



RESIDENT HANDBOOK

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PO Box 842, Wagga Wagga. NSW 2650



MARY POTTER NURSING HOME

Location:
6 Lewisham Ave,
Wagga Wagga
Phone: (02) 69323011

LORETO HOME OF COMPASSION

Location:
33 Bardia Street,
Wagga Wagga
Phone: (02) 69715715



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The Forrest Centre

Mission, Vision, and Values

Mission Statement

Reflecting our Christian tradition, we work together to provide compassionate, skilful, and holistic personalised care.

Those in our care are the centre of our focus in which we foster a community where each person feels at home in an environment of respect for all.

Vision Statement

To be the leader and first choice in community based aged care.

Values Statement

Wellbeing

We provide personalised care and attention to the physical, emotional, and spiritual needs of the residents, community clients, families, and staff.

Hospitality

We warmly welcome all as we care for you in your home.

Respect

We acknowledge the value of our brothers and sisters by treating all with dignity, justice, and respect.

Stewardship

We are accountable for the precious resources entrusted to us.

Compassion

In the spirit of compassion, we walk with others in their need.

The Founding Story of the Mary Potter Nursing Home.

The Forrest Centre could indirectly be classed as a creation of two women. The Venerable Mary Potter, who founded in England the religious congregation of the Little Company of Mary (LCM) and Miss Ethel Forrest who was a resident of Wagga Wagga.

When Ethel Forrest died on the 21st of June 1977, she left the bulk of her large estate to the Anglican diocese of Canberra and Goulburn to be used for the establishment of a hospital.

As there was not a need for another hospital in Wagga Wagga, there already being Calvary Hospital (a private hospital owned and operated by LCM) and the Wagga Wagga Base Hospital; the then Regional Director of Health facilitated negotiations between the Anglican Bishop of Canberra and Goulburn and the Little Company of Mary.

The Sisters had expressed an intention for some time to construct a nursing home to be operated in conjunction with Calvary Hospital Wagga Wagga.

The Anglican Diocese had a long involvement with aged care in Wagga Wagga, operating a Day Care Centre from St Johns Parish Hall in conjunction with the Riverina regional health authority, and in coordinated welfare works in the City.

It was decided to apply to the Supreme Court to vary the terms of the will. It was considered that the construction of a 60 bed nursing home in combination with an assessment and rehabilitation and day care centre would be in keeping with the wishes of Miss Forrest.

The foundation stone was laid in April 1983 and the Centre opened in February 1985.

In 2017 the facility underwent further redevelopment adding 20 beds, 10 of these in a secure dementia specific unit, giving 20 bed unit and 10 in Hospice for Palliative Care. From mid 2018 the facility resides 80 beds.

Proprietorship and Brief Description

The Forrest Centre is a joint venture between the Little Company of Mary and the Anglican Diocese of Canberra and Goulburn.

The two partners formed a company known as The Mary Potter Nursing Home and The Ethel Forrest Day Care Centre Pty Limited which trades as The Forrest Centre.

The Founding Story of The Loreto Home of Compassion

The Sisters of Compassion, a New Zealand congregation of religious sisters, founded Loreto Home of Compassion in a house in Fox Street in 1952. The Sisters cared for 20 residents at that location until 1974 when a facility was built in Bardia Street, Wagga Wagga. The new facility provided care for 41 frail aged people. Over the period 2000 to 2002 the Bardia Street facility was substantially rebuilt to provide single room accommodation for residents and the number accommodated increased to 50 beds.

In late 2002 the Sisters of Compassion invited The Forrest Centre to take over the management of the facility. In 2005 the Centre took over ownership of Loreto Home of Compassion. In 2008-2009 the facility underwent further redevelopment adding 26 beds, 10 of these in a secure dementia specific unit. The facility currently resides 76 residents. Further renovation works were completed in March 2020.

Proprietorship and Brief Description

The Forrest Centre is an ecumenical joint venture between the Anglican Diocese of Canberra and Goulburn and the Sisters of the Little Company of Mary, a congregation of religious sisters.

The Forrest Centre operates a range of other aged cared services. These include the Mary Potter Nursing Home.

The Forrest Centre also provides community based outreach services including "Community Options" (Wagga Wagga and Griffith), "Community Aged Care Packages" (Wagga Wagga and Tumut), "Extended Aged Care at Home" and the "Riverina Regional Continence Program" through its Forrest Community Services arm.

Also operating from The Forrest Centre is the Transitional Care which is a unit of the Murrumbidgee Local Health District. This provides assessment and rehabilitation services for people discharged from hospital, for continuing recovery and support prior to returning home.

