

Berwick House
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Hallam 3803
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www.berwickhouse.com.au

Information for Residents

Type of Service

Berwick House is registered with the Department of Human Services in Victoria as a Supported Residential Service providing low level personal care and accommodation for the aged and those from special needs groups.

Objectives and Philosophies

At Berwick House we aim to provide low cost quality care for our residents combined with an enjoyable lifestyle, with appropriate assistance available at all times as required, but also recognizing the value and desirability of input by the resident to their own life needs and those around them.

Wherever possible, it is our aim to assist in the rehabilitation of each individual, to achieve their optimum life potential.

We believe that residents have the right to a high standard of comfort, security and competent care in a warm friendly home-like atmosphere.

We believe that each resident has a right to a sense of dignity, independence and individuality.

We also recognize that each individual has the right to choose the health service providers of their choice, and management and staff will reasonably assist the resident in that regard.

Number of Residents

We are registered to accommodate 27 residents in both single and shared rooms with shared bathroom and toilet facilities. Berwick House is a low care facility.

Goods and Services Offered

The goods and services offered directly to residents of our facility and covered in the basic fee structure are as follows:

- All meals provided, 7 days per week, including cooked Sunday breakfast**
- Morning tea, afternoon tea and light evening supper**
- Full laundry service (dry cleaning, hand washing or ironing not included)**
- Room cleaning including regular changing of bed linen**
- Tidying of room if required**
- Making of bed if required**
- Personal care and assistance**

NB: Basic rate for the above; as per Berwick House Rates document.

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The above services are provided by our fully trained and experienced staff. Some of our staff members have worked in our facility for many years, and have provided continuation of care during that time and have formed close and caring relationships with all our residents. We also have a policy of training young people from the local community.

The assistance provided includes the following:

Bathing and showering, dressing, shaving, nail and hair care - encouragement given and assistance provided where necessary. The shower roster allows for showering every second day.

Toileting – some assistance provided where necessary, however please note that Berwick House cannot care for persons with continuing incontinence.

Mobility - encouragement given and some assistance provided where necessary and appropriate.

Medication – full supervision and dispensing provided. Arrangements can be made for residents to self-administer where appropriate and approved by their medical practitioner.

Fees

The basic fee charged is determined by goods and services provided as per above and the particular room occupied. Further costs may be incurred by additional resident's requirements.

Fees are payable fortnightly in advance and are reviewed every six months at pension review time, but may be increased if management considers it appropriate, due to changing resident needs. Two weeks notice of any fee increase will be given.

Two weeks notice of a resident's intention to permanently vacate their room is required in writing, and fees are not refundable for all or part of any of that period. Fees are also not refundable for any period of time that a resident is away for example, in hospital or on vacation, although management would negotiate in certain circumstances, such as extended hospital stays.

Health and Community Services:

Medical Practitioners visits – Drs. C Hamilton and J Formoso visit our facility regularly and are available for consultation with any resident (subject to availability). Residents are free however, to be treated by the practitioner of their own choice.

District Nurse and Palliative Care Nurse visits – arrangements can be made for regular visits by District Nurses and Palliative Care Nurses when required and as available.

Pharmaceutical supplies – medication is supplied weekly by Max Hollow Pharmacy Endeavour Hills and delivered pre-dispensed in the resident's own dosette box. Additional supplies are delivered daily (limited weekend service) if required. The charges for medication are added to the resident's account on a monthly basis at cost.

Assessment and rehabilitation - available through liaison with the Aged Care Assessment Team and other Community Service teams.

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Other services

Other services offered at this facility which will incur an additional charge to the fortnightly account where appropriate, include:

Hairdressing – regular visits by a qualified hairdresser with charges below salon costs, and charged at cost.

Podiatry – Regular six weekly visits to John W Upham. Special appointments may be arranged if required. Current charge for a standard consultation is \$25, at cost.

Reflexology – Regular two weekly visits by Theresa Cooper. Current charge \$27 per consultation if paid on day or \$30 on account.

Transport - Please note that it is the responsibility of the resident themselves, the relative or carer to arrange transport, and accompany if required, to any external health service, otherwise a charge will apply to cover any staff and transport costs. Due notice will be provided by management for such appointments.

Public transport is available, with buses running along Princes Hwy (250m to south) and Frawley Road (750m to north). These service Hallam, Fountain Gate and beyond, as well as Dandenong and connections to the railway network. Timetables are available from management.

Berwick House is also serviced by Dandenong Taxis with a direct dialout facility on the residents' telephone.

Residents are also able to avail themselves of the Berwick House minibus when it is on its regular rounds.

Activities

Religious Practices Residents' are encouraged to continue with their religious activities and ministers of religion are most welcome to visit our facility at any time. The Hampton Park Uniting Church visits fortnightly. Reverend Matt conducts a short service during these visits accompanied by Pat, Bertha and Yvonne. The Salvation Army visits regularly and other denominations could be arranged where possible.

Relatives and Friends We welcome relatives and friends of our residents to visit Berwick House at any reasonable time. We would request that they respect the rights and wishes of other residents and comply with any reasonable request of management and staff. Visitors are welcome to participate in any of our activities where possible.

