

# ROSALIE NURSING CARE CENTRE



**RESIDENT HANDBOOK**

**ROSALIE NURSING CARE CENTRE**

**18 HOWARD STREET**

**ROSALIE QLD 4064**

**TELEPHONE: (07) 3367 0132**

**FAX: (07) 3369 7818**

## **MISSION STATEMENT**

*The Alzheimer's Association of Queensland Inc. aims to be an effective advocate on the behalf of people with dementia and their carers to achieve an enriched quality of life.*

*Our aim is also to operate centres of excellence, delivering quality care to residents and clients.*

## **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 sustainable*

*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 education*

*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**

*Rosalie Nursing Care Centre'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.*

**Sue Hogan**

**Director of Care**

## Introduction

Welcome to Rosalie Nursing Care Centre.

Director of Care, Sue Hogan, together with the staff wish to welcome you to Rosalie Nursing Care Centre. It is considered a privilege that you trust us with the care of your relative. We aim to provide high quality care which is individually planned and designed to meet the emotional, physical, and recreational needs of each resident.

We hope that you will see Rosalie as an extension of your own home and feel welcome to come and go as you choose. You are always welcome to have a cup of tea with your relative at any time.

Sue, and our Clinical Nurse Joy 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, whatever is a matter of concern to you is also a concern of ours.

Our Administration Officer is available in the office Monday to Friday during the hours of 9am and 3pm and is happy to assist with any general enquiries.

Rosalie Nursing Care is a 40-bed facility that is operated by Alzheimer's Queensland. The nursing care centre has been granted approval to operate by the Queensland Health Department and accredited by the Aged Care Quality and Safety Commission.

Rosalie Nursing Care Centre 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 their families are encouraged to participate in the improvement process by completing surveys and discussing improvement ideas and suggestions with staff, particularly with 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**

Rosalie Nursing Care Centre is a high care, female only nursing care centre of 40 beds, which has operated for over 40 years. It has shared room accommodation, with each room accommodating two residents.

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

- Resident Admission Information and Application Form
- Resident Agreement
- Schedule of fees
- Resident Handbook

If you require any assistance with these forms, please do not hesitate to contact Sue, the Director of Care, or the accounts department on (07) 3422 3000.

We encourage you to supply memorabilia from your relative's home, e.g., pictures for the wall, a doona or eiderdown that is familiar to them to personalise their room. All items remain their property.

A television and radio may be used in rooms. If a TV is brought into the home, it will require a bracket to mount it on the wall. Our insurance is limited with regard to personal possessions of residents, and we do not accept liability for loss etc.

All personal electrical goods brought into the home must be checked and tagged prior to their arrival.

## **Communication**

The core of our philosophy of care is about the resident's choice. To this aim we will always consult with the resident and possibly the substitute decision maker, about health and personal matters. This will happen whenever there is a substantial change of circumstance or health, or if either of you would like to discuss any issues.

We are happy to communicate in person, by email, by skype or by phone. Please do not hesitate to contact us.

## **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 complains 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 Commissioner 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  
[qualityci@alzqld.org.au](mailto:qualityci@alzqld.org.au)

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  
Ph: 1800 951 822 (all enquiries)  
Ph: 1800 844 044 (Food, Nutrition and Dining enquiries)  
[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 (07) 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**

Ph: 1800 700 600 8am – 8pm Monday to Friday and 10am – 4pm Saturdays  
Ph: 131 450 (Translating and Interpreting Service)  
Ph: 133 677 (TTY - National Relay Service)  
[www.opan.com.au](http://www.opan.com.au)  
Email: [enquiries@opan.org.au](mailto:enquiries@opan.org.au)

## **Staffing**

The centre is staffed with a Clinical Nurse, Registered Nurses, Assistants in Nursing, Leisure and Lifestyle staff, Hospitality and maintenance staff, as well as a Physiotherapist, visiting; Speech Pathologist, Podiatrist, Hairdresser 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 is available to visit. Residents are assessed as needed, at least every 4 – 6 weeks. This service is provided by the nursing home at no charge to the resident.

A Physiotherapist is employed to assist in optimising wellness, rehabilitation and maintaining independence. These services are provided by the nursing home.

All heat packs etc. are provided by RNCC. For safety reasons we do not allow any heat packs to be brought in for residents.

## **Bed Poles**

It is an AAQ organisational policy that the use of bed poles in our residential facilities is no longer permitted. This is due to deaths that have been related to bed pole use in some Aged Care facilities.