Part One: Admission and Financial Information

General Office Hours

The office is open Monday to Friday from 9.00 am to 5.00 pm (except public holidays).

Admission

When being admitted to The Forrest Centre facilities, please bring:

- Pensioner Health Benefit Card, where applicable.
- Medicare Card.
- Medications and medication orders.
- Name, address and telephone numbers of Next-of-Kin.
- Any other entitlement card or certificate.
- TFC Information Package (if not already handed in).

Next-of-Kin

Details of a resident's next-of-kin, power of attorney, close relative or friend should be notified to the office prior to or at the time of admission.

Any changes in contacts must be notified promptly to the Registered Nurse (RN) and reception staff in case required for an emergency.

Any time the next-of-kin will not be available, the name, address and contact telephone numbers of another close relative or friend can be given to the RN.

Fees and Charges

Nursing home fees are set by the Commonwealth Department of Health and Ageing. The fee paid depends on the resident's classification, their pension status and asset determination. Current rates can be obtained by contacting The Forrest Centre Administration.

The Forrest Centre plays no part in the assessment of fees. Centrelink or the Department of Veterans Affairs (DVA), conduct the income assessment. They will advise the Department of Health and Ageing of the income assessment. Department of Health and Ageing will then advise The Forrest Centre of the amount chargeable to, and the subsidies payable for the resident. The Department of Health and Ageing will also advise the resident/representative of their fee determination.

In addition to the daily fee, an Accommodation Charge may be payable. Fee eligibility to pay is based on the net value of the resident's assets. For this purpose a request for Assets Assessment must be completed and forwarded to Centrelink.

Accounts

Fees are payable fortnightly. Accounts will be posted out fortnightly. Residents can elect to pay their own accounts or select a financial institution or nominate a relative or friend to act as Financial Power of Attorney to pay these accounts. Payments are by Direct Debit.

Resident Agreement

All residents are offered a 'Resident Agreement'. It covers such things as the amount you will pay, Charter of Aged Care Rights etc. If you have any concerns we suggest you gain external advice prior to signing the agreement.

Residents' Rights

Nursing Homes and Hostels are called Residential Aged Care Services. All residents are protected by the Aged Care Act 1997, which recognizes the Charter of Aged Care Rights / Aged Care Quality & Safety.

A copy of the Charter of Aged Care Rights is supplied in this Handbook and is displayed in the facilities.

Security of Tenure

It is expected that once admitted, residents will remain at The Forrest Centre for as long as they require care and services - long term or short term. In the normal course of events, residents will be discharged when their condition(s) warrants it or if they or where applicable, their personal representatives, want a transfer to another facility.

Residents and their relatives will be fully consulted if an occasion does arise when it is thought the resident should be moved to another facility, possibly because of continuing psychological behavioural problems or because it is thought such a move would enable the resident to enjoy a better quality of life. In such situations, The Forrest Centre will do all it can to help residents and/or their personal representatives arrange alternative accommodation before the resident leaves.

It may be necessary for behavioural or health reasons to move a resident to another room or section of the nursing home. The resident and/or their representative will be consulted in advance if such a move is being considered for any reason.

It should be understood that Management reserves the right to ask any resident who has not paid his/her Accommodation Fees or other accounts, within a reasonable time, to find alternative accommodation.

Privacy

On admission and from time to time residents may be required to provide information for administration or health purposes. The Forrest Centre ensures that information is managed for accuracy & security, in accordance with various Privacy Acts. If you wish to view our Privacy Policy please contact the Chief Executive Officer or the Executive Manager – Care or the Facility Manager.

Visiting Hours

These are flexible - normally between 10.00 am and 6.30 pm is the time most suitable to residents. Visiting outside these hours is acceptable, particularly if the resident is unwell and there is communication with staff.

Part Two: Accommodation, Nursing and Medical Care

The Forrest Centre provides high level care for persons, who require full nursing care. Accommodation is provided in single rooms, with a shared ensuite. Well appointed lounge and dining areas are provided. There are separate areas for activities and hairdressing as well as lovely Chapel areas.

Available beds are allocated on a needs basis. If there is any concern with a particular bed allocation, please feel free to discuss the matter with the Executive Manager – Care or the Facility Manager who will attempt to achieve a mutually satisfactory solution. However, it must be understood that a change of accommodation will involve other residents and, hence their agreement is necessary. Residents admitted to the secure unit for wandering management, will be moved out to another available room when their needs decrease and the needs of other residents warrant this area, this will be in consultation with the residents family.

Individual Care Plan

Each resident will receive appropriate care and treatment. On admission staff will ask the resident or their representative information on the resident's health history and back ground. This information will assist us in providing the best care possible.

