



St. Anna's
Residential & Home Care

Facility Information Guide

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Updated: July 2023



*“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
resident”*

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.

St Anna’s would like to acknowledge the Kaurna people as the custodians of the lands
and waters of the Adelaide region, on which we meet today. We pay respect to elders
both past and present.

We acknowledge and respect the Kaurna people’s cultural, spiritual, physical, and
emotional connection with their land, waters, and community.



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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 to provide you with support and care.

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 30 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 residents, 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 residents 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.

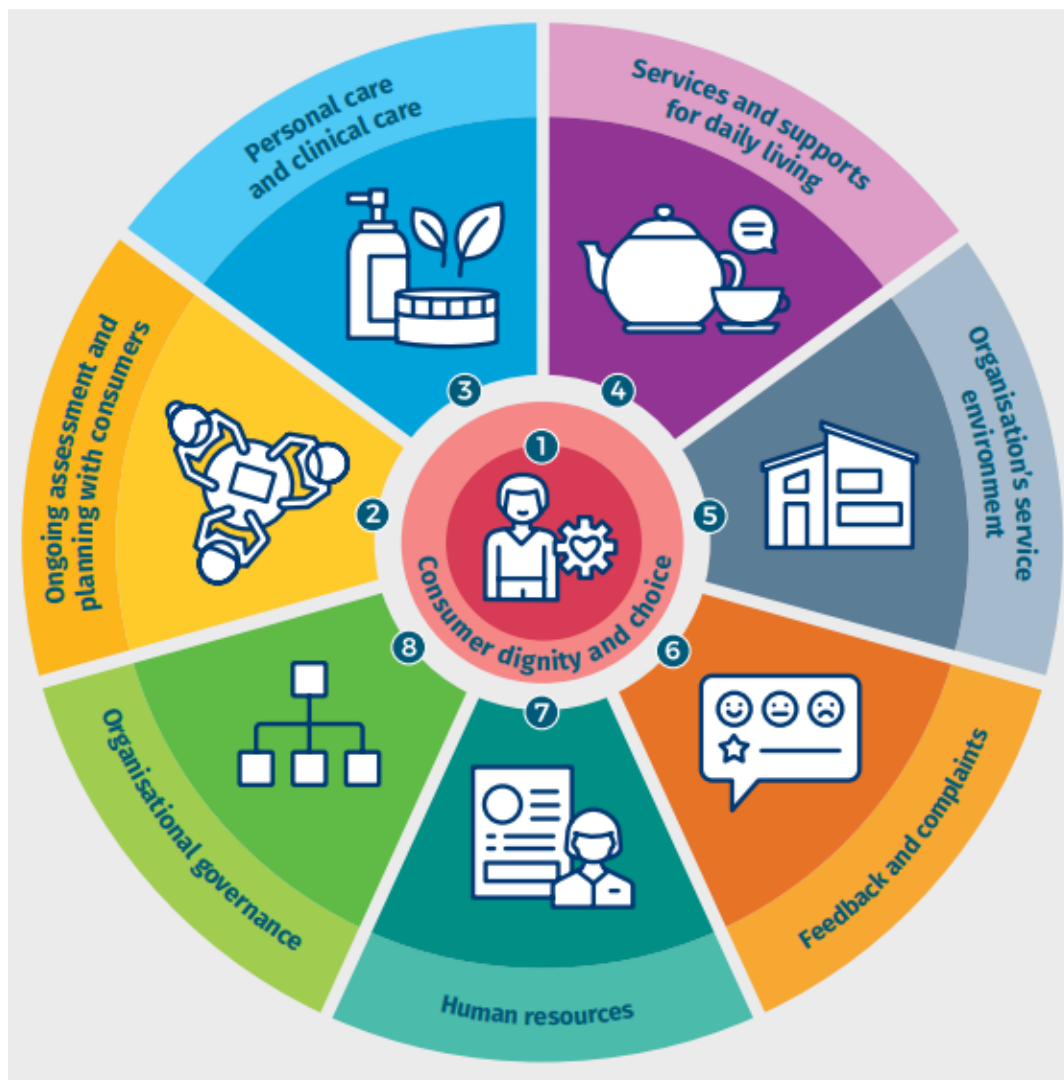
If you have any suggestions or feedback relating to this guide, or to the services we provide we would appreciate your feedback as it is important to us and is central to our commitment to continuous improvement.

