

**SEYMOUR DISTRICT NURSING HOME**

# **BARRABILL HOUSE**

*“A River Flows Nearby”  
(Local Aboriginal meaning for Barrabill)*



## **RESIDENT INFORMATION BOOK**

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SEYMOUR VIC 3661

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## ***Welcome to Barrabill House Nursing Home***

It is a pleasure to welcome you as a resident to our fully accredited, government funded facility that has been specially designed to accommodate long term disabled, frail and/or aged persons. Staff have been specially trained to care for residents with special needs.

We recognise that it is a very difficult time for you and your family and friends when the decision has been made that residential care is required to meet your special health and care needs. Be assured that staff will encourage and support residents to maintain their independence for as long as possible. Socialisation is also a very important part of life and activities take place in Barrabill House to ensure all residents have the opportunity to be involved to the extent they desire.

It is very important to us, that the residents feel a sense of homeliness at Barrabill House and to assist in this process, your room can be personalised with familiar possessions. However, bedding is not an option as specialised beds are provided.

Barrabill House is part of the services of Seymour Health. The board and management of Seymour Health have a responsibility to ensure the safety of both residents and staff and have implemented and maintain policies on minimal handling and zero tolerance to bullying and aggressive behaviour.

This information book has been developed to provide you with details of our facility, staff, services and activities that are available, general information about residential care and ways that you can talk to management or staff about your concerns.

When you enter Barrabill House, we trust that your time with us will be very happy. We hope that you settle in very quickly and before long that you, your family and friends will recognise Barrabill House as your new home.

Chief Executive Officer

## ***Our History***

History is part of our life and we would like to share some aspects of the Seymour Health's history with you to give you an understanding of how Barrabill House is linked to the main Hospital's Services.

May 1920, under a deed of trust, Seymour Soldier's Memorial Hospital opened. It was funded by public subscription and leased to Matron L.C. Rutherford, to treat ex-serviceman.

June 1951, the hospital became a public community facility and plans were developed for a new building.

November 1959, 28 bed facility was opened and officially named Seymour District Hospital.

September 1965, gazetted as Seymour District Memorial Hospital.

February 1980, 20 bed Nursing Home wing opened and operated as Seymour District Nursing Home Society Incorporated with a separate board to the Hospital.

September 1990, an additional 10 Nursing home beds were opened.

April 1994, Deed of Novation was signed. This meant that the Hospital and Nursing Home Services were amalgamated and approved to operate under the umbrella of the Seymour District Memorial Hospital.

November 1996, \$3.5m hospital expansion including redevelopment of original 1959 building opened.

September 2006, \$5.1m purpose built Nursing Home, Barrabill House and \$1.8m Ambulatory Care Centre officially opened.

February 2007, \$1m refurbishment of the old Barrabill House into Community Services Building officially opened.

July 2011, the overarching name "Seymour Health", (encompassing Seymour District Memorial Hospital, Barrabill House, Community Services, Ambulatory Care Centre and Goranwarrabul House), was officially gazetted by the Minister for Health.

2021, commencement of 10 bed extension to Barrabill House.



## ***Our Facility***

Barrabill House is a purpose built residential care facility specially designed for disabled, frail and aged persons with social and care needs.

Barrabill House has a reception area, south and east wings and a central communal area for group activities, dining and relaxing in the lounge area.

Two wings have 15 bedrooms - 11 x 1 bed & 2 x 2 beds and a bathroom. All bedrooms have separate or shared ensuites and at the end of each wing overlooking the garden area is a small sitting room with tea and coffee making facilities.

The new extension has 10 single bedrooms each with an ensuite, with access to own individual courtyard.

All residents have a bedside locker with a lockable top drawer and a larger wardrobe with hanging space and a set of drawers, one of these is also lockable. The ends of the wardrobe units have a display area to enable residents to display personal items.

All bedrooms have a television.

Picture Rails are located on all walls to enable the hanging of pictures or photographs.

A tracking system is attached to the ceiling over each bed to facilitate the transfer of residents if required.

