

Residential Aged Care Information Booklet

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Introduction

Welcome to Barwon Health Residential Aged Care Program

This information booklet is to introduce you, your family and friends to life in one of our residential aged care services.

It provides information to help you settle into a Barwon Health residential aged care facility (Lodge).

Please feel free to discuss any aspect of care or services with the Facility Manager or Nurse Unit Manager in the Lodge where you live.

Acknowledgement of Country



We, Barwon Health, acknowledge the Traditional Owners of the land, the Wadawurrung people of the Kulin Nation. We pay our respects to the Elders both past and present. We thank the Traditional Owners for custodianship of the land, and celebrate the continuing culture of the Wadawurrung people acknowledging the memory of honourable ancestors.

We also welcome all Aboriginal and Torres Strait Islander people present today.

Campuses

Barwon Health provides residential aged care on two campuses.

McKellar Centre, Ballarat Road North Geelong 3215

- **Wallace Lodge** is a 108 bed home. It was completed in June 2006.

Wallace Lodge Reception
Ph: 03 4215 6191

- **Blakiston Lodge** is a secure and specialised 90 bed home for people living with dementia and mental illnesses. It was completed in May 2007.

Blakiston Lodge Reception
Ph: 03 4215 5241

- **Percy Baxter Lodges** offers 83 beds in 4 separate stand alone lodges.

Percy Baxter Lodge Reception
Ph: 03 4215 5892

Torquay Road, Charlemont 3217 (Grovedale)

- **Alan David Lodge** is an 89 bed home. It was completed in May 2008. This Lodge provides residential care and transition care.

Alan David Lodge Reception
Ph 03 4215 6501



About Barwon Health

Vision

Together with our community we build healthier lives, inspired by world class standards.

Mission

With our consumers at the forefront, we excel in delivering efficient integrated care, education and research to advance health and wellbeing for all.

Values

Respect

We respect the people we connect with.

Compassion

We show compassion for the people we care for and work with.

Commitment

We are committed to quality and excellence in everything we do.

Accountability

We take accountability for what we do.

Innovation

We drive innovation for better care.

Pillars

Our consumers at the forefront.

Our people at their best.

Right Care, right time, right place.

Research and education for excellence.

Our community's well being.

Enablers:

Leadership

Clinical and business management leadership that has the ambition and capability to deliver on the vision.

Posperity

Generating the capacity to deliver on the Vision.

Knowledge

Using the power of our data and world knowledge as integrated information for care to deliver on the Vision.

Retrieved May 5th, 2019 from
Strategic Plan 2015/20

Aboriginal and Torres Strait Islanders

Barwon Health is committed to *Closing the Gap* to improve the lives of Australian Aboriginal and Torres Strait Islander peoples. We are working to achieve the key priorities set out in *Koolin Balit* ("healthy people"), the Victorian Government's strategic direction for Aboriginal Health 2012-2022.

Enabling all Aboriginal people to access the information, support and culturally appropriate services to maximise their wellbeing is a key priority in Barwon Health.

Barwon Health will do this by:

- Increasing the number of Aboriginal people in our Barwon Health Workforce;
- Providing culturally sensitive care to our Aboriginal patients and residents;
- Strengthening our relationship with Wathaurong Aboriginal Cooperative;
- Providing a healthy start to life for Aboriginal babies born at the University Hospital Geelong.

Further information is available through Barwon Health's Aboriginal Health Policy and Projects Officer. Phone 4215 0765.

Accommodation, Care and Services

Percy Baxter Lodges, situated on the McKellar Campus, has four stand alone

Lodges with single rooms and shared ensuites.

A typical room consists of:

- adjustable single bed
- wardrobe
- bed side locker
- lounge chair
- heating
- telephone and TV connections

The communal dining/lounge rooms in each Lodge are airconditioned and have televisions.

Wallace Lodge situated on the McKellar campus, and **Alan David Lodge** on the Charlemont campus, have been built in accordance with the Department of Health Aged Care Residential Services Generic Brief (2000) for the Barwon Region.

The majority of rooms are single with a shared ensuite. There are a number of twin share rooms with a shared ensuite.

A typical resident room consists of:

- high/low adjustable bed
- wardrobe
- bedside locker with a lockable drawer
- lounge chair
- privacy screen
- Overhead hoists/tracks available in all rooms
- ducted heating and ceiling fan
- telephone and TV connections
- rooms at Alan David Lodge are airconditioned with work currently underway at Wallace Lodge to install individual room airconditioning.

Communal dining/lounge areas have ducted heating, air-conditioning and televisions.

Secure care is provided in **Blakiston Lodge** situated on the McKellar campus. It consists of 90 beds for people living with dementia and mental illnesses. The building reflects the differing needs of residents in this Lodge and includes both heating and cooling throughout the building including resident bedrooms.

Your room

You are welcome to decorate your room with pictures and photos and other personal items. Please label these discreetly with your name.

Large items such as furniture will have to be discussed with the unit manager to ensure space, safety and work safety requirements are met. For example, personal items need to fit in the storage areas provided in your room to enable efficient cleaning and movement for staff, visitors and others. (See **Electrical Appliances**, including portable cooling equipment and televisions).

Care and Services

Refer to your Residential Aged Care Agreement or contact the unit manager who can provide further information and advice.

Alcohol

Residents are free to consume alcohol in moderation. If you wish to consume alcohol, we strongly advise you consult with your doctor to make sure it is safe to have alcohol with any medications you are taking.

The consumption of alcohol must not disturb or disrupt other residents, staff or visitors.

Ambulance Transportation

Barwon Health will use Ambulance Victoria to transport residents whenever necessary.

Barwon Health does not cover any costs of transport by Ambulance Victoria. **If you are not a Current Pensioner Concession Card Holder we recommend you contact Ambulance Victoria (03 9840 3500) to find out if you will have to pay for Ambulance Victoria transportation.**

Café / Kiosk

Comfortable seating and pleasant garden surroundings are available for use by residents, family, visitors, volunteers and staff on the McKellar campus at Café 45.

Café opening hours:

- Monday to Friday 07.00 am – 4.00 pm
- Saturday and Sunday 11.00 am – 4.00 pm
- Public holidays 11.00 am – 4.00 pm
- **CLOSED:**
Christmas Day, Boxing Day and New Years Day.

At Alan David Lodge, a kiosk is open between 10 am and 5 pm Monday to Friday. On weekends, please ask for staff assistance.

Percy Baxter Lodges has a Treats Trolley available on Friday each week – further information is available from staff.

There are vending machines available at all times on both campuses.

Clothing, Footwear and Laundry

All personal clothing is to be provided by you or a family member. To minimise loss of clothing, please ensure the clothing is clearly but discreetly labelled. To assist you, a labelling service is available on site and is free of charge.

We recommend at least six complete changes of clothes be brought in with you, with extra underclothing. All clothing repairs are the responsibility of you or your family.

It is recommended that footwear is comfortable, low-heeled, non-slip and well fitted. Each Lodge has information available about recommended footwear. Please ask staff for a pamphlet.

We ask that you consider the appropriateness of clothing and footwear, keeping in mind comfort, safety and ease of laundering; particularly for those residents who require assistance with movement.

In general, split back clothing is recommended for residents who have difficulty with sitting balance or who find it difficult to bring their weight forwards in a chair. Larger sized clothing which stretches easily is also recommended for residents who have difficulty stretching out their limbs, or who require assistance with dressing. Modified clothing such as this makes the dressing/undressing process more comfortable for residents, and helps prevent staff injury.

Machine washable clothing which can be tumble dried and is made of a stretch fabric is encouraged.

For further information please also refer to information on **Smart Moves** in this booklet.

Laundry Service

A laundry service for personal items is available to all residents at Alan David Lodge, Blakiston Lodge, Percy Baxter Lodges and Wallace Lodge.

If you would prefer your clothes to be washed by a family member or friend, please inform staff.

Residents in Percy Baxter Lodges can also access a fully equipped laundry with a washing machine, clothes dryer and wash trough in Lodges 1 and 4. Staff members can help residents access an iron and ironing board. There are clothes lines between Lodges 4 and 5.