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 us 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 over page:

The Aged Care Quality Standards

1. Resident dignity and choice
2. Ongoing assessment and planning with residents
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



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

Our People

St. Anna's CEO, Amanda Birkin is on-site during office hours. Amanda has over 40 years of experience and expertise in Aged Care and is available during office hours should you have any queries or concerns. The Clinical Team consists of a Nurse Practitioner who supports the clinical and medical staff, Clinical Nurse Managers, Registered and Enrolled Nurses and Care Staff. St. Anna's is fortunate to have this level of clinical expertise with our Nurse Practitioner and our Clinical Nurse Managers who have extensive experience at senior levels in aged and acute care.

A Registered Nurse is on duty 24 hours a day, so please initially direct any enquiries and health matters to the RN. You are also welcome to direct enquiries to the Clinical Nurse Managers, or the CEO.

The Finance Team supports the business aspect and financial matters of St. Anna's. Damon Zhang our Finance Manager is available to discuss any financial aspect of residential and home care should you need any further information.

The Allied Health / Living Well Lifestyle team is led by Athin Christou, a qualified practitioner with expertise in preventing and treating a range of conditions and illnesses. Athin works within our multidisciplinary team to provide specialised support to our residents. The team runs a gym on the premises which is aged care specific which supports the ongoing plan tailored for each resident residing at St Anna's. The approach of the team can be defined as maintaining quality of life, dignity, and physical wellbeing through an empowering active approach.

The focus of the Living Well Team is to ensure the resident is living well, has meaning and purpose each day and to ensure the care received supports their changing needs, individual goals and choices.

Our lifestyle program focuses on providing support to our residents to participate in activities, outings and events as well as supporting resident cultural and spiritual needs by maintaining this practice and encouraging the continuation of cultural and spiritual growth.

Hospitality is led by Isabella Fazzalari an experienced Hospitality Manager. The Hospitality team consists of catering, cleaning, and housekeeping staff. All meals are cooked on site by the in-house Chef who is supported by an assistant cook. Personal clothing is laundered on site by St. Anna's housekeeping staff, and the laundering of linen is outsourced to an external contractor. Maintenance staff are on site Monday to Friday who attend to the day to day and scheduled maintenance at St. Anna's.

General Information



Facility Security - Entry/Exit

The reception entrance (front door) is open during the week between the hours of 9.00am – 5.00pm. The main entrance is locked between the hours of 5.00pm – 9.00am and at all times on weekends and public holidays. For all visitors, entry and exit is via the front entrance only. General visitors will be required to use the doorbell located on the wall at the entrance 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 kept locked. All visitors will need to present and record a negative RAT test prior to entry and are required to sign in and out when visiting via the electronic sign in and temperature check machine Zipline located in the reception area. Due to ongoing changes to Aged Care Visiting Government Guidelines our processes and visiting times are subject to change so please check the current process for visiting on admission.

Moving In

Residents will need to arrange for relatives or friends to help with the moving of personal belongings and furniture. Residents are free to decorate their rooms according to personal taste, however, if residents vacate a room for any reason, they are responsible for restoring it to an acceptable standard. Staff will be happy to assist residents with any task involved with moving in once belongings and furniture are delivered to the Facility. Please note that any equipment residents may have been using at home may need to be returned to the supplier, if so, this is the responsibility of the resident/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 Nurse Manager or Registered Nurse will make time to discuss with you your personal care and social needs. Upon admission 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 any necessary toiletries, e.g. perfumes, creams.
- 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. There is a lot of information to take in on the day of admission. We encourage people to bring favourite belongings to the home such as an armchair/recliner, Television, 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 Aged Care Charter of Rights, we will explain this document to you, and you will be provided with a signed copy of the document.

External Contact - *Telephone, Post*

Residents can arrange for connection of a private telephone to their room at their own cost. We have installed a free phone in the facility for the residents to place outside calls anywhere in Australia, they are welcome to use this phone as often as they need to and we are happy to assist with calls. Staff can assist the resident with the use of a personal mobile phone and Facetime sessions can be arranged with the Lifestyle staff. Incoming mail will be personally delivered to residents' rooms. If residents have outgoing mail, please take it to reception for posting, otherwise see our Lifestyle team who will arrange postage. Stamps are available for purchase at Reception.