Outside each bedroom is a lockable small glass display cabinet suitable for knickknacks, plates or photographs. These displayed items usually have some significance for the resident and their recognition assist residents to locate their own room.

Common areas include a combined dining and lounge room and an activities area along with a secure garden area.

The secured garden area has a gazebo, bus stop, portable barbeque and seating placed throughout. Seymour Health is a non-smoking organisation, however a smoking area for residents has been designated under the gazebo.

Nurse call buttons are located at the patient's bedside and ensuites.

Security is paramount and camera surveillance is provided for main entry points and each command area and corridor. These are monitored at the central nurses' station. All external doors require activation by proximity cards, key pads or over-ride buttons. A nurse duress system is also located within the facility to enable staff to access external assistance if necessary.

# ***Seymour Health Vision***

## **Our Vision**

To be known for quality, integrated community health services that meet the changing community needs.

## **Understanding our community**

Supporting a healthy community by engaging and informing the community in decisions and information about their health.

## **Responsive services**

Providing local access to quality health services that improve health outcomes.

## **Building Partnerships**

Developing respectful partnerships that enhance the work of the organisation.

## **Investing in our workforce**

Supporting our staff to provide consistent best quality care for our community.

## **Being sustainable**

Ensuring that our organisational resources are well managed to provide services into the future.

# CHARTER OF CARE RECIPIENTS' RIGHTS AND RESPONSIBILITIES – RESIDENTIAL CARE

*(Charter of Aged Care Rights takes effect from 1 July 2019)*

## **Charter of Aged Care Rights I 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.

## **Consumers**

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

## **Providers**

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.

## ***Commonly asked Questions***

### **Is Barrabill House an accredited facility?**

Yes, Barrabill House is an accredited facility. The Australian Aged Care Quality Agency (AACQA), in accordance with the Commonwealth of Australia Aged Care Act 1997 granted three years accreditation to Barrabill House from 2018-2021.

Periodic site visits are conducted by the AACQA during this period to determine that the expected outcomes and Standards are being met and that quality care and services are being provided to the residents of Barrabill House.

### **How do I put my name on the waiting list for admission to Barrabill House?**

Your name will be put onto the waiting list, upon receipt of a completed application form and a current Aged Care Client Record (ACCR).

Prior to or at the time of application, you are encouraged to visit Barrabill House and meet with the nurse Unit Manager (NUM), who will take you on a tour of Barrabill House and discuss payment, accommodation etc.

Barrabill House is open for inspection by appointment. Please telephone the Nurse Unit Manager on (03) 57936122 to make an appointment. Ensure adequate time is available to meet your needs for queries and inspection this is usually about 1 hour.

We request that you or your family members bring/s the following documentation at the time of your visit: -

- Medicare Card
- Pension Card \*
- Private Health Insurance Details \*
- Vic Roads Taxi Cards\*
- Veteran Affairs Card\*
- Pharmacy Safety Net Number
- Enduring Powers of Attorney, (Financial, Medical and Guardianship) \*

*(\*if applicable)*

### **How long will I have to wait for admission?**

This depends on the availability of a bed and your care needs at the time.

When a bed becomes available at Barrabill House, all applicants are given consideration regardless of time on the waiting list. Priority is usually given to those with the highest needs.

### **What type of accommodation is available?**

Barrabill House has 36 single rooms and 4 twin bedrooms. All bedrooms have separate or shared ensuites. The actual bed allocation is dependent upon availability at the time of admission. Consideration is always given for the wellbeing and care needs of residents.

After a room has been allocated occasionally bed movement may be required to accommodate resident's needs. The decision to change the original allocation is not taken lightly and is always undertaken after consulting the resident and/or carer.

### **How long do I have to take up the offer for admission?**

The time available for you to make up your mind is set by the Commonwealth Aged Care Policies. When an offer of accommodation is made, the transfer needs to occur as soon as possible.

When coming directly from home, a resident has a maximum of seven days (social) pre-entry leave from the time of the offer. Costs are incurred from the date of offer.