Charter of Aged Care Rights

From 1 July 2019, residential aged care providers must give residents a copy of the new Charter of Aged Care Rights (Charter). It must be signed by the provider. Residents or an authorised person must be given support by the provider to understand their rights and an opportunity to sign a copy of the Charter.

If residents choose to sign the Charter, the provider will need to keep a copy of the signed Charter for their records

The purpose of requesting the consumer's signature is to allow them to acknowledge they have received the Charter and had assistance to understand it. Residents are not required to sign the Charter and will receive care and services, even if they choose not to sign the Charter.

Residents' Rights in the Charter of Aged Care Rights

I have the right to:

- safe and high quality care and services;
- be treated with dignity and respect;
- have my identity, culture and diversity valued and supported;
- live without abuse and neglect;
- be informed about my care and services in a way I understand;
- access all information about myself, including information about my rights, care and services;

- have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
- have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
- my independence;
- be listened to and understood;
- have a person of my choice, including an aged care advocate, support me or speak on my behalf;
- complain free from reprisal, and to have my complaints dealt with fairly and promptly;
- personal privacy and to have my personal information protected;
- exercise my rights without it adversely affecting the way I am treated.

Retrieved July 1, 2019 from
<https://agedcare.health.gov.au/quality/single-charter-of-aged-care-rights>

Your responsibilities at Barwon Health Residential Aged Care

- Treat others with respect including other residents, their family, carers and visitors
- Respect the rights of staff to work in a safe environment
- Assist Barwon Health by giving relevant up-to-date information, and discussing any problems with Barwon Health's care and services

- Pay agreed fees on time and if unable to do so, talk to the provider to find a solution.

Complaints, Comments, Compliments and Feedback

“We want to hear from you!”

We encourage you to share any ideas, suggestions, compliments or complaints about our service within Barwon Health.

You can give us this important information by:

- Completing a **“We want to hear from you”** form and placing it in the suggestion box. These are collected regularly by the Facility Manager or Nurse Unit Manager.
- Speaking with the Facility Manager, Nurse Unit Manager or staff in the Lodge.
- Contacting the Co-Director of Aged Care by phone or in writing at:

Co - Director of Aged Care

Barwon Health – McKellar Centre
Confidential
45 – 95 Ballarat Road
North Geelong Vic 3215

Phone: 03 4215 5563

- Contacting the Barwon Health liaison officer by phone or in writing at:

Consumer Liaison Officer

Barwon Health
Safety and Quality Unit
PO Box 281
Geelong Vic 3220
Phone: 03 4215 1251

- Contacting the **Aged Care Complaints Commissioner** if you are not satisfied with Barwon Health’s response

“Making a complaint is not ‘being difficult’. Most aged care providers do their best to provide quality care and services for older Australians. However, issues can occur so we need to ensure that people can raise their concerns in a constructive and safe way.

If you have a concern about the care you or someone else is receiving, it is important that you talk about it.

Complaints are important because they can help service providers improve the quality of care and services they provide to you or your loved one. Your complaint can help other people too.

If you feel comfortable, we encourage you to raise your concern with the staff or managers of the service first as this is often the best way to have your concern quickly resolved. All service providers are required to have a complaints system in place. In most cases, you will be able to resolve your concern with them. If this doesn’t work or you don’t feel comfortable, we can support you to resolve your concern with the service provider. We provide a free service for anyone to raise a concern or make a complaint about the quality of care or services provided to people receiving Australian Government funded aged care.”

*Retrieved February 4, 2019 from
<https://www.agedcarequality.gov.au/>*

Aged Care Quality and Safety Commission

Australian Government
GPO Box 9819
Melbourne Vic 3000
Phone 1800 951 8226.

- You can also contact **Elder Rights Advocacy**, an external organisation which provides advocacy services for older persons. Contact them if you would like help in working through any issues you have living in residential aged care. Services provided by Elder Rights Advocacy are:
 - providing information, support and advice about rights and responsibilities to aged care recipients and/or their family representatives.
 - encouraging and supporting action by individual people, groups or their representatives, including making approaches to management with issues or problems.
 - assisting with complaints.
 - assisting with the development of or support residents' committees.
 - providing information and education sessions to aged care recipients, their families, and staff of aged care service providers.
 - consulting on policies to enhance consumer rights.
 - promoting community awareness of the rights of older people.

Access the website (www.era.asn.au) for more information about their service, including an extensive list of fact sheets and other publications about rights in aged care.

Elder Rights Advocacy

Suite 4, Level 8, 167 Queen Street
Melbourne VIC 3000

Phone 1800 700 600

Email: era@era.asn.au

Website: www.era.asn.au

Website: www.era.asn.au

Cultural and Linguistic Diversity

Barwon Health and the McKellar Centre are committed to supporting individuals and groups from culturally and linguistically diverse (CALD) backgrounds so they will be:

- informed about health issues and service options
- able to participate fully in determining their personal health care decisions
- able to use health services, both curative and preventive at levels that are appropriate to their health needs
- content with the cultural sensitivity of health care services and the health promotion and prevention programs
- satisfied with the quality of communication in the health care services and the health promotion and prevention programs
- able to participate equitably in all aspects of health planning and reviewable to access an interpreter service.

Please see information on **Interpreters**.

Drugs

The possession and / or use of illicit drugs is illegal. Identification of such practice will be reported to the police.

Electrical Appliances

All electrical equipment in residential aged care facilities must be tested to ensure it is

safe for use. This includes extension cords and power boards.

Please tell the Facility Manager or Nurse Unit Manager about any electrical equipment you bring into the Lodge so safety testing and tagging of the equipment can be arranged before it is used at the Lodge.

Barwon Health covers the cost for testing personal electrical equipment and provides testing of electrical appliances each year.

New electrical equipment, is deemed by the current Australian standard to be electrically tested and safe for 12 months.

Due to restrictions of available power supply, and adequate safe working space, limitations are placed on the number of electrical appliances used by each resident.

The Lodge manager may remove any item of electrical equipment if its use is considered hazardous or has not been approved. **This includes portable heating and cooling equipment which has not been approved by the Lodge manager in consultation with the site engineer.**

Electrical appliances must be placed in such a position that there are no cords or cables which will pose a trip hazard to residents and staff.

Residents are welcome to bring in their own television, however Barwon Health requires that certain guidelines are followed (see Televisions).

Electric Wheelchairs and Scooters

Purchase of Vehicles

If you are considering purchasing an electric wheelchair or scooter, please discuss your plans with the Facility Manager before purchase.

Assessment of User Safety

Electric wheelchairs and scooters have been known to cause accidents and harm to users, other residents or members of the public, as well as damage to property. So, it is important that you are able to drive the vehicle safely at all times.

You will be required to have an assessment by an occupational therapist or physiotherapist to determine if you are able to drive the vehicle safely. If there is reason for concern, staff will discuss this with you.

The occupational therapist or physiotherapist can give you advice regarding suitable models for you to purchase. All vehicles are to have dry cell batteries.

Staff will discuss with you where you can drive, appropriate speed (walking pace only), safe parking and re-charging facilities.

Maintenance of Vehicles

When you have purchased an electric wheelchair or scooter it will be your's or your family's responsibility to keep it clean and in good repair.

In the event that you are unable to maintain the scooter or wheelchair and you do not have a family member or representative available to assist, please speak to the manager of the Lodge to arrange assistance from staff.

Staff may request repairs and are able to arrange Geelong Wheelchairs to attend and complete repairs. Any costs arising out of the use of motorised wheel chairs or scooters are your responsibility.

Charging Batteries in Vehicles

Staff are able to assist with docking the vehicle for re-charging overnight in a designated location within the Lodge.

Disposal / Sale of Vehicle when No Longer Required

If the vehicle is no longer required, disposal of it is your's or your support person's responsibility.

Emergency Preparedness

Barwon Health takes its responsibility to ensure the safety and wellbeing of all residents in its care seriously. Barwon Health is committed to emergency preparedness.

Emergency situations may include bush fires, heatwaves, severe storm or floods. Residents are to follow instructions given by staff in the event of an emergency.

In order to plan for emergency situations, it is important that your next of kin details are kept up-to-date. To assist us, please make sure you inform the Nurse Unit Manager of any change to personal details, or complete a change of details form (**see Family Contact Details**).

End of Life Arrangements and Advance Care Planning

Advance Care Planning (ACP) is when a resident in consultation with health care providers, family members and important others, makes decisions about his or her future health care.

