

## GARDEN CITY AGED CARE SERVICES



## RESIDENT HANDBOOK

GARDEN CITY RETIREMENT HOME  
33 TRYON STREET  
MT GRAVATT QLD 4122  
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## MISSION STATEMENT

Garden City Retirement Home's mission is to operate centres of excellence in independent living units, dementia care, nursing, and hostel facilities

## AIMS AND OBJECTIVES

Residents are acknowledged as members of the wider community with all attendant rights and responsibilities and as having a unique social, familial, cultural, religious, and spiritual experience. Consultation and choice in all aspects of care and lifestyle while not infringing on anyone else's rights.

Enhancement of residents' dignity, privacy, and self-esteem. Opportunities to achieve and maintain independence. Freedom of speech without fear of reprisal.

Security of tenure in a safe, secure, homelike atmosphere.

Encouragement for relatives' involvement in resident care and socialisation. Supporting resident and relatives when life is no longer possible. Resident's clinical care needs will be identified and met by appropriately qualified staff.

Consideration for the residents by caring, compassionate, motivated, and professional caring staff who work as a team. Conducting nursing home affairs with integrity and honesty, rendering service on a high ethical level.

Continual improvement of the knowledge base of staff by ongoing training. The physical surroundings will continue to improve so the residents will be cared for in a home-like environment. All government changes to regulations will be implemented as applicable

## PHILOSOPHY

Garden City Retirement Home's philosophy is to care for its residents with respect, kindness and compassion, to uphold their dignity, privacy and comfort, to respect and endeavour to maintain their valued social role while conducting the administration and provision of quality care services in the highest professional manner.

**Tingting Chen**  
**Director of Care**

## Introduction

Welcome to Garden City Aged Care Services.

Director of Care, Tingting Chen, together with the staff of Garden City Aged Care Services consider it a privilege that you trust us with your care. At Garden City we provide high quality care that is planned to meet your needs and to provide a safe and comfortable environment.

We also welcome your family and friends to your new home and trust that they will feel comfortable to come and go as they choose.

Tingting and our Clinical Nurse invite you to get to know them and to feel confident to talk to either of them at any time. It is important that we work together in giving the best possible care. No matter how small, what is a matter of concern to you is also a concern of ours.

Our receptionist is available in the front office Monday to Friday during normal business hours. She can assist you with your mail and any general enquiries relating to your residency and can also assist with contacting the homes accounts department if required.

Garden City is an 86 bed facility that is operated by the Alzheimer's Association of Queensland. The facility is accredited by the Aged Care Quality and Safety Commission and also ISO 9001, an International Quality Management standard.

Garden City caters for both high care residents and has a secure dementia unit, and newly opened Special Dementia Care Unit.

Garden City is committed to providing quality care services to its residents and operates within a quality management framework. Continuous improvement is an important component of providing excellent, quality care and residents and/or their families are encouraged to participate in the improvement process by completing surveys and discussing improvement ideas with staff, particularly the Director of Care. All suggestions are gratefully received and are acted upon in the appropriate manner taking into consideration the wishes of other residents, the philosophy of the organisation, budgetary constraints, practical implications and, most importantly, the improved outcome for residents.

## The Home

Garden City which has operated for over 22 years, provides secure dementia care, specialist dementia care and high care nursing facilities. The facility has air conditioned single room accommodation with an ensuite and single room accommodation with shared ensuite.

Prior to admission, you and/or your family will be given various literature and forms to fill in. These include but are not limited to:

- a. Resident Admission Information and Application Form
- b. Resident Agreement
- c. Schedule of fees
- d. Resident Handbook

If you require any assistance with these forms, please see the Director of Care.

We encourage you to supply your own furniture and memorabilia from your home, eg. bedside table, television, radio, pictures for the wall, doona or eiderdown, etc. We ask that you do not use nails or screws to hang pictures etc but suggest 3M wall hangers.

This is your home and we would like you to be as comfortable as possible however we would ask that rooms are kept as clutter free as possible so that there can be access in case of an emergency.

All items remain your property. Our insurance is limited with regard to personal possessions of residents and we do not accept liability for loss etc. We provide a small safe for storing small amounts of cash or valuables. Jewellery however we strongly advise against bringing in anything of high monetary value.

If you are not happy with the room you are allocated, we do try to accommodate a change, but it must be understood other residents must feel secure in their own rooms and not be moved at will.

A 24-hour nursing call intercom system is available from all bedrooms, ensuites and living areas.