When you are transferring from another residential facility, a resident has two days to be transferred.

### **Do I have to sign an agreement?**

Yes, a formal agreement, the Resident Agreement, is given to you and your family member or agent to view and the opportunity to discuss the agreement is given to you prior to signing the agreement.

This agreement is a common agreement that sets out the terms and conditions of occupancy, rights and responsibilities of residents, financial statements, complaints resolution, and protection of personal information.

This agreement does have a cooling off period of 14 business days from the date of signing in which the agreement can be terminated.

### **Do I have security of tenure for my accommodation?**

Yes, security of tenure is assured once an offer of placement has been given to you and accepted. Please refer to the Resident Agreement for further details about rules of occupancy.

### **What are the Charges and Fees for my accommodation and care?**

The actual amount payable will be different for each individual. The charges and fees are set by the Commonwealth Fees Policy.

The charges and fees are based on three areas;

- standard charge;
- accommodation charge and
- an income tested charge.
- Bond

Note: all areas are not applicable for every resident.

The actual fee will be determined following an assessment by Centrelink Staff and will depend on the resident's finances, assets and individual circumstances at the time of admission. If you or your family choose not to have the Centrelink assessment, Seymour Health must charge the maximum accommodation fee. Arrangements can be made for the family to speak to the Director of Corporate Services for further information and clarification. We encourage you to take up this offer.

### **When do I have to pay my fees and charges?**

Accounts are sent out monthly in advance to you, your designated family member or person or agent with financial power of attorney.

Payments can be made by cash, cheque or direct electronic transfer.

Your payment method will need to be determined and authorized prior to the first payment. Please note: The initial payment will be calculated on the basic fees and adjusted on receipt of Centrelink's assessment. Any difference will be payable at that time and the adjusted rate will then be payable from that date.

If you have difficulties at any time, with paying these charges and fees, we recommend that you contact us as soon as possible to discuss your issues and arrange payment options. Bad debts will be recovered by Seymour Health.

### **Can my own doctor visit me and provide my care?**

This depends on whether your doctor has visiting rights at Seymour Health. To provide care at the Hospital or Barrabill House all doctors must undertake a formal process which is called credentialing.

If the doctor has been credentialed, he/she can visit you and provide your care whilst you are a resident of Barrabill House.

### **Do I have a choice in who provides my pharmacy services?**

Yes, Pharmacists are located in Seymour. Your Pharmacist will provide your tablets and other drugs that your doctor's orders. Your pharmacist will send you an account for the items supplied.

### **What happens if I need hospitalisation or would like to have Leave/Temporary Absence?**

A resident can take unlimited days of leave for the purpose of receiving hospital treatment. During this period, the government subsidy will continue to be paid. However, after 30 days of continuous hospital leave, the basic subsidy will be paid at a rate of two levels below the resident's normal classification level.

If the resident's normal classification level is the lowest on the scale, there will be no change in basic subsidy. If the resident's classification level is the one above the lowest level, subsidy will be paid at the lowest level. In these cases, no basic subsidy amount will be paid, since basic subsidy at the lowest level is zero. Hospital leave is not available until after a resident has entered Barrabill House.

Residents may spend up to a maximum of 52 days per financial year away from Barrabill House. This leave may be taken in hours/days or weeks. The Resident's family or support persons must sign the appropriate leave form and also give advanced notice to the Nurse Unit Manager when a period of leave is planned.

Residents must pay the Contribution Fee at all times whilst on leave, to hold the bed. After 52 days of social leave, any further social leave, within the same period, attracts the usual resident fees.

### **What times can my family visit me at Barrabill House?**

The visiting times are unrestricted as is the number/s that can visit at one time. We request that family be reasonable when celebrating special events and remember that Barrabill House is also the home of other residents. If visiting outside normal sociable hours, a courtesy telephone to staff prior to your arrival would be appreciated.

### **Can I or my family members have a say in my care?**

Yes, on admission, a care plan is developed with the resident, family and whole health team.

