



Residential Care Handbook



**Better
for life[®]**



Welcome

We are so pleased that you have joined the Southern Cross Care community, or transferred from another Southern Cross Care service into our aged care home.

We have been welcoming people into our community since 1968. In that time we have seen many changes, and wonderful advancements through discovery and technology.

However, one thing that hasn't changed is our attitude towards ageing. We continue to encourage people to be their healthy best, maintain their independence, stay engaged, informed, and connected with family and friends.

This handbook will help to inform you on a range of topics, including who you will meet and what you will find in your new home, your privacy, lifestyle choices, services, care and safety, and your rights and responsibilities.

We understand it's not easy moving into a new home. That is why we will be on hand to help in any way we can. If you or your family have any questions, please ask us. And don't hesitate to bring any concerns or suggestions to our attention.

We are excited to get to know you - the lifetime of experiences you bring, the things that make you happy, the memories you hold dear, the pastimes you enjoy, and the people who are important in your life.

Welcome to Southern Cross Care.





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Your home

Feeling at home is being comfortable in your own space, surrounded by familiar things that you hold dear. It's being your own person, in a place where your privacy is respected, where you can look forward to having friends and family around in your room... where you can catch up for a chat or a cuppa... or just watch your favourite TV show.

Feeling at home is also feeling safe... that help is always at hand, when and if you need it.

Furniture, artwork & personal items

We encourage you to personalise your room with items that make you feel happy and comfortable. However, you may have to be a bit choosy about some items. Furniture takes up a lot of space, but a chair and side table should fit nicely, and pieces of artwork are a lovely way to add colour and personality. Of course, framed photos always give a room a homely touch.

Please note: Some items may not be allowed for safety reasons, and fragile ornaments are not encouraged. If you would like to hang some artwork or photos on the wall, please ask the maintenance staff to help you.

Clothing, linen & footwear

Your clothes are an expression of who you are, so please be as individual as you like. Please make sure each item is labelled with your name. If you haven't already done so, labels can be ordered at reception.

Bed linen and throws are another way of personalising your room, and making the space your own. As with clothing, labelling each item is important.

Footwear is a more considered choice. Your shoes should be safe, supportive and comfortable, and your socks should be non-slip. Our team will assess your mobility and dexterity, and can help you select footwear that is best for you.

Please note: Our laundry service does not include woollen or delicate items. Dry-cleaning may be available at your own cost.

Telephone, TV & technology

Staying connected with family and friends is important. Your room is fitted with a telephone handset, and if you have an existing home phone number, we can organise for it be transferred to your room. Many residents like watching TV shows together in our common lounge areas, and each room is fitted with it's own TV so you have the option of being able to watch your favourite shows in the privacy of your own room.

If you would like to connect to Pay TV services, please speak to our staff about your requirements. These services, and any associated costs will need to be managed by yourself or your representative.

Our homes offer devices to enable video calling for you to stay connected with family and friends who may not be able to visit, live interstate or overseas. For more information about this service in your new home, please speak to reception staff.

Electrical items

All personal electrical items need to be tested and tagged before being connected to ensure your safety.

Unfortunately, the following items are not permitted because of the risk to your safety: toasters, kettles, irons, radiators, blow-heaters, electric blankets, microwaves, rice cookers, food steamers, double adapters and any other electrical items we deem unsafe.

If you have any questions about electrical equipment, please talk to your friendly staff.

Please note: Fridge cleaning and maintenance is the responsibility of yourself and your representatives.

Motorised mobility devices

An important part of being independent is being able to move freely around your new home and within your community. If you use a motorised mobility aid, like a scooter or electric wheelchair, one of our Allied Health team members will need to assess your requirements to ensure your safety and the safety of those around you.

Please note: To ensure every home is a safe and inclusive environment, motorised scooters can be used only outside.

Newspapers, magazines & mail

We encourage you to pursue your interests and to keep up to date with local and international news. So, if you would like newspapers and magazines delivered straight to your room, we can organise this on your behalf. However, this will be at your own cost.

Mail arrives each weekday, except for public holidays. Any mail you would like to send can be left at reception, and we will send it at the end of every weekday.

Money, valuables & security

Rather than keeping cash in your room, we recommend that all residents choose an electronic payment method, such as a credit or debit card. This is important for security, and also for ensuring that you have a record of all expenditure.

We encourage you to take great care in looking after your important personal items. Your room will have a secure draw, cupboard or other area where you can securely and safely store these items.

Please note: We take no responsibility for loss or damage to your personal items. Therefore, we advise you to take out personal contents insurance to protect you against any loss or damage.

