



GUMMUN PLACE

a caring & thriving community for older people

Residents' Handbook



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Gummun Place Hostel

RESIDENTS' HANDBOOK

Welcome to Gummun Place Hostel, which has been designed and constructed for your comfort, enjoyment and security. The Hostel is within close walking distance to all amenities and wheelchair access is available throughout Gummun Place and its surrounds.

The Hostel consists of 16 bed-sitter units and private ensuites (toilet, shower, etc). Two pairs of units with interconnecting doors have been built for couples. There are two sitting rooms with tea and coffee making facilities for use at any time and there is also an air-conditioned lounge room where you may relax and watch television or perhaps enjoy playing (or listening to) the piano.

Vision

A caring and thriving community for older people.

Mission

To provide quality care in a friendly and happy environment giving the opportunity to maintain independence and make choices.

Residents' Responsibilities

Each resident of the Hostel has the following RESPONSIBILITIES: -

- To respect the rights and needs of others within the Hostel, and to respect the needs of the hostel community as a whole;
- To respect the right of staff and the proprietor to work in an environment which is free from harassment;
- For his or her own health and well being, as far as he or she is capable; and
- To inform his or her medical practitioner, as far as he or she is able, about his or her current state of health.

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Items to Bring

Basic Items supplied by Hostel are: Hospital style bed, bedside table, chair, linen (sheets & pillow cases, blankets, bedspread, towels, washers, non slip bathmats.)

Suggested items to bring if you chose to provide your own furniture/linen:-

- Single Bed – must be able to access under for cleaning/nursing procedures
- 2 x sets fitted sheets (Polyester/Cotton), 4 x sets for high dependent residents
- 2 x pillows minimum + pillow cases
- Bedside table and bed lamp
- Minimum 4 x towels, minimum 4 x face cloths, minimum 2 x hand towels
- Medium kitchen tidy/paper bin
- Small packed suitcase for emergency hospital admission
- Health/mobility aids (if required)
- Linen marker pen, small sewing kit, shoe cleaner, coat hangers
- Armchair suitable to own mobility

You may also like to bring:-

- Cups, glasses, cutlery for personal use in room
- Bric-a-brac which you can safely dust yourself, and a cabinet for them
- TV, music system (ear phones if hearing poor)
- Outdoor chair(s), pot plants, table
- Pictures, paintings, photos
- TV table for eating in room in times of illness

Please consider:-

- Wool or feather doona is easier to manage than blankets
- Laundry items for staff care **must be machine/dryer safe** and preferably with **minimal ironing needs**
- Bric-a-brac, doilies etc are your responsibility to clean
- Mark all possible items with name to reduce loss
- Staff will not be responsible for woollen items or items marked 'dry clean only'

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Meals

All meals are cooked at Gummun Place and served in the dining room. On occasions when you are not feeling well, meals may be delivered to your room. A four-week rotating menu is provided and provisions are made to cater for special diets (diabetes, allergies, etc).

Menus

We have 4 week rotating menu. Residents are welcome to make suggestions for inclusion in the menu which is reviewed every 3 months. Any complaints or suggestions regarding food may be discussed with the Hostel Supervisor during the Resident Committee meetings or by using the concerns/suggestions forms which are located in each sitting room or at the front entrance.

Meal Times

Breakfast - from 8.00am
Lunch - 12.15pm
Dinner - 5.30pm

Early breakfast will be organised if resident has an early start for appointments etc, however, lunch and dinner will be served at the times stated above unless alternative arrangements are made with the Supervisor.

Morning Tea & Afternoon Tea

Morning tea is provided at 10am. Afternoon tea is provided at 3pm. Tea making facilities are available at your leisure in the sitting rooms. Those with special dietary requirements will be provided with supper as per their dietary needs. Staff are available to assist with morning and afternoon tea if required.

Visitors are welcome to enjoy a cup of tea or a meal with you. However, please let the cook know as soon as possible (preferably before 9.30 am) to enable them to cater for the extra people. The cost of a light meal for visitors and staff is \$6.00 and a main meal is \$8.00. Special meals eg. Christmas, Easter \$10.00.

Light meal

Sandwich
Sweets
Tea/Coffee

Main Meal

Meal of the day
Sweets
Tea/Coffee

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Alcohol

Consumption of alcohol is permitted in moderation. It may be necessary to limit the supply of alcohol to any resident in the Hostel who becomes intoxicated or causes any disturbance in the Hostel.

Electrical Tagging

All electrical items e.g. TV, clock radios, fridges, electrical razors, videos etc – are **to be tagged by an authorised person** before Hostel Entry. Thereafter, Hostel Management will cover the cost of tagging of these items.

