



Residential care Handbook



Better
for life[®]

Welcome

We are so pleased that you have joined our diverse and vibrant Southern Cross Care community.

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 believe that every person has the right to experience a good quality of life. That regardless of your age, location, background or health challenges, you should be supported to live a full and purposeful life.

That's why our vision is to support members of our community to be **Better for life.**

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.





Contents

Your home	5	Your wellbeing	12
Furniture, artwork & ornaments	6	Fitness, lifestyle & leisure	13
Clothing, linen & footwear	6	Events, happy hours & parties	13
Telephone, TV & technology	6	Activities & outings	13
Electrical items	7	Medications	13
Motorised mobility devices	7	Ambulances	13
Newspapers & mail	7	Your rights	14
Personal spending & personal items	7	Statement of Rights	15
Food, alcohol & smoking	8	Supporters &	15
Café & kiosk	8	substitute decision makers	15
Hairdressing	8	Feedback & complaints	15
Guests & pets	8	External advocacy	16
Your support team	9	Privacy	16
Reception staff & managers	10	Voting	16
Nurses & personal carers	10	Leave	16
Wellness & lifestyle staff	10	Your responsibilities	17
Allied health professionals	10	Health & safety	18
Doctors	10	Room care & noise	18
Volunteers	10	Legal management & Will	18
Pastoral carers	11	Accounts	18
Interpreters	11	Our Better for life commitment	19
Catering	11	Index	26
Housekeeping	11	Residential Care homes	27
Gardening & maintenance	11		



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 & ornaments

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 to be transferred to your room. Many residents like watching TV shows together in our common lounge areas, but each room is also fitted with its 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.

There are limitations on the electrical items you can bring in as they can put yourself and others around you at risk if they are not appropriately maintained or used.

If you are looking to bring in anything other than a charging device for small electrical equipment (e.g. shaver, iPad), please speak to our friendly staff first. To understand what is possible and what the requirements are. In some circumstances a further health assessment will be required to understand and manage the risks associated with the device.

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 and there must be adequate storage room on site to accommodate specialised equipment.

Newspapers & mail

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.

We encourage you to keep up to date with local and international news. So, if you would like newspapers delivered straight to your room, please speak with our team about our higher everyday living services.

Personal spending & personal items

Rather than keeping cash in your room, we encourage all residents to choose an electronic payment method for personal spending. This is important for security, and makes it easy to keep a record of your spending on ad hoc services such as:

- Visiting hairdressers or mobile clothing stores,
- Activities such as visiting a local coffee shop or restaurant,
- Purchasing additional food or drinks from our on-site cafés or vending machines.

There are two options available for personal spending:

1. Register with Capital Guardians. Visiting suppliers who are registered with Capital Guardians will be able to invoice Capital Guardians for payment. Southern Cross Care will also be able to invoice Capital Guardians for outings, café purchases etc. See our staff for a registration form if you would like to choose this option
2. Manage the payment of your personal spending yourself (or with assistance from your family/representative). This means you will pay the supplier directly.

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.

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.

It is important we are aware if you are choosing to consume alcoholic drinks, because sometimes combinations of medications and alcohol can be unsafe. So please let us know first and we can advise of potential risks.

If you wish to consume alcoholic drinks regularly with your meals, please speak with our team about our higher everyday living services.

If your family or friends bring you food from outside your home, there is an External Food Fact Sheet they will need to familiarise themselves with. Please speak to our team for a copy of the Fact Sheet.

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

Café & kiosk

Many of our homes have an on-site café or kiosk, which is the perfect spot to catch up with your new neighbours, friends and family. Each cafe and kiosk is unique, offering a selection of food and drinks for purchase on an ad hoc by residents and visitors. These spaces are a social hub of activity and will help to enhance your lifestyle in your new home.

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 and payments are made by your choice of personal spending method on an ad hoc basis.

Guests & pets

We love seeing guests join you in your new home. All guests are required to comply with current Acute Respiratory Infection Prevention and Management Plan requirements and our Standards of behaviour for visitors.

Depending on the circumstances and the time of day, it may take some time 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.

While pets can't live with you in your new home, we welcome visiting pets so long as they are;

- well behaved
- in good health
- up to date with vaccinations and treatments
- under the effective control at all times
- kept away from areas where food is prepared and served (guide dogs are exempt).

Visiting pets are most welcome in our outdoor café and dining areas.

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 values of Service, Courage and Compassion, and are all here to help you to be Better for life.

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 and organising visits.

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 tea or coffee just the way you like it.

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.