Food, alcohol & smoking

Enjoying good food is so important to our health and wellbeing... and for some residents, enjoying an alcoholic drink from time to time is also an important part of life.

Our view is that residents should be able to enjoy alcohol where it is safe to do so. If you would like an alcoholic drink with a meal, you will need to first provide it to our staff for an assessment. This is important because some combinations of medications and alcohol may be unsafe.

If your family or friends bring you food from outside your home, there is a guide they will need to familiarise themselves with.

All of our homes are 100% smoke free environments, including the outside gardens. This is important to protect the health of all residents and staff.

Café & kiosk

Your new home has its own unique café, which is the perfect spot to catch up with your new neighbours and arrange takeaway for friends or family to consume in your room or outdoors areas. These

cafes offer great food and beverage options, and are a hive of activity and positive energy for residents.

Hairdressing

We know you take pride in your appearance. That is why your home offers a professional hairdressing service so that you can always look your best. Bookings can be made at reception or directly with your hairdresser. A price list is available at reception.

If you wish to continue using your current hairdressing service, please speak to the staff to assist in arranging appointments and transport, if required.

Guests & pets

We love seeing guests join you in your new home. All guests are required to comply with current COVID-19 requirements, including but not limited to; meeting the COVID-19 screening requirements and completing a COVID-19 visitor declaration for contract tracing purposes.

Depending on circumstances, it may take a minute or two for the front door to be answered by a staff member when your guests arrive... we ask for their patience in advance.

If you are going out for the day with a friend or family member, we would appreciate you signing in and out at reception.

If your guests arrive after-hours (before 9.00am or after 5.00pm) they will need to ring the doorbell and wait for access to be granted for security reasons.

And, of course, we can't forget the best guest of all... pets. Sadly, they can't stay with you, but they can visit as much as you like. All visiting pets must be clean, vaccinated, toilet-trained, kept on a leash.

Please note: If you are allergic to pet hair or have other issues with visiting pets, please let us know.



Your support team

Feeling supported is feeling like you matter... that the people around you care about your wellbeing, have your best interests at heart, and respect your lifestyle choices. Everyone who works within your home is dedicated to providing you with the support you need to be your healthy best.

We all look forward to welcoming you, and helping you settle into your new home. It is important to know that the people who will provide care for you are part of a friendly, inclusive, and dynamic culture. They live and breathe our compassionate, capable, collaborative and creative values, and are all here to help you live Better for life, in your new home.

Reception staff & managers

Your friendly reception staff are the people to speak to if you have any general questions, or need any non-medical assistance.

They are on top of everything that is happening in your new home, and can help you with things like booking a taxi, delivering your mail, organising visits and getting your newspaper delivered.

The reception staff are also the people to see if you wish to make an appointment with the Residential Services Manager or Care Manager.

The Residential Services Manager is responsible for the general running of your new home, while the Care Manager is responsible for Nurses, Personal Carers and other health professionals.

The Managers are happy to meet with you any time if you have any feedback, suggestions, or issues you would like to discuss.

Nurses & personal carers

Our nurses are qualified health professionals who understand the importance of leading an active, healthy, and independent life. In consultation with you, your representative, your doctor and other health professionals, our nurses will create and monitor your personalised care plan.

Our dedicated personal carers will also assist you in reaching your health goals, and help you to maintain an active lifestyle. They will support you with personal care and everyday activities, and are happy to have a quick chat anytime, and bring you a tea or coffee just the way you like it.

Please note: If at any time you need assistance, a call button is located on the wall of your bedroom and in your bathroom, and call pendants are available if you would like to wear one.

Please note: Staff uniforms vary by position. To help you identify our staff, each staff member wears a name tag and clothing embossed with the Southern Cross Care logo.

Wellness & lifestyle staff

Your new home is a vibrant place to live. A place where there is always something interesting happening, where you can continue to explore and engage in your interests, and participate in activities to improve your wellbeing.

This vibrancy is thanks in large part to our wellness and lifestyle team that includes Health & Wellness Promoters, Exercise Physiologists and Lifestyle Assistants.

They are all on-hand to support you in engaging in events and activities, and supporting you to live Better for life, in your new home.

Allied health professionals

To deliver a holistic model of care, we engage the services of many wonderful and inspiring allied health professionals.

They include: Podiatrists, Physiotherapists, Occupational Therapists, Audiologists, Optometrists, Dentists, Dieticians and Speech Pathologists.

These qualified professionals can have a significant positive impact on your health. Appointments will be arranged as part of your personal care plan.