## **Newsletter and Activities Program**

A monthly newsletter “The Rosalie Gazette”, is produced by the centre, which includes contributions from the Director of Care and a calendar of events.

Leisure and Lifestyle Coordinator – The activity coordinator organises activity programs based on residents’ interests and choice. Activities may include visits to local community clubs, local restaurants/cafes, cooking, book reading, gardening, cross words, scrabble, movies, art workshops etc. Outings are arranged periodically using Maxi-Taxis. We request your input and participation in our activities where possible.

There is a continuing program with the Music Therapist twice weekly, and regular musical performances.

Newspapers are read daily and, if desired, large print books and talking books are available, please speak with the Leisure and Lifestyle Coordinators regarding your requirements.

## **Hairdresser**

A hairdresser visits the home fortnightly, please speak to the staff about arranging appointments, however, you are welcome to make your own private arrangements if you prefer.

## **Meetings**

Residents and relatives' meetings are held every three (3) months. You and your relatives are encouraged to discuss the nursing care and quality of nursing home life provided by the nursing care centre.

## **Mail**

Resident's personal mail is distributed to residents or is redirected to the Residents family.

## **Clothing**

Residents are dressed in casual clothing during the day, just as they would at home. The amount of clothing and the style worn will be dependent on the resident's care needs. Staff are able to advise and assist you in this matter. It is suggested that your relative has eight changes of clothing available for use, in a good state of repair. It is suggested that when replacing clothing, you consult staff about sizes. Ease of dressing is a consideration here.

## **Clothing Labels**

Due to the large number of residents in the centre, marking of clothing is mandatory.

Clothing will be clearly marked by the Centre with special name tags, which will not fall off during laundering. Marking pens wash off over time and clothing is then unidentifiable. Please give all new clothing to the RN or Admin Assistant for labelling prior to use.

## **Laundry**

All clothing is washed in commercial washers so when selecting clothing this needs to be taken into account. We use an off-site laundry, but if you wish, you may wash your relative's clothing. A laundry bag or bin would be required if you decide to do this. We ask you to wash any woollen clothes or allow us to send them to the dry cleaners. 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.

## **Hospitality Services**

Rosalie Nursing Care Centre is committed to providing quality care and services to its residents and kitchen staff enjoy providing good, wholesome home cooked meals. If at any time you are unhappy with any aspect of the kitchen and cleaning services being provided, please do not hesitate to contact the Director of Care.

## Meals

A four weekly rotating menu is provided, and where possible, seasonal fruit and vegetables are provided. A qualified dietician regularly reviews the menu. Residents have the opportunity for choice e.g. cooked or continental breakfast etc.

Family member is welcome to join their relative at meal times, please let the kitchen staff know.

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.

6.00 am	Early morning cuppa (if requested)
8.00– 9.30 am	Breakfast
10.00 – 10.30 am	Morning Tea
12 noon	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 low GI. Culturally specific meals can be prepared as appropriate.

Theme days are planned throughout the year and include menus specific to the theme for example, Chinese New Year, St. Patrick's Day, Australia Day etc.

Extra drinks and sandwiches are available on request.

If you wish to supply or provide sweets or biscuits, we ask that they be provided in a sealed container when left on lockers. Perishable food must be well labelled and kept in the kitchen.

Birthdays are celebrated with a cake, and you are welcome to participate in this. If you wish, 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 their wishes.

## Cleaning

The facility is cleaned on a daily 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, heaters etc. will take place periodically and again this process will be facilitated with the least amount of disruption to residents.



## **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. Photographs of the resident's valuables will be taken on entry into RNCC to ensure that misplaced items can be returned to their rightful owner. It must be realised valuables are kept at the owner's risk. All care will be taken by the nursing home but no responsibility for their safety can be taken.

It is suggested that residents only have a small amount of cash in their possession. A lockable drawer is provided in each resident's bedside locker. A key is available from the Director of Care.

## **Infection Control**

Rosalie Nursing Care Centre has established infection control protocols in place in relation to meal service, cleaning, laundry service, waste management, personal and clinical care. Hand basins are located in the bathrooms and hallways, visitors are encouraged to use antibacterial hand gel when entering, leaving and prior to assisting residents with their meals or drinks.

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

- Diarrhoea or vomiting
- Influenza or cold symptoms
- Communicable diseases e.g. chicken pox

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

## **Medical Visits**

The resident has the doctor of their choice and specialist's visits are arranged as necessary or requested. We require you to accompany your relative to outside medical visits if possible. If this cannot be organised, an escort can be arranged, however there is a charge for this service, which would be invoiced directly to you. Some specialists visit Rosalie.