Advance Care Planning only comes into effect when the resident loses the capacity to make their own medical treatment decisions. This approach supports the important ethical principles of autonomy, informed consent, dignity and prevention of suffering.

If you would like to speak with an Advance Care Planning consultant to provide you with support and further information on Respecting Patient Choices, please speak to your Facility Manager or Nurse Unit Manager to organise a visit.

External Medical Appointments

Assistance to attend external medical appointments is available if you are unable to have a family member or carer take you. Transport and a staff member chaperone can be booked at a cost to yourself. The cost will include a taxi and 4hrs of staff time. To arrange this, please speak to the staff in your Lodge.

Falls

Please refer to **Fact Sheet on Falls Prevention** at the end of this booklet.

Family Contact Details

Family and friends are asked to keep Barwon Health informed of any changes of address or telephone numbers so we can contact them if needed. *Change of Address* information forms are available in the foyer in each Lodge. Please return them to the Facility Manager or Nurse Unit Manager (**see Emergency Preparedness**).

Financial Information - Fees and Trusts

The basic daily care fee for residential aged care is based on a percentage of the single maximum aged pension. So, care fees increase in line with the aged pension

increases each six months. Depending on the result of a Centrelink Income and Asset Assessment, residents may incur additional fees. Fee accounts are sent in advance each month and are due and payable when received.

You may be assisted to keep a small amount of cash securely in your room; however it is recommended that only minimal amounts of cash be kept in your room.

You can set up a trust account by depositing an amount of money. Then, newspapers, hairdressing and Café 45 purchases can be charged to your Trust Account to reduce the need for cash purchases.

If you wish to use this free service we request an opening deposit of \$100. You can make cash withdrawals from reception between 9.00 am and 4.00 pm weekdays, but the account must always remain in credit.

You or your representative should check the charges on your trust account statement each month. Trust accounts are sent in arrears, and are posted within seven days of the end of each month

While Barwon Health takes all reasonable measures to ensure charges are accurate, Barwon Health is not liable for any amounts charged by suppliers in error. Barwon Health will of course endeavour to support you to recover amounts identified as overcharged.

You can have your pension paid directly into your trust account; we will then deduct your bed fees and pay any other charges you may have incurred during the month. After these

transactions have occurred you will have access to the balance remaining in your trust account.

A form is available from the Trust Office if you would like to have your pension added to the schedule.

If you are currently in receipt of a married pension you will now both be entitled to single pensions, due to the fact that you are separated on medical grounds. It is your responsibility to inform Centrelink or the Department of Veterans Affairs of this medical separation. Centrelink will only pay the single pensions from the date you advise them. They will not backdate this payment.

If you are required to, or request to change facilities within Barwon Health you need to contact the billing manager to discuss any financial implications prior to any move.

Fees and Trust Office

Phone (03) 4215 5819.

Gifts and Bequests

If you have a desire to provide assistance towards the future development and improvement of the facilities and services at the McKellar Centre or Alan David Lodge, you may wish to provide either a donation or make provision in your Will for the Barwon Health Aged Care Directorate or Lodge of your choosing. If this is your desire, we encourage you to discuss these possibilities with your legal advisor and Lodge management.

Gratuities to Staff

Barwon Health's staff members are not permitted to accept tips or gratuities. However, we are always delighted to receive your feedback, either by direct contact, via a letter, or by completing the **'We Want to Hear from You'** form, relating to the treatment and care received by you, your family or your relatives. Such letters of appreciation are a source of great pleasure, both to our direct care staff and senior managers.

Guidelines for food brought into the Lodge by relatives for residents

Responsible and safe food handling practices are necessary when transporting ready to eat foods.

All food items brought into the Lodge must be labelled with the resident's first name and room number.

On arrival, please advise staff of food items brought into the Lodge. A register of incoming food items must be completed and high-risk foods will be stored appropriately by staff. Any suspect items will either be returned or disposed of in the appropriate manner.

While we take every precaution to safely store food items brought into one of our Lodges by relatives or friends, we are unable to take responsibility for potentially hazardous foods not provided by the Barwon Health Food Services Department.

Hot or cold foods which require temperature control (potentially hazardous foods) should be avoided as these foods could cause a problem. If in doubt of safest food choices, please contact the Facility Manager or Nurse Unit Manager for assistance.

Please refer to **Food Safety Tips** at the end of this booklet.

Ask staff for our “Can I Bring in Food for Residents?” pamphlet.

Hairdressing

A hairdressing service is available to provide a full range of services. Appointments can be made via the nursing, reception/ward clerks or lifestyle staff, as appropriate to the Lodge.

Alan David Lodge:

- Wednesday from 9.00 am and Thursday from 9.00 am when there is a high demand

Blakiston Lodge:

- Wednesday from 9.00 am

Wallace Lodge:

- Thursday from 9.00 am
- Friday from 9.00 am

Percy Baxter Lodges:

- Monday 11.00 am – 3.00 pm
- Tuesday 0930 am – 3.00 pm

Inclusion

Barwon Health supports an inclusive environment which creates:

- Improved health experiences and outcomes for gay, lesbian, bisexual, transgender, intersex and queer people.
- A positive, respectful, supportive and fair work environment, where employee differences are respected, valued and used to create a productive and collaborative work place.

A quality health service provides safe, sensitive, and high quality care for everyone, and Barwon Health is committed to:

- an inclusive environment where GLBTIQ people feel physically, spiritually and emotionally safe;
- using appropriate language that is respectful and aligned with how a person identifies themselves;
- providing GLBTIQ sensitive practices;
- providing education and training for staff to equip them with the skills and knowledge required to support and work with GLBTI people.

This commitment is supported by the Gay, Lesbian, Bisexual, Transgender, Intersex and Queer (GLBTIQ) Inclusive Practice Committee.

References:

Gay and Lesbian Health Victoria. (2008). “You don’t have to tell us if you’re gay or lesbian”. Retrieved May 14, 2019 from <http://www.glhv.org.au/poster/aged-care-services-poster>

Infection Prevention and Control



Barwon Health has effective infection control strategies to assist with the prevention and management of the spread of infections from person to person within the facilities.

Staff use standard precautions and specific work practices to achieve a good level of infection prevention and control.

You can help with infection control by:

- maintaining good personal hygiene especially hand hygiene. You are encouraged to use the hand hygiene products available before entering, and when leaving the Lodge.
- informing staff if there is a suspected or known infection risk.
- asking your visitors not to visit you if they are feeling unwell until their symptoms have subsided and they are feeling better.

If a potential risk to either residents or visitors is identified, strategies will be put in place and those at risk will be informed to minimise the risk of spreading the infection.

- If there is an outbreak of influenza or other infections, strategies will be started to ensure residents are not exposed to harm. A notice will be placed on the outer door of the building instructing visitors to the Lodge what to do. Even if a relative may not be infected, we do request visitors observe these guidelines to minimise the risk of infection spreading throughout the Lodge and the community.

- If a staff member, visitor or resident has a needle stick or blood splash accident, procedures will be followed to assess any risk of transmission.

Influenza

An influenza vaccine is strongly recommended and free for residents in residential aged care facilities.

You will be asked to complete the *Consent to Immunize Against Influenza* form on admission.

Interpreters

Access to interpreters by telephone is available seven days a week, 24 hours a day. Phone 131 450.

Barwon Health provides a professional, confidential interpreting service to ensure that you or your family member understands and makes informed decisions regarding care and treatment.

If you require an interpreter please ask a staff member to organise one for you through the Barwon Health On Line Interpreter Booking Application or by phoning the on call interpreter service on 03 8807 2300.

Jewellery, Valuables and Personal Effects

Barwon Health promotes a safe and secure environment and takes all reasonable measures to protect your clothing, footwear, equipment, jewellery and other valuables.

However, Barwon Health does not take responsibility for the loss or theft of personal items including valuables or money.

We suggest that valuable items and large amounts of cash are not kept with residents.

Residents and/or their family members who want to leave valuables in their room may do so after releasing the Lodge from any responsibility. **(See Security)**

Depending on your individual circumstances you may wish to consider Personal Contents Insurance.

When personal effects of a resident need to be returned to the family/carer, it is the practice for staff to pack all items. Families or carers should collect items within 48 hours.

