan is reviewed regularly, and you and your family members will be invited to partnership meetings to discuss and

have input into your care plan. If you feel that your care needs have changed, please speak with the Nursing staff, who can commence a reassessment process in consultation with you.

The home will support you to take some risks as you would if you were living in your own home; however, a risk enablement process will need to be undertaken to ensure that the risk is acceptable to the home and that all strategies are in place to mitigate these risks. Speak with your Facility Management about this.

General Practitioner

We hope your General Practitioner will continue to care for you when you move to your new home, however it will be expected that they visit the home. If your current GP is unable to provide you with this service, your family or friends will need to assume the responsibility of ensuring access to your GP. If family or friends are unable to escort you to or assist with transport to your GP, Southern Cross Care are able to offer a fee for service escort and transport option through Home and Community Services, this needs to be booked as far in advance as possible (minimum two weeks) and will occur fees dependent on the time and service required. Please see your home administration to arrange.

Alternatively, the home will have a list of GP's that visit the home. It is still, however, up to the resident or their decision maker to choose your GP.



Pharmacy/Medication Management

Southern Cross Care has contracted an accredited pharmacy to provide a medication distribution system and support service. The cost of this service is paid by the facility.

Our contract provides for a seven-day, twenty-four-hour service, staff education and support, daily collection and delivery of both pharmaceutical and shop lines.

This contracted service with Southern Cross Care is provided should you choose to participate. You are however expected to pay for the cost of all medications and consumables.

If you choose to have your medications provided through an alternative provider, you and/or your representative are responsible for ensuring the collection and delivery of medications, including in an emergency situation and you will be responsible for all costs incurred for packaging and any other associated costs.

Southern Cross Care provides Residential Medication Management Reviews (RMMR) through a contracted provider, these reviews are undertaken as referred by your GP. Southern Cross Care also employ Clinical Consultants who ensure Quality Use of Medications (QUM).

Appointments

Southern Cross Care staff will assist you in making any medical or care service related appointments and will assist you in making arrangements for transport. Transport and escort to appointments is the responsibility of relatives or friends and they are expected to assume first responsibility for transporting and/or escorting residents to appointments.

If family or friends are unable to escort you to or assist with transport to non-urgent

appointments, Southern Cross Care are able to offer a fee for service escort and transport option through Home and Community Services, this needs to be booked as far in advance as possible and will occur fees dependent on the time and service required. Please see your home administration to arrange.

Wellness Program

Wellness Program that includes services by the facility has a contracted Physiotherapist and/or Occupational Therapists available who will make an assessment of your needs, goals and preferences and develop an appropriate plan of care in relation to mobility, mobility aids, exercise programs, pain management and rehabilitation, in consultation with you and your family. SCC also offer the All You program which is available as an optional service and provides additional exercise and wellness options, such as Gym Classes, or Aqua Aerobic Exercises etc. This is not available at all homes, speak with the facility management about this program. If you prefer to continue treatment with your preferred Allied Health provider, costs of these services are the responsibility of the resident.

The facility has a contracted dietetic and podiatry services, who visit the home on a regular and as needed basis. They will see you and assess you and determine a plan for care and services in line with your needs.

Dentistry, Optometry and Hearing services and other Allied Health services may be arranged by discussion with the Nursing team. Costs of these services are the responsibility of the resident and transport can be arranged.



Personal Belongings

We encourage you to make your room your own personal space by bringing personal items with you. The choice of personal belongings for your room will need to be discussed with the Nurse, as safety and space restrictions may need to be taken into account. Personal items may only be used in the resident's room and are not to be placed or stored in the communal lounge, dining areas or unit storerooms.

It is the responsibility of family members to remove all personal items within two (2) days of resident discharge. Any items remaining will be packed by the facility staff and stored (for a cost). Any items not removed within seven (7) days of discharge will be disposed of by the facility at the residents cost unless alternative arrangements have been made.

If your care needs change, it may be necessary to rearrange your room and/or equipment to ensure your care can be given safely and to ensure that the health & safety of staff is maintained.

Maintenance personnel will attend to requests for the hanging of photographs and pictures. Maintenance and servicing of personal equipment is the responsibility of resident and/or families.

We regret that there is no capacity to store surplus personal items that cannot be

accommodated within the resident's room. It is the responsibility of family members to remove items that are no longer required.

The facility does not accept donations of used clothing, furniture or equipment.

Electrical Equipment

Personal heaters and electric blankets are not permitted for safety reasons – if necessary, you may consider a woollen underlay as an alternative to an electric blanket. Electrical safety is of paramount concern to us and we have legal obligations to ensure the safety of residents and staff. Consequently, all electrical appliances must meet stringent requirements. Unless the appliance is new and in its original valid carton, it must be checked by maintenance personnel before use. This check will include a visual inspection and electrical inspection where warranted. Where items found to be unsafe they will be removed.

