



St. Anna's
Residential & Home Care

Facility Information Guide

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“Although St. Anna’s Residential Care Facility can never replace one’s own home, we strive to provide a “home-like” environment, focusing on the “individual lifestyle” and needs of each consumer”

We warmly welcome you and your family and friends
to your new home.

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We hope the information provided in this guide assists
in answering any questions or concerns.

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St. Anna's Residential Care Facility

WELCOME

Welcome to St. Anna's Residential Care Facility, and thank you for selecting us as your residential aged care provider.

St. Anna's Residential Care Facility is a not-for-profit organisation which has been providing quality residential aged care services to older people in Brompton South Australia for over 20 years. St. Anna's Residential Care Facility was created through the vision and commitment of the communities, initially in response to a need in the Croatian, Ukrainian and Belarusian communities, as well as the wider community.

St. Anna's Residential Care Facility provides both permanent and respite accommodation for 60 consumers, as well as home care package services in the community.

We understand that the transition from home to residential care living can be challenging for both consumers and their families. It takes time to adjust to communal living and settle into unfamiliar surroundings. Our staff are here to support you and your family through this process in every way possible.

We have prepared this Information Guide to provide you and your family with important information regarding various aspects of the service we deliver. Please read this guide carefully and keep it as a reference while you remain within our care.

In addition to this information guide, we encourage you to read our monthly newsletter which contains the calendar of events for the month, and other interesting articles or activities.

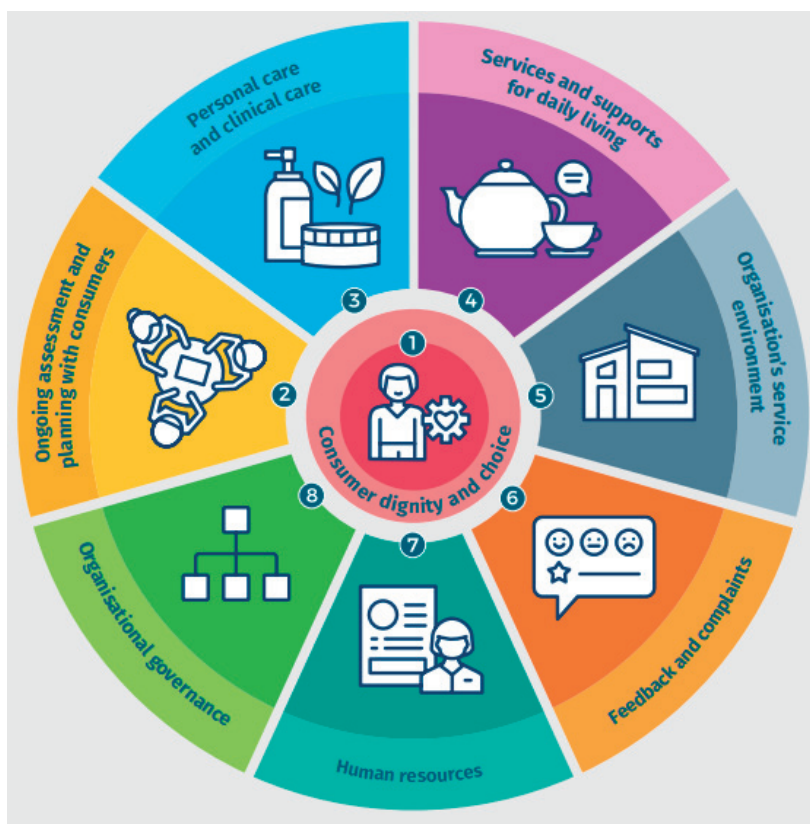
If you have any suggestions or feedback relating to this guide, or to the services we provide we would appreciate your feedback as it is important to us, and is central to our commitment to continuous improvement.

On 1 July 2019, the Quality Standards came into effect. They apply to all Australian Government subsidised aged care services. The Quality Standards clearly define what good aged care should look like.

The Quality Standards make it easier to check that people receive good care. Good care is not about 'ticking boxes'. It's about them caring for you and your individual needs. There are eight standards, and each one is about an aspect of care that contributes to your safety,

health and wellbeing. The graphic shows you which part of your care these standards relate to, or 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



If you would like any further information regarding our organisation, or the services we provide, please contact us during business hours on 8346 0955, or after hours via email admin@cubs.org.au

We look forward to assisting you in every way possible, to ensure you enjoy your time at St. Anna's Residential Care Facility

St. Anna's Staff

St. Anna's CEO, Amanda Birkin is on-site during office hours. The clinical and care team consist of a Nurse Practitioner who supports clinical and medical staff, a Clinical Services Coordinator, Clinical Nurse Manager, Registered and Enrolled Nurses and Care Staff. The Nurse Practitioner role is relatively new in aged care and St. Anna's is fortunate to have this level of clinical expertise. The Clinical Services Coordinator, Janet Hill and Clinical Nurse Manager, Wendy McCabe have extensive experience at senior levels in aged and acute care.