This plan is reviewed regularly and is changed to ensure that the information available to staff and your GP is what is really happening at the time. Your care is based on the information in this plan and is documented to ensure all staff are aware of your needs and requirements so that the care provided is top quality at all times.

### **Can I or my family members have a say in what happens in Barrabill House?**

Yes, we encourage individuals and/or their family members to participate in planning and reviewing of activities and services at Barrabill House. Often, people prefer to do this through a group meeting.

Barrabill House has a ***Resident's and Relatives Group Meeting*** that is held monthly and facilitated by the Nurse Unit Manager. Minutes are placed in a folder in the activity room. All residents/relatives/support persons are encouraged to participate in meetings and are always welcome. All standards relating to choice and decision-making can be addressed at this meeting. Information or issues are communicated to the Quality Improvement meeting. Guest speakers attend meetings in consultation with the residents.

### **Do I wear my own clothing and footwear when I am a resident in Barrabill House?**

Yes, residents are encouraged to be dressed during the day. The provision of clothing and footwear is the responsibility of the resident. Clothing, nightwear and underwear needs to be of a minimal care type, of design to allow ease of dressing and undressing and adequate in supply. The amount is dependent on many factors, for example continence. Please discuss your needs with the staff. Suggestions of clothing requirements are available on request from the Nurse Unit Manager.

Footwear needs to be well fitting and must be non-slip. The Occupational Therapist, Physiotherapist or Nursing Staff will provide advice to you as relevant.

All items of clothing need to be labelled and readily identifiable with your name. Barrabill House staff will label clothing items with a permanent label specifically designed to withstand commercial laundering.

### **Can I have money and valuables with me when I am a resident of Barrabill House?**

Yes, but we recommend that only small amounts of money to be held by the resident. A lockable drawer is available within each resident's bedside locker. To encourage independence, a key can be provided for the resident. If the resident is not capable of caring for valuables, it is suggested that valuables remain in the safe care of family.

A list of valuables is maintained for each resident. Please assist staff to ensure its currency by advising staff if items are taken home or additional items are given to residents.

### **Can my family members participate in the activities and events of Barrabill House?**

Yes, carers are encouraged to participate in Barrabill House activities or to spend time with residents one on one. Please discuss with the Nurse Unit Manager if you would like assistance with preparing for an activity with your family member e.g. meal alone, some private time to be arranged, or to go on an outing. If family members would like to participate in events that require catering, a cost is incurred by the family member/s.

### **Can my family members bring food for me?**

Yes, provided it is not shared with our other residents and is in line with the food safety guidelines posted in the foyer. All food brought into Barrabill must be entered into the food register at reception.

All food for the residents is prepared in the hospital's kitchen which is audited by the environmental services staff of the Mitchell Shire Council and an external auditor on an annual basis to ensure it complies with all the Food Handling Regulations. A food safety plan has also been implemented and the food services staff complete monitoring and auditing regularly to ensure all safety standards are met.

You may bring lollies or sweets for consumption by yourself or your family member or friend but remember that it is you and not the staff who is responsible for its safety.

### **Can my family members or others volunteer their services?**

Yes, there is a formal Volunteer Service called "Friends of Seymour Health". All volunteers are now required by government regulations to complete registration forms and a Police check prior to being placed on the Volunteer Register. Volunteers are supported by the Nurse in Charge of Barrabill House. Volunteers provide support and activities for the residents in Barrabill House. This support in daily activities and in outings is greatly appreciated by both staff and residents.

If your family members or friends would like to consider becoming volunteers, further information can be obtained from the Human Resources Manager.

An education and support information session is conducted for people interested in Volunteering.

### **Is there a process to make formal Comments, Complaints & Commendations?**

Yes, users, advocates or support persons of those using Barrabill House facilities and services have the right to make complaints and have satisfactory resolution of same. SH has established procedures for dealing with complaints received from patients and/or visitors with respect to Hospital Facilities and services.

Complaints can be received in writing or by speaking to a staff member. All complaints are managed as per Seymour Health comments and complaints policy. Information regarding this can be found in the foyer.

