

# **WINDSOR AGED CARE SERVICES**



## **RESIDENT HANDBOOK**

**WINDSOR AGED CARE SERVICES  
26 PALMER STREET  
WINDSOR QLD 4030  
TELEPHONE: (07) 3357 9099  
FAX: (07) 3357 9323**



## **MISSION STATEMENT**

Windsor Aged Care Services' mission is to operate as a centre of excellence in the delivery of quality care to its residents.

## **AIMS AND OBJECTIVES**

Residents are acknowledged as having a unique social, familial, cultural, religious, and spiritual experience.

Residents are acknowledged as members of the wider community with all attendant rights and responsibilities.

Consultation and choice implemented with the resident, where possible, and or in consultation with relatives or primary carer, in all aspects of care and lifestyle, while not infringing on anyone else's rights.

Resident dignity, privacy, and self-esteem is respected.

Resident independence is promoted, encouraged, and supported.

Relative(s) / primary carer involvement in resident care and socialisation is encouraged.

Freedom to express and advocacy without fear of reprisal.

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

The physical surroundings will reflect a homelike environment.

Supporting residents and relatives/primary carers through palliative care.

Residents care for by compassionate, motivated, and professional staff, who work as a team.

Resident's clinical care needs identified and met by appropriately trained staff.

Continual improvement of the knowledge base of staff through ongoing training.

Communication of facility matters will be with integrity and honesty, reflecting service on a high ethical level.

All government changes to regulations will be implemented and communicated, as applicable.

## **PHILOSOPHY**

Windsor Aged Care Service'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.

**Christina McDonagh**  
**Director of Care**

## Introduction

Windsor Aged Care Services is committed to providing quality care services to its residents and operates within a quality management framework.

Director of Care, Christina McDonagh, together with the staff of Windsor Aged Care Services consider it a privilege that you trust us with your care. At Windsor we provide high quality care that is planned to meet your needs and to provide a safe and comfortable environment. Our Leisure and Lifestyle team will assist you and your family during the transmission to your new home.

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.

Christina invites you to get to know her and to feel confident to talk to her 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 Administration Officer is available in the front office Monday to Friday during normal business hours. Our Administration Officer can assist you any general enquiries relating to your residency and can also assist with contacting the accounts department if required.

Windsor Aged Care Services is a 61 bed facility that is operated by Alzheimer's Queensland. The facility is accredited by the Aged Care Quality and Safety Commission and also ISO 9001, an International Quality Management standard.

Continuous improvement is a key component of providing excellent, quality care and residents and/or their families are encouraged to participate in the improvement process by providing feedback, 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**

Windsor Aged Care Services has operated for over 20 years, providing secure dementia care.

Both buildings are air conditioned. The hostel section has some single rooms with ensuite and twin share rooms with shared ensuites.

Prior to admissions, you and or your family will be given information, as well as 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. Residents Handbook

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

The accommodation is offered on an initial respite stay prior to a discussion about permanent basis and our residents are encouraged to treat their room as their own. We encourage you to supply your own soft furnishings and memorabilia from your home, e.g., television, radio, pictures for the wall, doona, or eiderdown, etc.

If you are not happy with your 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. From time to time a change in room may be recommended. Under these circumstances, full consultation will take place.

## **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. We welcome your feedback regarding the staff, care and activities at the facility. A locked box is provided to ensure confidentiality and is located in the main reception area and both buildings.

On admission residents and relatives are verbally advised of the process. 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

Phone: (07) 3422 3000

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

[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 8am to 8pm Monday – Friday and 10am to 4pm Saturdays.

1300 555 727 Voice Relay Number

131 450 (Translating and Interpreting Services)

133 677 (TTY number) or 0423 677 767 SMS relay number

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



## **Staffing**

At Windsor, we have a Registered Nurse on duty 24 hours per day. Our staff teams consist of Clinical Nurses, Registered Nurses, Assistant Nurses and Leisure and Lifestyle staff that provide direct personal care, as well as a number of support staff who complete cleaning, laundry, and food services. All our staff members receive ongoing training to ensure updated skills and personal development.

## **Other Services**

### ***Podiatry***

A visiting podiatrist attends Windsor on a six (6) weekly basis. Services are provided to all residents as part of the residential care and accommodation services.

### ***Physiotherapy***

A physiotherapist is employed by Windsor Aged Care Services to conduct assessments, group exercises, staff training and individualised programs to assist in rehabilitation and promote residents' mobility and independence.