There is a Registered Nurse on each shift so please initially direct any enquiries and health matters to them. You are also welcome to direct enquiries to the CEO, Clinical Services Coordinator or Clinical Nurse Manager.

The Innovation and Integrated Services Manager focuses on leadership, organisational sustainability, WHS, people and culture, learning and development.

The Finance Officer supports the business aspect and financial matters of St. Anna's.

The lifestyle team led by Coordinator Caroline Saltmarsh focus on relationship centred care, striving to support and empower our consumers. The team organise activities, outings and events as well as supporting consumers cultural and spiritual needs encouraging the continuation of growth.

Hospitality staff consist of catering, cleaning and laundry staff. All meals are cooked on site by the in-house cook who is supported by an assistant cook and catering assistants. Personal clothing is laundered on site by St. Anna's housekeeping staff and laundering of linen is outsourced to an external contractor.

Administration staff are on site during business hours and include reception staff, rostering staff and a ward clerk.

Maintenance staff are on site Monday to Friday to attend to the day to day and scheduled maintenance at St. Anna's.

St. Anna's Services

Privacy

St. Anna's acknowledges each consumer's right to privacy. Rooms are lockable and consumers may have their own key if they choose to. Consumers are encouraged to utilise the locked cupboard in the wardrobe for personal papers, jewellery etc.

Access by staff to consumers' rooms will only occur after consultation with consumers and /or representatives. Should a key be lost it is the responsibility of the consumer/representative to notify staff immediately and pay for the cost of a replacement.

Your privacy will be observed at all times

Staff will enter consumers' rooms to assist with personal care needs, cleaning and maintenance. On these occasions, the usual courtesies you would expect in your own home will be observed.

Accommodation

St. Anna's RCF provides single room accommodation. Each room is furnished with table and chairs, a suitable bed with mattress to meet Consumer's needs, also a matching bedside cupboard and built in wardrobes incorporating a locked draw for personal use. The reverse cycle heating and cooling system is individually controlled; staff will assist as needed.

The ensuite bathroom has a shower, toilet, hand basin vanity unit and a non-slip floor. A television is provided in each room.

The carpeted room also offers block out curtains and lockable windows. There is ample room to bring any personal items and belongings to make this your new "home". Hanging of pictures and mirrors can also be arranged with staff.

However, before moving large personal items and furniture into your room, please discuss this with the Clinical Services Coordinator (CSC) or the Clinical Nurse Manager (CNM) to determine what would be suitable and comply with Work Health Safety and Fire Regulations.

Dining Rooms

There are four dining areas and consumers are encouraged to choose which area they wish to use. Each dining area has a small kitchen with tea and coffee-making facilities. Consumers, families and visitors are encouraged to use these facilities at their convenience.

If relatives and friends would like to celebrate special occasions please discuss this with the Lifestyle Coordinator.

Lounge & Common Areas

Lounge room and common areas are available for consumers and their visitors to watch television, listen to music, read or chat and generally enjoy.

Gardens

Garden areas have been designed for the pleasure of consumers and their visitors. The central courtyard contains a large pergola area and a number of raised garden beds to assist those consumers who wish to garden but are unable to bend to ground level.

Facility Security - Entry/Exit

The reception entrance (front door) is open during the week between the hours of 9.00am – 5.00pm.

Between the hours of 5.00pm – 9.00am and at all times at weekends and public holidays, the main entrance is locked and all entry and exit will be through the side door near the car park.

On the day of admission consumers and family will be provided with a code to access the facility through the side door. This code is not functional after 7.00pm. The code should not be disclosed to the community at large and is only for the use of consumers, families and staff. This code will be changed at times to ensure security is maintained and all relevant individuals will be informed.

General visitors will be required to use the doorbell located on the wall, and use the intercom to inform staff of their arrival and staff will facilitate entry. To exit press the internal doorbell and use the intercom to inform staff who will then release the door.

All side entrances and gates are always kept locked. All visitors are required to sign in and out when visiting; the sign in book is located in the front foyer and at the after-hour's side entrance.