A suggestion box is provided in the entrance foyer to Barrabill House. Suggestions are encouraged as they help us to improve our care. They can be either verbal or written. A comments/complaints/compliments form is near these suggestion boxes. Feedback forms are also provided in each resident's room.

Direct contact can be made to the Director of Clinical Services or the Chief Executive Officer if this is your preference.

Alternative avenues available are:

*Aged Care Quality and Safety Commission Freecall:*  
GPO Box 9848  
MELBOURNE VIC 3001

1800 951 822



## ***What Services are provided at Barrabill House?***

### **Dental Services**

Local dentists can visit or residents are taken to dental clinics for treatment. Cost is met by the resident. A Dental Technician is also available for the repair and/or replacement of dentures or plates. Seymour Health has an onsite dental service who will also provide services to residents.

### **Dietician**

SH has a dietician who consults with the food services staff in the planning of the menu and specific dietary needs of the residents. The dietician may visit the residents from time to time to discuss their special needs and provide advice and support to staff.

### **Hairdresser / Barber**

Hairdresser of the resident's choice or one nominated by the Hospital will visit approximately six weekly. The resident meets all costs.

### **Library Books**

The Mitchell Shire library volunteer staff visit Barrabill House on a weekly basis. Individual requests and preference for authors or topics are noted by the library staff and provided if possible.

Barrabill House has a range of books and a selection is available on request. Large print and talking books can be accessed through the local library.

### **Leisure and Lifestyle Therapy**

There is a program of activities provided for the residents to provide stimulation and interest or to meet special needs. The details are displayed on a plan in the activity room. This program takes into account the interests of residents discussed at entry interview and monthly review. Activities of interest can be suggested at the Residents and Relative's meetings.

One-to-one sessions are also provided. Staff providing these services have completed special training. Costs for some items or activities are levied.

### **Laundry Services**

Laundry services are available onsite for personal laundering of residents clothing. Whilst every care is taken with items, SH cannot take responsibility for damage to clothing items that need specific care. Minimal ironing of clothing is provided. A limited repair and mending services is also provided. All items will be labelled with the individual resident's name with heat sealed identification labels. Laundry services staff will return items to the resident's rooms. Family members are encouraged to check the condition of items from time to time and ensure that clothing is appropriate for the seasonal conditions. The cost and supply of clothing is the responsibility of the resident.

### **Mail Deliveries**

Daily; Monday to Friday via administration office at Seymour Health. Staff will assist with posting of items. Postage costs is the responsibility of the resident.

### **Meals**

On admission and as required, each resident's dietary requirements are assessed. The Dietician is available for consultation for individualised needs and special diet. A daily menu is available for

selection. Specific likes, dislikes and allergies are noted. A microwave is available for use at any time.

The meals are prepared in the Seymour Health Food Services department. In addition to the three main meals, morning, afternoon tea and supper are provided.

Visitors are not restricted during meal times. Family/Support persons are encouraged to assist the residents with meals. This is beneficial to all parties i.e. family member, the resident and staff.

### **Meal Times**

Breakfast	7.50am	Morning Tea	9.45am
Lunch	11.40am	Afternoon Tea	2.00pm
Dinner	4.45pm	Supper	7.00pm

### **Medical Services**

Residents or family/support persons nominate their preference for local general practitioner (GP) medical care from the GPs approved and credentialed by Seymour Health. Specialist and other service referrals are made by the GP as necessary. The resident meets all costs for medical services.

### **Newspapers/Magazines**

We encourage the residents to keep abreast of current issues and events. Daily newspapers, Seymour Telegraph and magazines can be ordered through the Seymour Newsagency. The newsagency delivers daily to Barrabill House.

### **Nursing**

You will have access to 24 hour care provided by qualified Registered Nurses and Enrolled Nurses. Students undertaking nursing training visit Barrabill House for clinical experience from time to time. The students are supervised by the university or TAFE staff or Barrabill House staff during their time with us.