During the first 21 days after admission, the staff will thoroughly assess resident's care needs so as to be able to develop a comprehensive Care Plan. The Care Plan will be regularly reviewed and evaluated by staff, in consultation with the resident or representative, to ensure that the care remains relevant to that resident's needs. Confidentiality is maintained at all times. Assessments cover all areas of a persons physical, social, psychological and spiritual needs.

Nursing

A Registered Nurse is on duty 24 hours a day, who directs and supervises the Enrolled and Assistant Nurses who care for the residents.

Our nursing staff are a dedicated team providing professional, compassionate and cheerful care. If residents or relatives wish to discuss any issues concerning their loved ones, this can be done through the Nurse in charge on the shift.

Executive Manager - Care and Facility Manager

The Facility Manager are available at the nursing home Monday to Friday between 9.00 am to 4.30 pm. Both the Executive Manager – Care and the Facility Manager are available to discuss matters of resident nursing and personal care if it can't be discussed and resolved with the Registered Nurse in charge on the shift. It is suggested that relatives who want to discuss any issue contact either the Executive Manager – Care or the Facility Manager who will be only too happy to listen, or if appropriate arrange a mutually convenient appointment.

Healthcare Practitioners

Residents may choose their own doctor to visit them at the facility unless that particular doctor does not have visiting rights to The Forrest Centre. In this case the Facility Manager will discuss alternatives with you.

The resident's doctor must call regularly to review the resident's medical care - including treatment and medication. The resident and/or thier representative, will be included in discussions concerning care.

A resident (or representative) should feel free to contact his/her Doctor directly - or alternatively this can be done by the staff of The Forrest Centre. Should a relative feel a resident requires medical review outside routine visits, it is suggested that this be mentioned to the RN, who can organise doctor to visit.

Medication

The Forrest Centre has an arrangement with a pharmacy to provide medication services. These are provided in a Webster System for safety and convenience. Any enquiries relating to these arrangements can be addressed to the Facility Manager or Executive Manager – Care.

Charges for medications are the responsibility of the resident directly to the pharmacy.

Whilst being cared for in the nursing home, nursing staff only will manage residents' medications.

Contenance Aids & Medical Supplies

Contenance aids, bandages and many types of dressings are provided by the nursing home. Prescription items or special dressings ordered by the medical practitioner will be charged directly to you by the pharmacy.

Should a resident desire a different product than is supplied, the resident is welcome to provide these for themselves at their own experience.

Palliative Care

It is part of Christian compassion to support those in their last days. Nursing staff provide support service to residents, families and friends, and will organise medical & palliative care interventions. The nursing home aims to ensure the comfort and dignity of terminally ill residents is maintained at all times.

The Mary Potter Nursing Home has a 10 bed Hospice for specialized Palliative Care.

Funeral Arrangements

To assist families and reduce stress in times of bereavement, it is suggested at the time of admission, that the resident or representative, make known the preferred burial/cremation details of a resident as well as the name of the preferred funeral director. Care Directives are discussed and documented on admission.

Hospital and Social Leave

Two types of leave are available to residents. They are hospital leave and social leave.

A permanent resident can take up to 52 days of social leave in a financial year to be used for any purpose. Commonwealth subsidies and the usual resident fees will continue to be payable during this time.

A resident can take unlimited days of leave for the purpose of receiving hospital treatment without affecting the number of days allowable for social leave. Commonwealth subsidies and the usual resident fees will continue to be payable during this time.

Leave arrangements must be made with the Facility Manager or Executive Manager – Care.

Part Three: Services Available Within the Nursing Home and Visiting Services

The Forrest Centre provides a homelike environment to maintain the residents independence, mobility and dexterity as far as possible.

Our care is achieved with a multi-disciplinary approach, to provide quality and appropriate care.

Assistance may be in the provision of assessment, planning and implementation of programs to maintain function. Standard wheelchairs and other standard walking aids are supplied by The Forrest Centre. Should a resident require a more specialised item of equipment it must be purchased by the resident. Staff must be involved in this process.

The Following Services Are Available to All Residents in The Forrest Centre:

Diversional Therapy

The Forrest Centre employs Lifestyle staff who conduct and co-ordinate a variety of activities intended to help the residents remain as physically and mentally active as possible. Residents are invited to participate in the variety of activities provided.

On admission residents are encouraged to pursue existing interests, acquire new ones, if they wish, and to choose to participate in various activities. Resident's right to choose not to participate will be respected.