Toiletry Supplies

The facility will supply bath towels, face washers, soap, toilet paper, toothpaste, toothbrushes, denture cleaning products, shampoo, conditioner, moisturiser, disposable razors, shaving products and deodorant. However, consumers may choose to provide their own if they have a

special preference. If consumers and / or family supply products please advise staff so a safety data sheet (SDS) can be obtained.

Hairdressing

Hairdressers visit the facility regularly. Lifestyle staff will assist with appointment times. Consumers are invoiced for the services received. Arrangements can be made for visits to the local hairdresser or barber if requested.

Cleaning of Room

Rooms are cleaned weekly by staff, as well as when needed. Staff makes every effort to maintain cleanliness and tidiness of St. Anna's Facility on a regular basis.

Linen

St. Anna's will provide sheets, pillowcases, blankets, towels, face washers. However, if you would like to bring in your own quilt and quilt cover, you are more than welcome to do so.

Laundry Service for Personal Clothing

St. Anna's provides a laundry service for laundering of personal clothing. We suggest that clothing not suitable for machine washing such as woollens or delicate fabric items are taken home for families to launder or to be professionally dry cleaned. Dry cleaning remains the consumer/family's responsibility. There is a smaller laundry for the use of consumers who wish to do their own personal washing.

Clothing Identification

All personal clothing must be clearly labelled when a consumer is admitted to St. Anna's regardless of the clothing being laundered by the facility or by family/friends. All personal items of clothing must be clearly identified with the consumer's *first and last name*, and *St. Anna's RCF*. This includes respite consumers. While it is preferable to have name labels on all items of clothing St. Anna's can provide a laundry marker for naming of clothing. You may use this to name all clothing prior to admission. To ensure this remains effective you will need to rename all clothing on a regular basis as laundry markers fade after several washes. It is the responsibility of consumers and/or representatives to ensure clothes remain clearly named to prevent loss.

Name labels can be purchased from a number of companies but please ensure when ordering labels to include the consumer's *first and last name*, and *St. Anna's RCF* on each label. Please ensure labels are suitable for frequent laundering in industrial washing machines and dryers.

St. Anna's can organise labels on your behalf. To acquire these labels please obtain an order form from reception. Quantities and costing of labels is shown on the order form. The cost is added to the consumer's account, unless otherwise arranged. If additional labels are required after the initial ordered amount is used, a minimum amount of labels will be automatically arranged and invoiced to the consumer unless St. Anna's is otherwise advised in writing.

Maintenance

St. Anna's is responsible for maintenance of consumers' rooms and all furniture, fixtures and equipment that it supplies. If any item requires maintenance, consumers/families are requested to bring it to the attention of Maintenance Staff, or if uncontactable, speak with the Administration Team who notify Maintenance via written communication.

St. Anna's does not accept responsibility for the maintenance of consumers' personal furniture or effects, or for loss or damage to these items.

Electrical Appliances

All personal electrical appliances/equipment (new and used) must meet Australian Safety Standards therefore each appliance MUST be electrically checked and tagged prior to use at St. Anna's. You may choose to get an electrician to do this prior to admission or alternatively it can be done by St. Anna's maintenance staff upon entry and prior to the equipment being used at St. Anna's. There will be a cost for this service. This applies to permanent and respite consumers. Regular re-tagging is required therefore items are placed onto a regular re-tagging schedule to be performed when due. To ensure all electrical items are tagged, permanent consumers/respite consumers and/or families are requested to notify the Maintenance Department of any electrical items brought in during their stay. If maintenance staff are not available please advise the registered nurse.

If a consumer wishes to have a small bar refrigerator in his/her room, the consumer/representative will be responsible for the purchasing, maintenance and cleaning/defrosting of refrigerator. St. Anna's does not accept responsibility for the maintenance, cleaning/defrosting of this refrigerator.

If consumers bring their own radio and have hearing difficulties, they should consider the use of earphones. This will prevent infringement on the rights of other consumers. For safety reasons, irons, open bar electric radiators, electric blankets and hot water bottles are not to be used. The consumer is responsible for the cost of any maintenance and/or cleaning carried out on all items that are brought into St. Anna's.

Environmental Safety

St. Anna's strives to create a safe environment for consumers, staff and visitors. Responsibility lies with all to achieve this. If a hazard or risk is identified, please inform staff immediately who will complete the appropriate documentation and action will be taken. Alternatively, you are welcome to complete a hazard form (Orange form) and give to staff. Hazard forms are located in information stands throughout St. Anna's.

