

The image shows the exterior of a San Carlo building during the day. The building has a modern design with large windows and a sign that reads "SAN CARLO". In the foreground, there is a paved walkway, a green lawn, and various plants and trees. A stone wall is visible in the lower left corner. The sky is clear and blue.

# *San Carlo Homes For The Aged Consumers/Families Handbook*

*It is our aim to reflect our stated Vision, Mission and Values in the delivery of services and provision of care at San Carlo and we welcome your assistance and contribution.*



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## **San Carlo Homes for the Aged Ltd**

### ***Vision***

We are the leading Italian Aged Care Community, focused on recognising and responding to the evolving individual needs of our elderly.

### ***Mission***

We understand the uniqueness of the Italian culture and are passionate in delivering high quality care and lifestyle to enhance individual's health and wellbeing.

We recognise our responsibility to society and the environment and govern San Carlo to ensure our impacts in these areas are appropriate and sustainable. Continuous improvement is at the heart of everything we do. We actively seek feedback from our consumers, their families, the broader community and respond accordingly.

We are committed to developing our staff, focussing on contemporary and best practice, ensuring that they can respond professionally reinforcing the aspiration of our Vision.

### ***Values***

**Integrity** – I always behave professionally and encourage others to do the same.

**Care** - I show empathy and support to consumers and their families, striving to address concerns with kindness and consideration.

**Accountability** – I do my job to the best of my ability and accept my responsibility that everything I do has and will have an impact on the lives of others.

**Respect** – I value and accept the differences of other people and treat others as I would wish to be treated.

**Excellence** – I strive to achieve the highest standards for consumers, employees and visitors in my work environment.





## SAN CARLO HOMES FOR THE AGED PRIVACY COLLECTION STATEMENT

### **Protecting your privacy**

San Carlo Homes for the Aged Ltd is committed to protecting your privacy and to ensuring we can provide you with the best possible care and services. We are bound by the *Privacy Act 1988* (Cth) (the Privacy Act) and the Australian Privacy Principles.

This Privacy Collection Statement should be read in conjunction with our Privacy Policy which contains detailed information on how we protect your privacy, including the way in which we may collect, use and disclose your information.

A copy of our Privacy Policy is available on our website or at our facility. We will provide a copy of our Privacy Policy to you when you are admitted to our facility or before we start providing services to you.

### **Collection of information**

We collect personal information about individuals directly from the individual or their legal representative. We will only collect information for a purpose that relates directly to our functions and activities as an aged care provider. We understand that you may not want to provide information to us. The information we request of you is relevant to providing you with the care and services you need. If you choose not to provide us with some or all of the information we request, we may not be able to provide you with the care and services you require.

For more detailed information, please refer to our Privacy Policy.

### **Use and disclosure**

We will use and disclose your personal information only for the purpose for which it was collected or for any other purpose that is otherwise directly related to our functions or activities as an aged care provider or otherwise permitted at law.

Please refer to our Privacy Policy for more detailed information.

### **Access and correction of information**

Our Privacy Policy also contains detailed information on how you may access the personal information we hold about you and how you can seek to have your personal information corrected.

### **Overseas recipients**

We will not disclose your information to overseas recipients. If we do, we will take all steps that are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.

### **Making a complaint**

If you wish to make a complaint about the way we have managed your personal information you may make that complaint verbally or in writing by setting out the details of your complaint to any of the following:

**The Facility Manager** on Phone: 03 94041490 Fax: 03 94044390

Email: [rhonda@sancarlo.com.au](mailto:rhonda@sancarlo.com.au)

**Aged Care Complaints Commissioner**

Online: At <http://www.agedcarecomplaints.govspace.gov.au>

By phone on 1800 550 552.

**Office of Australian Information Commissioner**

How to contact us:

If you have any questions in relation to privacy or how we manage your personal information, please contact us on 03 94041490. Alternatively, you can e-mail:

[rhonda@sancarlo.com.au](mailto:rhonda@sancarlo.com.au).

# OUR HISTORY

The Scalabrinian's arrived in Australia in November 1952 and the history of their presence in this country reflects the development of the Italian community and of migration here. Their role evolves and develops to meet the needs of the community and in the mid 1960's they began their involvement with aged care in Australia.

San Carlo Homes for the Aged began its development in the mid-1970s and the first stage of the complex was opened in 1979. Since then the Scalabrinian's have continued the development and continued expansion of the facilities and services at South Morang.