Telephone - Internet

Internet service connection can be installed in your room. Discuss this with staff for more information. This is to be arranged and paid for by the resident/ family/representative. Staff can assist residents in the use of their own mobile phone/IPAD/tablet if required.

Internal Contact

Upon admission all residents will have access to the newly installed and upgraded call bell system, available in all bedrooms and bathrooms. This system alerts staff promptly of the need for attendance. Staff will instruct residents in the use of the call bell.

Financial Matters

Moving into St. Anna's in no way affects residents' ability to continue to handle their own financial and business matters. If residents no longer wish to handle their own affairs, legal advice must be sought, at residents own cost, as to how to proceed. If financial/legal services are required, leaflets are available upon request, please see our reception staff. The Resident/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. Payment of fees will be discussed with resident and their representative prior to admission.

Personal Property and Insurance

St. Anna's does not accept responsibility for any loss of your personal property. It is the Resident/Family or Representatives responsibility to insure your personal belongings, e.g. jewellery, cash on hand, glasses, hearing aids, phones, etc.

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 and 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 antimicrobials (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 resident 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.
- By telling your doctor you only want an antibiotic if it is 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. We also ask that you record all home cooked/or purchased food in the Food Register at reception. Please be aware that some residents have special dietary requirements, and this may be for many different reasons. To ensure the safety of residents please do not share food with residents or assist other residents with food or drinks. Please refer to the Registered Nurse/Clinical Nurse Managers if you require any further information regarding this.



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

Pet's 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, please keep your pet on a lead and clean up any mishaps.

Noise

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

Smoking



St. Anna's is a NON-SMOKING site which includes Tobacco smoke and electronic cigarette (e-cigarette) vapour. Assistance will be given to residents who wish to address their tobacco smoking, including the provision of information, advice and referral to support services.

St. Anna's Services

Privacy

St. Anna's acknowledges each resident's right to privacy. Rooms are lockable and residents may have their own key if they choose to. Residents are encouraged to utilise the locked cupboard in the wardrobe for personal papers, jewellery etc. Access by staff to residents' rooms will only occur after consultation with residents and/or representatives. Should a key be lost it is the responsibility of the resident/representative to notify staff immediately and pay for the cost of a replacement key.

Your privacy will be observed at all times

Staff will enter residents' 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 Resident's needs, 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 room also offers block out curtains and lockable windows. There is room to bring some personal items and belongings to provide familiarity and comfort to settle into your new "home". Hanging of pictures and mirrors can also be arranged with staff. Before moving large personal items and furniture into your room, please discuss this with the Clinical Nurse Manager or Allied Health to determine what would be suitable and comply with Work Health Safety and Fire Regulations.

Dining Rooms

There are three dining areas within the facility. Residents are encouraged to choose which area they wish to eat in. Each dining area has a small kitchenette with tea and coffee-making facilities. Residents, families, representatives, 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 team and we will do our best to accommodate your wishes.

Lounge & Common Areas

Lounge rooms and common areas are available throughout the facility for residents and their visitors to watch television, listen to music, read or chat and generally enjoy their time together.

Gardens

Garden areas have been designed for the pleasure of residents and their visitors.

The central courtyard contains a large, covered pergola, we also have a herb and vegetable growing area of raised garden beds to assist those residents who wish to garden but are unable to bend to ground level.



Hairdressing

St Anna's has an onsite hair salon. Our Hairdresser visits the facility regularly. Lifestyle staff will assist with appointment times, Residents 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 deep cleaned weekly by hospitality service staff, as well as when needed. All staff make every effort to maintain the cleanliness and tidiness of rooms and communal areas at St. Anna's Facility.

Linen and Laundry

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

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, residents may choose to provide their own if they have a special preference. If residents and / or family supply products, please advise staff so a safety data sheet (SDS) can be obtained.

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 resident/family's responsibility. There is a smaller laundry for the use of residents who wish to do their own personal washing. We can organise external ironing and or Dry-Cleaning services at an additional charge. Do you want to add this to the extra services charge Please discuss this with the Hospitality Manager.

Clothing Identification

All personal clothing must be clearly labelled when a resident 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 resident's *first and last name*, and *St. Anna's RCF*. This includes respite residents. 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 residents 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 resident'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 outlined on the order form. This cost is added to the resident's account, unless otherwise arranged. If additional labels are required after the initial ordered amount is used, a minimum order of labels will be automatically arranged and invoiced to the resident unless St. Anna's is otherwise advised.