Emergencies

During emergency situations or exercises, St. Anna's personnel have authority to issue instructions to evacuate all persons from the facility and / or areas. Such instructions are to be adhered to at all times by all employees, contractors and visitors of the facility. St. Anna's is equipped with fire safety alarms and equipment. Staff and volunteers receive fire and emergency training and regularly carry out evacuation procedures.

Pets

Pets bring joy and happiness to our residents, so feel free to bring in your pet for a visit. Please just ensure your pet is in a friendly mood and ready to see unfamiliar faces.

Smoking

St. Anna's is a NON-SMOKING site. Assistance will be given to consumers who wish to address their tobacco smoking, including the provision of information, advice and referral to support services.

Noise

For the benefit of all consumers, it is requested that the noise of all appliances be kept at a reasonable level. Should a consumer suffer hearing loss, the use of hearing aids for radio, television etc. is recommended.

Meals

St. Anna's has a proud tradition of serving culturally appropriate meals tailored to our resident's needs. We understand that most of us, food evokes warm feelings and good memories and this ties us to friends and families. We aim to listen and involve our consumers in the planning of menus and make the dining experience warm and homely for all

Breakfast

Consumers can choose to have breakfast in the dining room or in their room, and this may vary from day to day as required. There is no set time for breakfast; it is the consumer's choice to eat breakfast when and where they please.

A cooked or continental breakfast is available every day.

Lunch

Lunch is served in dining rooms and is the main meal of the day. This is served from 12 noon each day. Consumers are requested to advise the registered nurse if they want to have their lunch in any other area or would prefer to have their main meal in the evening. BBQ lunch may be offered in the outside pergola area, during the warmer months, weather permitting, otherwise this is served in the Peter Kurko Room. Consumers are encouraged to be involved in menu planning, seating arrangements and cultural preferences. Dietary needs will be served on an individual basis.

Special occasion luncheons may be held in the "Peter Kurko Room" where members of the community are invited to attend on occasions. This will be advised in the Monthly Newsletter.

Evening Meal

The evening meal is served in the dining rooms from 5.00pm, please let staff know if you prefer your meal in another area of the home. The evening meal is a lighter meal than the lunch meal.

Inviting Guests

Consumers are encouraged to attend family/friends functions and to invite family and friends to functions at St. Anna's. If consumers intend to invite guests for meals, they are requested to inform staff a minimum of 48 hours in advance to allow for preparations. A minimal charge

is required for all visitors' meals. Payment can be made at reception during office hours, or to the main kitchen if the office is not attended. We are unable to cater for visitors' meals on the weekend. If consumers are going to be absent for meals, they are requested to advise staff especially if consumers require medications.

General Information

Moving In

Consumers will need to arrange for relatives or friends to help with the moving of personal belongings and furniture. Consumers are free to decorate their rooms according to personal taste. However, if consumers vacate a room for any reason they are responsible for restoring it to an acceptable standard.

Staff will be happy to assist consumers with any task involved with moving in once belongings and furniture are delivered to the Facility.

Please note that any equipment consumers may have been using at home may need to be returned to the supplier. This is the responsibility of the consumer/family/representative. If equipment is required when moving into St. Anna's this will be assessed by the appropriate staff and supplied by the Facility.

On the Day of Your Admission

On the day of your admission into St. Anna's the Clinical Services Coordinator, Clinical Nurse Manager or Registered Nurse will make time to discuss with you your personal care and social needs. At that time you are requested to bring with you the following:

- Pension, Medicare, Ambulance, Private Health and Safety Net cards
- Doctor's letter and any transfer letters from another facility
- Family doctor's name, address and contact number
- Current medication including all current prescriptions
- Personal belongings and the necessary toiletries
- Copy of Enduring Power of Attorney & Medical Power of Attorney

The admission process can take 3-4 hours, so we request that whoever is accompanying you is aware to keep their schedule open to allow us sufficient time for the admission and settling

in process. We encourage people to bring favourite belongings to the home such as an armchair/recliner, TV and personal mementos to personalize their room as soon as possible.

You will be asked to read and sign the Residential Agreement. As a facility we uphold the values of The Charter of Rights, this document will be explained to you and you will be provided with a signed copy.

External Contact - telephone, post

Consumers can arrange for connection of a private telephone to their room at their own cost. There is a public payphone available for the use of all consumers. The contact number for the payphone is (08) 8346 8994, this is written above the phone.

Incoming mail will be delivered to consumers' rooms by Lifestyle staff. If consumers have outgoing mail, please take it to reception for posting, otherwise see one of our Lifestyle team who will arrange postage. Stamps are available for purchase at Reception.