In 2010 the Scalabrinian Congregation transferred the ownership of the San Carlo Homes for the Aged to San Carlo Homes for the Aged Ltd (San Carlo). San Carlo remains a 'not- for - profit' organization governed by a Board of Directors, two of which are Scalabrinian fathers.

The work at San Carlo continues to meet the needs of our Aged Italian Community and does so with the support of the Missionary Sisters of St Anthony of Claret (Claretine Sisters).

## **Welcome**

The management and staff of San Carlo would like to welcome you and we sincerely hope that your time with us will be as comfortable as we can create for you. We are committed to providing personalised care and we encourage you to approach our staff with any problems or queries.



## **Accommodation**

The lower level care accommodation consists of single rooms including en-suite, while in the higher level and dementia specific care areas have a mixture of single and double rooms some with shared facilities. Lounges, dining areas, internal courtyards and extensive gardens are available for your enjoyment either individually or with your family and friends.

Consumers entering the Hostel can bring their own furniture and personal effects; Hostel consumers may bring a small refrigerator (families are responsible for the care, cleaning and maintenance of the refrigerator). A digital television is provided for new consumers (a television may not be appropriate for some high care consumers). We will install a flat screen television mounted to the wall.

If you wish to bring furniture this must be done in consultation with the Hostel Manager and the Physiotherapist as the room size and any Occupational Health and Safety (OH&S) issues have to be considered. (Televisions have RAI International reception) and a telephone may be connected at personal expense.

Consumers entering the higher level and dementia specific care areas are encouraged to bring personal effects and some items of furniture – please discuss your needs with the Unit Manager and Physiotherapist.

Following admission, we trust you will settle into comfort and regard San Carlo as your new home. We will strive to assist you in any way possible to create a home with a peaceful and enjoyable atmosphere. All staff and consumers at San Carlo shall maintain a respect for individual privacy and preferences while perpetuating an environment to be shared in the spirit of tolerance and cooperation.

Occasionally there is a clinical need or care need that necessitates consumers being moved into a new room. This will be done in conference with the consumer and family.

All electrical items brought into San Carlo must have had an electrician tag to certify that the items are electrically safe. (Dated within the last 12 months.)

The exception to this is where the electrical item has been purchased in the previous 3 months of coming to San Carlo and you have proof of purchase. Please show your proof of purchase to the Nurse in Charge who will document the details in your loved ones' file. If this is done, the next electrical check and tagging of this electrical item will be done as part of our annual checking of electrical equipment across the facility.

## **Admission Criteria**

Applicants must have a current Aged Care Client Record (ACCR/Support Plan) prior to admission and preference is given to aged people of Italian-speaking background.

Applicants must arrange for Centrelink to complete their income/assets assessment prior to admission to San Carlo Homes for the Aged.

## Admission Day

Please bring:

- Health Benefit Card and Medicare Card
- List of any relevant information about your current condition (E.g. a Doctor's letter)
- A Medication list from your doctor is necessary (any medications in your possession must be given to the Nurse in Charge)
- Respite consumers are to bring enough medications to cover the duration of their stay, this can be in the form of either a Webster Pack (not blister) or original packets. San Carlo is able to arrange a supply of medications through a local pharmacy if required (you will be invoiced by the pharmacy)

## Alcohol

San Carlo provides wine with meals for our consumers who would like it. A small amount of wine may be offered as part of festivities. Any other alcohol consumption must be approved by the consumer's doctor as increased consumption of alcohol may be detrimental to a consumer's health or contraindicated with their medication.

## Allied Health Services

San Carlo provides physiotherapy and massage at no additional cost. Other allied health services including podiatry, speech therapy and external continence management will be provided at no cost to consumers with higher level of care assessments; however charges may apply to those with lower level of care assessments. An external appointment to the audiologist can be organised with our assistance.

Families may request external Allied Health providers to visit. (Please consult with our Clinical Coordinator and with the consumer's General Practitioner).

Specialist assessments, equipment or supplies **that are complimentary to services already provided by San Carlo Homes** e.g.: private specialists or special wound care products may incur a cost.

## Alternative Therapies

Those interested in Alternative Therapies should discuss this with the Clinical Coordinator and the consumer's doctor. After consultation, we may assist you in procurement of these services.

If you have any queries regarding clinical services, these will be addressed by our Senior Management Team (DON/CEO, Clinical Co-ordinator)

## Care Plan Meetings for the Consumer and or family/NOK/ POA

All consumers have on admission an interim care plan then a full care plan and their care needs are reviewed in collaboration with the consumer and or their family/ Next of Kin or Power of Attorney.