As it is the responsibility of the family/carer to collect these items in a timely manner, Barwon Health cannot be held responsible for any loss or damage which may occur while waiting for collection.

If there is any need for delay please contact the Facility Manager or the Nurse Unit Manager to make alternative arrangements.

Any items not collected within the timeframe will not be retained as facilities have limited storage.

Leave from your Lodge

Any amount of leave may be taken by residents for the purpose of receiving hospital treatment.

Government guidelines allow up to 52 days of social leave each financial year.

If any leave is required, other than hospital or social leave, please speak to your Facility Manager or Nurse Unit Manager.

Lifestyle and Recreation

We encourage you to continue with your existing activities in the community after you move into residential aged care.

All lifestyle activities are based on your choices, preferences and needs. We promote and encourage enjoyable activities for all residents. There are a wide variety of individual and group activities available.

Some examples of group activities include:

- cooking, including special food events such as BBQs.
- outdoor activities, such as gardening, woodwork and fishing trips.
- culturally-specific friendship groups.
- walking and exercise groups.

- quizzes, word games, cards and board games.

There is a sample of lifestyle activities at the end of this booklet.

There are opportunities for you to be involved in activities outside the centre and also to foster community involvement within the Lodge. For example visiting concert groups, pets and school groups. Family members and support people are welcome to attend outings to share the enjoyment with residents. However, family and support people need to make their own way to the outing venue as the Volunteer Services' bus is for resident use only.

Volunteers play an integral part in the lifestyle program providing support and assistance to residents.

To learn more about how to become a Barwon Health Volunteer, please visit:
<http://www.barwonhealth.org.au/volunteer-services>

Town Square

The McKellar Centre Town Square is a great place to engage with other people living or working at the McKellar Centre. We encourage and promote the use of the McKellar Town Square precinct.

The Town Square is fully equipped with a playground (**see Safety - Playground Safety Rules**), sensory and tranquil gardens, and shaded areas. It is in close proximity to Café 45 - the perfect place for a family gathering.

Mail Delivery

Mail is delivered to each Lodge twice a day.

Your mailing address will be either:

(Your name)
Name of your lodge
The McKellar Centre
45-95 Ballarat Road
NORTH GEELONG VIC 3215

OR

(Your name)
Alan David Lodge
382 Torquay Road
CHARLEMONT VIC 3217

Stamps are available from the kiosks at the McKellar Centre, Percy Baxter Lodge and Alan David Lodge. Post boxes for out-going mail are provided at Alan David Lodge and Percy Baxter Lodges. There is a post box within the McKellar Centre grounds situated outside the Inpatient Rehabilitation Centre opposite the centre's main Reception.

Medical Treatment

Residents have the right to choose their medical practitioner and are able to continue consulting with the doctor who cared for them prior to moving into residential aged care. If you wish to do this, please check with your doctor that such medical services are available prior to admission. If this is not the case, your doctor may be able to refer you to another GP, or admission staff will assist you.

Menus and Meals

The Food Services Department at Barwon Health provides freshly cooked meals using a cook/chill system. There is a wide selection of meals, which have been prepared by our qualified chefs in consultation with Barwon Health dietitians to ensure all meals are nutritionally well balanced.

Meal choices are made on a rotating menu cycle through a computerised menu system. Meal selections can be changed at any time, and there is also food available in each Lodge to cater for last minute choices. A meal monitor is available to come and see you and assist you with menu choices and changes.

Special events and celebrations are catered for and families can bring in food. There is a food safety program in place to ensure food handling and safety standards are met. Refer to information in this booklet under the section **Food Safety**.

Staff discuss your nutrition and hydration needs and preferences with you or your family representatives. You will be assisted to maintain your dietary customs according to your religious and cultural beliefs.

Assistance will be given where necessary to ensure you receive sufficient food and fluid. Assessment of your particular needs is done in consultation with your representative, dietitian, speech pathologist, occupational therapist, doctors and nursing staff.

Snacks and fresh fruit are available at any time.

Approximate meal times:

- | | |
|-----------------|------------|
| • Breakfast | 08:00 am |
| • Morning tea | 10:30 am |
| • Lunch | 12:00 noon |
| • Afternoon tea | 02:30 pm |
| • Dinner | 05:00 pm |
| • Supper | 07:00 pm |

Newspaper Delivery

A local newsagent makes daily deliveries of newspapers, magazines, etc. The newspaper is charged directly to your trust account on a monthly basis. Please speak to the staff if you would like to have the newspaper delivered. Newspapers and magazines in languages other than English can be ordered.

Open Disclosure

Every day many thousands of residents are cared for by clinicians, healthcare providers and organisations in Australia. Occasionally things don't go to plan. Australian Residential Care Providers are improving the way they manage these situations by being open with you about what happened. The process of communicating with you when things haven't gone to plan is called open disclosure.

Open disclosure is open discussion about incidents that happened during care which caused harm to you, your family, carers and other support persons. If you are harmed during your care, your doctor, the Manager of the Lodge or a health service representative should talk with you about it.

At Barwon Health we encourage our staff, as well as residents and their family or carers, to identify and report when things go wrong or when residents are harmed so that care can be improved.

Open disclosure does not affect your rights in any way.

Open disclosure can:

- improve resident safety through improved understanding of how things go wrong
- learn from what caused things to go wrong and to prevent them in the future
- increase trust between residents and healthcare providers
- assist residents to become more active partners in their care.

If you would like more information on Open Disclosure you can find it at:

https://www.agedcarequality.gov.au/sites/default/files/media/ACQSC_Open_Disclosure.pdf

Pharmacy Service

A community pharmacist is contracted to offer a pharmaceutical service to residents including the supply of pharmaceutical benefit items, medication reviews and advice to staff, residents and carers.

The community pharmacist monitors the Medicare Safety Net Scheme to ensure your entitlements are met, and arranges for prescriptions to be obtained from your doctor. On admission, please supply your Medicare

number, pension number and any Safety Net details, or advise us which pharmacy will have this information.

Payment for medications is through your McKellar Centre trust account, usually on a monthly basis. A copy of your itemised account is sent to the nominated person for your records.

A limited number of items, which are not available on pharmaceutical benefits, may be provided from either the contracted community pharmacy or the McKellar Centre Pharmacy, depending on availability, cost or resident preference.

Should you prefer to choose your own pharmacist, the responsibility for supply of medications and payment will be your own. The chosen Pharmacy must deliver the medication to the Lodge in line with Barwon Health Policy. They will need to be able to provide Medication in sachets. Please inform your Facility Manager if you would like this option.

If medication is required and cannot be obtained from your usual service, eg. on a weekend or when family is not available, the contracted community pharmacy will be requested to supply your medication and you may be charged a service/out of hours delivery fee.

Information is available in each Lodge about complementary therapies and medications. Remember if you take complementary medications, you should advise your doctor

and the Facility Manager or Nurse Unit Manager.

If you have any questions about the service or would like advice about your medications, please contact the Facility Manager or Nurse Unit Manager.

Power of Attorney/ Medical Treatment Decision Maker

In the past, you could choose a person to act as your Power of Attorney if the time came when you could not make decisions for yourself. Any existing Power of Attorney document should be provided on admission.

The law changed and now you choose a Medical Treatment Decision Maker who will make medical treatment decisions on your behalf. You can choose your medical treatment decision maker by appointing someone to this role, providing you have decision-making capacity to make the appointment. If you don't choose a Medical Treatment Decision Maker there is a specified list of people who can make decisions on your behalf if you are no longer able to make decisions.

Further information is available from the:

Office of the Public Advocate
Level 5, 436 Lonsdale Street
Melbourne Vic 3000

Telephone Toll free 1300 309 337

Website: www.publicadvocate.vic.gov.au

Also refer to End of Life arrangements

Privacy and Confidentiality

Barwon Health Residential Aged Care is committed to protecting the privacy of aged care residents, staff and volunteers at our residences, and to the confidentiality of any information relating to them. If you would like to view our Privacy Policy, you can do so on our website or by asking the Facility Manager.

Quality Improvement and Accreditation

You can contribute to Barwon Health's quality care and services by sharing your feedback and suggestions.