Telephone - Internet – Foxtel

A private phone, Foxtel connection or internet service can be installed in your room. Discuss this with management for more information. This is to be arranged and paid for by consumer/family/representative. Staff can assist consumers in the use of the system if required

Internal Contact

Upon admission all consumers are given a call bell neck pendant which is to be worn at all times. If consumers require assistance, they should press the neck pendant button which will register on pagers carried by staff alerting them to need for attendance. Pressing the neck pendant, allows staff to be contacted no matter where the consumer may be, in and around the complex. The call will be attended to as promptly as possible. Consumers' rooms are equipped with a call system to be used in emergencies. Staff will instruct consumers in the use of the system. The CEO may be contacted during business hours, Monday to Friday, or can be contacted via staff after hours in case of an emergency.

Financial Matters

Moving into St. Anna's in no way affects consumers' ability to continue to handle their own financial and business matters. If consumers no longer wish to handle their own affairs, legal advice must be sought, at consumers own cost, as to how to proceed. If financial/legal services are required leaflets are available upon request, please see our reception staff.

Consumer/Family/Representative must advise Centrelink of their change of address when moving into St. Anna's Residential Care Facility.

St. Anna's prefers secure receipt of payment using PayWay direct debit. To access "PayWay's secure Variable Schedule of Payments Direct Debit Service Agreement" visit <http://stannasagedcare.com.au/information/payment-to-st-annas/>

Payment of fees will be discussed with consumer/family/representative at time of admission.

Personal Property and Insurance

St. Anna's does not accept responsibility for any loss of your personal property. It is your responsibility to insure your personal belongings, e.g. jewellery, glasses, hearing aids, etc.

Your Health & Wellbeing

Deteriorating Health

It is important for us all to recognise changes and potential deterioration in consumer's health. Please inform nursing staff if you have any health concerns, including any changes you have noticed. Recognising signs of deterioration is important because we need to discuss this with you and/or your representatives. We may need to let your doctor know so that they can come and visit you.

Pharmacy

St. Anna's provides a pharmacy service that consumers may utilise however, consumers are welcome to continue with their own arrangements. If you wish to engage an alternative pharmacist to the one provided at St. Anna's you will be responsible for purchasing, organising packing, delivering and ensuring that stock levels are accurate and available at all times and that scripts are always available at all times.

Medications

It is important that any medication brought on site is delivered to the nursing staff, this includes for consumers who administer their own medication. This is so that we can make sure that the medical officer can record all medication on the medication chart and to ensure medications

are compatible with other medication and safe to be taken. This also refers to over the counter medications and vitamins or supplements.

The consumer's doctor should visit St. Anna's within 24 hours of admission to ensure that the medication chart is up to date. The doctor must advise the RN in writing of the consumer's medication requirements. Please consult with the RN on any matters regarding medication.

Specialised Services

Physiotherapy, Podiatry and other specialised services are available following assessment of consumers' needs and/or referral by a doctor. A consumer may choose to have services that are not an assessed need, this may incur a charge payable by the consumer.

"My Plans " (Care Plans) and Care Consults

St. Anna's nursing staff will formulate a Plan of Care "My Plan" in partnership with each consumer. This can only be accessed by authorised personnel. Consumer care needs will be assessed initially by the registered nurse with consumers.

The Plan of Care will then be reviewed

- 6 monthly or as required
- if there is a change in health status
- or directive of the consumer

Care Consults take place 6 monthly with nursing staff and the consumer. Consumers have the right to make decisions about when family, friends and/or others are involved in their care. It is the choice of the consumer, whether or not they wish to involve others. Representatives will be invited at the direction of the consumer. Consumers will be given every opportunity to communicate their decisions. Consumers should at all times, be receiving care that is directed by them as far as possible; as long as it does not infringe on the rights of other consumers.

When the nursing staff are working with you to develop your Plan of Care they will need to understand the things that are important to you, what you want to achieve and how we can support you to achieve these goals. So please give this some thought so that we can ensure this information is in your Plan of Care. What you want to achieve can be as big or small as you want it to be, it is about what is important to you. Of course, you are free to change your mind at any time or include new things.