Doctors

For many of our residents, maintaining a relationship with their doctor after they move into their new home is an important part of ensuring their health and wellbeing. Your doctor is most welcome to visit you at your new home. Just provide us with their details and we will be happy to work with them. If you need to find a new doctor, we can also help you find one who can visit you at your new home.

Volunteers

We are blessed to have the support of many generous volunteers, who donate their time and skills to support our dedicated staff. Our volunteers perform a wide variety of roles, including supporting the diverse social groups and lifestyle activities in your new home.

Pastoral carers

It's nice to have someone to confide in... someone compassionate and empathetic, who listens to you, brings you comfort and offers guidance and support... especially in helping you to settle in to your new home.

Our Pastoral Care team are very special people, who have a genuine desire to ease your mind and provide hope when you need it most.

Interpreters

We celebrate diversity, and welcome people from all backgrounds into our community. Therefore, we are more than happy to arrange for an interpreter should you require one.

Catering

All of your meals, including snacks, are prepared by our amazing catering staff. They take a lot of pride in what they serve you, but that doesn't mean you don't have a choice in what you eat.

They understand that everyone's tastes are different... if you don't like broccoli, you won't be served broccoli. They will also consult with your dietician to ensure that all of your dietary needs are met.

Breakfast, morning tea, lunch, afternoon tea, dinner and supper are served in the dining room. However, you may choose to have the occasional meal in your room or at an outdoor table overlooking the garden. You just need to inform the staff who can organise this for you.

If your guests require a meal, this can also be arranged for them. Private birthday parties may also be catered for in line with the COVID-19 visitation guidelines. Please remember, you will need to discuss these plans with our staff in advance.

Please note: Guests will have to pay for their meals (or you can shout them if you like). Our reception staff will be able to co-ordinate this for you.

Housekeeping

We take pride in the presentation and cleanliness of our homes. However, it's not just about looks. As you may imagine, maintaining hygiene standards is essential to everyone's health and wellbeing. All areas of your home, including your room, are cleaned by our housekeeping staff each day.

However, we ask you to maintain the presentation of your room by keeping it neat and tidy, as too much clutter can be a safety hazard.

Your days of doing your own laundry are over, as our housekeeping staff will take care of it at our excellent on-site laundry service. Every personal item needs to be clearly labelled, and labels can be ordered at reception. If you have woollens or delicate items that need to be dry-cleaned, we may be able to arrange that for you at your own cost.

Please note: We take no responsibility for unlabelled items.

Gardening & maintenance

You will never have to worry about changing a light bulb or trying to unblock a sink again. Our professional maintenance staff will take care of that for you.

All buildings are fully maintained, and any repairs are organised through our trusted contractors, and all equipment is checked and serviced routinely.

We also keep gardens and grounds looking immaculate - we want you to feel proud of your home and be able to immerse yourself in its beautiful surroundings.



Your wellbeing

Feeling happy and being healthy go hand in hand. We promote active, healthy ageing so you can continue to enjoy life in your new home. You will find many comfortable, inviting spaces both indoors and out, where you can relax, engage and celebrate. We encourage you to make the most of these spaces, and enjoy the range of wellbeing services on offer in your new home, all of which are designed to help improve your wellbeing.

Fitness, lifestyle & leisure

As you settle into your new home, members of the wellness and lifestyle team will drop in for a chat to get to know you.

Together we will develop a personal wellness and lifestyle program which is tailored just for you, and updated as you make progress over time. You have a Health and Wellness Centre in your home. It is a bit like a gym, and comes with specialised strength, exercise and rehabilitation equipment, all aimed to help you reach your own health and wellness goals.

Feeling healthy will allow you to pursue your interests, and participate in some of the many community activities and events that are on offer. If you have interests outside of your home, we encourage you to keep involved with those too.

Events, happy hours & parties

You may be thinking that you will have to be taken out to see anything entertaining or to have any real fun. Well, you may be pleasantly surprised to know that concerts and happy hours are regular events at your new home.

They are a great way to have fun and socialise, and to attend all you have to do is ask your wellness and lifestyle team.

Concerts are many and varied - something for everyone, that's for sure. And if you have a suggestion for something that you would like to see or do, then please let us know.

During the COVID-19 pandemic all concerts and events must comply with social distancing requirements. Please discuss with staff your personal preferences, to assist you in attending your favourite type of entertainment.

If you have a special occasion coming up, you might like to celebrate it at home with your new neighbours, or family and friends. Whatever you have in mind, let the wellness and lifestyle team know and they will help you arrange your 'invitation only' party, just for you and your guests. All visitors must comply with the COVID-19 visitation and social distancing requirements.