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 and Lifestyle Assistants/Therapists.

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

Allied health professionals

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

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

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

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. If you provide us with their details 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

Our compassionate Pastoral care team is on hand to provide comfort, guidance and support as you settle into your new home. They are there to support your spiritual wellbeing and provide a listening ear and gentle guidance when you need it most.

Interpreters

At Southern Cross Care 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

Your meals are prepared by our team of experienced and qualified chefs, with input and feedback welcomed from all residents.

Our chefs pride themselves in preparing 'homestyle' freshly cooked meals, providing set choices and an inclusive meals experience that can be enjoyed by all.

Our chefs work closely with our nursing and care staff, and with dietitians, to ensure that all of your dietary and nutritional needs are met. This includes preparing and providing delicious, texture-modified foods as needed.

Breakfast, morning tea, lunch, afternoon tea, dinner and supper are served in the dining room. Eating together with others will help you to build social relationships with your new neighbours.

Our compassionate staff work together to create a calm and relaxed atmosphere at mealtimes, and are on-hand to support you to enjoy each meal.

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.

Our housekeeping staff provide an excellent 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.

We take no responsibility for unlabelled items.

Gardening & maintenance

Our professional gardening and maintenance staff are on hand to ensure that your home stays in tip top shape for your comfort and enjoyment.

All buildings are fully maintained, 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 be as independent as possible and 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 you to be Better for life.

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 program which is tailored just for you and updated as you make progress over time. You have an age-friendly gym in your home 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 stay as mobile and independent as possible, 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 go 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 & 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.

If you have a special occasion coming up, you might like to celebrate it at home with your new neighbours, or family and friends. Just speak to our team.

Activities & outings

Each month, you will receive a programme which covers all the upcoming activities, including arts and crafts, cooking, games and bus outings. Additional fees may apply.

You can always suggest a new activity if you would like to see something added to the program.

If you would like to participate in our regular, wheelchair-accessible bus outings, please speak with our team about our higher everyday living services.

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 your doctor, with you and your supporters and representatives if you have them.

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.

There is no extra cost for our pharmacy service, but you and your representatives 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 the 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.

Statement of Rights

The Aged Care Act includes a Statement of Rights, outlining the rights that older people have when accessing aged care services.

The Statement of Rights helps to make sure you are at the centre of the aged care system and the services you receive. It gives you the right to:

- make your own decisions about your own life
- have your decisions not just accepted, but respected
- get information and support to help you make decisions
- communicate your wishes, needs and preferences
- feel safe and respected
- have your culture and identity respected
- stay connected with your community.

A full copy of the Statement of Rights is provided with your service agreement. If you have any questions about your rights, please speak with a member of our team.

Supporters & Substitute Decision Makers

People living in residential aged care can nominate and register one or more people as Supporters to assist them in making decisions. Supporters will be able to request, access or receive information, and assist residents to communicate their decisions.

Supporters must be formally registered through My Aged Care.

Importantly, Supporters cannot make decisions on behalf of residents unless they are also authorised under State or Territory-based legislation as a substitute decision maker such as through an Enduring Power of Attorney or an Advance Care Directive.

If you haven't already organised one or more trusted people to be your substitute decision makers in the event that you can no longer make decisions for yourself, we recommend that you do so.

Please ensure that you inform our team about who your Supporters and substitute decision makers are and any changes that you make in relation to them.

Feedback & complaints

Your comfort, safety, and wellbeing are our priorities. Your feedback is valuable, and we want you to feel respected and heard.

You have the right to provide feedback and to complain, and doing so will not negatively affect how we treat you, or your care. You can stay anonymous if you would like to. We will keep matters confidential and work to resolve things as quickly as possible.

There are many ways that you can provide us with feedback or make a complaints, including;

- Speaking to a staff member who you feel comfortable with,
- Speaking with the manager of your area or the manager of the home,
- Using a feedback form available at reception or on our website,
- Asking a family member, friend, or independent advocate to speak on your behalf.

For more information, please ask a member of our team for a copy of our 'How to give feedback or make a complaint' Fact Sheet.

It is important that feedback is provided and escalated through the appropriate channels and in line with our standards of behaviour to ensure the health and safety of our staff.

External advocacy

If you're not satisfied with our response to your feedback, or feel uncomfortable complaining to us directly, you have the right to take your complaint to an independent body.

The **Aged Care Quality & Safety Commission** is the government regulator for aged care and has a Complaints Division. They can investigate your complaint and ensure we are meeting our responsibilities. You don't have to complain to us first before contacting them.