Information about forthcoming events will be posted on the notice board and in news letters, and where possible we welcome relatives and friends to participate or help with social activities and outings as these are important to the physical and psychological well-being of the residents.

The Lifestyle staff work with residents, relatives, friends, volunteers and other staff to provide a variety of activities.

Monthly Resident meetings are held in each facility.

Physiotherapy

A Physiotherapist visits the facility daily on Monday - Friday to assess residents, and on weekends on a needs basis if required urgently. Physiotherapy Aide routinely assist residents with their individual programs.

Podiatry

The services of a Podiatrist (foot care) are available on a regular basis. This service is regarded as part of the resident's health care and therefore paid by the facility. Additional podiatry services not part of care and requested by residents will be charged to the resident.

Speech Therapy

Where necessary due to speech or swallowing problems, the Speech Therapist will assess and implement a plan to assist the care of residents. The cost for these services are paid by the facility.

Other Allied Health services

Other allied Health services can be arranged as the need is identified, residents may be charged for additional or "in-reach" services.

Hairdressing

Hairdressing services are available weekly. Arrangements can be made through the Registered Nurse. The hairdresser providing this service does so at a reduced cost to residents. It is suggested that monies for hairdressing be left in trust at the front office.

Dentist

Access to the provider of your choice is available. Again any request for such appointments should be directed to the Registered Nurse. The resident's family is responsible for making appointments and transporting the resident to the service. Residents are responsible for any cost incurred.

Optometrist

Staff will make contact if you wish. If family wish to access other optometrists, and they do not visit the nursing home, it is expected that transport will be arranged by a family member.

Library

Library books are available for use by residents, along with a 'talking' library. Requests are to be directed to the Lifestyle staff.

Complementary Therapies

If residents wish to access complimentary therapies, it is to be at their own cost. Staff will assist with appointments, but families will need to provide transport if necessary. It is suggested that you also consult with your General Practitioner. In reach services are at the discretion of the resident or their representative and in consultation with management.

Escort/Accompany to appointments.

All external appointments require the resident to be escorted. Usually this is family. If unable to do this then a staff member can be arranged. The cost is charged to residents account. The cost can vary according to applicable staff member's hourly rate, associated costs and GST.

PART FOUR: PASTORAL CARE, WORSHIP AND SERVICES

Pastoral Care

Moving into an aged care facility may create feelings of anxiety, distress, loneliness and grief for both the newly admitted resident and their family. We acknowledge that moving to residential care may be a very difficult decision to make. Our Pastoral Care staff may be able to assist you to adjust to this change, by listening to your concerns and anxieties or by providing links to other services.

We have Religious Ministers who visit the facility. Religious Ministers are available as necessary.

Ministers of all denominations are welcome to attend the facilities. Your wishes will be respected.

Church Services and Worship

We have Chapel areas which are open to anyone who may wish to visit to worship, or quietly pray. Residents are free to visit the Chapel areas when they so desire.

Services of Worship are conducted each week. Family and visitors are welcome: see Pastoral Care staff for service times.

Spiritual support is provided by our Religious Ministers and Pastoral Care staff through the reading of scriptures, prayers and sharing either in the Chapel or by the bedside.

The Forrest Centre welcomes residents from any cultural or religious background and as far as reasonably possible, will meet all cultural/religious needs or preferences if they are made known.

Special services are held for several significant dates. These are advised on the notice boards, and in invitations.

PART FIVE: Living in The Forrest Centre

The Living Environment

Our aim at The Forrest Centre is to recognise the rights of each resident to privacy, dignity and confidentiality.

The lounge area, alcoves and garden spaces may be used as areas for residents and families to meet privately as well as your room.

Families are welcome to a cup of tea or coffee, facilities are available in the facilities. A staff member can direct you to the tea/coffee making area.

Security

The Forrest Centre is staffed around the clock and the premises patrolled by a reputable security service.

All outside doors are locked in the evening. Please press the intercom available at the front door for access after hours. Please be patient as it may take several minutes for staff to respond during busy periods.

Housekeeping

Our committed housekeeping staff ensure a clean, hygienic environment for everyone. Cleaning is done daily. All rooms have a full clean weekly.

Maintenance

A comprehensive maintenance program ensures all equipment is in good working order.

Heating and Cooling

The Forrest Centre facilities are equipped with air conditioning systems which provide adequate heating and cooling in all areas.

Catering and Dietary Requirements

Meals are cooked in our own kitchens and designed to cater for a variety of nutritional needs.

On admission the resident will be consulted as to allergies, preferences, like and dislikes forwarded to the Kitchen for action. Variations to standard forms will be completed, diet may be choice or medical or allied health recommendation.