Activities & outings

Each month, you will receive a programme which covers all the upcoming activities, including arts and crafts, cooking and games. These are optional activities, and you can always suggest a new activity if you would like to see something added to the program.

Outings are organised as part of your monthly wellness and lifestyle program so that you can continue to experience all the great things that are happening outside of your home. Outings vary from month-to-month, however COVID-19 restrictions mean that some outings are currently on hold and plans are subject to change.

Please note: There are no additional costs for outings, but numbers are limited, so bookings with your wellness and lifestyle team are essential.

Medications

We manage and monitor medications carefully in your new home. In consultation with your doctor, we will ensure you receive your prescribed dosages of medication. Any changes in medication will be the result of further consultation with you, your doctor and your representative.

You don't need to worry about going out to the chemist to get your medication, as orders and scripts from your doctor can be filled through our pharmacy service. If you prefer, you can continue to place medication orders through your own pharmacy.

Please note: There is no extra cost for our pharmacy service, but you and your representative are responsible for payment of the pharmacy account.

Ambulances

If you require an ambulance we will organise one for you. To help avoid unexpected costs, please make sure that you have current Ambulance cover, either through your private health insurance, or directly with SA Ambulance Service.



Your rights

Knowing your rights will help you to feel comfortable in your new home, and help you understand what you can expect from us. Your rights centre on care, respect, independence and safety.

Charter of Aged Care Rights

The Charter of Aged Care Rights provides the same rights to all people who receive Australian Government funded care and services. The Charter has been written from your perspective. It states that I (the resident) 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

If you have any questions about the Charter of Aged Care rights, please don't hesitate to speak with our friendly staff.

Representatives

Your choices say a lot about the kind of person you are, the things that motivate you, excite you, comfort you, and make you feel safe and secure.

We embrace the person you are, and hope you continue to be able to make your own choices. However it might be a good time to think about having someone to help represent you and your choices into the future.

If you haven't already organised one or more trusted people to be your representatives, we recommend that you do so. Your representatives must have legal authority to make decisions - Enduring Power of Attorney/Medical Power of Attorney, Enduring Power of Guardianship or an Advanced Care Directive.

They will be informed and consulted on all decisions relating to your wellbeing, and guided by the professional recommendations of health practitioners. However, your representatives are unable to instigate any treatment on your behalf, or against the advice of Health Practitioners.

Please note: If you have no legal Representative (and are unable to speak for yourself), there are people who have the authority to make decisions on your behalf under the Consent to Medical Treatment and Palliative Care Act 1995.

Please note: If your Representatives disagree over a course of action, a Court or Tribunal Appointed Guardian maybe empowered to act on your behalf.

Feedback & complaints

Creating a positive environment, where health and happiness live hand in hand, is our goal. We aim to be respectful and fair to the needs of everyone, and this means being open and responsive to your feedback.

We genuinely want to hear what you think, and welcome any suggestions you have to improve life in your new home.

Occasionally, we may ask for your feedback on specific questions or topics. It's not compulsory for you to respond, but we value any response we receive.

If you are dissatisfied with any aspect of your home, care or services, we want you to let us know, and give us the opportunity to improve the situation. If you wish to remain anonymous, that is perfectly fine too. Written complaints can be left anonymously in the Feedback Box located throughout your home.

If you would prefer to speak to someone, that's fine too. Just ask to speak to the Residential Services Manager or Care Manager, and they will arrange a time to sit down and talk to you about your feedback.

Of course, complaints may also be voiced through your representatives.

We are also very conscious of, and concerned for, the well-being of our staff and their right to work in a safe environment, free of any form of abuse or harassment. We highlight therefore the importance of any feedback being provided through the channels mentioned above - and not directed to staff who are not part of those channels and therefore are not expected, nor trained, to receive your feedback or complaints. We consider the respect with which our staff are treated not only as their fundamental entitlement but also very important in the delivery of quality care and therefore will appreciate your support in this regard.

External advocacy

Should you or your representative believe we haven't addressed a complaint to your satisfaction, then external support can be sought through the following organisations:

[Aged Rights Advocacy Service Inc. South Australia](#)

PO Box 7234,
Hutt Street SA 5000

8232 5377 or 1800 700 600

aras@agedrights.asn.au
www.sa.agedrights.asn.au

[Aged and Disability Advocacy Service](#)

Northern Territory
GPO Box 3180, Darwin NT 0801

(08) 8982 1111 or 1800 812 953

info@dcls.org.au
www.dcls.org.au

[Aged Care Quality and Safety Commission](#)

GPO Box 9819 (in your capital city)

1800 951 822

info@agedcarequality.gov.au
agedcarequality.gov.au

Privacy

Privacy is important, and everyone deserves to have their personal information kept safe and secure.