Electrical Appliances

All personal electrical appliances/equipment (new and used) must meet Australian Safety Standards therefore each appliance **MUST** be electrically tested 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 a charge will be invoiced to the resident for this service. This applies to permanent and respite residents. 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 resident/respite residents 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 on duty.

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

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

Maintenance

St. Anna's is responsible for maintenance of residents' rooms, all furniture, fixtures, and equipment that it supplies. If any item requires maintenance, residents/ families or representatives are requested to speak with the nursing staff onsite or speak with the Administration Team. St. Anna's does not accept responsibility for the maintenance of residents' personal furniture or effects, or for loss or damage to these items.

Environmental Safety

St. Anna's strives to create a safe environment for all residents, 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 and give to staff. Hazard forms are available in information stands throughout the facility or via a QR code.

Living Well at St Anna's

Discover a whole new level of luxury living, with our premium Additional Service Package. We're all about making your daily life extraordinary, offering a range of exciting entertainment and lifestyle benefits that have been designed to bring joy to out residents. As these extra services aren't subsidized by the Government, we implement a daily Additional Service Fee to cover their provision.



Dining Experience

Your dining Choices

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



for all. Residents 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.

Breakfast

Residents can choose to have breakfast in the dining room or in their room, and this may vary from day to day. There is no set time for breakfast - it is the residents' choice to eat breakfast when and where they please. A cooked continental breakfast is available twice weekly.

Lunch

Lunch is served in dining rooms and is the main meal of the day. This is served from 12 noon each day. Residents 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.

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

Residents are encouraged to invite family and friends to functions at St. Anna's. If residents 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 residents are going to be absent for meals, they are requested to advise staff especially if residents require medications.

Your Health & Wellbeing

"My Plan" (*Care Plan*) and Care Consults

St. Anna's nursing staff will formulate a Plan of Care "My Plan" in partnership with each resident/family/representative. This can only be accessed by authorised personnel. Resident care needs will be initially assessed by the Registered Nurse or Clinical Nurse Manager with the resident/family/representative.

The Plan of Care will be reviewed:

- 6 monthly or as required,
- if there is a change in health status,
- or by directive of the resident/family/representative.

Care Consults take place 6 monthly with nursing staff and the resident. Residents have the right to make decisions about when family, friends and/or others are involved in their care. It is the decision of the resident, if they choose to involve others in their care planning. Residents will be given every opportunity to communicate their decisions, family or representatives will be invited at the direction of the resident. At all times, Residents should be receiving care that is directed by them as much as possible, as long as it does not infringe on the rights of other residents. 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 your goals. 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 goals.

Deteriorating Health

It is important for us all to recognise changes and potential deterioration in resident health. Please inform our Registered 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 family/representative and re-assess you and update your "my plan" to reflect the care you need.

Palliative Care

Discussing end of life decisions is often difficult and a sensitive approach is taken when discussing this with you or your family/representative. Staff at St. Anna's aim to provide quality care so that comfort and dignity are maintained. As part of the care planning process, resident/client, family/representatives and/or carers will have the opportunity to discuss their wishes or may choose to discuss this later. Preferences for future care options and treatment is important. St. Anna's has experienced qualified nursing staff to provide end-of-life care onsite. 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 residents wish. We encourage all residents to seek legal advice and prepare an Advanced Care Directive where able. St Anna's believes strongly in supporting individuals to live the life that they choose. This includes the right to choose the way they navigate their end-of-life experience. St Anna's supports personal choice including best practice in Palliative Care and Voluntary Assisted Dying (VAD). At St Anna's we provide palliative care to enable our residents to pass away peacefully with comfort and dignity. Good palliative care includes spiritual care, clinical care and other support and services that may be identified by our residents/families/representatives and staff throughout the end-of-life journey. On request St Annas will provide information including contact information for those wishing to investigate the options available relating VAD legislation.

Whilst St Anna's will always support our residents who choose to access the legislated VAD program however, we will not manage, administer, or dispose of the VAD substance.

Specialised Services

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

Pharmacy

St. Anna's provides a pharmacy service for residents to utilise, however, residents 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 or your family/representative will be responsible for purchasing, organising packing, delivering, and ensuring that medication and that scripts are readily available.