Residents' family/support persons are encouraged to be involved in the planning, implementation and evaluation of all aspects of care.

Nursing care plans are reviewed regularly in consultation with residents and / or resident's family. Nurses also carry out care that supports the Occupational Therapist, Physiotherapist or Speech Pathologist as per the care plan. Please feel free to discuss any issues with the staff.

### **Occupational Therapist (OT)**

An OT is employed by Seymour Health and is available for individual functional assessments, development and implementation of intervention plans and treatment goals. OT intervention includes prescription and manufacture of hand splints, provision of aids and equipment, retraining and adapting the environment to fit the individual. OT practice is client focused promoting occupational functioning in all aspects of daily living.

### **Optical Services**

Arrangements for this service are made on an 'as need' basis. The resident is required to meet any costs incurred. Victorian Eye Care attend Barrabill House annually for those who are unable to travel.

## **Personal Belongings**

Residents are encouraged to have personal items in their room or glass display box. These items include photographs, pictures, and bedspreads/duonas.

No items are to be hung or attached to the wall unless attached to the picture rail in the bedroom.

## **Bedside/lounge chairs can be brought if desired for special needs**

Chairs must be vinyl or leather, with wheels and brakes. The chair must be a suitable fit for the resident and assessed by the Occupational Therapist prior to purchase or bringing in from home.

The OT or Physiotherapist will assess items for their suitability for the resident and for resident/staff safety. Unfortunately, storage of items is not possible and family members will be required to take the items home if they are deemed inappropriate or no longer able to be used by the resident.

All care is taken of these items, but Seymour Health accepts no responsibility for loss or damage.

## **Pharmacy**

The pharmacy of your choice will provide medications as ordered by prescription by your doctor. The nursing staff order your medications on an as needs basis. Your pharmacist will send you or your family a monthly account for these medications.

A Consultant Pharmacist provides a quality review for all residents and will discuss your medication management with your doctor from time to time. There is no charge to residents for this service.

## **Physiotherapist**

Seymour Health's physiotherapist will assess and provide treatment on referral from the doctor/nursing staff. The cost is met by the Hospital. The Physiotherapist is able to assist the resident to remain at the highest level of functioning with regard to: -

- Strength
- Balance
- Coordination
- Range of movements
- Walking and transfers
- Exercise
- Mobilisation
- Assisting with the use of aids e.g. walking frames

Residents are also encouraged to participate in the regular exercise sessions conducted to assist in the maintenance of their strength and flexibility.

## **Podiatrist**

A Podiatrist from Age Care Foot Service provides services to all resident. The cost is met by the Seymour Health. Currently the Podiatrist visits every six weeks. Routine pedicure/manicure care is provided by trained nursing staff.

## **Radios**

Community stereo systems are available for groups or individual use within the community areas. Individual radios are allowed providing they are electrically checked. The cost of electrical checking is the responsibility of the resident.

### **Social Worker**

Advice and support is available to both resident and family. Areas in which the social worker can assist include: -

- Emotional support
- Liaison with care providers
- Advocacy
- Mediation and family meetings
- Information about legal and financial matters
- Information about other aged care services

### **Speech Therapist**

A Speech Therapist will assess and provide treatment for residents as required. The cost is met by the Seymour Health. The Speech Therapist is able to assist the resident to remain at the highest level of functioning with regard to their swallowing and speech.

### **Spiritual Care**

Services are held on site once per month as advertised on activities monthly planner. On request staff will ensure residents are dressed and prepared in a timely manner for family members to take to external church services. Ministers of Religion, Pastoral Care and Pastoral Visitors are welcome to visit. Pastoral care and visitor's association or status is required to be confirmed with the relevant minister or priest.

### **Telephone Calls**

The direct line Barrabill House is (03) 5793 6170. Staff will be happy to speak with you. Staff can transfer the call to the cordless phone to enable you to speak for a short time to the resident. Residents may choose to organise a mobile phone for personal use. Costs are the responsibility of the resident.