We have dedicated Privacy Officers who are responsible for managing all matters relating to your personal information.

Access to personal and medical details may be given to nurses and other health professionals to assist them in providing you with quality medical care.

That's why you, or your representative, will be asked to sign a Privacy Disclosure Statement.

We understand that we are in a position of trust, and there are safeguards to protect your privacy. If you have any questions about privacy or wish to read our Privacy Policy, please ask our reception staff. A full copy is also available on our website: www.southerncrosscare.com.au

Please note: If further assistance is required, you can contact our Privacy Officers on 1800 180 781 or email privacy.officers@southerncrosscare.com.au

Voting

We encourage you to continue to engage with your local community, and that includes voting in local, state or federal government elections.

Unless you have been removed from the electoral role due to medical reasons, you will be required to vote in state and federal elections. However, voting in local elections is not compulsory.

We help facilitate your right to vote by arranging postal voting or Australian Electoral Commission mobile voting. Or, if you prefer, a friend or family member may take you to a local polling booth.

Please note: If required, a Voting Exemption Form needs to be completed by your doctor.

Breaks & holidays

No matter how good home life is, you may like a change of scenery now and then. Whether it's a few days staying with your family or a few weeks on holiday, we celebrate your independence, and look forward to hearing about your break. Of course, there may be other reasons for taking some time away, such as a visit to hospital.

You may take leave for up to a maximum of 52 days every 12 months. During which time your room will be maintained for you exclusively. Should your break extend beyond this, extra costs may be incurred.

Please Note

- We require 48 hours notice regarding any extended leave. This is to ensure that all medication, dressings and clothes are ready for your departure.
- Leave is not available for those in Respite care, unless there are special circumstances.
- Additional leave can be announced by the Health Minister from time to time. For more information please speak with your Residential Services Manager.

Security of tenure

In your new home, you will have Security of Tenure under The Aged Care Act 1997.

There are certain circumstances in which you may be asked to temporarily or permanently leave your new home, or move to a new room within your home. These are usually due to changes to your medical care needs - as determined through an independent medical assessment. Further detail about these circumstances can be found in your resident agreement.

If any of these circumstances do arise, then we will consult with you, and your nominated representative.

Please note: We will provide all reasonable assistance in locating and transferring you to new accommodation if and when it is required (in accordance to the Aged Care Act 1997).



Your responsibilities

Knowing your responsibilities will help you to feel comfortable, and to make a positive contribution to the wellbeing of all those who live and work in your new home.

Some responsibilities, like documentation and paying accounts, may need to be handled by your representatives - those who act on your behalf. And, of course, nurses, staff and volunteers will always be there to help should you require any guidance or assistance.

Health & safety

We do all we can to ensure your home is a healthy and safe place to live. However, you can also play your part by being health and safety conscious and complying with COVID-19 requirements.

With this in mind, we ask that your visitors are in good health when they drop by to see you because no one wants to catch anything nasty. All visitors to your home must comply with the COVID-19 entry requirements. So, if a visitor says they are not feeling 100%, it is better if they stay away until they feel better. Every visitor should wash their hands upon arriving, and departing your room.

It is always nice to walk into a neat and tidy room - it gives you a sense of pride and makes you feel better. We encourage residents to take care of their rooms and keep them neat and tidy, not only for appearance, but also safety. Of course, if you need some help, our staff will be happy to assist you.

Familiarising yourself with the location Emergency Exits is also a good idea, even though we will be there to assist you should an emergency evacuation occur.

Please note: If you see a potential health or safety hazard, please inform our staff.

Room care & noise

We ask that all residents are considerate of their neighbours when it comes to noise - particularly when it comes to TV volume. If you are struggling to hear your TV, then we can assist you to find hearing aids, headphones or other devices that could help you to hear more clearly.

Personal equipment

We assess any personal equipment such as wheelchairs, walking frames and other mobility devices you bring to your new home to make sure they are fit for purpose. For your safety and the safety of others, we also monitor them for wear and tear, malfunctions and service dates.

However, the upkeep of personal equipment is the responsibility of you and your representative. If a fault is found or the equipment needs servicing, we will

ask your representative to attend to it, or remove it from use until it is safe.

Personal information

To help us in coordinating your care and services, we ask that you provide us with certain personal information that we will hold securely on your behalf.