### **Feedback and Complaints**

Residents, families and friends are encouraged to openly discuss any problems with the Director of Care, Clinical Nurse or Registered Nurse. The facility has in place a feedback and complaints process, and feedback and complaints can be provided verbally and or in writing, a locked letterbox is provided to ensure confidentiality and is located in the main reception area.

On admission residents and relatives are verbally advised of the process and brochures from the Aged Care Quality and Safety Commission are in our welcome packs and at all times available outside reception.

All correspondence is treated with the strictest confidentiality and all feedback and complaints received are investigated by the Director of Care or delegate if appropriate. The Director of Care operates an 'Open Door Policy' and every endeavour is made to find a resolution that satisfies both parties.

If this process does not resolve your concerns you are welcome to contact Alzheimers Queensland.

### **Alzheimers Queensland**

47 Tyron Street, Upper Mount Gravatt, QLD 4122

If the problem is not resolved or a suitable explanation not given, the following external groups can be contacted for their opinion on the matter.

These can be contacted either by telephone, in writing or email as follows:

#### **Aged Care Quality and Safety Commission**

Aged Care Quality and Safety Commission

GPO Box 9819, Brisbane, QLD 4000

Ph: 1800 951 822

[www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

Email: [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)

#### **Aged and Disability Advocacy Australia**

121 Copperfield Street, GEEBUNG QLD 4034

Ph: 1800 818 338 or 3637 6000

[www.adaaustralia.com.au](http://www.adaaustralia.com.au)

email: [info@adaaustralia.com.au](mailto:info@adaaustralia.com.au)

## Older Persons Advocacy Network

L4, 418A Elizabeth St, Surry Hills NSW 2010

1800 700 600

131 450 (interpreter service)

13367 (National Relay Service)

[www.opan.com.au](http://www.opan.com.au)

## Staffing

The centre is staffed with a Clinical Nurse, Registered Nurses, Enrolled Nurses, Assistants in Nursing, an Occupational Therapist, Leisure and Lifestyle staff, and Hospitality and maintenance staff, as well as a visiting Physiotherapist, Speech Pathologist and Dietitian.

A Registered Nurse is on duty 24 hours per day. In the absence of the Director of Care and the Clinical Nurse, the Registered Nurse is in charge and any queries regarding your relative may be addressed to them.

## Therapy

A podiatrist visits Garden City monthly. Appointments can be made by speaking with the Registered Nurse or Endorsed Enrolled Nurse in charge. All diabetic residents have their toes and nails checked monthly. Other residents are attended to on a needs basis, usually 6 weekly.

A physiotherapist is employed to assist in rehabilitation and to help the resident maintain independence.

There is a continuing program of musical entertainment throughout the year. A weekly program is published and is available each Monday. A music therapist is employed by the organisation

A hairdresser visits the facility every Fortnight. You may have your own hairdresser visit, or you may wish to make arrangements to have your hair care needs attended to outside the facility. All charges incurred for this service will be included in your monthly account.

The Leisure and Lifestyle Manager organises activities programs based on residents' interests and choice. Activities may include visits to local community clubs, fishing, bus trips to places of interest, visits to local restaurants, coffee shops, shopping bus trips to Garden City, craft and visits to the library. The facility maintains and operates its own transport for resident activities. Please note some activities may incur a cost.

The Home encourages residents to retain their links with family and their community and are supported by the Leisure and Lifestyle staff to maintain maximum independence and a say in your life.

## Meetings

Residents' meetings are held in the lounge. You are encouraged to participate in these meetings and bring forward any suggestions or concerns that you may have. Family members are also invited to attend. The date and time of meeting is listed on the leisure and lifestyle program.

## Mail

Resident's personal mail is distributed daily as received unless otherwise instructed. Residents mail will not be opened by staff, if the resident is unable to open and respond to correspondence then the mail will be forwarded on to the Next of Kin.

## Hotel Services

Hotel Services are provided by the kitchen, laundry, cleaning and maintenance staff. If at any time you are unhappy with any aspect of hotel services being provided, please do not hesitate to inform the Director of Care.

## Laundry

All clothing is washed in industrial washers, and when selecting clothing this needs to be taken into account. All care is taken when attending to each resident's personal laundry, however, we take no responsibility for fabrics unable to be washed in a commercial washing machine and dried in a commercial dryer.

Due to the large numbers of residents residing in the complex, marking of clothing is mandatory. Marking pens wash off over time and usually result in staff not being aware who owns the item. It is recommended that all items be labelled.