Menu is displayed in the Dining Rooms. These menus are reviewed regularly to ensure high quality, nutritional food for residents with appropriate emphasis on seasonal fruit and vegetables. Nevertheless, residents are encouraged to suggest changes to the menus at any time. They should also make known any personal, cultural or religious preferences as all reasonable efforts will be made to see that dietary preferences are met.

Although we endeavor to offer a reasonable choice of meals as a matter of course, it is not possible to cater for everyone's personal preferences. However, if a resident does not like a particular meal he/she should inform the staff so other arrangements can be made.

Water is delivered daily.

Food Focus Group meets monthly to discuss menu & other food related concerns. All residents are welcome to attend this.

Menus and suggested changes to menus etc. can be raised at the Food Focus Group and Residents meetings or by completing the Feedback Form provided in dining rooms.

Meals

Residents, are encouraged to eat in the dining room at lunch and dinner time. Tray service is available when your loved one is unwell. Breakfast is served in the resident's rooms.

For a small charge, a relative or carer is able to join the resident for a meal. Please place a request before 10.00 am via reception staff.

Meals are served at the following times:

Breakfast	8.00 am
Morning Tea	MPNH 9.30am / LHOC 9.45am
Lunch - LHOC & MPNH Dining room	12.00 noon
Afternoon Tea	MPNH 2.00pm / LHOC 2.15 pm
Dinner - MPNH / LHOC Dining room	5.00 pm
Supper	MPNH 6.30pm / LHOC 7.00 pm

Food Safety

The Forrest Centre complies with NSW food safety legislation (HACCP) and Council laws. Access to the Kitchen is not allowed to anyone other than authorised members of staff.

A fridge and microwave are located in the Kitchenettes for residents and families to use if required. Items stored in fridge must be dated and labeled with Name and content. All prepared items are disposed of after 48hours or if not labelled and dated. Family or friends may bring food into their loved ones, however food safety requirements must be adhered to and these items cannot be shared with other residents.

Residents are able to have a small fridge for their personal use, to be discussed with facility Manager prior to bringing in. The Forrest Centre takes no responsibility for the management of food items, cleanliness or maintenance of the fridge, this is fully the responsibility of the resident or residents family.

Alcohol

Subject to the direction of a resident's doctor, alcohol may be brought into the nursing home for use by a resident.

The Facility Manager and Executive Manager – Care, should be advised before hand to ensure resident convenience, safe storage and supervision of use.

Celebrations and Birthdays

Recognition is given to birthdays and special events. The Lifestyle staff will be pleased to assist in arrangements for birthdays and special celebrations. Monthly birthday parties are held for residents by the Lifestyle staff.

Christmas

Christmas is a very special time at The Forrest Centre facilities. There is always a joyous feeling as we celebrate with many special events in the lead up to Christmas Day. Families are encouraged to take residents out if possible. If not, a special luncheon is organised for the residents staying in, and a limited number of family are able to join in, for a small charge. Details will be displayed around the facility. Visitors are to prepay meals at reception prior to celebrations.

Newspapers and Magazines

Daily newspapers and magazines can be ordered for delivery to residents by a local Newsagent. Orders can be left at the reception or given to the Lifestyle staff. Payment should be directly to the newsagent.

Noise

For the comfort of all residents, the volume from sound equipment including radio and television should be at a level so as not to disturb others.

It is suggested that earphones be used in those areas where discomfort may be caused to other residents.

Smoking

The Forrest Centre is a "Smoke-free Health Facility" and as such smoking is not permitted inside the premises. Visitors and Staff are not permitted to smoking inside or outside on The Forrest Centre grounds.

Designated outside areas are available for smoking by residents ONLY if desired.

For safety reasons the Nursing staff are to retain matches and lighters of residents. Residents are to be supervised when they smoke outside the building. Smoking assessments are conducted on admission of smokers.

Telephones

A public phone is available for residents to use as they wish.

If an individual telephone is required in the resident's room, please consult with the reception staff, they will then arrange connection and private billing. Wi-Fi is offered to our residents, who wish to connect.

Fire and Safety Considerations

All staff are required to attend Mandatory annual training in Fire Safety.

There are Emergency Evacuation Plans located throughout the facility and at all exits. Please take note of these, and the Assembly Points.

Fire drill will be explained to residents at their Resident/Relative Meetings. In the event of a fire drill there will be a warning over the loud speaker. At other times the alarm may go off with a false alarm. The bell alarm is very loud. Staff will advise over PA system if alarm is false, test or a concern.

Staff and Management undertake environmental checks to ensure there are no areas of concerns. Hazard Forms are completed for areas of concern. If, at any time, you identify a concern we would appreciate your bringing the issue to our notice.