- Pension / DVA card
- Medicare Card
- Private Health insurance information
- Pharmaceutical Benefit Number
- Documents relating to financial directives, such as Enduring Power of Attorney / Medical Power of Attorney, Advanced Care Directive, or Guardianship Order

Legal management & will

Planning for the future is part of being independent and in control. It means putting in place legal safeguards that will protect your best interests, both from a health and financial point of view. By appointing someone you trust with Power of Attorney or Enduring Power of Attorney, you will have security and peace of mind, knowing your interests are being looked after.

Making a will is also an important safeguard, ensuring that your wishes will be carried out, and handled correctly and properly. If you haven't already made a will, we encourage you do so, either with a Solicitor or Public Trustee.

Please note: If you have made a will, we require the name and contact details of your Solicitor or Executor for our records.

Accounts

Just like your old home, your new home has running costs. Unfortunately, it is something none of us can escape.

Your basic daily care fees are set by the Department of Health, and payable twice per calendar month via direct debit. Our staff will help you, or your representative, to set up a direct debit from your chosen account.

Please note: If you have any account queries, please direct them to reception staff.



Our Better for life commitment

Southern Cross Care (SA, NT & VIC) Inc (Southern Cross Care) values each member of our community, our residents and those connected to them, our staff and our volunteers. We take the health, wellbeing and safety of all very seriously, so that as a community together we can thrive and be Better for life.

That's why when you are getting to know us it is important that you know where we stand on key issues surrounding quality and safety. This statement gives an overview of our position. We welcome any questions you may have. For these questions please contact the Residential Care Manager at your home.

Better for life

Southern Cross Care upholds the Aged Care Quality Standards and National Aged Care Mandatory Quality Indicator Program and is committed to supporting residents towards Better for Life. For us this means a focus on;

- a) Health promotion (taking steps to improve health and wellbeing through healthy lifestyles and active participation), and
- b) Person centredness (taking steps to understand what is important to and for each person).

What this looks like in day to day services is that we encourage all residents to attend our supervised gyms and wellness centres, to become stronger and to develop the protective factors needed to improve quality of life. This also includes supporting residents in their rooms with programs to improve their fitness and wellness. We also actively have conversations to better understand what is important to and for people.

We also ensure our staff participate in regular training to support the provision of safe and quality care. We continuously improve our services as a result of our quality programs, feedback and changes in resident and client needs.

Diversity & Inclusivity

Southern Cross Care promotes a culturally safe environment for residents, families, staff, volunteers and visitors. We deliver care in a way that is spiritually, socially, emotionally and physically safe for you. We value diversity and are inclusive of all. We are privileged to have multicultural staff and volunteers and as a Southern Cross Care community we respect each person's identity and culture.

Choice & control

Southern Cross Care is committed to supporting resident choice and control. For us this means a focus on;

- a) Supporting informed choices where residents and their representatives understand the options, risks and potential consequences of choices,

- b) Considering how choices impact others in the Southern Cross Care community - there may be situations where Southern Cross Care can't meet resident preferences for care and services, such as if the choice negatively affects others. If this is the case Southern Cross Care helps residents and their representatives to understand the reasons and look at other options.

Representatives, advocates & substitute decision makers

Southern Cross Care is committed to delivering care and services which align with the direct wishes and preferences of each resident. Resident representatives and advocates are welcomed and encouraged in supporting residents to make their wishes known and see these wishes upheld. Southern Cross Care takes its responsibility of meeting resident needs and upholding privacy seriously.

This means:

- a) Southern Cross Care supports residents to make their own decisions wherever possible. Residents may always choose to involve their representatives in decision making.
- b) In situations where a resident lacks the assessed capacity to make a decision (i.e. can no longer speak for themselves), a Substitute Decision Maker will be consulted. Substitute Decision Makers must have the legal authority in place (e.g. Enduring Power of Attorney/Medical Power of Attorney, Enduring Power of Guardianship, or an Advance Care Directive appointing Substitute Decision Makers). When no legal authority is in place and a resident is unable to speak for themselves in relation to medical treatment, certain other people have authority to make decisions on behalf of the resident under the Consent to Medical Treatment and Palliative Care Act 1995. If no one is appropriately appointed and available, or there is disagreement over who is the Substitute Decision Maker, a court or tribunal appointed guardian will need to be put in place to make these decisions.