## Meals

All food is cooked and prepared in our kitchen by our own cooks. A four weekly rotating menu is provided, and where possible, seasonal fruit and vegetables are provided. The menu is regularly reviewed by a qualified dietician. You have the opportunity for choice and menu selection sheets are filled out daily. Family members are invited to join you at meal times at no cost. Prior notice is appreciated.

Meals are served at the following times however; this is a guide only as residents may choose to eat outside of these times for various reasons.

7:30 – 9:00 AM	Breakfast
10:00 – 10:30 PM	Morning Tea
12:30 PM	Lunch
2:15 – 3:00 PM	Afternoon Tea
5:00 PM	Tea
7:30 – 8:30 PM	Supper

Special diets are provided as required, e.g. vegetarian or gluten free. Culturally specific meals can be prepared as appropriate. Theme days are planned throughout the year and include menus specific to the theme e.g. Chinese New Year, St. Patrick's Day, Australia Day etc.

A small 'bar' fridge is provided in each room in the hostel and remains the property of Garden City Aged Care Services.

It is the residents and /or their family's responsibility to ensure that food is kept in a safe and hygienic manner. It is the responsibility of the resident and/or their family to ensure the fridge is kept clean and defrosted.

Birthdays are celebrated with a cake if you wish or you may make your own arrangements and provide a cake. If a resident requests we do not observe their birthday in this fashion, we accede to these wishes.

## Cleaning

Your rooms are cleaned on a rotational basis. Every effort is made to ensure that there is minimum disruption to the residents' daily routines. However wet floors are sometimes unavoidable and extreme care should be taken wherever wet floors signs are displayed.

High cleaning i.e. ceiling fans, screens, carpets, heaters etc. will take place periodically and again this process will be facilitated with the least amount of disruption to you.

## Valuables and Money

All valuables must be entered on the valuables list. The list should be completed by the resident and/or family and checked and co-signed by the Registered Nurse on admission. All care will be taken by Garden City however it must be realised that valuables are kept at their owner's risk.

It is suggested that residents only have a small amount of cash in their possession. A small secure safe is provided in each resident's room. A key code is provided on admission.

## Security

Residents are issued with room keys on admission. In the interests of security please ensure your screen door is locked at night and that your room is secure at all times if you vacate the room.

The front gate closes at 6.00pm and the rear gate to Palmdale Lane is activated by a numeric code. Access through the front gate after this time can be facilitated by pushing the intercom button. If you require access via the rear gate, please see reception or the Director of Care. Please do not share the numeric code for the rear gate.

We ask that you do not make copies of your keys without advising reception or the Director of Care.

## Infection Control

Garden City has established infection control protocols in place in relation to meal service, cleaning, laundry service, waste management, personal and clinical care. Visitors are encouraged to wash their hands when entering, leaving and prior to assisting any resident with their meals or drinks.

Bacterial hand sanitisers are located at all entrances to the building to assist with hand hygiene, please utilise.

Please do not visit if you suffer from any of the following:

- Diarrhoea or vomiting
- COVID-19, Influenza or cold
- Communicable diseases e.g. chicken pox

Fluvax is offered to all residents by their doctor free of charge each year.

## Medical Visits

You may continue with your current doctor where practicable, however some GP's do not attend home visits. A GP must be nominated by you prior to admission. The Retirement Home can supply you with a list of local GP's who visit the home.

You may continue with a Pharmacy of your choice however if you arrange services with a Pharmacy other than Civic Fair Pharmacy it is your responsibility to ensure that supplies, prescriptions and accounts are up to date. A Medication chart must also be supplied.

If you wish to discuss your treatment, or question any aspect of care, please contact the Registered Nurse on duty or Director of Care. Your involvement in the planning of ongoing care is encouraged to ensure that the best possible care is provided. Free interchange of information is always available.

## Escort to Medical Appointments

Garden City will assist our residents in making outside medical appointments including such things as Outpatient Departments and Specialist Services. We will assist as much as possible but cannot take people to and from outside appointments. If the resident is deemed to require an escort, we will in the first instance contact the family to ascertain their availabilities. If a family member cannot accompany the resident, then we can offer you the services of one of our care staff. This service will be billed at an hourly rate and will include the taxi fare to and from the appointment. It is the responsibility of the treating Doctor or Health Professional to ensure that information is passed to the facility. The accompanying staff member is there to ensure the safety and wellbeing of the resident.

Garden City cannot be held responsible for delays incurred at these outside appointments. Delays may be experienced that we cannot anticipate.