PART SIX: Personal Belongings

Clothing/Laundry

Residents, whose condition permits, are encouraged to choose and dress from their own wardrobe. It is suggested that at all times they have adequate supplies of clothing. A list of suggested clothing can be found at the back of this book.

As laundry is arranged by the facility, all clothing must be marked discreetly with durable name labels suitable for commercial laundering. Otherwise, no responsibility can be taken for lost garments. Woolens to be laundered by family or dry cleaned to prevent damage.

Name Labels

Please see the reception staff about name labels suitable for commercial laundering. All Clothing **MUST** be labeled.

Clothing labels are supplied by The Forrest Centre – at no cost to the resident. All clothing is to be labeled before it is stored in residents wardrobe/drawers in room. Families bringing in clothing are to take to reception to be labelled prior to going to residents room.

Mending

We would request that families regularly check their loved ones clothing. If staff notice a need for mending or renewal of clothing, they will place item in a plastic bag inside the wardrobe with note attached for families to attend to repairs, replacement or disposal.

Personal Requisites

Standard toiletries and personal care supplies (other than medications), are supplied by The Forrest Centre. However, Residents are invited to provide their own requisites if they have personal preferences. Due to Infection Control Standards, we require that each resident has his/her own **nail kit** and **electric shaver**, if required.

Lost/damaged Equipment and Clothing

If an article of clothing goes missing please notify the Registered Nurse in charge. Every effort is taken to find the missing article. However, we can not take responsibility for missing items, or damage to clothing that is not machine washable or not labeled.

Modified Clothing

These are recommended for large, immobile and chair bound residents. Modified clothing are adjusted at the back to allow ease in dressing and undressing with decreased risk of resident limb impact, while maintaining optimal dignity. Residents or their representatives are advised to order these adjusted clothes.

Valuables

Residents are requested not to leave valuables, such as jewellery or large sums of money in their room. A safe is provided, in the office, but we suggest residents leave valuables with relatives/representative. Each bedside locker has a locked drawer where residents can secure personal belongings if they so desire. Residents are provided with a key to this drawer on request. All care will be taken of belongings, but we cannot accept responsibility.

Radio and Television

The nursing home provides radio, CD & DVD Player, cassette and television in the lounge room on each wing.

Personal radios and televisions may be used in the facility provided they are fitted with earphones or used at an acceptable noise level. TV's brought in to the facility are to be tested and tagged by the resident or their representative. (See Electrical Equipment)

We would request that family make arrangements for personal items such as televisions with the Facility Manager as we need to have all electrical items inspected by our maintenance officer in accordance with Work Health and Safety.

Residents are encouraged to have personal items of furniture in their rooms. Space and safety must to be considered whilst maintain a home like environment. Please consult with the Facility Manager or Executive Manager – Care, prior to bringing in large or multiple items. The cleaning of these items also must be considered.

Electrical Equipment

Legislation requires that all electrical equipment has been checked for safety standards.

Before any electrical equipment can be brought into the nursing home, evidence that it is new (a dated purchase receipt) must be supplied, or it must be tagged as safe to use by an electrician. This is the responsibility of the resident / family.

Fans, heaters and hot water bottles are not permitted for safety reasons. The nursing home has controlled heating and cooling. Hot/cold packs are available from the staff on need or request and their use must be supervised.

Electrical Items are to only be brought into the Facility Monday – Fridays in office hours. All electrical items will be inspected by maintenance staff and tagged with inspection tag on entry. If the item is identified as hostile, and has not been tagged prior to entry this item is not be used until arrangements are made to have it tested and tagged, this can be done by an electrician at resident cost. All hostile equipment is required to be checked annually and re-tagged.

Furniture

All extra furniture must be approved by the Facility Manager or Executive Manager - Care prior to bringing into the facility. In the interest of WHS, all large lounge chairs for the personal use of individuals residents must have lockable wheels in place. Wheels assist with the movement of the chair with the resident in it safely and so staff can move the empty chair for cleaning purposes safely.

PART SEVEN: Support Groups

Your Help is Valued

We know that many family members provided excellent care for their relatives before they came to The Forrest Centre and we welcome this ongoing involvement. However, the resident's care is carefully planned in consultation with the resident and delivered by skilled staff, needs such as eating, drinking, walking, toileting or transferring can change. To ensure resident and visitor safety, it is very important that relatives, carers or friends discuss the way you want to help in delivering cares with the Facility Manager.

As there are many residents in need of assistance at meal times, we appreciate your assistance at these times, however helpers will need to consult with the Registered Nurse to ensure correct dietary needs are followed for the residents safety.