Phone 1800 951 822
Website www.agedcarequality.gov.au

Older Persons Advocacy Network (OPAN)

is a free and confidential service that helps you understand your rights and supports you through the complaints process.

Phone 1800 700 600
Website www.opan.org.au

Privacy

Privacy is important, and everyone has a right 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 substitute decision maker, will be asked to sign a consent to obtain and release information.

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.

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

Leave

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 leave, such as a visit to hospital.

You may take social 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.

Hospital leave days are unlimited.

Please note:

- We require 48 hours notice regarding any planned 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.



Your responsibilities

Knowing your responsibilities will help you to feel comfortable and make a positive contribution to the diverse community of people who live and work in your new home.

Some responsibilities, like documentation and paying accounts, may be handled by your substitute decision makers if you have them in place. Our compassionate team 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.

With this in mind, we ask that your visitors are in good health when they drop by to see you. All visitors to your home must comply with the Acute Respiratory Infection Prevention and Management Plan 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.

If you become unwell with an acute respiratory infection (such as influenza) while living with us, you will be asked to isolate in your room while you undergo testing and treatment. This ensures that you do not put others at risk of infection. Rest assured that our dedicated team will continue to provide you with high quality care while you isolate, using appropriate personal protective equipment.

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.

Maintaining your own personal equipment is also your responsibility, to ensure your own safety and the safety of others.

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

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, it is worth considering hearing aids, headphones or other devices that could help you to hear more clearly.

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 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 to do so, either with a Solicitor or Public Trustee.

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

Accounts

You or your nominated substitute decision makers are responsible for the payment of all accounts while you are receiving services from us. Your obligations in this regard are outlined in detail in your service agreement.

If, at any time, you are experiencing financial hardship or difficulty in paying your accounts in full, please speak with our team.



Our Better for life commitment

Southern Cross Care (SA, NT & VIC) Incorporated (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 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 Services Manager at your home.



Better for life

Southern Cross Care is committed to supporting residents to live Better for Life. For us this means a focus on health promotion and person centredness.

- a. Health promotion at Southern Cross Care is about taking steps to optimise health and wellbeing through healthy lifestyles and actively participating in care/ services and everyday life. Day to day this means that we encourage all residents to participate in fitness and wellness programs through attending our supervised gyms or participating in individualised in-room program options. We promote healthy lifestyles (i.e. physical activity options, good nutrition, appropriate medication management, and our homes are non-smoking – see 'Safe and Effective Care' below for more information). The aim is to empower residents to develop and maintain the protective factors needed to optimise quality of life.
- b. Person centredness at Southern Cross Care is about taking steps to form connections and build relationships in order to truly understand what is important to and for each person. Day to day this means for example we use a guided admissions process where the focus is not only on getting to know you the resident, and the people who are important to you, but also you getting to know us.

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.

Dignity, Choice & Diversity

Southern Cross Care is committed to upholding the dignity of residents and clients, supporting them to exercise their choice, while recognising and valuing their individual diversity and life experiences. We create an inclusive and respectful environment where every resident and client feels safe, valued, and empowered. This commitment extends also to staff and volunteers. We are privileged to have

multicultural staff and volunteers and we respect each person's identity and culture.

We ensure that:

- a. Dignity is upheld for each resident and client through treating all with respect, compassion and sensitivity, recognising their inherent worth and individuality.
- b. Diversity is valued, including recognition and understanding of the unique backgrounds, experiences, perspectives and identity of residents and clients.
- c. Care and services are shaped by what is important to and for each resident and client, including for older people who are Aboriginal and Torres Strait Islander persons and people living with Dementia.
- d. Care and services are culturally safe, meaning we deliver care in a way that is spiritually, socially, emotionally and physically safe and are sensitive to the cultural needs and preferences of all residents and clients.
- e. The impact of past trauma for residents and clients is recognised, and care is provided which fosters hope, empowerment, and recovery.
- f. Residents and clients are empowered to exercise their choice and independence, including to:
 - i. make informed decisions about their care and the way care and services are delivered (i.e. informed choice - this includes supporting residents/clients and their representative/s to understand the options, risks and potential consequences of choices (i.e. dignity of risk and self determination);
 - ii. make decisions about when family, friends, carers or others should be involved in their care;
 - iii. communicate their decisions;
 - iv. make connections with others and maintain relationships of choice, including intimate relationships; and
 - v. consider how choices impact others in the Southern Cross

Care community, as there may be situations where Southern Cross Care cannot meet resident/client preferences for care and services, such as if the choice negatively affects others. If this is the case, Southern Cross Care supports the resident/client and/or their representative/s to understand the reasons and explore other options.