Outings Berwick House has its own minibus. Regular outings are organized and all residents encouraged to participate with choice of venue and the outing itself. Residents also have the opportunity to visit Scott Street Day Centre on Monday and Friday of each week and also the City of Casey Day Centre on Wednesday and Thursday of each week, and Doveton Neighbourhood Learning Centre on Thursday. Both centres pick up residents in their minibuses at around 10 am and bring them back home around 3.15 pm for these outings. Other providers include Brotherhood of St Lawrence and wellsprings by arrangement.

Other social outings take place from time to time in conjunction with Community Groups utilising the service of the Community Bus.

Entertainment Cynthia gives weekly voice and movement classes, while Jeff has a mobile disco and entertainment. Various other entertainers visit on a casual basis.

Activities Our activities coordinator comes in twice a week and organizes various activities to all residents wishing to participate.

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Residents' rights and responsibilities

House rules are kept to a minimum on the understanding that the people living and working here respect each other and recognise each individual's need for privacy and comfort.

Residents are expected to comply with all reasonable requests by management, staff and their health providers.

Berwick House is strictly NO SMOKING inside the home. Smoking is confined to the verandah and outside areas. This rule is strictly enforced.

Consumption of alcohol is generally discouraged, and may only be consumed with the express permission of management or staff. Consumption or use of illicit drugs or substances will not be tolerated.

Notification of a resident's intention to be away for meals or overnight is required. For safety reasons we also ask that residents inform staff if they intend to leave the premises for even a short time.

NB: Berwick House is NOT a secure facility. Residents are basically free to come and go as they wish. Once a resident leaves the property by whatever means or circumstance, management will not accept any responsibility for any subsequent occurrence outside the property. It is a condition of entry that the resident or representative accepts this prior to admittance to the facility.

Daily Routine

Residents are free to organise their own day around the meal times which commence within the following times:

Breakfast	7.00 am to 8.00am (8.00 am to 9.00am Sundays)
Morning tea	10.00 am to 10.30am
Lunch (main meal)	12.00 pm to 1.00pm
Afternoon tea	3.00 pm to 3.30pm
Dinner	5.30 pm to 6.30pm
Supper	8.00pm to 8.30pm

Menu

A set menu based around homestyle cooking is served by our attentive staff, with the main meal at midday. Meals are nutritious, more than adequate, and are planned taking into account residents' choices. Any special dietary needs or requirements must be notified prior to booking in.

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Procedures for Receiving and Handling Complaints

The complaints system, which is readily accessible to all residents, visitors and staff, is located on the notice board. Manager Adrian Cole is the nominated person but complaints, either verbal or written, can be made through the staff also. We would request that this avenue be used as the first option. It is our policy that any complaint is treated with the strictest confidentiality and that no resident will be adversely affected because of any complaint made by them or on their behalf.

Please note however, other external agencies available including Department of Health (Authorised Officers) 8710 2801, Office of the Public Advocate, including Community Visitors, 1300 309337 and South East Advocacy Services, 8792 2356.

Management of Financial and Legal Affairs

Where a resident is unable to manage his or her financial affairs, families are asked to assist with management or have someone appointed to administer financial affairs on behalf of the resident, which could include the State Trustees or a solicitor.

Management does not take responsibility for the administration of residents' funds or estates under any circumstances.

Families are asked to make their own arrangements for management of the legal affairs of a resident. Options would include a family member, a solicitor or the Office of the Public Advocate.

Conditions of Tenure

- (i) Serious incidents such as assault or threat of assault to another resident, a staff member or member of management would incur immediate eviction or ejection.
- (ii) Incidents of a less serious nature such as intoxication, refusal to abide by reasonable requests of staff or management, antisocial behaviour, racial vilification, discrimination will incur a written warning. Generally three written warnings will result in eviction, ejection or two weeks notice to vacate depending on the severity and circumstances of the situation, as determined by management in consultation with the resident and /or representative.
- (iii) All incoming residents subject to an initial two weeks trial period.

Further Information

Copy attached: "For the record – Resident Information". Information for residents of Supported Residential Services; re 2006 amendments to the *Health Services Act 1988*.

NB: This document forms part of, and is the basis of, the Residential Statement which is prepared on the admission of a resident. The Residential Statement sets out the rights and responsibilities of all parties.

RESIDENTIAL STATEMENT

All direct services identified in the Information for Residents brochure as supplied, will be provided, if required, in accordance with the Health Services Act, the accompanying Regulations and the house rules contained therein.

Name of Resident:

Room:

Fee for Personal Care and Accommodation \$

per

Payment method:

Specific and/or Extra Services Agreed to;

Total fee applicable:

\$

per

I, _____ have read and understood the Information for Residents statement and agree to comply with the requirements:

Signed: _____ (Resident/Resident's relative/Resident's Guardian)

Date:

I, _____ have read and understood the Residential Statement and agree that I am the person/authority responsible for my/his/her financial affairs:

Signed:

Date:

OR

Acknowledgement by Administrator:

Name

Address:

Signed:

Date:

I _____ acting on behalf of the proprietor, Pacific Care Providers Pty Ltd which agrees to abide to the conditions therein:

Signed:

Date:

**Pacific Care Providers Pty Ltd ABN 47 096 843 668
t/as 'Berwick House'
Supported Residential Service
19-23 Kays Avenue
Hallam 3803**

Department of Human Services No. 238

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