Helping Other Residents

Some families and visitors like to help residents other than their own relatives. We appreciate this help but request that this not happen unless you have consulted with the Registered Nurse to ensure the residents safety.

Residents and Relatives Meetings

A monthly meeting of the Residents and Relative Committee is held with the intention of providing an opportunity for these groups to take an active interest in aspects of the care and life of residents in the nursing home. This meeting is held in the Activities Room. A notice will be placed on the notice board to remind people. We value your input. A resident or relative or Lifestyle staff chairs the meeting. The Facility Manager or representative attends when invited at the end of the meeting to discuss any items if required. Meeting minutes are delivered to each resident by the facilitator.

Volunteers

The Volunteers at The Forrest Centre are dedicated caring members of the community who perform a valuable support service to residents and staff.

If you know of any one who would like to assist in the nursing home as a volunteer, please get them to contact the Facility Manager or Executive Manager - Care.

PART EIGHT: General Information

Visitors

Family and friends are encouraged to come to The Forrest Centre facilities to visit and join in events.

Visitors are to Scan in and out of the facility, Visitors electronic scan machine is located at the entry of the building.

Code of Conduct and Privacy and Confidentiality must be adhered to at all times.

Outings

Relatives and friends are encouraged to arrange outings for residents as often as they wish and residents should feel free to come and go as they wish.

Relatives and friends are asked to advise the Registered Nurse on duty when taking a resident out so that a record of movement is on hand. If the resident is staying out overnight, arrangements should be made with the Facility Manager, Executive Manager – Care or Registered Nurse in charge.

Outings Arranged by the Nursing Home

Throughout the year, the Lifestyle staff arranges outings for the residents. As some of these outings are at a cost to the resident, it is suggested that residents/relatives might consider leaving sufficient monies, with the Reception staff to cover such personal expenses. An itemised account and balance is kept of all monies.

Transport

Disability taxis are available to transport residents to outings. Please see the Life style staff to see if you are eligible for Taxi Vouchers. Unless a resident is mentally alert they are not to go out unattended. Please notify staff when a resident is going out.

Pets

Residents are able to have visits from their pets provided they are clean and restrained in accordance with our Policy.

Voting At General Elections

Arrangements will be made to assist residents who wish to exercise their rights in Commonwealth, State and Local Government elections.

Gifts to Members of Staff

Whilst The Forrest Centre acknowledges that residents and families appreciate the care provided by staff, and may like to give a gift as thanks, it is the Policy of the facility that no staff member directly or indirectly solicits or accepts money or significant gifts.

It is permissible, however, for staff to accept gifts of chocolates, sweets, flowers. These gifts are shared between staff.

Independence, Choice and Decision Making

As far as practicable, staff will assist the individual resident maintain their independence and freedom of choice, in relation to cognitive and physical abilities.

Restraints

To ensure the safety of individual residents and safeguard the rights of others in the nursing home it is sometimes necessary for some residents to be restrained. This is only done **after** consultation with the resident, the resident's Medical Practitioner and/or the resident's representative and the Facility Manager or Executive Manager – Care.

The use of a restraint on a resident is generally discouraged. If deemed necessary or sometimes at the request of family or support personnel use of restraint will be closely monitored and reviewed frequently to ensure he/she is not unduly discomforted and is still in need of restraint. Restraints are not used unless at last resort **ONLY**.

Bedrails, air chairs, concave mattress and some medications are considered restraints and as such appropriate documentation will be required for their use unless the **resident themselves** has consented to use these devices.

Feedback Forms/surveys

Resident/Relative Feedback Forms are available at the front desk or dining room. Please feel free to complete them, offering suggestions on how we can provide even better care. Suggestion boxes are available in front foyers of The Forrest Centre facilities.

Staff of The Forrest Centre strive to ensure the best quality care to our residents, but we also acknowledge that there are also better ways to do it at times. This is called continuous improvement and we actively look for ideas and suggestions.

The Forrest Centre Quality System

The Board, Management and Staff of The Forrest Centre strives to achieve a system of continuous improvement. It is important to us that we provide quality care in a professional and caring way, by ensuring that all practices are up to date and using best practice guidelines.

Our Quality Assurance Coordinator ensures that audits and surveys are conducted to provide us with information to enable us to identify areas for improvement.

Power of Attorney and Guardianship

These are documents that enable a person to make various decisions on behalf of another.

If you would like further information please contact your solicitor, or if you wish, the Facility Manager or Executive Manager – Care.