Annual testing of electrical equipment will occur to ensure the safety of such equipment and to comply with legislation.

Television Sets Radios, Sound Systems and Computers

Residents are welcome to bring their television set with them. Any electrical items brought into the facility require a safety check prior to use, this will be carried out by a SCC qualified member. Residents are asked to be mindful of the noise and that may be asked to wear headphones to avoid disruption to other residents.

Laundry

Quality commercial laundry facilities are provided for residents' personal laundry.

It is essential that all items of clothing, even clothing that is not to be laundered at the facility, is labelled prior to admission to prevent accidental misplacement; marking pen and iron-on labels are not a suitable means of marking clothing. Alternatively, the facility will label your clothing. Clothing requiring marking should be delivered to reception during office hours.

Unmarked clothing will be retained in the laundry for a period of three months, after this time the facility will dispose of unclaimed items. Any lost/misplaced items of clothing can be reported to the reception of the facility.

A dry-cleaning service is available at the residents' cost. Families may choose to continue to launder their residents clothing – this applies particularly to woollen and thermal garments that require special laundering techniques.

To comply with regulations all clothing is washed at a high temperature. Unfortunately, if all garments are not colour fast there may be some leeching of colour. To avoid disappointment concerning the colour of 'whites' it is recommended that coloured underwear in preference to white, be considered as an alternative. Wool items are also not recommended due to the high temperature washing. These items are likely to shrink.

While all care is taken with personal laundry, unfortunately, responsibility cannot be accepted for loss or damage of personal items laundered in our commercial laundry.

Cash and Valuables

Residents are discouraged from keeping large amounts of cash and valuables in their room. Each resident has a lockable area/space for privacy and security. Personal items are not covered by the organisation's insurance and residents should arrange their own insurance for personal belongings such as furniture, jewellery, painting, clothes, etc.

If requested, a trust account for residents' personal use may be established through the receptionist. There is no charge for the operation of your trust account and your money is available during office hours.

*Management accepts no responsibility in the event of valuables being lost or stolen.

Emergency Call Bell System

For your security and safety, each room and the communal areas are fitted with an emergency call bell system. Staff monitoring occurs twenty-four hours a day. There are also pendants and wrist button call bell options available for those who require them. Some homes use sensors to alert staff, which is useful for those that may forget to use a bell or button; please discuss with the nursing staff.





Fire Emergency

Regular fire drills are held so that all staff are trained to cope with such an emergency. If the fire alarm sounds, all residents and visitors are to remain where they are, unless there is imminent danger, until they are given instructions by the staff or emergency personnel. In the event of fire residents must not return to their rooms to save personal possessions. Your greatest possession is your own life.

Meals

A four-week rotating menu provides high-quality meals. The menu is reviewed regularly and reflects seasonal variations and residents preference. Resident preference is gained through feedback, food focus groups, resident meetings and surveys.

Mealtimes are flexible to suit your needs and preferences. Residents can choose the location of their meals but are encouraged to attend the dining room when possible as this offers opportunities for socialisation. Meals in the dining room are available from:

Breakfast 8:00 am

Dinner 12:00 noon

Tea 5:00 pm

Morning tea, afternoon tea and supper are also served. Your dietary requirements will be sought and documented so we may cater to your needs as far as possible.

You may have guests for a meal by prior arrangement. A cost per meal is made for this service, the receptionist will be able to advise of the current cost of meals.

Meals can be brought in from outside the home, however they must be stored in an appropriate sealed container and be labelled with the date of manufacture or expiry date visible. Residents can have a small microwave in their room if it is risk assessed as safe and their is appropriate room available for the microwave. Otherwise, staff can assist with reheating of meals.

Mail

Personal mail will be delivered each business day. Outgoing letters can be posted on business days by the office staff. Stamps are available at the homes Administration office.

Telephone

All residents are responsible for all and any costs associated with a phone. Whilst some homes and rooms do have landline phones; residents are encouraged to purchase or use a mobile phone device. Each home does have access for residents to make calls nationally, but this needs to be discussed with the facility staff to assist you.

Hairdresser

If you are unable to continue to attend your own hairdresser, a qualified hairdresser attends the facility regularly to cater for your needs. Details such as visiting days and costs relating to this service are available from the receptionist.

Kiosk

Each home has a kiosk which sells small personal comfort items at a rrp cost; each homes items are selected by resident preference and feedback. The kiosks are opened at set times, please refer to the resident notice board for more information.

Newspapers

A daily delivery of your nominated newspapers or other magazines may be arranged through the receptionist, the cost of the newspaper will be billed to the resident or representative. If you choose to use this service, please discuss payment arrangements with the receptionist.