### ***Dental Care***

We have a mobile dental service that visits the facility as required. All costs associated with dental treatments are the residents' responsibility.

### ***Vision and Hearing***

An optometrist visits the facility six monthly to conduct eye tests on all new residents and thereafter 2 yearly or as required.

Hearing assessments can be arranged. All costs associated with Vision and Hearing screening is the responsibility of the resident

### ***Occupational Therapy and Speech Therapy***

Consultations are provided for all new residents and thereafter on an assessed needs basis.

### ***Dietician***

A dietician reviews the resident's menus and nutritional needs annually. Consultations are arranged for residents who require additional dietician services.

## ***Alternative Therapy***

Residents or their relatives may arrange a consultation with a practitioner. A secluded area will be provided for this practice. All costs associated with this additional service are the responsibility of the resident.

Windsor Aged Care can when requested provide aromatherapy for residents with an assessed need in consultation with residents and families.

## ***Music Therapy***

Windsor Aged Care Services employs a Music Therapist two days per week to promote individualised and group music programs.

## ***Hairdressing***

A hairdresser visits the facility every second Thursday. 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 also be included in your monthly account.

The Leisure and Lifestyle team organises activities programs based on residents' interests and choice. Activities may include visits to local community clubs, ten pin bowls, fishing, bus trips to places of interest, visits to local restaurants, coffee shops, shopping trips, craft, and visits to the library.

On site, Windsor Aged Care Services has cooking, gardening and art classes that residents are encouraged to participate in.

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.

A Windsor Newsletter is produced by the Leisure and Lifestyle team, which includes photos from activities and provides updates of what activities and events the residents have been enjoying and an outline of upcoming events. Families are emailed Resident/Relative Meeting Minutes and the activity events for the following month. Families may access copies of the Newsletter or Meeting Minutes from the Leisure and Lifestyle Coordinator.

## **Meetings**

### ***Residents and Relative Meetings***

All our residents and their relatives are invited to attend and participate in Residents/Relatives meetings which are scheduled two monthly in each area. The Leisure & Lifestyle team and/or the Administration Officer will



advise of dates of meetings via the Newsletter which are emailed to all representatives if email addresses have been supplied. Residents and their families are encouraged to take an active role in facility life.

Please do not wait until the meeting to raise specific concerns. Bring them to the attention of the Registered Nurse, Clinical Nurse, or Director of Care to assist us in addressing issues promptly.

## **Mail**

Mail is delivered Monday to Friday. A staff member will read mail to you and letters can be written for you at your request.

An Appointment of a Nominee form is completed on admission to have important mail redirected to EPOA's and consent is obtained to either open mail or have it redirected.

## ***Newspapers and Magazines***

Personal orders for newspapers and magazines and related costs are the responsibility of the resident/ family.

## **Hospitality Services**

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

## ***Nurses Call System***

A call system is provided in all rooms, and communal areas. The location of call points is displayed throughout the facility. Use of this system will be discussed with residents and instruction given.

## ***Meals***

A seasonal 4 week rotating menu is provided for all residents and includes special diets. A cooked breakfast is provided daily. A choice of the 'meal of the day,' salad or sandwiches is available at lunch and dinner. The facility caters for all food preferences and choices to satisfy cultural and religious requirements.

On admission residents and relatives will be asked about food preferences and requirements.

Residents are encouraged to eat meals in the dining rooms as this offers the opportunity to meet and socialize with others however tray service to rooms is provided for residents who prefer to dine in their own room.

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.

<i>Breakfast</i>	<i>8:00 – 9:00 am</i>
<i>Lunch</i>	<i>12:00 – 1:00 pm</i>
<i>Dinner</i>	<i>4:30 – 5:30 pm</i>

Snacks and drinks are provided for all residents between meals.

### ***Laundry Facilities***

To meet the necessary hygiene and infection control standards, all laundry equipment is industrial, and chemicals are of commercial strength. All garments are to be clearly labelled and Windsor can arrange for the labelling to be done on site. Any cost incurred is the responsibility of the resident. Any new items of clothing should be brought to Reception for labelling prior to being placed in wardrobes.

The commercial laundry system is unsuitable for delicate, woollen garments and items which require gentle washing cycles.

Laundry service does not include ironing.

Although all care will be taken Windsor Aged Care Services cannot accept responsibility for damage or loss to personal clothing.