- g. The information provided to each resident and client is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise their choice.
- h. Each resident and client's privacy will be respected and personal information kept confidential unless the resident or client wishes to share that information.

Representatives, Supporters, 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, supporters 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 and supporters 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 (SA) / Advance Personal Plan (NT) 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.

Elder Abuse

Southern Cross Care has a zero tolerance to elder abuse. Elder abuse is the suspicion or allegation of unreasonable force on a resident or unlawful sexual contact with a resident. Southern Cross Care takes all suspicion or allegations of elder abuse seriously, notifying the police and Department of Health as required. All Staff monitor for any suspected financial, emotional or verbal abuse and act on this. Staff at Southern Cross Care are trained in monitoring and reporting elder abuse.

Open disclosure

Southern Cross Care adopts an 'open disclosure' process when things go wrong. This means we apologise and communicate with you about 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.

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 aspiration, aspirational pneumonia, or airway blockage. When a Speech Pathologist (or other qualified health professional with equal specialist skills in swallowing assessment) has made a determination around a resident's ability to safely swallow, Southern Cross Care staff will abide by the associated Safe Swallowing Plan/Care Plan. This Safe Swallowing Plan outlines the thickness
- and texture of food and fluids that can be safely swallowed by the resident. If a resident expresses dissatisfaction with their Safe Swallowing Plan, the Southern Cross Care team, led by the Speech Pathologist, will work with the resident and their authorised representative to find management solutions/options. Until such a time as the Safe Swallowing Plan is altered by the Speech Pathologist (or equally specialist skilled professional), Southern Cross Care staff will continue deliver services according to the existing Safe Swallowing Plan.
- 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). There have been situations in the past where family members or authorised representatives have sought to refuse analgesia for a resident. Southern Cross Care will advocate on the resident's behalf regarding the use of pain medication, until such a time as a medical practitioner assesses that the pain medication is no longer required.
- 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 being fully vaccinated for influenza and COVID-19. When an infection outbreak occurs, restrictions will be implemented



to support the safety of all residents, visitors and staff. This may include moving residents who are affected into the same area of the home, and moving non-affected resident to outside of this area.

- 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 second-hand 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 optimise 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 all forms of restrictive practice. This includes mechanical restraint such as using bedrails so residents who would otherwise be able to get themselves up cannot, and chemical restraint such as the use of medication for the primary purpose of influencing a residents behaviour.

End of Life Care & Advanced Care Directives / Advanced Personal Plans

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/Advanced Personal Plan 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/Advanced Personal Plan after you have lost the ability to speak for yourself.

If you do not have an Advance Care Directive/Advanced Personal Plan 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 and private areas

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 (the Surveillance Devices Acts in South Australia, the Northern Territory and Victoria), other than in very limited

circumstances, the consent of all those who may enter the room and be filmed (ie 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.

Accountability

As an Australian provider of aged care services, Southern Cross Care is required to meet a range of accreditation and legislative requirements. We are accountable for the services we provide. This includes compliance with:

- a. The Aged Care Quality Standards
- b. The National Aged Care Mandatory Quality Indicator Program
- c. The Privacy Act 1988

For residential aged care homes where a resident is also a NDIS participant admitted prior to 1 October 2022, Southern Cross Care is also required to be compliant with the NDIS Practice Standards.

If you have any questions regarding the information contained in this document please contact the Residential Services Manager at your home.