Senior staff members on each Unit conduct these interviews as appropriate.

All consumers and or their family/ Next of Kin or Power of Attorney are invited to participate in a 'care plan and consumer care needs review' annually.

The interview may be held over the phone if the consumer and or their family/ Next of Kin or Power of Attorney is unable to attend the meeting in person.

## **Clothing**

Please bring a selection of the type of clothing you would usually wear. Ensure that your loved one has sufficient clothing to allow for time to launder items. (Our laundry is open Monday to Saturday inclusive) Also be aware of the consumer's seasonal needs and bring in warm clothes for winter and light clothes for summer.

We suggest that woollens and delicate fabric clothing **not be sent** to our industrial washing machines. If families supply clothing made of delicate or woollen material and these become soiled we must send them to our laundry, as we are unable to leave soiled clothes stored in the unit, as to do so would pose an infection control risk for our consumers.

All personal laundry is done on site and you are encouraged to provide clothing that can be safely machine washed and dried. Clothing requiring dry cleaning can be arranged at consumer's cost.

## **Comments, Compliments & Concerns**

Consumers and their families (or representatives) are welcome to express any concerns or comments they may have. We value your input as it allows us to more effectively respond to your needs and as such, we anticipate your contribution without concern of any retribution. All matters will be fully investigated and explored, however if you are able to identify a preferred solution or outcome at the time of making a complaint, all involved parties will assuredly benefit further.

Concerns, suggestions, comments and compliments may be verbal or written. Families are encouraged to make an appointment to see one of the Management Team (CEO/DON, or Clinical Coordinator) should they have a complaint. There are forms available for families and consumer's to write a concern, suggestion, comment or compliment. These are available at the entrance of all the Units and at reception. Located next to these forms is a Suggestion Box in which to place these forms. You may identify yourself by signing the form or give us anonymous feedback should you wish. If you do not identify yourself, we are unable to discuss any improvements or outcomes following our investigations in regard to your concern, comment or suggestion.

Our communication with you is of great importance to us at San Carlo, and in addition to the above-mentioned methods of interaction we ardently encourage your attendance at Consumer/Relative Meetings, held bi-monthly, dates and times for such meetings are advised in our monthly newsletter.

## **External Complaints Mechanism**

Consumers and relatives have access to the external complaint's mechanism. Pamphlets outlining this mechanism may be found at the Main Reception and in each unit alongside the internal complaint's pamphlets.

The number for the Complaints Commissioner is: 1800 550 552.

## **Dentist and Dental Technician**

The Clinical Coordinator will confer with families so they may access a dental technician or dentist outside or within our facility.

Unfortunately some of these services may not visit regularly and therefore relatives may need to accompany their loved one to the dentist or dental technician.

Oral care is very important for the consumer's health. Our speech therapist will complete an oral assessment when she completes a swallowing and speech assessment for consumers who require assessment of their swallowing needs.

## **Doctors**

You may choose to be treated by the Doctor of your choice. If your Doctor is unable to continue your care following admission, you are free to choose another Doctor. Alternatively, we're happy to arrange for an Italian Doctor from the Lalor Clinic to take over your care. The Lalor Clinic Doctors have worked with us at San Carlo for many years and therefore have extensive experience in aged care and treatment.

## **Emergency Call Bells**

San Carlo has a call bell system within the units that is activated by staff or consumers requiring urgent or non-urgent assistance.

The system has an emergency ring and a routine help summons ring. Staff attend to these rings and deactivate the ring within the consumers room.

## **Fire & Essential Safety Systems**

San Carlo has compliant fire safety systems in place that will minimise the risk of a fire emergency

The buildings have compliant fire detection systems and sprinklers are installed throughout the facility.

Approved contractors provide regular service and maintenance on the essential safety systems.

Policies and Procedures are in place to manage emergencies such as fire, heatwaves, floods and bushfires etc.

Staff are trained and aware of their roles and responsibilities in an emergency situation.

If you have any questions or concerns regarding 'emergencies', please feel free to discuss with a member of the Senior Management Team.

### **References:**

Australian Standards 1851 Maintenance of fire protection systems and equipment  
Australian Standards 3745 Planning for emergencies in facilities,  
Australian Standards 4083 Planning for emergencies in Health Care Facilities

## **Emotional support of Consumer and Family**

When a consumer is admitted there is an orientation process that considers the consumer and family's emotional state and gives the consumer and their family an opportunity to express their likes and dislikes.