Palliative Care

Discussing end of life decisions is often difficult and a sensitive approach is taken regarding this. Staff at St. Anna's aim to give quality care so that comfort and dignity are maintained. As part of the care planning process, consumer/client, family/family representatives and/or carers will have the opportunity to discuss their wishes, or may choose to discuss them at a later date. Preferences for future care options and treatment is important. St. Anna's has experienced qualified nursing staff to provide care at this time. A Registered Nurse is rostered on 24 hour per day. Information and support is available to family throughout this time and family are welcome to be with their loved one at any time if this is the consumers wish. We encourage all consumers to seek legal advice and prepare an Advanced Care Directive.

Doctors

Some consumers continue to use their own doctor after moving into St. Anna's. If this is not possible it is the responsibility of the consumer and/or representative to select a doctor of the consumer's choice who will visit the consumer at St. Anna's. The doctor should generally be available to visit in business hours or close to this time unless the consumer's health concern occurs outside of these hours. St. Anna's is able to provide a list of doctors who currently visit the facility. While you may select a doctor from the list you are not required to do so and you may appoint any doctor you choose. The arrangement is the same as any doctor / patient relationship and the normal charge and pensioner concessions apply, as in the general community.

Ambulance Service

It is strongly recommended that consumers have Ambulance cover in case emergency transport to hospital is required. St. Anna's will not be responsible for any Ambulance costs.

Medical Benefits

Consumers are strongly advised to maintain membership of a Medical Benefit Fund in case of emergency admission to a private hospital or the need for rehabilitation services

Medical Appointments

If family is unable to escort a consumer to a medical appointment please discuss with the Clinical Services Coordinator/RN as soon as possible (at least 48 hours' notice). Staff escort may incur a fee if a volunteer is unable to assist.

Outbreaks

An outbreak is when there are an identified number of consumers who are exhibiting the same signs and symptoms of an infectious disease. This may include, but is not limited to gastroenteritis and influenza. During the identified period of caution, or quarantine, families will be contacted and may be asked to limit or refrain from visiting. It is extremely important at all times that visitors follow the hand sanitising / washing precautions on entry and exit from the facility.

Antimicrobial resistance

Are you aware of Antimicrobial resistance?

Antimicrobial resistance (AMR) occurs when agents causing infection become resistant to treatments. AMR is a problem throughout the world, and has been called one of the 'biggest threats to human health'. The Australian Commission on Safety and Quality in Health Care (the Commission) has established the Antimicrobial Use and Resistance in Australia (AURA) Surveillance System as an important mechanism to inform strategies to prevent and contain AMR. The Australian Government has developed a strategy to address AMR. Part of this strategy involves monitoring AMR and the use of antimicrobials to help in the fight against AMR.

It is important to understand that it is not you, as an individual, that becomes resistant to antibiotics – it is the bacteria causing infection that become resistant. The more we use antibiotics, the more microbes are exposed to the medication. They then have the chance to develop methods of protecting themselves from the medication, which can persist over time. The microbes can then cause infection later, and sometimes spread to other people. Antimicrobial resistance results in medications becoming less effective at treating microbes. Eventually, they can no longer cure infections caused by these bacteria.

St. Anna's is committed to the principles of Antimicrobial Stewardship, and its contribution to improving consumer care outcomes whilst mitigating adverse consequences, and reducing inappropriate antibiotic use.

You can help prevent antibiotic resistance by:

- Taking steps to avoid infections and prevent them from spreading.
- Understanding that antibiotics cannot treat colds and flu, because they are caused by viruses
- Telling your doctor you only want an antibiotic if it is really necessary
- Taking your antibiotics for as long as your doctor advises

Food Safety

Due to the South Australian Food Act 2001 and South Australian Food Regulations 2017, St. Anna's adheres to a Food Safety program to ensure that these regulations are followed.

Please refer to the Food Safety Council *Food Safety Tips* information included in the Admission Information Pack before bringing food into St. Anna's. We urge you to consider this information carefully to reduce health risks.

Please be aware that some consumers have special dietary requirements and this may be for many different reasons. To ensure the safety of consumers please do not share food with consumers or assist other consumers with food or drinks. Please refer to the registered nurse if you require further information regarding this.

Choice and Cultural Safety

Choice

We believe in a consumer's right to make informed choices, understand their options and be as independent as they please. St. Anna's strives to provide you with genuine options that support choice, involve and listen to and respect your voice, and communicate with you about your choices.

The information that we provide to you, will be current, accurate and timely; communicated in a way that is clear, easy to understand, and enables you to exercise choice.

Dignity of Risk

Consumers will be supported to exercise choice and independence when it comes to making decisions about their own care, the way care and services are delivered, and to participate in all activities of their choice. This includes any activity where there may be an element of personal risk. St. Anna's will not deny your choices. In the case of risk, we will inform you of potential harm and collaborate with you to find a solution that will help you live the way you choose. Staff will need to be aware of such activities so we can ensure your safety and give you support as you need.