## Medication

If you are intending to self medicate, the home requires a letter from your doctor and staff will ask you to complete a self medication competency on admission or if your situation changes. The home's policy and government regulations will prevail on this issue. Please see the Director of Care if you have any further questions

Only the Registered Nurse or Endorsed Enrolled Nurse can administer medication in accordance with doctor's instructions. All medications held by the home are stored in secure areas. Medications are dispensed via a sachet system supplied by Civic Fair Pharmacy unless otherwise advised.

## Risk Taking

Risk taking is a normal part of life and Garden City Retirement Home supports your right to maintain your independence.

The decision to use restraint e.g. bed rails is a clinical decision and would only be taken in consultation with your GP and following discussion with you and your family.

You will be asked to sign a form giving permission for the use of any restraint. Normal avenues of appeal are open regarding decisions in these matters.



## Workplace Health & Safety

### Responsibilities of Residents and their Families

Garden City Retirement Home provides residents with a supportive home environment aimed at enabling residents to lead a full and satisfying life. However, the rights of residents to a home-like environment and the choice to take some personal risk shall not place employees or other residents at risk or injury or ill-health.

To help ensure a healthy and safe environment for all, families and residents should:

- contribute their ideas and viewpoints on WH&S issues at residents' meetings;
- appreciate that all the facility's procedures and tasks will be designed with the well-being of both staff and residents in mind;
- acquaint themselves, and comply, with the requirements of the facility's emergency evacuation plan and any safety rules;
- acknowledge that from time to time some activities and routines may be reorganised to take into account the WH&S or rehabilitation needs of staff;
- acknowledge that all staff have the right to a healthy and safe working life and therefore should not be expected to place themselves at risk of injury in their day-to-day work;
- appreciate that WH&S considerations may mean that not all requests for services can be accommodated immediately or as expected or preferred;
- seek advice from staff on the WH&S implications of the design of clothing, appliances or other personal possessions prior to bringing such items into the facility.

Emergency evacuation plans are displayed in all common areas of the home. You are advised to familiarise yourself with these plans and ensure that you are aware of the closet exit.

### Alcohol

Alcoholic beverages can be enjoyed at a time that the resident wishes as long as it is not contra-indicated.

### Smoking

Smoking is not permitted in residents' rooms. Garden City is a smoke-free environment and staff are not permitted to smoke on the premises. By law smoking is not permitted within 5 meters of entry to any building. Smoking is permitted only outside Elizabeth Court under the trees and all refuse should be disposed of responsibly and with consideration. No smoking is permitted in communal areas or in the area around stored oxygen or hazardous chemicals.

If the smoke alarm is activated due to smoke from smoking in rooms then the Queensland Fire and Rescue Service call out fee will be charged to the resident concerned. No smoking is permitted in communal areas or in the area around stored oxygen or hazardous chemicals.

It would be appreciated if your visitors do not smoke whilst visiting the facility.

## **Parking**

Limited parking is available within the grounds of the facility. The front gate closes at 5.00 pm. Access through the front gate after this time can be facilitated by pushing the intercom button outside the front gate.

## **Visiting, Leave and Outings**

Visiting by family and friends is not restricted. However, it would be appreciated if noise levels could be kept to a minimum as visitors come and go at night. We request you sign the “visitor’s book” at the front entrance to the facility when you visit.

You are entitled to take up to 52 days social leave per financial year (social leave is an overnight absence). Residents who need hospitalisation can have unlimited leave and can be assured that their bed will be kept for them.

You may come and go as you wish but please notify the registered nurse on duty before leaving and on return. It is wise to give prior notice so that adequate medications may be available to take with you.

## **Religious Affiliation**

Ecumenical Service is held weekly in the lounge. Visiting clergy are welcome to attend the facility at any time.

## **Voting**

Postal voting is offered as well as a mobile polling booth being made available at Garden City. Voting is encouraged and you should inform the Electoral Office of your change of address. In the circumstances where a resident can no longer participate in voting an application needs to be made to the electoral office for removal of the resident’s name from the roll by the resident’s family or next of kin.

## **Funeral Arrangements**

It is asked that you indicate your preference for burial or cremation and which funeral director is to handle the arrangements. These details are on the application form.

## **Public Transport**

Garden City Shopping Centre and Palmdale Lane shops are a short walk from the Retirement Home. There is a regular bus service coming from the City with bus stops in Tryon Street. Further information can be obtained from Brisbane City Council.