**Please note:** Residents/carers may choose to do their own laundry and while all effort will be made to ensure that laundry is sent home, we cannot guarantee that some items will not be inadvertently sent to our laundry

Please see leaflet '***What clothes will I need at Windsor Aged Care Services?***' for further details.

### ***Cleaning***

Your rooms are fully detailed cleaned monthly on a rotational basis, with daily surface cleaning. 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.

### ***Transport to External Services***

The QLD Ambulance Service policy on transport is that: transport to appointments will only be considered if a doctor certifies that, medically, the patient cannot be transported in any other manner.

Staff may escort residents by taxi to attend external appointments when no family is available. If a staff member is required to escort residents to appointments a fee will apply. All costs associated with this service are the resident's responsibility. It is recommended that residents apply for a taxi subsidy. Application forms are available from the Department of Transport.

The Queensland Ambulance always attends in emergency situations.

### ***Minor Treatments***

Basic clinical supplies, equipment, and goods to assist with toileting and incontinence management are supplied free of charge to all residents.

### ***Valuables and Money***

Careful consideration should be given to bringing valuables or personal jewellery into the home. Insurance of these items is the responsibility of the resident. **Although all care will be taken Windsor Aged Care Services cannot accept responsibility for loss of such items.** If any items are lost or misplaced please inform the Registered Nurse on duty immediately.

Residents are encouraged to manage their own financial affairs as long as possible however it is preferable that residents do not keep large sums of money in their rooms.

### ***Telephones***

Residents can be contacted at any time on the portable phone in each area Tel **07 3357 9099** however there are times when the demand for these phones is high.

Personal telephones can be installed in the resident's rooms. The installation and ongoing costs are the responsibility of the resident.

## **Security**

### ***Access to Buildings***

All external doors of the facility are secured outside office hours Monday – Friday 7am -4pm. Access to the facility (both Hostel & Residential Home) is gained through the respective front doors after ringing the doorbell which will alert staff that you are at the entry. Please wait for a staff member to attend to you.

### ***Infection Control***

Windsor 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.

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.

COVID-19 requirements are advised and updated as required.

### ***Medical Visits***

You may continue with your current doctor where practicable, however some GP's do not attend home visits. In the event that you need an escort to attend an outside medical visit, we would encourage a member of your family or close friend to accompany you. If this cannot be arranged, an escort can be provided however there is a charge for this service. Windsor can supply you with a list of local GP's who visit the home.

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***

Windsor 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.

Windsor 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 can administer medication in accordance with doctor's instructions. All medications held by the home are stored in secure areas.

Windsor Aged Care Services uses Civic Fair Pharmacy. All medications are supplied in sachets packed for each resident. Residents can continue to use their preferred pharmacy provider if the resident and or their representative chooses.

### ***Risk Taking***

Risk taking is a normal part of life. Windsor 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

### **Workplace Health & Safety**

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

Windsor Aged Care Services provides residents with a supportive home environment aimed at enabling residents to a 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 closest exit.

### ***Alcohol***

Residents are permitted alcohol with meals or as requested; this is to be supplied by the resident. Windsor Aged Care Services encourages moderation with alcohol consumption due to the complex health needs of some of our residents.

### ***Smoking***

Smoking by residents and visitors within the buildings is not permitted. This includes communal areas e.g. recreation room, lounge room and dining room.



## ***Parking***

Limited parking is available within the grounds of the facility. The front gate closes at 6.00 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***

Visitors are welcome at all times; there is no restriction on visiting hours. Visitors are requested to sign in the visitors' book and sign out when leaving the facility, this is for safety reasons. Families can continue to take Residents on normal outings and family visits. Families are requested to sign the Residents Outing Book when leaving and returning to the facility. This is for safety reasons.

It is important that visitors do not allow other residents to exit the buildings unless escorted by a member of staff.

## ***Religious Affiliation***

Visiting clergy are welcome to attend the facility at any time.

## ***Voting***

Voting suitability will be discussed with you upon admission. Electoral enrolment/change of address forms are available from Reception if desired.

## ***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. Should you require information with respect to this matter, the facility does have material available from the local directors.

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

Fees are determined by the Australian Government through Services Australia and can be varied by the Government 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, or if, necessary.

### ***Cost of Outings***

At Windsor 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 attorney 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.

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

Wherever 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.

### ***Use of Bed Poles***

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 assessed 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 (AAQ-F-100).



The handbook is provided as a guide to life at Windsor Aged Care Services. 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 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.

**Christina McDonagh**  
**DIRECTOR OF CARE**