Cultural Safety

At St. Anna's, we place the utmost importance on understanding your culture, acknowledging your unique differences, and being actively aware and respectful of these differences in planning and delivering care and services. We pride ourselves on being a multicultural facility, and always strive to be inclusive of all our represented cultures, whether it be through cuisine, music, activities or outings.

Spiritual or Religious Needs

Consumers should inform staff of any spiritual or cultural practices they wish to adhere to and staff will support and respect these needs.

Consumer's Meetings

Monthly Meetings

A Consumers Meeting with the Consumer's Board Representative occurs each month. This is an informal meeting and consumers are encouraged to speak up about issues.

Focus Groups

Our team here at St. Anna's are proactive in forming Focus Groups giving our consumers a consumers to encourage and facilitate activity planning, special events and menu planning to name just a few.

Social Activities

Consumers are encouraged to maintain their normal community contacts and attend activities. The Consumer Lifestyle Coordinator and staff will assist as needed. St. Anna's has a site car for external activities, some activities may incur a small cost.

Social Activities

A monthly newsletter informs consumers when activities are planned and of any forthcoming activities. Consumers who need assistance to attend any activity can discuss this with the Consumer Lifestyle Coordinator and staff. Activities such as outings, shopping or concerts may incur a small charge.

At times, social activities will be spontaneous and short notice will be given. Also, activities may be altered due to weather conditions. Family and friends are invited to participate in activities.

External Social Activities

If consumers wish for staff or volunteers to escort them to external social events this needs to be discussed directly with the Consumer Lifestyle Coordinator. Cost of external activities will be negotiated with individual consumers / families.

Family, Friends and Relatives

Your move to St. Anna's in no way changes your status as an individual within the community. You should continue to spend time with family and friends exactly as you have always done. This is your home.

It is important that you are treated with dignity and respect and are able to maintain your identity here. You will be supported to make connections with others and maintain relationships of choice, including intimate relationships. We value diversity and your culture here, and will assist you in whichever way we can to maintain that.

Your family and friends are welcome to call in for a visit at any time. There are a variety of activities we encourage you to do with your partner, family and friends here. These may include:

- Joining in on a group activity
- Watching television
- Sitting and having a chat and a coffee
- Accompanying you to the shops, the theatre, sporting events, community functions, the local pub/hotel
- Going for a walk or drive
- Some light gardening
- Spending time together privately in your room without disruption

This list is only used as an example, and you are more than welcome to entertain your family and friends as you would at home.

St. Anna's is the consumers' home and consumers should continue to entertain visitors whenever they wish. There are no set hours for visiting. Please check with other consumers and staff if a dining room or lounge is required for a special purpose.

Family and friends are encouraged to accompany consumers on shopping trips, doctor's visits, theatre outings, sporting events, Church attendance, walks to the park or around the area etc. so they may continue enjoying life.

We expect and require staff and volunteers to speak to and treat consumers, their families and visitors in a respectful manner at all times. If this is not adhered to please report this immediately to the most senior nursing staff on site. Likewise, it is expected that consumers, their families and visitors treat staff and volunteers in a respectful manner at all times. We endeavour to ensure staff have a safe work environment.

If you are dissatisfied with a staff member please report this immediately to the most senior nursing staff on site who will address the issue.

Holidays, Outings, Absences

It is necessary to inform the RN, if consumers intend to go out for the day, stay away overnight, or go on holiday. Please complete the SIGN OUT book on the table in front entrance foyer or side entrance at weekends, public holidays and after 5.00pm.

Consumers are requested to leave their pendant in their room or with nursing staff when leaving the premises. This is to ensure the pendant is available on the consumer's return to St. Anna's. If taken off site and not brought back with the consumer it will need to be returned without delay to ensure the consumers safety.

If going to hospital we recommend consumers leave their room key with management or nursing staff who will secure the key until the consumer returns. Alternatively you may choose to leave the key with a family member.

Permanent consumers are permitted 52 days social leave from St. Anna's in each financial year. Respite consumers who are absent from the facility for more than 24 hours are effectively discharged.