At times you may require a modified meal texture due to swallow or other medical reasons. Our homes follow the International Dysphagia Diet Standardisation Initiative, which outlines best practice management of modified meals. Information brochure is available outlining IDDSI if required. Please speak with your facility management.

Library

A collection of standard and large-print books is kept for the enjoyment of the residents. Please speak with the lifestyle staff about mobile library and other alternatives.

Star Services

Star Services are provided at all SCC homes. Star Services is a multiple item additional services package that enhances on the services and lifestyle options at the home. Star Services incurs a mandatory Star Services Fee. You will be assessed regularly to ensure that you have the capacity to benefit from these services. Refer to your Residential Agreement or Star Services brochure for further details about services available at your home.

Wellness and Lifestyle Activities

We encourage all our residents to continue to enjoy the activities and recreations they have enjoyed while living in the community.

Our program of activities, outings and social events is comprehensive and caters for varied tastes. A monthly calendar of events and

activities is produced to inform all residents and is displayed within the home. A weekly calendar can also be provided to those who wish to receive a copy.

Pets

For the comfort of all residents, we are unable to accommodate individual pets, excluding assistance pets. Visiting pets are encouraged but your assistance to ensure that they are well behaved and do not intrude on the privacy of other residents is requested. Visiting dogs must be fully vaccinated, registered, well behaved, always on a lead and under the control of a responsible adult. Some homes do have visiting therapy pets or may have a internal pet therapy program in place, speak with the lifestyle staff if you are interested.

Cultural diversity

Southern Cross Care supports and encourages residents to continue cultural and religious practices and to retain their language of choice.

If you have an interest you would like to see included in the activity program, please discuss this with the leisure and lifestyle staff.

The home will have regular cultural days that are specific to the resident and staff cultures. Speak with the Facility Management if you have any suggestions or concerns.



Pastoral Care

We believe spiritual and emotional care is an essential part of caring for our residents. Church services for several denominations are held in the chapel on a regular basis and displayed on notice boards and activity calendars.

Offering Pastoral support is an integral part of our care staff and this service is available to residents and their families, as well as staff.

Feedback and complaints

At Southern Cross Care we have a commitment to continuous improvement and your suggestions on areas for improvement are always welcome as is the raising of issues or concerns. The management of the home are available to discuss any issues with you to ensure a speedy resolution. Continuous Improvement Logs, Feedback forms are located in strategic places for your use.

A suggestion box, with forms, is located in strategic places which are checked regularly. *Your suggestions are always welcome.*

Resident meetings are held quarterly and all residents and representatives are encouraged to attend. A letter outlining meeting dates will be sent to nominated representatives.

Meetings are also advertised internally.

Newsletters are sent to families and residents on a regular basis.

A family conference will be arranged around 28 days after admission to assist with the settling-in period for new residents.

Residents and their significant others are encouraged to participate in the Care Planning and reviewing of the Care. For more information on how to go about this please talk with your Nurse.

Regular surveys are undertaken by the home. You are strongly encouraged to participate in these surveys, as they give us valuable information on how to improve our services.

If you require assistance completing a survey, please speak with your home's administration or management team who will be able to arrange assistance for you.

The Aged Care Quality and Safety Commission provide a free service to handle complaints. They may be contacted on toll free 1800 951 822 or by their website www.agedcarequality.gov.au or in writing to Aged Care Quality and Safety Commission GPO Box 9819, Hobart 7001.

Advocacy Services are also available on toll free 1800 700 600.

Protecting the safety, health, wellbeing and the quality of life of our clients

As a provider of care and services in aged care, Southern Cross Care (Tasmania) Inc must comply with the Aged Care Quality Standards which clearly outline the standards of care a person can expect as an aged care consumer.

Incident management is one of the requirements of the standards. The way in which a home manages an incident is important.

The aim of Southern Cross Care (Tasmania) Inc is to ensure that we have an efficient incident management system in place to better protect the safety, health, wellbeing and quality of life for our consumers.

Southern Cross Care (Tasmania) Inc acknowledges that whilst not all incidents can be prevented, we have a robust system in place for the management and resolution of incidents.

We aim to ensure the impact of an incident is minimised and appropriate actions are taken to improve systems, work practices and the environment to reduce the possibility of the incident recurring.

We encourage you to be actively involved in this process. We will be open, transparent and will disclose any relevant information. We also encourage you to provide feedback

and potential solutions to assist us in the management and timely resolution of the incident.

We do not want you to feel concerned about making a report or providing feedback and be assured that there is no repercussions from this process. All information will be managed confidentially, and your privacy will be respected at all times.

Ongoing review of our data, trends, investigation information and the feedback from our consumers, families and others, help us gain valuable insights. This ongoing learning will lead to us continually improving our services for the safety, health and wellbeing of you or your loved one.

What is an incident Management System?