Staff value feedback and suggestions from residents and representatives. They take action if needed and consider how Barwon Health can make improvements to our care and services.

In Australia, Residential Aged Care homes are required to be accredited to receive Australian Government subsidies. Barwon Health is accredited to provide residential aged care by the Federal Government.

Accreditation is an internationally recognised process used to monitor the quality of care and services provided to residents.

Barwon Health's residential aged care is accessed by the Aged Care Quality and Safety Commission.

Information about the Accreditation process is available on the Aged Care Quality and Safety Commission website

<https://www.agedcarequality.gov.au/>

See Aged Care Quality Standards 1-8

Standards Factsheet 1-8 (PDF, 408.83 KB)

Resident/Representative Meetings

Meetings for residents and their representatives are held in each Lodge. These meetings provide an opportunity for all attendees to be included in decisions.

Residents' Advisory Committee

At the Resident Advisory Committee residents have a say about issues which will affect their lives in residential care.

If you are interested in joining please see your Facility Manager or Nurse Unit Manager for further information.

Safety

People live and work in Barwon Health's residential aged care facilities. The balance between the needs of residents and the occupational health and safety of staff has to be monitored and maintained.

Your living environment is continually assessed and managed to ensure it is safe and comfortable for all residents and staff. Any changes to resident's individual areas will be fully discussed with them first.

Playground Safety Rules for McKellar Town Square Precinct

The playground is provided for the enjoyment of children and their families.

Please observe the following rules as conditions of use for this playground:

- Children must be supervised by a parent or adult at all times.
- It is designed for children, aged 3-12 years old. Parents or adults may support play, but may not use the equipment.
- No standing or climbing on the outside of the playground equipment.
- No running.
- No toys on, or around playground equipment.
- No food or drink on playground equipment.

Caution

In warm weather, the playground equipment may become very hot. Supervising parents or adults should check before allowing children to play on the equipment.

Security

If you plan to leave your Lodge for any reason or amount of time, please let staff know. After hours security is provided across the Lodges including securing external entrances/exits. Management and staff accept no responsibility for the safety and security of valuables and possessions.

Barwon Health can provide a key, which can be requested on admission, to securely lock valuables within your room. It is your responsibility to keep this key safe. Replacement keys will incur a cost. Please refer to your residential agreement.

All Barwon Health staff and contractors must wear their identification badges for security and courtesy reasons. If you have any difficulty in identifying staff – please see your Facility Manager or Nurse Unit Manager.

Security of Tenure -Transfer to Other Units / Changing Rooms

Any transfer or change of room will only occur after full consultation with you and, if required, your family or representative.

Please refer to your Residential Aged Care Agreement. See example below - **Security of Place (Tenure)**:

The Approved Provider shall not allocate an existing Care Recipient's place to another Care Recipient unless:

- *The Care Recipient cannot be cared for with the resources available to the Approved Provider; or*
- *The Care Recipient informs the Approved Provider in writing, that the Care Recipient wishes to move to another location; or*
- *The Care Recipient informs the Approved Provider, in writing, that the Care Recipient no longer wishes to receive the care; or*
- *The Care Recipients condition changes to the extent that:-*
 - *The Care Recipient no longer needs care; or*
 - *The Care Recipient's needs can be more appropriately met by other type of service or care.*

Signing and Witnessing Legal Documents

Barwon Health's organisational policies prevent staff from signing or witnessing any legal documents on behalf of residents or their relatives/friends. This excludes Consent to Medical Treatment forms.

Smart Moves

Barwon Health is committed to reducing risk in the workplace and improving quality of care. Residential Aged Care has implemented the Smart Moves resident manual handling system for staff. This system trains staff to transfer residents safely and comfortably.

In order to meet this commitment, on admission staff assess your ability to move in bed, sit up, stand and walk.

If you require assistance, nurses will use mobility devices such as walking aids, standing or ceiling hoists to transfer you in comfort and safety while reducing the risk of injury for staff.

Clothing style is also important with the Smart Moves system. Please see information in the Clothing, Footwear and Laundry section of this booklet.

Smoke Free Policy

All Barwon Health sites, including the McKellar Centre and Alan David Lodge, are 'Smoke Free' zones. However, under our policy 'Rules of Occupancy and Rights of Residents', you can smoke in designated external areas within the grounds. To find out where these areas are, please talk to your Facility Manager or Nurse Unit Manager. This exemption does not apply to visitors, who will be reminded they are not allowed to smoke on site.

We encourage you to consider giving up smoking.

Spiritual Care

Spiritual support and care is available to residents. Arrangements can be made for visits to residents in the Lodge and your current Pastoral Carer is more than welcome

to visit. Worship Services are held by different Christian denominations.

If you would like to see someone from the Barwon Health Spiritual Care Service, please talk to a staff member. Should you have any enquiries or concerns, the Spiritual Care Coordinator can be contacted on (03) 4215 6145. There is a brochure about Spiritual Care Services in each Lodge.

Telephone Calls

Residents can make or receive telephone calls as they wish. A cordless phone is available and can be taken to you at any time. For you and your family's convenience, pay phones are available in most facilities.

Private phone lines can be connected in your room at your expense and should be discussed with your Facility Manager or Nurse Unit Manager.

Televisions

Residents are welcome to bring in their own television for use in their bedroom. However Barwon Health requires that certain regulations are met:

Percy Baxter Lodges

The television must be kept on a purpose built stand to ensure it is secure at all times.

Wallace Lodge, Blakiston Lodge and Alan David Lodge

The television must be flat screen with built in tuner, wall mountable and not exceeding 42 inches (106 cm) in size.

Televisions will be positioned in consultation with you and the McKellar Centre Engineering Department. Installation of the TV will only occur after it has been tested and tagged by the Engineering Department.

Wireless headphones are required for use with all televisions. This is to minimise noise and disruption to other residents within the Lodge.

On request, Barwon Health will:

- Supply and install a wall mounted television bracket free of charge.
- Mount and commission the television free of charge.
- Maintain ownership of the mounting bracket.

Please discuss with the Facility Manager or Nurse Unit Manager prior to purchasing a television.

Televisions and headphones are at the resident's expense and remain the property of the resident.

Therapy

Residential care supports residents to access services such as physiotherapy, occupational therapy, speech pathology, dietetic services,

podiatry and social work. Assessments are conducted to identify individual needs and preferences.

Assistance in accessing complementary therapy, such as massage, can be provided. A fee will apply for this service. The individual Lodge can provide information regarding additional and complementary therapies.

Visiting Pets

Each of our Facilities has resident pets.

Relatives and friends wishing to bring a pet into the Lodge to visit a resident must:

- obtain permission from the Manager/Nurse Unit Manager and if the pet is a reptile or bird consult with Infection Control staff;
- fill in an Animal Access Checklist;
- the pet must only visit its owner;
- ensure the pet is appropriately restrained – a dog must be under effective control;
- ensure the pet is clean, wormed and vaccinated (as appropriate) and registered;
- ensure you clean up after your pet and dispose of waste outside the facility. Gloves must be latex free;
- Ensure the pet is provided with food and water and toileting opportunities as needed during the visit;
- Ensure everyone's hands are washed after the visit.

If a pet is residing with a resident a care plan for the pet needs to be developed including back up plans in case of resident illness.

Visitors

Visitors are welcome at any time. There are no specified visiting hours, however we expect visitors to respect residents' privacy and dignity, particularly in the morning during peak times of resident care and at resident's bedtime. We welcome and encourage children and young adults to visit their family member, as it is acknowledged that interaction between young and old can be positive and rewarding.

Voting and Electoral Procedures

You will be supported to continue voting if you choose to. The Victorian Electoral Commission (VEC) states that it is important to ensure that all residents of aged care facilities are correctly enrolled for Federal and State Elections.

Voting usually takes place several days before the election. Once a resident has voted, he/she is not eligible to vote again on election day. Alternatively, residents may choose to attend a public polling booth. Residents confined to bed can be assisted to vote in their room.