### **Televisions**

Barrabill House's lounge and activities rooms have large flat screen televisions for community viewing.

All resident's bedrooms have a ceiling mounted bracket with a television. The cost and installation and repair of other televisions brought into the facility are the responsibility of the residents.

### **Toiletries**

Barrabill House supplies soap, toothbrushes, toothpaste, shampoo and conditioners and tissues. Costs of items for special skin conditions and other needs are the responsibility of the resident.

Family members can provide items for individual use by the resident. Please, always check with the nursing staff to ensure the products that you intend to purchase are appropriate for the resident. As residents needs change from time to time and product sensitivities may have also developed.

## ***What safety and security is available at Barrabill House?***

The safety and security of the residents and staff is paramount at all times. A minimal lift policy is maintained throughout Barrabill House and specialised equipment had been purchased and is maintained to minimise the risk to staff and residents. Seymour Health also has zero tolerance to occupational violence and people who do not adhere to the policy will be asked to leave the facility. Secure areas are maintained for wandering residents and devices are located throughout the facility to assist in the provision of this security and general limitation of access to Barrabill House.

As an adjunct to the existing fire hydrants and hose reels, a fire sprinkler system is installed. Ongoing staff education and maintenance occurs to ensure that the emergency management plan and risk management is known and can be actioned by all staff.

The following information is provided to assist the residents/families with basic safety and security features. Please ask staff if you are unsure of devices or have any suggestions in this regard.

### **Alcohol Consumption**

Please note that authorisation by the resident's GP is required before residents are permitted to consume alcohol at Barrabill House.

Following granting of permission by the GP, family members and visitors are requested to speak with staff before bringing alcohol into Barrabill House. The reasoning for this, is for the resident's safety and also the possible interaction with medications that may have been administered. Also monitoring of amounts consumed may be required by the Registered Nurse. We also can only store a limited supply in the community refrigerators.

### **Bullying & Aggressive Behaviours**

Seymour Health has adopted a zero tolerance to bullying and aggressive behaviour policy. This policy applies to staff, residents, family members and staff. Posters are displayed throughout all buildings of Seymour Health. When incident/s of bullying or aggressive behaviour occurs towards staff or residents, senior staff on duty have the authority to call the police to have the perpetrators removed from the area. All incident/s are investigated and in most situations the perpetrators will be interviewed in person or by telephone. If the incident is found to be aggressive or bullying in nature, the perpetrator/s may have their visiting rights withdrawn.

It is acknowledged that residents with dementia and other brain conditions or behavioural issues may sometimes be aggressive, physically violent and in general difficult to manage, especially when staff are attempting to provide their necessary care. When these behaviours are evident, nursing staff will commence behavioural monitoring charts and identify events and actions that may trigger these outbursts.

Discussions will occur with the resident's GP and nursing staff and behavioural strategies will be implemented in the hope of reducing the outbursts. Sometimes medication is also administered and specialist medical and nursing advice will be sought. Some residents require closer observation by the specialist team and the resident may have to be transferred to another facility for this to take place. In most cases, the resident returns to Barrabill House following this observation period. The specialist team consult with the resident's GP and nursing staff about their findings, make recommendations for the resident's follow up care and medications.

Sometimes the recommendation is made that Barrabill House is no longer an appropriate environment to best meet the needs of the resident and alternative longterm accommodation is required. Barrabill House staff will assist family members in finding an alternative appropriate accommodation for the resident.

### **Entrance / Exit Doors**

All main corridor doors have security keypads or proximity card readers fitted. A code is needed to open the entry/exit doors to Barrabill House. Other internal doors have keypad locks fitted. Staff will advise/assist with the code as relevant.

An intercom is available for entry via the main doors after hours.

The main entry and staff doors are under camera surveillance which is monitored at the nurse's station.

### **Garden Area**

The garden area is secure for the safety and security of wandering residents. A gazebo is available for use by residents/families. Barbeque access is also available. Residents are encouraged to assist with tending to the vegetable garden and flowers. A raised flower bed has been built for wheelchair-bound residents to enjoy gardening.