It is a set of processes and procedures used to prevent, manage, and respond to incidents.

Our process of managing incidents includes:

- Identifying that an incident has occurred. This may be from direct observation or the consumer or another person may advise us.
- The Registered Nurse (RN) is then immediately notified of any identified incidents.
- Staff will take immediate action to ensure the health, safety and wellbeing of those involved in the incident.
- The RN then assesses the support and assistance required for those affected by the incident, for example they may require review by GP, transfer to hospital, emotional support and reassurance.
- The RN will also notify the consumers representative of the incident as soon as practicable. This discussion will be open, transparent and an apology will be provided. We will discuss the factual events of what happened, probable causes, actions taken and what has, or will be done to mitigate the risk of this recurring.
- There may also be a discussion regarding advanced care directives.

We are able to provide you with information for independent advocacy services or interpreters if you require these services.

- Detailed documentation will be maintained for all incidents.
- Depending on the incident and severity, we will provide regular updates and may organise meetings and further discussions for a resolution, if possible.

Reportable Incidents

- Where the incident is deemed to be a reportable incident (a SIRS), staff will follow the legislative requirements, including notifying relevant authorities, such as the Aged Care Quality and Safety Commission and if necessary, the Police. They will also and commence an in depth investigation.
- The Serious Incident Response Scheme or SIRS is a scheme established by the Australian Government to prevent and reduce the risk of incidents of abuse and neglect in aged care. Examples of this could include unreasonable use of force, unlawful or inappropriate sexual contact, psychological or emotional abuse, unexpected death, neglect, stealing or financial coercion, use of physical or chemical restraint without consent and unexplained absences. For more detailed information regarding the SIRS Scheme visit the Aged Care Quality and Safety Commission website agedcarequality.gov.au and Aged Care Quality and Safety Commission agedcarequality.gov.au/consumers/serious-incidentresponse-scheme
- Any actions taken and organisational changes will be communicated to consumers, representatives, staff and service providers as appropriate.
- There are a number of scheduled committees and meetings held in the facility and organisation, including the governing body, where this information will be discussed and reviewed.

A copy of the incident management policy is available and assistance with understanding this process will be provided upon request.

Finance

Centrelink determines the fees payable for your accommodation. If so desired, arrangements can be made with Centrelink for your pension to be paid directly to the Aged Care Facility, into a trust account. Your care fees will be deducted automatically.

If this is not your preferred payment option, then a direct debit will be set up from you nominated bank account.

Other expenses such as for your pharmaceutical supplies, hairdressing and newspaper accounts can be deducted from a trust account which can be set up at any time at the reception. There is no charge for the operation of your trust account and your money is available to you during office hours.

Withdrawals of more than \$100 require one business days' notice, withdrawals of more than \$400 will only be paid by cheque, with 5 business days' notice required.

Monthly accounts are forwarded to you or the person nominated to handle your affairs.

Your additional services fee will also be displayed on your monthly accounts, along with any purchased optional services for that month.

Power of Attorney

It is important that the appointment of a Power of Attorney is considered prior to admission to enable family members or a trusted friend to provide direction for your business affairs if necessary.

Details and documentation of Power of Attorney must be provided on admission.

Southern Cross Care staff members are not permitted to witness signatures on legal documents including Power of Attorney and Wills.

Advance Care Planning

Advance Care Planning is a process of discussion between a resident, the resident's family, and health care professionals about the goals and desired direction of the resident's end-of-life care. The Facility Manager or the Clinical Care Coordinator will be happy to discuss the purpose of this form or to provide further information on this important topic for you. The form and guide are also available from the Facility Manager or the Clinical Care Coordinator.

Palliative Care

Our staff recognise that the resident and their family have special needs during end of life care.

All homes provide care and support to residents at the end of life. We have access to external expertise as required. Our staff are trained in providing care at end of life with a focus on meeting the individual residents choices and needs. Partnering in care is an important aspect of planning for end of life, and you are encouraged to meet with your facility management and complete an Advance Care Plan. Your Advanced Care Plan will assist us in providing care that is important to you.

Families are welcome to use lounge areas when visiting a resident during end of life care, a family member will be able to stay for up to 3 x nights as part of Star Services or longer in consultation with the home and as agreed. Please speak with your facility management for further details.

Funeral Arrangements

We ask that you give some thought to your wishes regarding funeral arrangements. We would encourage you to discuss this with family and/or friends before your admission so that your wishes are known, as it is a requirement of our documentation to ensure that these details are recorded.

If you would like any further information on any item within this handbook, please discuss with the Facility Manager or Clinical Care Coordinator.

We look forward to caring for you.



Integrity



Compassion



Respect

Southern Cross Care (Tasmania) Inc.

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A charitable service founded by the Knights of the Southern Cross.

ABN 18 773 507 851

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