If you wish to discuss your relative's treatment, or question any aspect of care, please do not hesitate to contact the Clinical Nurse, the Director of Care or Registered Nurse on duty. 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. We can arrange a meeting with the doctor if it is your wish.

## **Medication**

Only RNs can administer medication in accordance with the doctor's instructions. All medications are kept in a locked drug trolley, including over-the-counter medications.

If you are intending to self-medicate, the Centre 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.

Civic Fair Pharmacy is our supply pharmacy of choice for medications. These medications are supplied to the centre packed in sachets. We communicate with the pharmacy very closely via our electronic medication system and by phone. If you would like more information about this or have any queries, please do not hesitate to contact the Director of Nursing or Clinical Nurse.

## **Risk Taking**

Risk taking is a normal part of life. Rosalie Nursing Care Centre supports the residents' rights to maintain their independence, however, at times it may be necessary for a particular action to be taken for the safety of all residents. Any action taken would be determined following consultation with resident and/or relative, the Director of Care and the resident's doctor.

The resident and relative are also consulted if a restraint would be required. You will be asked to sign a form giving permission for same.

## **Health & Safety**

### **Responsibilities of Residents and their Families**

Rosalie Nursing Care Centre 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 of injury or ill-health.

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

- contribute their ideas and viewpoints on Health and Safety issues at residents' meetings
- appreciate that all the nursing centres procedures and tasks will be designed with the well-being of both employees and residents in mind
- acquaint themselves and comply with the requirements of the centre'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 Health and Safety or rehabilitation needs of employees
- acknowledge that all employees 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 health and safety considerations may mean that not all requests for services can be accommodated immediately or as expected or preferred
- seek advice from the employees on the Health and Safety implications of the design of clothing and foot wear, appliances or other personal possessions prior to bringing such items into the nursing centre.

## **Alcohol**

Alcoholic beverages can be enjoyed at a time that the resident wishes as long as it is not contra-indicated. It is preferred that alcohol is not kept in the resident's room but given to the kitchen or lifestyle staff for safe keeping.

## **Parking**

Limited parking is available within the grounds of the nursing centre, otherwise there is parking on Howard Street.

## **Visiting, Leave and Outings**

As we consider the nursing centre to be your relative's home now, you are welcome to visit at any time convenient to you. For safety, the doors are locked at dusk, but a door bell is provided at the front door. We request you sign the 'visitor's book' outside the nurses' station when you visit. This is both a safety measure and record for your relative.

Residents who need hospitalisation are assured of their bed being kept for them. Hospital leave days are unlimited.

You may take your relative on outings if you wish. Please notify the RN on duty before leaving and sign the Resident Leave Register before leaving.

Overnight stays can be arranged. It is wise to give prior notice so that adequate medications may be available to take away. The Department of Health and Ageing permit each resident 52 days social leave each year (July 1 to June 30). Social leave days do not accumulate.

## **Cost of Outings**

At Rosalie we endeavour to keep the cost of any outings or activities affordable. We have a general guide that any outings or activities that are over \$25 + taxi fare 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.

## **Religious Affiliation**

Anglican: Clergy attend as requested

Roman Catholic: Clergy attend fortnightly to give Holy Communion

Presbyterian: Clergy attend as requested

Other Denominations: Visit on request from residents

## **Voting**

Postal voting is offered if required. If the resident is not able to make an informed decision, an application needs to be made to the electoral office for removal of the resident's name from the roll.

## **Funeral Arrangements**

It is asked that you indicate your preference for funeral arrangements when you speak with the Clinical Nurse in the pre-admission meeting.

## Public Transport

There is a regular bus service coming from the City with a bus stop in Baroona Road.

## What do you pay?

Fees are determined by the Department of Health and Ageing 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, and other items purchased for residents as necessary.

If you require any further advice, the Accounts Department are able to assist you on (07) 3422 3000.

## Substitute Decision-Making Authority

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

A power or enduring power of attorney provides for an individual's wishes to be carried out by the 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 endure must be over the age of 18.



The handbook is provided as a guide to life at Rosalie. 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 or the Clinical Nurse if you have something you would like to discuss.

At times we may want to meet with family to talk about your progress and discuss mutual concerns. If a meeting is required, the Clinical Nurse or Director of Care will arrange a convenient time.

Thank you.