Index

A-Z Index of key terms

- Accounts 18
- Activities 13
- Advanced Care Directive/Advanced Personal Plans 25
- Alcohol 8
- Allied Health 10
- Ambulance 13
- Better for life 20
- Breakfast 11
- Call button 10
- Call pendant 10
- Café 8
- Care Manager 10
- Catering 11
- Charter of Care 15
- Complaints 15, 16
- Dentist 10
- Dietician 10, 11
- Dinner 11
- Direct debit 19
- Diversity 11, 20, 21
- Doctor 10, 13, 16
- Dry cleaning 6
- Elder abuse 22
- Electrical items 7
- Emergency 18
- Enduring power of attorney 15, 18, 21
- Enduring power of guardianship 15, 21
- Feedback 10, 15, 16, 20
- Fitness 13, 20
- Food 8, 11, 23
- Footwear 6
- Furniture 6
- Events 10, 13
- Exercise 13, 20, 21
- Garden 8, 11
- Guests 8, 13
- Hairdressing 8
- Holidays 16
- Interpreters 11
- Laundry 6, 10
- Leave 16
- Lifestyle 9, 10, 13, 20, 25
- Linen 6
- Lunch 11
- Mail 7, 10
- Maintenance 6, 11
- Manager 10, 15, 19, 25
- Medical power of attorney 21
- Medication 8, 13, 20, 23, 25
- Newspaper 7
- Noise 18
- Nurses 10, 16
- Nutrition 20, 23
- Mobility 6, 7, 24
- Occupational therapist 10
- Open disclosure 23
- Optometrist 10
- Outings 13
- Pain management 23
- Parties 13
- Pastoral care 11
- Pay TV 7
- Personal care 10
- Pets 8
- Pharmacy 13
- Physiotherapists 10
- Podiatrists 10
- Power of attorney 15, 20, 21
- Privacy 5, 6, 16, 21, 22, 23
- Private health insurance 13
- Reception 6, 7, 8, 10
- Representatives 13, 21, 23
- Residential Services Manager 10, 19, 25
- Responsibilities 16, 17
- Restraint free 24
- Rights 14, 15, 16, 23, 24
- Safety 6, 7, 14, 15, 16, 18, 19, 23, 24
- Security 7, 18
- Signing in/out 8
- Smoking 8, 20, 24
- Speech pathologists 10, 23
- Surveillance devices 25
- Taxi 10
- Technology 6
- Telephone 6
- TV 5, 6, 7, 18, 25
- Uniforms 10
- Visitors 8, 18, 23, 24, 25
- Volunteers 10, 19, 20, 21, 23, 24, 25
- Voting 16
- Wheelchairs 7, 13
- Wills 18

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
McCracken 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

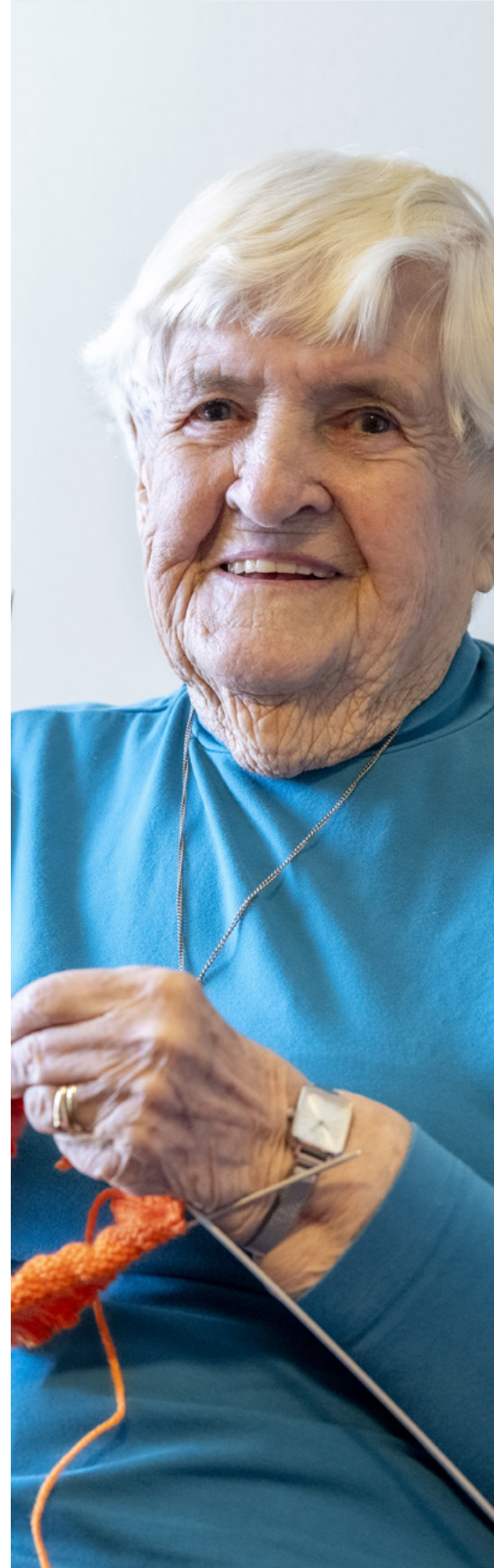
342 Marion Road
North Plympton SA 5037
Telephone 08 8292 1800

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





Southern Cross Care (SA, NT & VIC) Inc
25 Conyngham Street, Glenside, SA 5065

1800 852 772

connecting.services@southerncrosscare.com.au

SouthernCrossCare.com.au