### **High – Low Beds**

Barrabill House has height adjustable beds to reduce the incidence of injury and fractures should residents fall out of bed.

The mattresses are specifically designed to reduce pressure on bony areas of the resident's bodies and are one of the aids to reduce the likelihood of pressure sores developing.

### **Hip Protectors**

To help reduce the likelihood of fractures when residents fall on their hips, many residents wear hip protector devices. Hip protectors are inserted into special designed underwear. The costs of the hip protectors are the responsibility of the residents.

### **Meditrak**

For wandering residents, a monitoring device, Meditrak, is available. A pendant or belt with a specific radio frequency is worn by the resident at all times and if they should inadvertently wander outside, a radio transmitter can be used to readily locate them. If the resident is assessed as being at risk of wandering, family are consulted and further details are provided.

### **Minimal Lift Policy, Lifting Machines and Other Devices.**

One of the major OH&S risks to residents and staff occurs from manual handling activities. SH has adopted and implemented a minimal lift policy throughout the organisation. In Barrabill house, an individual minimal lifting plan is developed for each resident to encourage independence and minimise the risks of injury and falling. Ongoing staff education and manual handling aids/technique evaluation will continue throughout the resident's stay. Equipment that best suits the residents' needs will be explained, utilised and aids will be modified on an as needs basis.

Overhead tracking has been installed over the bedspace in all bedrooms in Barrabill House and mobile lifting machines are utilized to minimize manual handling of residents. All residents are assessed and a plan is developed in consultation with the nursing staff by the Physiotherapist/OT

for the specific needs of the resident in regard to their mobilization, lifting and transfer requirements. Residents are encouraged to maintain their independence with mobility for as long as possible.

### **Nurse Call Bell System**

A Nurse Call Bell is available beside each resident bed, in the ensuites and in communal areas. Nursing staff will attempt to respond to calls promptly; however, sometimes a delay occurs and usually means that the nurse is responding to another resident's needs.

### **Nurse Duress System**

The nurses have access to a duress system that can be activated in times of emergency to summon external assistance. An external contractor provides 24 hour monitoring and will contact the Seymour Police if the alarm is activated.

### **Resident Restraint**

Our policy is to only utilise restraint in extreme situations. Restraint is only implemented in conjunction with other behavioural management strategies and after referral and discussion with the treating doctor/specialist, nursing staff, resident and/or family members. A consent form for restraint will be completed and regular updates/communication will be completed to families by staff. Assessment is regularly reviewed as part of overall care management to determine whether restraint is required.

Restraint can be chemical such as the administration of specific medication to assist in the modification of unacceptable behavioural tendencies or be physical - that is where a device is used to limit movement or activities e.g. Centreline mattresses or fall out chairs.

### **Smoking**

**It is hospital policy that there be no smoking within the buildings and grounds of the organisation and this includes Barrabill House.**

It is however recognised that long-standing smokers have a need/preference for this activity and a designated outside area is available. Supervision may be necessary. In the case of emergency, fire fighting equipment is available at the designated area. For the welfare of themselves and others, even at this late stage in their life residents can be assisted to reduce or cease their smoking habit. The GP or nursing staff will be very happy to discuss the latest programs and treatments. Visitors to Barrabill House are asked not to smoke within Seymour Health.

### **Staff Identification**

All staff employed at Seymour Health are required to wear photographic identification badges. Most staff wear uniforms. Staff should identify themselves before providing care or treatment. If in doubt, please ask the staff member to provide identification.

## ***In Conclusion***

We trust that we have answered the majority of questions that you may have about the admission process and services provided at Barrabill House.

If you have any further queries or questions you are most welcome to contact the:

- Chief Executive Officer
- Director of Clinical Services
- Director of Corporate Service
- Barrabill House Nurse Unit Manger
- Social Worker

Please telephone **5793 6100** and the receptionist will assist you in making contact.

Or visit our website: [www.seymourhealth.org.au](http://www.seymourhealth.org.au)