Electric Kettles

Kettles are available for residents to use in the sitting rooms. In some instances residents may be able to use their own kettle in their rooms only with permission from the Supervisor. The Supervisor, after discussion with the resident and their family, will make a decision based on the safety and wellbeing of the resident.

Electric Blankets

In some instances residents may be able to use electric blankets for warmth during the winter months. Permission from the Supervisor must be given before electric blankets can be used. The Supervisor, after discussion with the resident and their family, will make a decision based on the safety and wellbeing of the resident.

Laundry

Please feel free to use the excellent laundry facilities provided after staff have completed the daily washing. If you are unable to do your own laundry, the staff are happy to do your laundry at no extra charge. It will be done once a week on your unit cleaning day. Only items safe for machine washing can be accepted.

Woollen items will not be washed by staff. Families are asked to wash these items. A bucket, containing antibacterial solution can be placed in unit bathroom for soaking of relevant items, e.g. soiled underwear, hankies, etc.

Linen

If residents are providing their own linen (please refer to Items to Bring section), would you please ensure that all items of clothing and linen are

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clearly marked with your name or room number, either with cloth badges or with special marking pens, prior to entry. No responsibility can be taken by staff for the loss of clothing.

Furniture

Rooms are furnished with basic items e.g. hospital style bed, bedside table, chair.

Residents can bring their own furniture and make their unit as home-like as possible. Furniture including beds should be appropriate for the safety and wellbeing of the residents and staff. Residents are advised to consult with the Supervisor for direction.

Heating

Each unit has a wall heater for winter comfort and also a ceiling fan for summer. Residents may provide their own air conditioning units, however any costs associated with installation and maintenance of units must be covered by the residents.

Cleaning of Unit

Your unit is cleaned weekly by the staff on a roster system. If you are unable to make your bed our staff will also do this. Residents are encouraged to take care of some of the general cleaning themselves. Please ask a staff member for the appropriate cleaning items. It would assist staff if you could vacate the unit whilst cleaning is being undertaken. Reminder: any excess of bric-a-brac is the residents responsibility to maintain/clean.

Emergency

Staff are on duty 24 hours a day. During the night between the hours of 9.00pm and 7.00am a staff member is always on the premises so help is available 24 hours a day for emergencies. Each resident has a minicom pendant that can be pressed in an emergency. Emergency buzzers are also located in each bathroom as well as in the lounge room, dining room, both sitting rooms, laundry and the public toilet.

An emergency can include an accident, illness, an intruder or a resident that requires assistance due to poor mobility and dexterity.

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Pendants

Personal emergency pendants are provided for the use of each resident. Pendants should be worn at all times during the day and kept on the bedside table at night. These pendants remain the property of the Hostel at all times. You are requested to look after the pendant and report any suspected malfunctions.

Maintenance

Please advise the Supervisor if you have any maintenance problems. The resident must pay for all maintenance of personal property.

Locked Drawers

A locked drawer is provided for safe keeping of self administered medications and valuables. If medication/valuables are kept in drawer, drawer must be kept locked at all times. The keys for the draws are the responsibility of the resident.

Valuables

Residents are requested not to keep large sums of money in their rooms. Residents are responsible for their own **insurance of all personal effects** and valuables. Gummun Place Hostel cannot accept responsibility for the loss of personal property and/or effects. A locked drawer is provided for safe keeping of valuables.

On admission to facility, a valuables listing is to be completed by the resident/family and given to the Supervisor on entry to the Hostel. If family remove/purchase items deemed valuable, please advise Supervisor to ensure the register is kept up to date.

Medication

All residents entering Gummun Place who wish to self medicate are required to:

- a) have ability to self medicate and the assessment must be completed by their GP prior to entry. (This form can be found in your pre-admission pack.)
- b) provide the Hostel Supervisor with a list of current medications prior to admission. (This form can be found in the pre-admission pack.)
- c) report any changes to medication to the Hostel Supervisor immediately

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d) keep all medication in the locked drawer provided

It is preferable that all residents, including those who have been assessed as able to self medicate, use pre-packed medication, such as a Webster pack provided by the local Chemist. (A fee is charged for this service, this system ensures that the resident is taking the medication correctly).

For all other residents, whose medication is to be administered by staff, Hostel Policy deems that medication is administered from a Webster Pack (which is made up by local Pharmacy – a fee is charged).

Radio and Television

Residents are encouraged to bring their own radio and/or television sets with them. All units have TV and FM aerial outlets. A television and stereo is also available in the lounge room for the use of residents.

Noise

If using a television, radio or musical instrument in your room please keep the noise down, especially at night. Remember there are other residents in the Hostel.

Smoking

In the interest of safety and fire prevention, **NO SMOKING** is allowed inside the building. All residents and visitors are requested to smoke outside only.