Witness to Legal Documents

As a general rule, staff members are not permitted to witness any legal documents. However, administrative staff can assist you with locating a suitable person to sign documents.

Serious Incident Response Scheme (SIRS)

As an aged care consumer, you have the right to safe and quality care and to live without abuse or neglect. The SIRS is a government initiative to help reduce the risk of abuse and neglect for people living or staying in a residential aged care home. The scheme requires aged care providers to identify, record, manage, resolve and report all serious incidents that occur, or are alleged or suspected to have occurred, in a residential aged care service.

From April 1st 2021, residential aged care providers must report all "Priority 1" incidents within 24 hours. "Priority 1" incidents include those that cause or could reasonably have caused physical or psychological injury or illness requiring some form of medical or psychological treatment. From October 1st 2021, all "Priority 2" incidents – reportable incidents that do not meet the criteria for priority 1 – must also be reported within 30 days.

Compliments, Complaints and Suggestions

Compliments, complaints and suggestions about care or conditions in The Forrest Centre facility are welcome. We see this feedback as an opportunity to improve our services. As far as practicable your concerns will be treated confidentially.

An objective of The Forrest Centre is to ensure that high quality care is provided to residents and clients in a professional manner.

The Forrest Centre has a Compliments and Complaints Policy and Procedure, which will be followed when a complaint is received.

According to the circumstances or individual preference, complaints, comments or suggestions may be initiated by:

- (i) personally approaching the Facility manager, Executive Manager - Care or Chief Executive Officer at a mutually convenient private meeting.
- (ii) telephone or letter to the Executive Manager – Care, Facility Manager or the Chief Executive Officer, or
- (iii) at the regular meetings of the Residents and Relatives Committee and
- (iv) by a letter in the Suggestion Box located in the Nursing Home

by completing a Feedback Form

by approaching the Registered Nurse in charge

Should anybody be dissatisfied with the handling of their complaint, a formal approach can be made to the Chief Executive and/or the Board of Directors.

If still not satisfied with any decision, complaints can be lodged with The Aged Care Complaints Commissioner. See brochures available at facilities.

Should you have a complaint that you feel has not been handled satisfactorily at the local level you can contact the Aged Care Complaints Commissioner.

External Complaints Agencies (Refer to brochures available in The Forrest Centre Facilities)

Complaints Commissioner

Free call 1800 951 822

Website: [agedcarequality.gov.au /making a complaint](http://agedcarequality.gov.au/making-a-complaint)

In writing:
Aged Care Quality & Safety Commission,
GPO Box 9819
(Your capital City and state/territory)

Email:
info@agedcarequality.gov.au

Phone: 1800 951 822

USEFUL WEBSITES:

www.forrestcentre.com.au

www.health.gov.au

www.myagedcare.gov.au

THE FORREST CENTRE

Suggested Clothing Requirements for Women

This is a guide to clothing required. After assessment there will be times when staff will suggest clothing that may be more appropriate to the capabilities of the resident.

There is a company that provides modified clothing, and this pamphlet will be provided to you if it is felt more appropriate.

We request that all items of clothing be suitable for machine washing. No responsibility can be taken for woollens or delicate fabrics etc.

- 5 outfits suitable for day wear, such as dresses, skirts, slacks, blouses
Track suits are a good choice as they wear well.
- 3 or 4 cardigans (not woollen)
- warm jacket/coat if required
- 2 pairs of shoes
- 5 to 7 socks/stockings
- 5 to 7 pairs of underpants
- 3 to 4 bras, petticoats and singlets if worn (not silk)
- 1 pair of slippers
- 5 nighties / pyjamas
- 1 dressing gown
- Bed jacket if worn
- sun hat, sunglasses if worn; handbag if likes.
- Preferred toiletries / nail kit

THE FORREST CENTRE

Suggested Clothing Requirements for Men

This is a guide to clothing required. After assessment there will be times when staff will suggest clothing that may be more appropriate to the capabilities of the resident.

There is a company that provides specialised clothing, and this pamphlet will be provided to you if it is felt more appropriate.

We request that all items of clothing be suitable for machine washing. No responsibility can be taken for woollens or delicate fabrics etc.

- 5 outfits suitable for day wear, such as trousers, shirts. Track suits are a good choice as they wear well.
- 3 or 4 cardigans/jumpers. (not woollen)
- 2 pairs of shoes.
- 5 to 7 pairs of socks.
- 5 to 7 pairs of underpants.
- 3 to 4 singlets, if worn.
- 1 pair of slippers.
- 5 pairs of pyjamas.
- 1 dressing gown.
- hat, sunglasses if worn.
- Preferred toiletries / shaver / nail kit