- c) Substitute Decision Makers must have regard to health practitioners' professional

advice and are unable to compel a health practitioner to provide a particular form of health care - this is relevant when we offer health care treatments or options based on professional health care advice. The Substitute Decision Maker can accept or refuse the treatment subject always to the expressed wishes, priorities and best interests of the resident.

d) Southern Cross Care consults with the first available Substitute Decision Maker in decision making. It is then this person's responsibility to take the appropriate steps to (if necessary) gain approval from other Substitute Decision Makers (if the appointment is joint) to a decision or alternatively to notify them of the decision.

e) Southern Cross Care upholds resident privacy and only shares sensitive information with the authorised legal representative. If however a resident wishes to share their sensitive information with others, for example family members, that is their choice.

Incident management and reporting

The Serious Incident Response Scheme (SIRS) is an Australian Government initiative to help prevent and reduce the risk and occurrence of incidents of abuse and neglect in aged care services. The scheme requires reporting of 'serious incidents' within a defined timeframe to the Aged Care Quality and Safety Commission. All SIRS incidents are managed under the Southern Cross Care incident management processes.

What is a reportable incident?

A reportable incident is an incident that has occurred, is alleged to have occurred, or suspected of having occurred (including if the evidence is ambiguous) to a resident in connection with the provision of services, and either has caused, or could reasonably be expected to cause harm to a resident or another person, and relates to any of the following:

1. unreasonable use of force against a resident

2. unlawful sexual contact, or inappropriate sexual conduct, inflicted on a resident
3. psychological or emotional abuse of a resident
4. unexpected death of a resident
5. stealing from, or financial coercion of, a resident by a staff member of the provider
6. neglect of a resident
7. use of physical or chemical restraint of a resident (other than in the circumstances set out in the Quality of Care Principles)
8. unexplained absence of a resident from the service

Southern Cross Care takes its SIRS responsibilities seriously and our staff are trained in all incident management processes.

Open disclosure

Copy: Southern Cross Care adopts an 'open disclosure' process when things go wrong. This means we apologise and communicate with you about exactly what happened and what we will do better in the future. We will give you the information that you need to understand what occurred. However in order to protect the privacy of others involved, this information will not be unlimited, will be targeted at the specific event and may be redacted as required.

Safe & effective care

Southern Cross Care delivers personal and/or clinical care and manages risks in a way that balances resident rights and preferences with their safety and the safety of others. Some risks are more common and have a higher impact on health and wellbeing. To prevent harm from these risks Southern Cross Care follows best practice guidelines and takes measures to ensure the impact is as low as possible. Common risks:

a) Managing hydration and nutrition - This is important for quality of life. It helps to minimise the risk of infections, pressure

injuries, anaemia, hypertension, confusion and impaired cognition, decreased wound healing and fractures. Families/representatives are welcome to bring in appropriately prepared and fresh food and beverages (following our food safety requirements). Our health professionals work in partnership to address any risks and find management solutions/options.

b) Managing risks of choking – Swallowing difficulties are common among residents and clients receiving aged care services. If a service doesn't manage swallowing problems, it can lead to death from choking. Our health professionals work in partnership to address any risk of choking and find management solutions/options. If a clinical determination has been made around a resident's ability to safely swallow this cannot be 'overruled' by a person who is not a clinical expert in this area.

c) Managing pain – If pain is not well-managed it can lead to confusion, poor sleep, malnutrition, inactivity, depression and isolation. Southern Cross Care seeks to minimise pain wherever possible using pharmacological and non-pharmacological strategies (e.g. keeping people moving). If a resident has been assessed by a health practitioner to be in pain and requiring analgesia, this cannot be 'overruled', by refusing pain medication, by a person who is not a clinical expert.

d) Managing medications safely – Southern Cross Care is committed to supporting the optimal and safe use of medications. Our nursing staff work together with your GP and pharmacists in ensuring medications have the desired effect. This also includes optimal use of antibiotic therapy, with the focus on minimising antibiotic resistance.

e) Prevent and manage the spread of Infection – Southern Cross Care is committed to a safe and healthy environment for all. This means that residents, families, staff, volunteers and visitors are encouraged to take steps to stop infections spreading, including washing hands, not coming into the service when sick and vaccinating in preparation for each flu season. When an infection outbreak occurs, restrictions will be implemented to support the safety of all residents, visitors and staff.

f) Mobility – Where use of a mobility aid is proposed we will take the advice of appropriate health professionals to determine whether the aid can be used and/or whether it can continue to be used safely from the perspective of the resident, but also having regard to the safety of other residents, families, staff, volunteers and visitors.

g) Smoking – is banned across all Southern Cross Care homes. These bans protect people from harmful secondhand tobacco smoke.

h) Falls – Our health professionals assess each resident on admission to identify the risk of falls. We then set strategies to minimise the risk of falls, including working with residents on health promotion to improve their strength, health and wellbeing.