Telephone

A connection is available in each unit for a private telephone to be connected at the resident's expense. Incoming calls to residents on the Hostel phone number may be taken, however lengthy calls must be kept to a minimum.

Visitors

Visitors are most welcome. This is the resident's home and all are free to entertain visitors in their room or in communal areas, provided other residents are not inconvenienced.

It is Hostel Policy and for the safety of all visitors that they **MUST** use the front door for entry to the Hostel. Visitors are asked to check any alerts and read any notices at the front entrance.. These **ALERTS** are to be adhered to by all visitors. Visitors who have any communicable illness e.g. suspected

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flu/glandular fever/children's diseases, gastric/tummy upsets are asked to notify staff by pressing the red button in lounge room before visiting any resident. (This button can be found under the red arrow, in the front room).

Visitors are welcome to enjoy a cup of tea or a meal with you. If entertaining larger groups of visitors, please arrange with the Supervisor for private access to sitting room area.

Mail

Mail is received daily Monday to Friday, except public holidays and is personally delivered to each resident. If you require assistance writing letters, the staff will be happy to help. Stamped letters ready for posting may be left in the mail box at the front of the Hostel for collection by the post person or given to the Supervisor before 10am to be taken to the Post Office.

Leave

A resident who intends to be absent is requested to notify the Supervisor or a staff member. This includes mealtime or overnight. Please sign the outings register located at the front door before leaving the building on all occasions

Use of Premises

Accommodation has been provided solely for use by the resident. However, in extenuating circumstances such as extreme illness or grief, relatives may stay overnight with the resident.

Access to Gummun Place at Night

The front door is locked at 6.00pm during winter and 7.00pm during daylight savings.

VISITORS MUST ENTER BUILDING BY THE FRONT DOOR AND SIGN VISITORS BOOK ON ARRIVAL & DEPARTURE. If the front door is locked, persons are to use the front door bell. This will alert staff who will assist.

Residents' Meetings

Residents hold monthly meetings to enable them to voice their opinions and to have a say in the running of the Hostel. Supervisor advises residents when meeting are to be held.

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Doctors & Pharmacy

Visits to your doctor are your responsibility. However, the Supervisor will be pleased to help with arrangements and transport. The Supervisor can also help with arranging prescriptions to be filled for residents who are self medicating. Prescriptions should be given to the Supervisor by 10.00am. The Medical Centre is located in Bettington Street, which is in close proximity to the Hostel. There is also a doctor's surgery located at the Merriwa Multi-Purpose Service in Mackenzie Street.

Non emergency medical transport (NEMT) and taxi is available for transportation to medical facilities and residents are responsible for any costs incurred.

Ongoing Fees

Fees are set by the Department of Health, Housing and Community Services at a maximum of 85% of the full Aged Pension. Fees are adjusted in line with rises in the pension rate. Residents will receive two weeks' notice in writing whenever there is to be a rise in fees. Ongoing fees are payable fortnightly in advance on the day which pensions are paid using the direct debit payment system.

General

If you are having problems showering, toileting or dressing, please let the Hostel Supervisor know. Staff are only too willing to help. Residents of Gummun Place are encouraged to retain, if not improve, their independence. To that end, residents are free to assist the Hostel in whatever they can do. For example, taking care of the garden, the tidy bins, the dining room, locking the front door at night, etc. All the tasks help Gummun Place run smoothly and encourage independence. If you enjoy gardening, there is plenty of space in the gardens to continue your hobby – once again talk to the Supervisor.

Fire Evacuation

The procedure to follow, in the event of fire, is detailed on the notice behind your unit door. A fire evacuation plan is also displayed in the reception and sitting rooms. Heat and smoke detectors are installed throughout the facility, as well as fire hoses, extinguishers and a loud speaker system that will alert residents of actions needed. The hostel will conduct fire safety and evacuation drills regularly to ensure that staff and residents are all trained in fire safety.

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Activities

A list of planned activities is displayed on the Notice Board in the Reception area. The Hostel endeavours to provide a variety of activities and excursions for residents to enjoy. We welcome suggestions from residents of places to visit or activities to undertake. At times there may be a small charge for bus trips or other entertainment. Gummun Place has an activities officer who provides residents with regular activities and can arrange an individual program to maintain independence and interest for residents.

Newspapers

A local volunteer will deliver the Sunday newspaper for residents to purchase. The Supervisor can collect daily papers, if the request is made before 10am each day. The Merriwa Ringer Newsletter is delivered on Thursdays during the school term while the Hunter Valley News is delivered each Wednesday.

Voting

The Electoral Office will arrange to visit the Hostel prior to Local, State or Federal elections. For any new resident, a change of address is to be completed prior to admission. (A change of details form is located in the pre-admission pack).