Medications

All medication brought on site, including any over the counter vitamins and supplements, must be delivered to the Registered Nurse, including residents who wish to self - administer their own medication. The resident's doctor will review the medications and ensure that the medication chart is completed. The facility will require an up-to-date list of medications, either from either a current hospital discharge medication chart, or a medication list and current medical history from your local GP. Please consult with the Registered Nurse on any matters regarding medication.

Doctors

Some residents continue to use their own doctor after moving into St. Anna's. If this is not possible it is the responsibility of the resident/family and/or representative to select a doctor of the residents' choice who will visit the resident at St. Anna's. The doctor should generally be available to visit in business hours or close to this time unless the resident health concern occurs outside of these hours. St. Anna's are 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

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

Medical Benefits

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

Medical Appointments

If family or representatives are unable to escort a resident to a medical appointment, please discuss with the Clinical Nurse Manager/RN as soon as possible (at least 48 hours' notice). Staff escort may incur a fee if a volunteer is unable to assist.

Infectious Outbreaks

An outbreak is when there are an identified number of residents who are exhibiting the same signs and symptoms of an infectious disease. This may include, but is not limited to gastroenteritis, COVID-19 and influenza. During the identified period of caution, or quarantine, families/representatives will be contacted and may be asked to limit or refrain from visiting. It is extremely important that visitors follow the hand sanitising/washing precautions on entry and exit from the facility at all times. Visitor guidelines are reviewed and updated regularly as per Department direction. In the event of an outbreak, St Anna's will send communication to all family/representatives advising an outbreak has occurred.

Choice and Cultural Safety

Choice

We believe in a resident's right to make informed choices, understand their options and be as independent as possible. At St. Anna's, we uphold the fundamental belief in honouring each resident's autonomy and their ability to make well-informed decisions. We take great pride in fostering an environment where your voice matters and is valued. Our approach revolves around a profound respect for your individuality, ensuring that your opinions are heard and acknowledged. Through open and attentive communication, we seek to establish a genuine partnership with you, sharing insights about the options available to you. The information we share with you will be both up-to-date and accurate and delivered in a manner that is easily understood. Our goal is to empower you with clarity and understanding, enabling you to exercise your freedom of choice confidently.

Dignity of Risk

Residents 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, however, 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 provide 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

Residents should inform staff of any spiritual or cultural practices they wish to adhere to. Staff will support and respect and do our best to accommodate these needs.

Resident's Meetings

Monthly Meetings

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

Focus Groups

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

Consumer Advisory Body

You will receive a personal invitation to participate in St Anna's Consumer Advisory Body these are held at least yearly.

Consumer advisory bodies are important because they:

- look at the quality of care and services you and others receive.
- find and communicate residents' needs and issues.
- provide opportunities for improvement.

Consumer advisory bodies can help fix problems and improve your care.

Consumer Advisory Body Membership

Consumer advisory bodies need people like you! Members from all backgrounds are welcome to join; diversity means that all consumers are represented.

This includes people who:

- are a current or past consumer
- are a family member or representative of a current or past consumer
- are Aboriginal or Torres Strait Islander
- are LGBTI
- come from a culturally and linguistically diverse background
- have a disability
- live with a cognitive or physical impairment
- live with mental health issues and/ or illness
- are socially or economically disadvantaged
- live in a rural or remote area.

Social Activities

Residents are encouraged to maintain their normal community contacts and attend activities. The Lifestyle team will assist as needed. St. Anna's has a site car for external activities and some activities such as outings, shopping or concerts may incur a small charge. A monthly newsletter informs residents when activities are planned and of any forthcoming activities. Residents who need assistance to attend any activity can discuss this with the Lifestyle team. At times, social activities will be spontaneous and short notice will be given. Activities may also be altered due to weather conditions. Family/friends/representatives are invited and welcomed to participate in activities. If residents wish for staff or volunteers to escort them to external social events this needs to be discussed directly with the Lifestyle staff. Cost of external activities will be negotiated with individual resident / family/representative.