Promotion of a restraint free environment

Southern Cross Care promotes a restraint and restrictive practice free environment. Southern Cross Care is committed to a person centred approach that preserves human rights and optimises each individual's health and wellbeing. Southern Cross Care has a targeted focus on minimising both physical and chemical restraint. This means any restraint used, is used as a last resort, for as short a time as possible, in line with best practice.

a) Physical restraint is defined as the 'Any restraint other than

- a chemical restraint, or
- the use of medication prescribed for the treatment of, or to enable treatment of, a diagnosed mental disorder, a physical illness or a physical condition.'

(See Glossary published by Aged Care Quality and Safety Commission.) Another explanation is an aversive practice, device or action that interferes with a resident's ability to make a decision, or which restricts their free movement. Examples of physical restraints are bed rails, lap belts, and deep chairs which restrict a person getting up.

b) Chemical restraint is a form of medical restraint in which a drug is used to restrict the freedom or movement of a resident or in some cases to sedate a resident.

End of life care & advanced care directives

Southern Cross Care is committed to respecting resident end of life wishes. This includes a focus on maximising comfort and maintaining dignity whilst still keeping residents mobilising for as long as possible.

Southern Cross Care promotes the use of Advance Care Directives which are designed to guide others about the care that residents choose and their health and lifestyle priorities, should they not be able to speak for themselves.

You cannot create an Advance Care Directive after you have lost the ability to speak for yourself.

If you do not have an Advance Care Directive and wish to have one, our staff will assist you to arrange and document your wishes. This means you can choose your preferred Substitute Decision Maker, who will be your representative.

Surveillance devices (i.e. cameras)

Surveillance devices are closed circuit TV, video cameras, and mobile phones and other devices capable of listening, tracking, or recording video or audio.

Southern Cross Care may at times use surveillance devices (closed circuit TV) in common areas, including hallways, dining rooms, recreational rooms, outside areas and meal preparation areas. As a general rule, there is no live monitoring of surveillance footage.

All residents, families, staff, volunteers and visitors are made aware of surveillance device use through signage, or by specific notification of new surveillance devices in particular areas.

In private areas, for example resident rooms and bathrooms, by law (Surveillance Devices Act 2016 (SA)), other than in very limited circumstances, the consent of all those who may enter the room and be

filmed (i.e. residents, staff, volunteers and visitors), is required before any surveillance device is used. If a resident wishes to install or use a surveillance device monitoring their room, they must contact the site manager.

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Residential Care homes

Bellevue Court

9 Bellevue Court
Gawler SA 5118
Telephone 08 8522 9300

Bucklands

333 Marion Road
North Plympton SA 5037
Telephone 08 8292 6444

Carmelite

7 Spence Avenue
Myrtle Bank SA 5034
Telephone 08 7077 2000

Fullarton

345 Fullarton Road
Fullarton SA 5063
Telephone 08 8373 1570

John Paul II Village

6A Dianne Street
Klemzig SA 5087
Telephone 08 8369 0377

Labrina Village

63-72 Labrina Avenue
Prospect SA 5082
Telephone 08 8344 1867

The Lodge, Lourdes Valley

18 Cross Road
Myrtle Bank SA 5064
Telephone 08 8433 0400

McCracken Views

31 Adelaide Road
Victor Harbor SA 5211
Telephone 08 8552 7522

Mount Carmel

740 Torrens Road
Rosewater SA 5013
Telephone 08 8447 7057

Oakfield Lodge

15 Hawthorn Road
Mount Barker SA 5251
Telephone 08 8393 6800

Oaklands Park Lodge

393 Morphett Road
Oaklands Park SA 5046
Telephone 08 8198 0000

Onkaparinga Lodge

28 Liddell Drive
Huntfield Heights SA 5163
Telephone 08 8186 7099

Pearl Supported Care

11 Waratah Crescent
Fannie Bay NT 0820
Telephone 08 8946 1800

The Philip Kennedy Centre

477-479 Military Road
Largs Bay SA 5016
Telephone 08 8242 0122

The Pines Lodge

342 Marion Road
North Plympton SA 5037
Telephone 08 8292 1800

Sandpiper Lodge

35 Washington Street
Goolwa SA 5214
Telephone 08 8555 7700

West Beach

655 Burbridge Road
West Beach SA 5024
Telephone 08 8353 3044

Disclaimer

Although funding for Residential Aged Care has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

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