Religious Services

Anglican Church services are held on the 2nd and 4th Friday of each month. Catholic Communion is given every week.

Hairdressing

Residents wishing to visit the hairdresser and are unable to make their own arrangements only need to speak to the Supervisor or a staff member who will make the necessary arrangement. Hairdressing fees and transport costs are at the resident's expense.

Dental Hygiene

The personal care staff will assist residents with their dental hygiene if required. Dentists do not visit the Hostel. Relatives are encouraged to take their family members to the Dentist for check ups every two years at least. If residents have no family, the Hostel Supervisor will organise such visits.

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Wheelchairs

The Hostel has wheelchairs available for use by residents within the hostel. Should you wish to borrow a wheelchair for an outing, please see the Hostel Supervisor.

Motorised Wheelchairs and Scooters

Battery operated wheelchairs may be a hazard to other residents. Please discuss the suitability of such equipment with the Hostel Supervisor.

Podiatrist

A Podiatrist visits the Hostel every six weeks. Residents requiring the services of a podiatrist are asked to see the Hostel Supervisor for an appointment (at cost to resident).

Specialised Medical Appointments

If a resident is referred to a specialist practitioner, we prefer that a family member accompany the resident. The Hostel can arrange transport with the NEMT or Merriwa Taxi Service. There is limited access to this service in terms of days and dates. Costs incurred are at the resident's expense.

Unacceptable Behaviour

Hostel Management reserves the right to terminate occupancy of a resident if he/she engages in unacceptable social behavior. See Schedule 6 Resident's Agreement.

Suggestions and Concerns

A Suggestions and Concerns box for use by residents, relatives and staff is located at the front door and each sitting room. All contributions will be treated confidentially and a formal reply provided if requested. Any issues needing prompt attention will be dealt with immediately including providing feedback to the resident or family member and if appropriate, presented to the residents meeting for consideration.

All residents have access to the Aged Care Complaints Investigation Scheme. Signs providing information are located in each sitting room, as well as the reception area. The contact number is a free call on 1800 550 552.

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Entry into Residents' Units

No person may enter a resident's unit without that resident's permission. In the absence of the resident, permission is to be sought from the Hostel Supervisor.

Residents are asked to sign a permission note, allowing the staff access to their rooms so washing, cleaning and laundry can be completed. These forms are located in the pre-admission pack.

Security

Each unit is secure with locks on all external doors and windows. Residents are asked to lock their wooden external doors at night. A staff member will check windows and doors before 9.00pm.

Residents' Rights

Each resident of the Hostel has the RIGHT to: -

- quality care which is appropriate to his or her needs;
- full information about his or her own state of health and available treatments;
- be treated with dignity and respect, and to live without exploitation, abuse or neglect;
- live without discrimination or victimisation. The resident is not obliged to feel grateful to those providing his or her care and accommodation;
- personal privacy;
- live in a safe, secure and homelike environment, and to move freely both within and outside the Hostel without undue restrictions;
- be treated and accepted as an individual. Each resident's individual preferences are to be taken into account and treated with respect;
- continue his or her cultural and religious practices and to retain the language of his or her choice, without discrimination;
- select and maintain social and personal relationships with any other person without fear, criticism or restriction;

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- freedom of speech;
- maintain his or her personal independence, which includes recognition of personal responsibility for his or her own actions and choices. Some actions may involve an element of risk, which the resident has the right to accept, and which should then not be used to prevent or restrict those actions;
- maintain control over, to continue making decisions about, the personal aspects of his or her daily life, his or her financial affairs and his or her possessions;
- be involved in the activities, associations and friendships of his or her choice, both within and outside the Hostel;
- have access to services and activities which are available generally in the community;
- consult on, and to choose to have input into, decisions about the living arrangements of the Hostel; and
- have access to information about his or her rights, care accommodation, and any other information, which relates to him or her personally.

Protection of Resident Information

The Hostel Management is responsible for the protection of personal information pertaining to a resident. The personal information will not be used for any purpose other than:-

- for a purpose connected with the provision of aged care services to the Resident by the Hostel Management; or
- for the purpose for which the information was given by the Resident or his or her representative.

This includes providing information to relative Government Departments where required.

Without written consent of the Resident, personal information will not be disclosed to any other person other than for a purpose:

- connected with the provision of aged care services to the Resident by the Hostel Management;

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- connected with the provision of aged care to the Resident by another approved provider, but only relating to the person's accommodation bond balance; or
- for which the information was given by the Resident or his or her representative.

Personal information is protected by security safeguards that protect against the loss or misuse of information.

The Hostel Management does not preclude the provision of personal information to a court, tribunal or authority.

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