Family, Friends and Relatives

Your move to St. Anna's in no way changes your status as an individual within the community. St Anna's encourages you to 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 able to maintain your identity. You will be supported to make connections with others and maintain relationships of choice, including intimate relationships. We value your diversity and your culture, and will assist you in whichever way we can, to maintain your choices. 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/representative, and friends. These may include:

- Enjoying the outdoor spaces
- Sitting and having a chat and a coffee
- Going for a walk or drive
- Some light gardening
- Enjoying a coffee and snack from our in-house Coffee Shop

This list is only an example, and you are more than welcome to entertain your family and friends as you would at home. St. Anna's is the residents' home and residents should continue to entertain visitors whenever they wish. There are no set hours for visiting. Please check with senior staff if a dining room or lounge area is required for a special purpose. Family/Representatives and friends are encouraged to accompany residents on shopping trips, doctor's visits, community functions, theatre outings, sporting events, Church attendance, walks to the park or around the area or lunch at the local pub/hotel etc. so they continue enjoying life.

We expect and require staff and volunteers always to speak to and treat residents, their families/representatives, and visitors in a respectful manner. If this is not adhered to please report this immediately to the Registered or Enrolled Nurse on site. Likewise, it is expected that residents, their families/representatives and visitors will treat our 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 Registered Nurse, if residents 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.

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

If going to hospital, we recommend residents leave their room key with management or nursing staff who will secure the key until the resident returns. Alternatively, you may choose to leave the key with a family member. Permanent residents are permitted 52 days social leave from St. Anna's in each financial year. Respite residents who are absent from the facility for more than 24 hours are effectively discharged.

Feedback and Complaints

Providing Feedback

St. Anna's and Home Care Packages are committed to providing safe, quality care and services to our residents and an environment that is safe and comfortable for all to raise feedback and concerns. All feedback is treated with respect, confidentiality, and sensitivity. 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 services. St. Anna's is committed to this form of partnership and engagement with residents to ensure their safety, health and wellbeing is at the centre of planning, delivering and evaluating their care. To provide the best possible care and services, we employ your feedback to help us understand ways in which we can improve any issues or concerns that impact you. Feedback can be provided in many ways. Via Yellow Feedback Forms which are located throughout the facility via a QR code. 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 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. An advocate will provide support to assist you at any stage of the complaint process. It is a free, confidential service. Contact:- **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. Contact:- **Translating and Interpreting Service (TIS) – 131 450.**

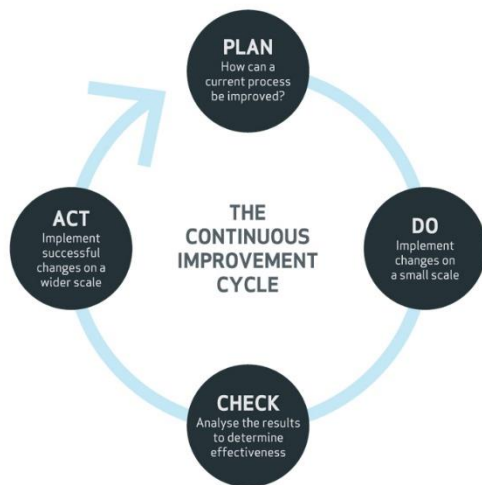
If you are not satisfied with the outcome of your concern with us directly, you are welcome to contact the Aged Care Quality and Safety Commission to address your concern. Contact:- **Aged Care Quality & Safety Commission – 1800 951 822**

(agedcarequality.gov.au). If you require a copy of Abuse of Older People Policy, please contact our office.

Continuous Improvement

How We improve

St. Anna's is committed to Continuous Improvement. However, involvement of all is needed to achieve this. Surveys are provided to residents 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. Feedback is also available via a QR code and via our website. We encourage you to use these to provide feedback. This may be a suggestion (comment), complaint, concern, or compliment. There are

locked feedback boxes located throughout St. Anna's. Advocacy services and external complaints services brochures are also located throughout St. Anna's facility.

Security of Tenure

Our Commitment

The room a resident has when they first move into St. Anna's will remain yours until you can no longer be supported at this Facility, or if a change in circumstances occur as outlined in your Agreement. Should a resident 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 resident, including relocation of a telephone if applicable.

Respite Care

St. Anna's offer a minimum of 30 days respite care up to the approved 63 days per financial year. This 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.

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 to admin@cubs.org.au



At St Anna's we abide by the Charter of Aged Care Rights and these rights apply to all residents in our care.

Charter of Aged Care Rights - *Your Rights*

As someone who receives aged care and services, I have the right to:

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



Facility Information

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.

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.

St. Anna's Residential
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