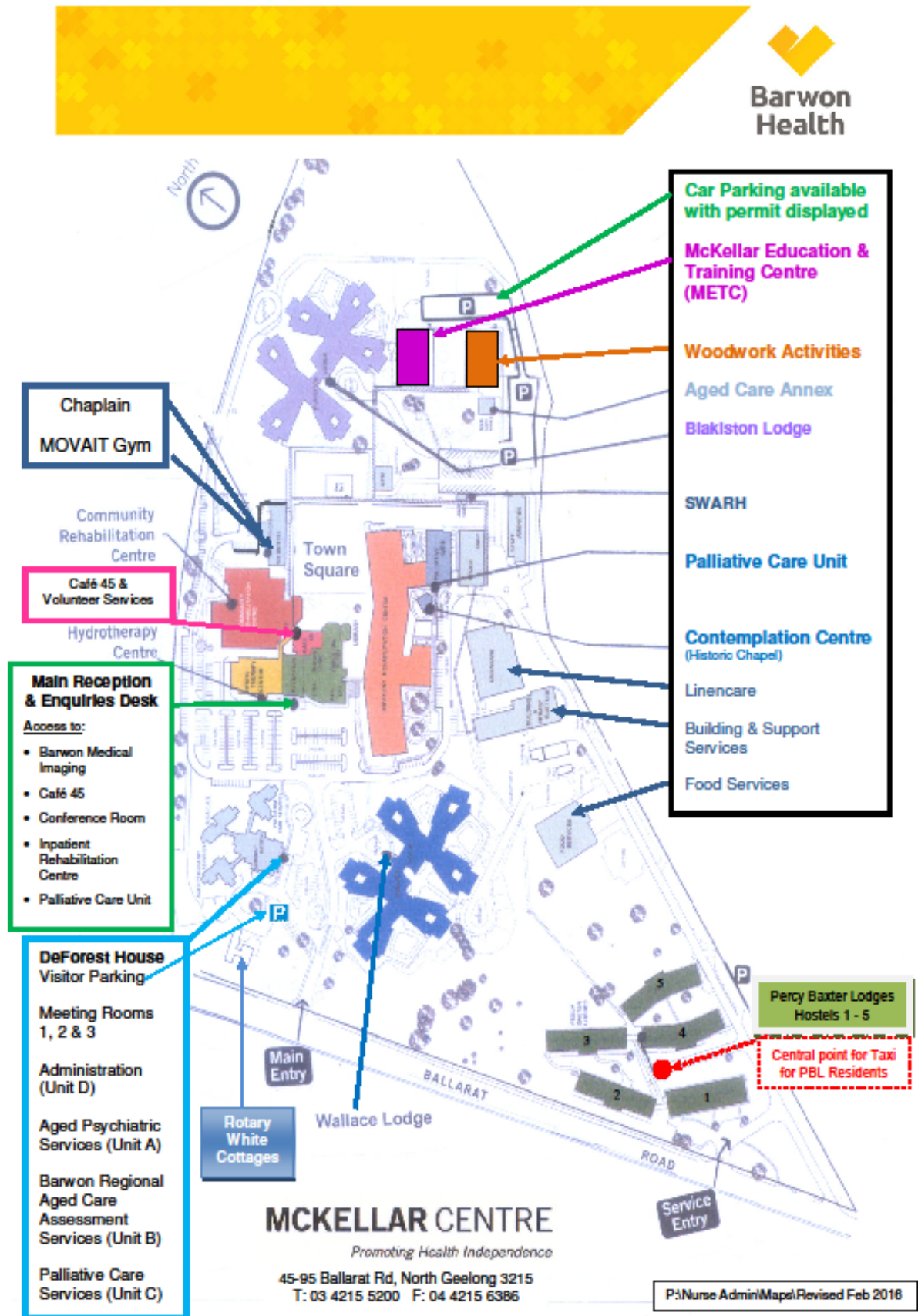
A member of the VEC Team will provide assistance in completing a ballot paper as staff are not permitted to assist.

Appendix 1: Lifestyle Activities

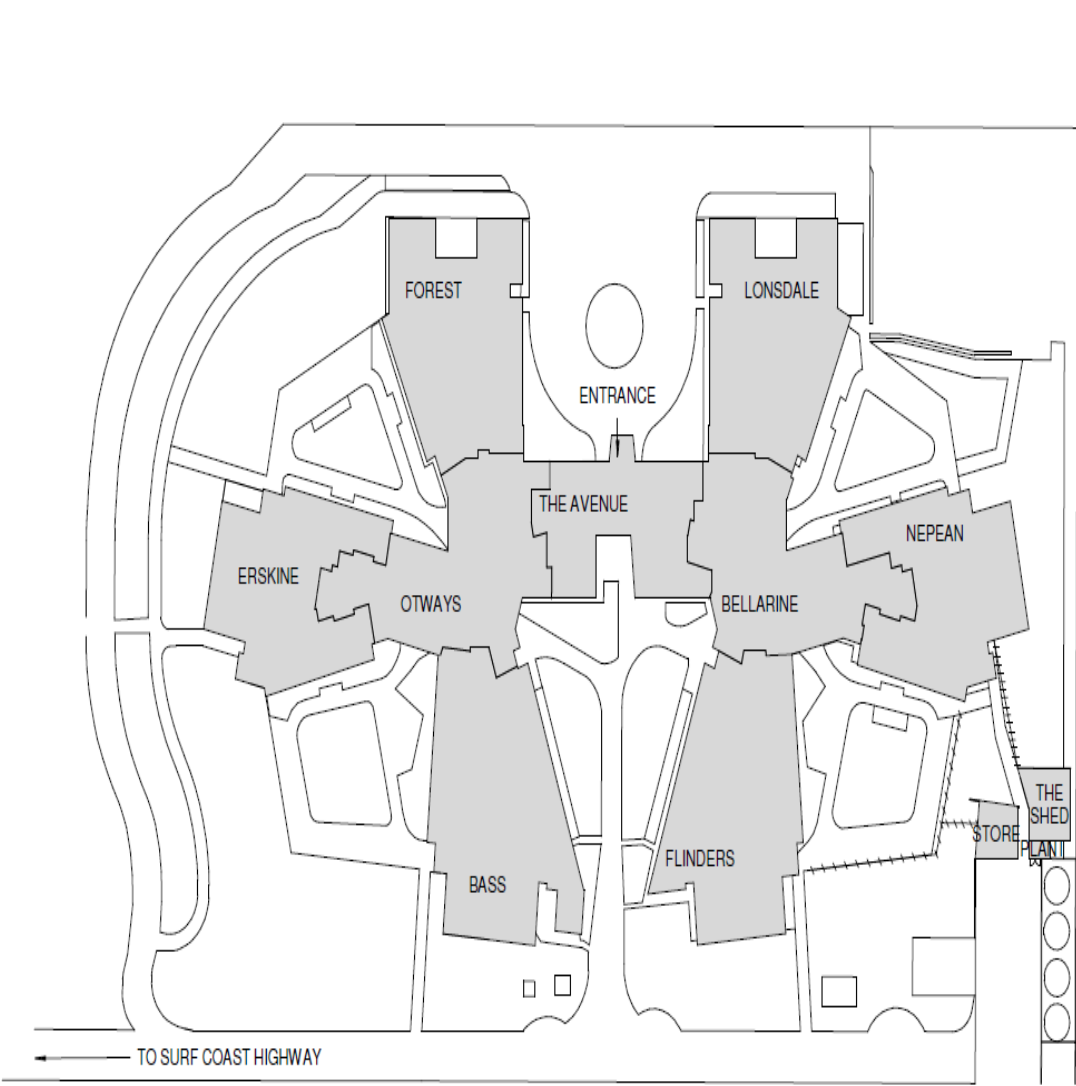
Sample of Lifestyle Activities Program in Residential Aged Care

Which covers Standard 3 – Resident Lifestyle <ul style="list-style-type: none"> • Independence • Leisure Interest and Activities • Cultural and Spiritual Life • Choice and Decision Making 					
Independence	Religious Services	Leisure Groups/Clubs	Food	Music/ Relaxation	Outings
Residents' Meetings	Contemplation Centre	Art Group	BBQ	Music Therapy	Shopping Trip
Newspaper Group	Anglican	Craft Group	Cooking Group	Concerts	Lunch Outings
Crossword Group	Catholic	Ceramics	Fish and Chip Nights	Singing Groups	Bus Trips
Library/Book Exchange	Presbyterian	Woodwork	CALD Cooking	Christmas Carols	McKellar Fete
Quiz and Games	Uniting Church	Gardening	Coffee club	Movie Nights	Wallace Lodge Market Days
Bingo	Ecumenical Service	Exercise		Pet Therapy	Vintage car Parade
Computer	ANZAC Day Service	Bocce		Hairdresser	Morning Melodies
School Students Groups	Remembrance Day Service	Knitting group		Nail Care	
Voting in Elections		Ten Pin Bowling			
		Playgroup			
		Fishing Group			

Appendix 2: Map of the McKellar Centre



Appendix 3: Map of Alan David Lodge




Barwon Health

Alan David Lodge

382 Torquay Road, Grovedale 3216

Fact Sheet 1: Aged Care Quality Standards 1-8

The Australian Government has set some new Aged Care Quality Standards that clearly define what good care should look like. These new Standards have been published, and your service will have to use them from 1 July 2019.