Feedback and Complaints

St. Anna's and Home Care Packages are committed to providing safe, quality care and services to our consumers. Open disclosure is the open discussion that an aged care provider has with people receiving aged care services when something goes wrong that has harmed or had the potential to cause harm to a person receiving aged care service. St. Anna's is committed to this form of partnership and engagement with consumers to ensure their safety, health and wellbeing is at the centre of planning, delivering and evaluating their care. In order for us to provide the best possible care and services, we rely on your feedback to help us learn about ways in which we can improve any issues or suggestions that impact you. We aim to promote an environment that is safe and comfortable for all to raise feedback and concerns. All feedback is treated with respect, confidentiality and sensitivity.

Feedback can be provided in many ways. You are more than welcome to complete a yellow feedback form – these forms are placed throughout the facility. You may wish to speak in person to St. Anna's staff in person, via email, phone call – our team are always available to address your concerns and feedback. We will address any concern as soon as possible and we will work together to work with you to find the best resolution using an open disclosure process. You are also welcome to use the *Happy or Not* stand at the front entrance to indicate your satisfaction.

It is important to note that you are welcome to contact an Advocacy service at any stage of the complaint. They may offer help, assist you with the process, or advocate by acting on your behalf.

Advocacy Services

There are services available to help you address your concern. Any advocate will provide support to assist you at any stage of the complaint process. It is a free, confidential service. The contact information is as follows:

Older Persons Advocacy Network - 1800 700 600

It may also be important for you to have access to a translator, in which instance we are happy to arrange one for you. Alternatively, you can contact the service below, and ask them to contact us.

Translating and Interpreting Service (TIS) – 131 450

If you are not satisfied with the outcome of your concern with us directly, you are welcome to contact the Aged Care Quality and Safety Commission to address your concern. If you require a copy of Abuse of Older People Policy, please contact our office

Aged Care Quality & Safety Commission – 1800 951 822 (agedcarequality.gov.au)

Continuous Improvement

St. Anna's is committed to Continuous Improvement. However, involvement of all is needed to achieve this. Surveys are provided to consumers and representatives to gain consensus to enable improvement to occur. Please take the time to complete these surveys and if assistance is needed, staff are willing to help. At times, working parties are established to explore issues and you may be invited to be involved. Feedback forms and brochures are available in the entrance foyer and other areas of the home. We encourage you to use these to provide feedback. This may be a suggestion, complaint, concern or compliment. There are locked feedback boxes located throughout St. Anna's. Advocacy services and external complaints services brochures are located throughout St. Anna's.

Security of Tenure

The room a consumer has when they first move into St. Anna's will remain theirs until they can no longer be supported at this Facility, or if a change in circumstances occur as outlined in your Agreement. Should a consumer wish to change rooms, it is to be discussed with the CEO/delegate who will afford every assistance should a suitable room become vacant. Any expenses incurred in such a transfer will be the responsibility of the consumer, including relocation of a telephone if applicable

Respite Care

St. Anna's offer a minimum of 14 days respite care up to the approved 63 days per financial year, and is available to people who have been assessed by the Aged Care Assessment Team (ACAT) as eligible for residential care respite services. Arrangements for this can be made by contacting St. Anna's during business hours on **08 8346 0955**.

Vision

St. Anna's Residential Care Facility's vision is to be *"A Place with a Heart"*.

Mission Statement

The Croatian, Ukrainian and Belarusian Aged Care Association of South Australia Inc. strives to be a leading accredited provider of culturally sensitive and dedicated Aged Care services primarily for the Croatian, Ukrainian and Belarusian ethnic communities.

Corporate Goals and Beliefs

Corporate Goals

- An aged care facility professionally managed by dedicated, multi-skilled, trained staff
- A facility which provides holistic aged care in a cheerful, harmonious yet private environment identifying individual needs and thus maximising individual's independence and dignity
- To identify, access and utilise the specific needs, skills, knowledge, cultures, language and resources within the wider community to ensure all services are culturally and linguistically and spiritually appropriate
- To encourage a harmonious relationship between the ethno-specific communities and the wider community
- To advocate on behalf of individuals and groups within the community who are elderly and primary from non-English speaking backgrounds
- To accept we have a responsibility to ourselves, the Croatian, Ukrainian and Belarusian Communities and the wider community

Corporate Beliefs

- The rights of all individuals to maintain, develop, express and share their cultural heritage
- The right to privacy, dignity and confidentiality where people have the right to make choices
- Providing a safe and caring environment, free of harassment and discrimination on the basis of race, ethnicity, religion, language, culture and socio-economic status
- Understanding, appreciation and valuing diversity and the benefits it brings
- Being innovative and changing for the better

St. Anna's Residential and Home Care
41 Burley Griffin Blvd, Brompton SA 5007
(08) 8346 0955
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