## **Computers, Internet Access, and Privacy**

At Garden City residents have access to Wi-Fi via a guest network. If you wish access, please ask either the front office or the Leisure and Lifestyle staff for the user name and password.

You can of course bring in your own devices including laptops and tablets as with all other valuables if you bring in electronic devices of any type you do so at your own risk. Garden City does not offer any IT services or support apart from access to the guest network.

There is also a shared computer for all residents use in the lounge area. Residents are free to use this computer at any time however it is in a communal area in full view of other residents and staff and some sites will be unable to be accessed from this computer.

Garden City has tablets that are available for limited resident use but their use must be supervised and cannot be left with residents or in resident's rooms. If you wish to set up a SKYPE call to relatives or friends, please see the Leisure and Lifestyle staff to arrange.

Social media sites such as Facebook can be accessed from our guest Wi-Fi however please be conscious of other resident's privacy when posting to these sites. No photos of other residents or staff should be uploaded to any social media sites without express written permission of the people in the photo. In addition, no identifying posts should be made about other residents or staff such as name, addresses etc.

### **Use of Bed Pole**

Alzheimer's Queensland strongly discourages the use of bed poles in all of our facilities. This is due to deaths that have been related to bed pole use in Aged Care Facilities.

If you have been living at home and using a bed pole prior to September 2016 and choose to continue to use a bed pole, the bed pole must be assessment by one of our Physiotherapists. The Physiotherapists will discuss with you and your representative the risks associated with the use of bed poles. If you still choose to use a bed pole you and or your representative will be required to sign a Deed of Release and Indemnity Waiver.

### **What do you pay?**

Fees are determined by the Department of Social Services and can be varied by the department at any time. Information regarding the fee structure is included in the resident agreement provided prior to admission. Further changes to the fee structure will be notified via your monthly statement.

An account is issued monthly in the first week of the month. All residents are billed one month in advance and this is payable by the 7<sup>th</sup> of the month.

Prior to admission to the facility, it is required that you pay one month's fees in advance.

Also on the account will be hairdressing, outings and other items purchased for residents as, or if, necessary.

### **Cost of Outings**

At Garden City we endeavour to keep the cost of any outings or activities affordable. We have a general rule that any outings or activities that are over \$25 must be pre-approved by the family. If you do not wish for outings to take place or wish for a different pre-approved limit, please inform us in writing within 2 weeks of admission.

### **Substitute Decision-Making Authority**

All residents are advised to have in place a substitute decision-making authority. This can be in the form of an enduring power of attorney or advanced health directive. A copy will be placed on your file.

An enduring power of attorney provides for an individual's wishes to be carried out by an appointed attorney at a time when they are no longer able to conduct their own affairs. It "endures" until revoked following the individual's recovery or death. The person planning to give enduring power of attorney must be of sound mind, as must be the person receiving the appointment. The enduee must be over the age of 18.

An advanced health directive provides guidance for decisions regarding your health in the event that you are unable to provide this information yourself. It is a reflection of your wishes, made by you at a time when you are able to speak for yourself.

An Advanced Care Plan can be made by the Substitute Decision Maker if the resident does not have the ability or there is no Advanced Health Directive in force.

We encourage all of our residents to have either an Advanced Health Directive or Advanced Care Plan. Please see the director of care for further help if needed.

### **Communication with the Resident or Decision Maker**

Where ever possible communication about health and personal matters will take place with you the resident. If a substitute decision maker has been nominated, then that person will be included in communication. In line with best practice communication will take place under the following circumstances:

- Whenever there is a substantial change of circumstance or health;
- At least annually a case conference will be offered; and
- By special request of either the resident or the substitute decision maker and/or the facility.

### **Mode of communication**

If possible, communication will take place face to face however we understand the availability of some substitute decision makers may be limited due to family and/or work commitments. We are more than happy to accommodate your wishes if possible and practicable and can conduct communication via letter, phone, email, skype or any other means as nominated by you. We would ask that you let us know in writing within 7 days of admission what mode of communication you would prefer.



The handbook is provided as a guide to life at Garden City. Please feel free to ask for any further information if you need it.

It is through your help that we can ensure that all residents receive the best possible care. Please feel free to contact the Director of Care if you have something you would like to discuss. At times we may want to meet you and your relatives to talk about your progress and discuss mutual concerns. If a meeting is required, the Director of Care or delegate will arrange a convenient time. These meetings are generally offered 6-8 weeks after admission or at least annually.

Welcome and may we together achieve a rich and varied life.

**Tingting Chen**

**DIRECTOR OF CARE**