Each Standard says what you, the consumer, can expect. Your aged care provider has to meet an “outcome” for you and they have to demonstrate how they are meeting that outcome.

There are eight standards, and each one is about an aspect of care that contributes to your safety, health and well being. You can see the list below:

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation’s service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance.

Most people know what good care feels like

The staff are friendly and respectful, and they respond to your particular needs. You are well cared for by people who know their jobs. You have people to talk to about the things that matter to you. The organisation providing the care is well-run.

What you can expect in aged care

It doesn’t matter whether you are getting care at home or you are living in a residential aged care home. It doesn't matter who you are, where you live, your life experience, identity, beliefs or culture. Every person receiving care has a right to be treated with dignity and respect, and to have their personal and clinical needs attended to.

If you believe your care isn’t up to the standard that you expect, let someone know. Raising concerns isn’t ‘being difficult’, it’s a normal part of service delivery.

What you can do if you have a concern

You and your family should feel comfortable that you can raise questions and issues with your provider if you feel your care isn't up to Standard. If you don't feel comfortable talking about these issues with your aged care provider, you can contact the Commission and other services may be able to help you.

Access the [New Standards Consumer Resources](#).

I want to stay independent: Slips, trips and broken hips are not for me

Preventing Falls and Harm From Falls in Older People:
Best Practice Guidelines for Australian Residential Aged Care Facilities 2009

Did you know that nearly half of all people living in residential aged care facilities fall each year? While some falls cause no injuries, others can cause serious harm. Falls can also result in you fearing further falls and make it harder for you to stay independent.

There are usually a number of reasons for someone falling. These may include poor balance, incontinence, unfamiliar environments and obstacles in the environment, poor eyesight, unsafe footwear and some medicines, to name a few.

Aged care staff can help you to reduce your risk of falling by:

- helping you to settle in, keeping your surroundings safe, and providing you with falls prevention information
- assessing your risk of falling and discussing the results with you
- developing and implementing a care plan suited to your needs (your risk of falling will be reviewed regularly)
- organising other health professionals to manage the causes of you being at risk of falling.

Everyone has a role to play in preventing falls.

What can you do?

- Be active every day in as many ways as you can; participate in supervised exercise classes at your facility.
- Wear comfortable clothing that is not too long or loose. Whenever you are up and about, wear comfortable, low-heeled and nonslip shoes that fit you well, rather than slippers.
- Use your call bell when you require assistance, especially for going to the bathroom, and keep the call bell in easy reach.

- Take your time when getting up from sitting or lying down.
- If you have your prescribed walking aid, make sure it is in good condition and that you use it rather than using furniture or walls for balance.
- Let staff know if you feel unwell or unsteady on your feet.
- If staff recommend that you need assistance or supervision when moving, please ask them for this assistance and wait until they come to help you.
- Look out for environmental hazards such as spills and clutter that may cause a fall, and tell staff about them promptly.
- If you have spectacles, only wear your distance ones when walking. Take special care when using bifocal or multifocal glasses.
- Eat healthily and keep your fluid levels up, because dehydration can disorient you.
- Wear your hip protectors if you have them.

What happens if you fall?

If you do fall, staff should take action to identify what contributed to your fall and reduce the risk of you falling again. You may be assessed by a doctor, and staff will repeat some or all of your fall risk assessment. This may mean that your care plan is changed. However, any changes to your care plan will be discussed with you.

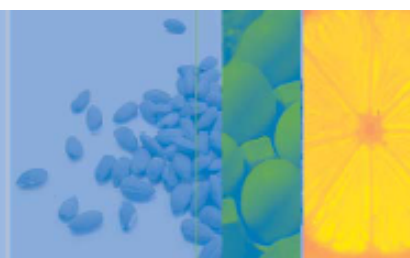
This fact sheet has been adapted from *Preventing Falls and Harm From Falls in Older People: Best Practice Guidelines for Australian Residential Aged Care Facilities 2009*, developed by the Australian Commission on Safety and Quality in Health Care.

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTHCARE

Fact Sheet 3: Food Safety Tips

Food Safety Tips

Over five million cases of food poisoning in Australia each year can be reduced if you follow these simple rules.



Do you cook and bring food to an elderly relative or friend in an aged care facility?

This fact sheet has been kindly sponsored by Compass Group (Australia) as a service to aged care facilities.

It's really nice to show you care by cooking special favourite meals for the resident of an aged care facility - perhaps culturally specific food or a family favourite which is not normally available in that facility.

But if you do, you really wouldn't want to make them sick, so there are some things you need to know.

Our immune systems get weaker as we get older. Also our stomachs produce less acid which makes it easier for harmful germs to get through the digestive system and invade our bodies.

If elderly people do get food poisoning, they are also likely to suffer more severe consequences. These can range from mild dehydration to neuromuscular dysfunction or even death. Older people also take longer than most of us to recover from food poisoning.

There are some foods that pose a higher risk than others, particularly of passing on a Listeria infection which is dangerous for the elderly.



What are the higher risk foods?

Cold meats	Cooked or uncooked, packaged or unpackaged eg roast beef, ham etc.
Cold cooked chicken	Purchased whole, portions, sliced or diced
Pate	Refrigerated pate, liverwurst or meat spreads
Salads	Pre-prepared or pre-packaged fruit, vegetables or salads eg from salad bars, retail outlets etc.
Chilled seafood	Raw or smoked ready-to-eat eg oysters, sashimi or sushi, smoked salmon or trout, sandwich fillings, pre-cooked peeled prawns such as in prawn cocktails and salads
Cheese	Pre-packaged and delicatessen soft, semi soft and surface ripened cheeses eg brie, camembert, ricotta, feta and blue
Ice cream	Soft serve
Other dairy products	Unpasteurised dairy products eg raw goats milk, cheese or yoghurt made from raw milk

For full details please refer to the pamphlet 'Listeria and food' on the FSANZ website, http://www.foodstandards.gov.au/_srcfiles/Listeria.pdf

Foods made with raw egg such as home-made egg mayonnaise, hollandaise sauce, uncooked cakes and desserts and egg-nog can also be dangerous for the elderly.

You should not provide these foods to an elderly resident.

The elderly person may also have special dietary requirements or restrictions of which you are unaware. Please check with the staff before providing food to an elderly resident.

What precautions should I take when preparing foods?

There are no special rules for cooking for elderly people - you just need to be even fussier than normal. If you plan to take chilled or frozen food you have cooked yourself, make sure that the food is cooled quickly in your refrigerator: never at room temperature. Always wash your hands well under running water using soap and dry thoroughly before handling food.



You can get information on preparing food safely from the fact sheet 'Protecting Tiny Tummies and Sensitive Systems' and other fact sheets on the Food Safety Information Council website, www.foodsafety.asn.au.

How can I transport food safely for an elderly person?

You will need to transport your food to the aged care facility so take care that it is protected from contamination during transport and, if it is chilled food, it is kept cool or if you are taking it hot, you keep it hot during the journey.

Food should be kept at 5 degrees Celsius or cooler or, for hot food, at 60 degrees Celsius or hotter. Between 5 and 60 degrees is known as the temperature danger zone because harmful bacteria multiply to dangerous levels in food when it is kept between these temperatures.



Put cold food into a cooler with ice packs when travelling to visit your relative or friend. Don't pack food if it has just been cooked and is still warm. Coolers cannot cool food they can only keep cold food cool. Always cover pre-prepared foods securely and prechill them, for example, keep in the refrigerator overnight. Other perishable foods and drinks, such as deli products, cooked chicken and dairy products must also be cold when put in the cooler.