This includes:

- Full health assessment
- Essential personal and contact details
- Food preferences taken by the nursing staff
- Admission by nursing staff see. 3.10.1
- Interview with diversional therapist / lifestyle team
- A comprehensive lifestyle / social assessment form is completed by the lifestyle team.

A Care Plan is created from this information that ensures the consumer's individual care needs and choices are noted and then followed when delivering care.

## **Fee / Financial Arrangements**

Families are reminded that fees are governed by the Department of Health and Ageing (Government Department of Victoria). Centrelink provides the assessment of an individual's financial situation and thereby sets the level at which fees must be paid.

All consumers must have a Centrelink Income/Assets assessment completed for admission to San Carlo.

Fees are payable one month in advance and statements will be issued monthly.

Respite consumers fees are to be paid on admission. There may be a booking fee payable prior to admission, this would be either the amount of one week's respite care or 25 % of the fee for the proposed period of respite care, whichever is less.

If the care recipient cancels their booking within 7 days before the proposed day of entry, and the reason for the cancellation is other than the care recipient entering hospital or the death of the care recipient before that day, the approved provider may retain all or part of the booking fee.

The booking fee must be refunded if the care recipient enters hospital or dies before entering the residential care service for the provision of the respite care, or after entering the residential care service and before the end of the booked period.

If the respite care recipient leaves the service before the end of the booked period the booking fee may be used to pay for, all or part of the unused booked period

## **Food and Menus**

We have our own in-house catering service. Food Safety and food quality is paramount at San Carlo. The menu itself is compiled from the consumers' personal choices and the dietician's advice. Alternatives to the menu are always available and suggestions from consumers are welcomed. Feedback regarding the menu is through the Consumer and Relatives meetings, annual Consumer and Relatives Satisfaction Surveys and through the comments and concerns mechanism.

The Catering Manager reviews the menu with the DON /CEO bi -annually or at other times as requested by consumers.

The menu may vary in accordance with the availability of fresh produce, religious Feast Days, special occasions and sudden weather changes. This will be done by the Catering Manager in liaison with the CEO/DON or Senior Management Team

Where consumers require a special diet as requested by the dietician, then a suitable menu is prepared in conjunction with the consumer and relative, where appropriate and in accordance with cultural preferences. Textured (vitamised) food is from the same quality produce as used for normal diets.

### **Food Safety**

Consumer's families and visitors that bring in food for their loved one must sign the food register at the entrance to the Unit. Please see the Nurse in Charge of the Unit when food is brought into San Carlo Homes for the Aged Ltd and discuss whether the food is appropriate for your loved one's needs.

If you wish to bring in celebratory food such as a birthday cake to share it must be a cake purchased from a commercial provider and the ingredients must be stated on the label.

We ask visitors and families not to hand food to other consumers as the consumer may be allergic to the food or it may be detrimental to their care (i.e. they may be on a special diet). The Registered Nurse in Charge must oversee all food brought into the Unit.

### **Footwear**

Our Physiotherapist will assess a consumer's footwear as part of her mobility assessment. Please contact our physiotherapist if you have any queries regarding your loved ones' footwear.

### **Gifts and Gratuities**

Staff at San Carlo are dedicated to providing care to consumers, and our greatest reward is your satisfaction and happiness, therefore staff are unable to accept additional gifts/money. At special times (e.g. Christmas) if you wish to acknowledge the staff with a gift, we ask that it be limited to simple flowers or chocolates (or similar) that may be shared by the staff as a group.

### **Gym equipment**

The physiotherapist may incorporate physiotherapy for your loved one that makes use of our gym equipment as part of their physiotherapy program. The consumer must be supervised by the physiotherapist at all times whilst using this equipment.

### **Hairdressing**

Visiting hairdressers are available to consumers and services are paid for individually.

## **Hostel Kiosk**

In the Hostel we have a Kiosk to allow our consumers some retail therapy. Small personal items and toiletries may be purchased from our kiosk. Opening times on Tuesdays and Thursdays, times are as advertised.

## **Incidents or Accidents**

Please report to staff any incidents that may affect the safe operation of the organization or any accident that you have witnessed or that may have occurred to yourself.