Hot food is difficult to keep hot and is best avoided if you are travelling long distances. It is best to chill the food overnight and reheat it at the residence. If you must take hot food on a longer journey, an insulated jug, preheated with boiling water before being filled with the steaming hot food, can be used.

If you are unsure whether the jug will keep the food above 60 degrees Celsius, try filling it with water at 90 degrees Celsius, seal and test the water temperature after the length of time you expect your journey to take. If it is still above 60 degrees then you can use the jug. You will need a food thermometer to do this test. If any perishable food you bring is not eaten immediately, make sure it is refrigerated before you leave.

Reheating food

Different aged care facilities will have different rules about reheating food provided by friends or relatives. In some, staff will reheat the food, in others, staff are not permitted to do so. In some facilities, the elderly person can reheat the food themselves, in others the person providing the food must do the reheating.

Check with the staff to find out the rules in that facility. Make sure that staff know that you have brought in food and ask them how to go about re-heating it.

Food needs to be reheated to a minimum of 75 degrees Celsius or 70 degrees Celsius for two minutes to kill any bacteria or viruses that might be present in the food.



Reheating food in a microwave oven

If you are reheating food in a microwave, you need to be especially careful that the food is heated evenly.

Food heated in a microwave oven does not heat uniformly and unwanted germs may survive in portions of poorly heated food.

Manufacturers recommend standing times to help alleviate the problem of uneven heating. Many microwaveable meal packs carry the instruction to stir the food part way through the cooking process. Items such as lasagne that can't be stirred should be allowed standing time to allow the whole product to reach a uniform temperature.

How evenly the food will heat will also depend on the thickness of portions and on the composition and moisture content of the food.

Frozen food needs to be completely thawed before reheating.

If you are reheating a commercially prepared food, read and follow all the manufacturers' microwaving instructions.



Storage of the food you bring in

If any perishable food you have provided is not eaten immediately, tell the staff and ask them about storing the food in a refrigerator.

Some elderly people like to keep extra food in their rooms in drawers or bedside tables for eating later. While this is okay for shelf-stable foods like cakes, biscuits and chocolates, this can be very risky with perishable food such as cold meats, custard or cream filled cakes and cooked vegetables and meat dishes.

Leaving perishable food in the temperature danger zone for too long before eating can result in foodborne illness. Food which can cause food poisoning may not look or taste spoiled.

Sometimes elderly people can also forget how long the food has been there.

If you bring commercially prepared food make sure the elderly person is aware of any 'best before' or 'use by' date on the food.

Make sure you tell the staff if the elderly person has some perishable food in their room.



Remember:

When you bring food into an aged care facility for a relative or friend it is you and not the staff who is responsible for its safety.

If you are cooking for an elderly person, please check the fact sheet 'Protecting Tiny Tummies and Sensitive Systems' under 'publications' on the Food Safety Information Council's website www.foodsafety.asn.au for more information on preparing food safely.

Food Safety Information Council

The Food Safety Information Council is a non-profit group with representatives of State and Federal governments, food industry and professional associations. Membership is open to any organisation with an interest in promoting safe food handling practices for consumers.

We aim to reduce the over five million cases of food poisoning in Australia each year by educating consumers to handle food safely from the time it leaves the retailer until it appears on the plate.

We organise Food Safety Week each November as part of our campaign to pass on simple messages to improve consumers' knowledge of how to handle, store and cook food safely.

For more information

Telephone Project Co-ordinator: 0407 626 688 (mobile)

Email: info@foodsafety.asn.au

Website: www.foodsafety.asn.au



Fact Sheet 4: Flu Season



Australian Government
Department of Health



GET THE FLU SHOT BEFORE THE FLU GETS YOU

Flu shot available now
Consumer fact sheet



- Vaccination is the single most effective way of preventing the spread of flu in the community.
- If you want to protect yourself from the flu, get vaccinated every year because the flu virus is constantly changing.
- The flu vaccine is available free under the National Immunisation Program from April 2016 for those people who have the greatest risk of becoming severely ill from flu.
- Flu vaccines are **age-specific**, so parents should tell their doctor the age of their child before vaccinating.

WHAT IS THE FLU?

Influenza (flu) is a highly contagious viral infection that spreads easily from person to person through coughing, sneezing and close contact.

The flu virus infects your nose, throat and sometimes your lungs. Unlike a cold, symptoms such as fever, sore throat and muscle aches develop suddenly with flu and last about a week. In some cases, severe illness and complications such as pneumonia and bronchitis can develop, which can result in hospitalisation and even death. The flu can also make some existing medical conditions worse.

WHY SHOULD I GET THE FLU SHOT?

Annual vaccination is the best way of preventing the flu and any associated illness.

You should get the flu shot every year because the flu virus is constantly changing. Every year, the flu vaccine changes too, so it protects against the flu strains which are most likely to be around during that winter.

Being vaccinated in autumn allows time for the vaccine to work before the flu season starts and offers protection throughout the winter months. Even if you received a flu shot towards the end of the last flu season, you should still be vaccinated again before this flu season.

The flu vaccine does not contain any live virus, so you cannot get the flu from the vaccine.

WHO IS ELIGIBLE FOR THE FREE FLU SHOT?

Vaccination experts recommend the flu vaccine for everyone from six months of age, however the vaccine is **free** under the National Immunisation Program for people at high risk of complications. They are:

Pregnant women

Pregnant women are at higher risk of severe complications associated with the flu. Vaccinating against flu at any stage during pregnancy is safe and also provides some protection for babies during their first, vulnerable months of life.

Aboriginal and Torres Strait Islander people

All Aboriginal and Torres Strait Islander people from six months to less than five years of age, and 15 years of age and over, are eligible for free flu shots.

People 65 years and over

People aged 65 years and over have the highest risk of complications associated with seasonal flu.

People with certain medical conditions

People with some existing medical conditions are more likely to experience complications from flu. These include anyone who is six months of age and over who has:

- heart disease
- severe asthma
- chronic lung condition
- chronic illness requiring medical follow-up or hospitalisation in the past year
- diseases of the nervous system
- impaired immunity
- diabetes
- children aged six months to 10 years on long-term aspirin therapy



GET THE FLU SHOT BEFORE THE FLU GETS YOU Flu shot available now

FLU VACCINE FOR CHILDREN

The flu vaccines are age-specific. Make sure your vaccination provider knows how old your child is so they can receive the correct dose and brand of vaccine.

FLU VACCINE SAFETY

Common side effects usually occur within one to two days following flu vaccination and include soreness, redness, pain and swelling at the injection site, drowsiness, tiredness, muscle aches and low grade fever. If these side effects occur they are usually mild and go away within a few days, usually without any treatment.

There may be a small increase in the risk of fever when a child receives both the flu vaccine and the pneumococcal disease vaccine (Prevenar 13) at the same time. These two vaccines can be given separately, with a least a three day interval between them, to reduce the likelihood of fever. If you are concerned, you should discuss this option with your doctor or vaccination provider.

You are encouraged to report any adverse event following the flu vaccine to your doctor or vaccination provider, to the Adverse Medicines Events Line on 1300 134 237, or to the Therapeutic Goods Administration (TGA) through the 'Report a problem' link on the TGA website.

WHERE CAN I GET THE FLU SHOT?

Vaccines are available from April 2016 from doctors and other vaccination providers.

CONTACT LIST

State and territory contact numbers:

ACT: 02 6205 2300

NSW: 1300 066 055

NT: 08 8922 8044

WA: 08 9321 1312

SA: 1300 232 272

TAS: 1800 671 738

VIC: 1300 882 008

QLD: 13 HEALTH (13 43 25 84)

For more information about the 2016 seasonal influenza vaccine, visit immunise.health.gov.au or call the Immunise Australia Information line: 1800 671 811.

A more detailed fact sheet, *Australian Technical Advisory Group on Immunisation (ATAGI) information for individuals and families on the influenza vaccines available in 2016*, is also available on the Immunise Australia website.

All information in this fact sheet is correct as at 22 March 2016 and valid for the 2016 influenza season.

FACT SHEET

Flu Season 2016

10639 March 2016

NOTES

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