## **In the Event of a consumer absconding from the facility**

We have secure key padded doors and also camera surveillance of our public areas. These assist in preventing a consumer wandering away from the facility. We request that visitors not give out key codes to consumers nor do they assist a consumer to leave the facility. Consumers that are safe to wander have been provided with the key codes and will not require assistance. If you observe a consumer inadvertently absconding from the facility please report this immediately to the Nurse in Charge of the Unit.

We have policies and procedures in place should a consumer wander from the facility. We have security bracelets for consumers deemed at risk of absconding and notices to alert visitors. Before we implement any of these measures, we will discuss these with the consumer's Next of Kin.

## **Labelling clothing**

All items must be clearly labelled. **Please do not put any unlabelled clothing into the consumer's wardrobe.** We ask that clothing be labelled in either the following way:

1. The Next of Kin/family may privately purchase for the consumer sturdy labels such as Cash's labels and sew these on the garments prior to them being brought into San Carlo. Any clothing brought into San Carlo after the consumer's admission must also be labelled in this way.  
Or
2. San Carlo will supply and label all items of clothing. The cost of these labels is approx. \$100 for 200 labels for all new consumers and \$25 for 50 labels thereafter. Our staff will label clothing for our consumers as they are admitted to the Unit. We ask that clothing be handed to the Nurse so she/he may arrange the labelling to be done.
3. Respite consumers can either arrange for families to collect laundry to be taken home and washed (at least weekly) or if they are wanting to have their clothing laundered at San Carlo all clothing must be labelled prior to admission or we can supply and label all clothing. If we are labelling the clothing the cost is \$50 for 100 labels or \$25 for 50 labels.

***Please inform the Nurse in Charge of the Unit as to your preference so this may be documented in the progress notes and care plan.***

*As experience has proved that laundry markers do not endure our industrial washing machines (the Ozone we use in the laundry wash removes the ink) we ask that laundry markers are not used to label consumer clothing.*

## **Leave**

Commonwealth regulations provide for unlimited hospital leave for consumers. Social Leave is funded by the government for 52 days per financial year (a 'leave day' means that the consumer is away from the Hostel or Nursing Home overnight). Please advise the senior person on duty if you are planning to leave the facility, as we need to have this information in case of emergency.

Commonwealth regulations do not allow for overnight leave for Respite consumers. If Respite consumers are taken for overnight leave San Carlo must discharge and then readmit them which would result in a daily rate being charged for holding the bed.

## **Library**

Library delivery services for consumers are available through our Diversional Therapy /Lifestyle manager.

## **Meals for visiting family members**

If a meal is required by a family member please give us notice of your requirements prior to 10.30 am on the morning the meal is required. There will be a charge of \$6.00 for the meal.

## **Medications**

On admission all medications are reviewed by the GP and senior clinical staff at San Carlo. Please bring in all medicines including any supplementary medications such as vitamins, creams, puffers etc. that the consumer has been taking. Medication must be stored by San Carlo and not kept in the consumer's room unless the consumer has been assessed by the GP and clinical Co-ordinator as being able to self-administer. Families are reminded not to supply consumers with any medication unless discussed with their doctor.

For some consumers the use of medications that modify behaviour may need to be considered. The facility encourages treating Doctors to communicate with families in these situations. A facility policy is in place in relation to the use of antipsychotic medication and families are encouraged to participate in meetings in relation to use should this be applicable to their loved one.

## **Minimal Restraint Policy**

The facility recognises the behaviour of some consumer's poses a risk of falls; San Carlo only undertakes restraint after consultation with the families and treating Doctor. The facility utilises a variety of resources including Lolo beds, crash mats and hip protectors. These reduce the risk of injury from falls but may not prevent the occurrence.



## **Newsletter**

Our newsletter is distributed monthly to the family member responsible for the consumer's finances. We request that this family member discuss the information in this newsletter with all family members.

Additional copies of the newsletters are situated next to the sign in books at the main entrances and at the main reception.

## **Newspapers**

Newspapers and / or magazines delivery service may be organised through our Diversional Therapy Manager or Lifestyle Therapist. The paper will be billed to the consumer's account.

## **Pets**

Animals are welcome at the facility but must remain under control of the owner at all times. We request proof of vaccination and house training for visiting animals for the protection of consumers. We remind visitors to respect the fact not all consumers are animal lovers and ask that the animals not be brought into contact with consumers other than family unless they are requested to do so.

## **Private areas for families**

Please contact the DON/CEO or a member of the Senior Management Team should you wish to book a private area/BBQ area for family gatherings i.e.: for a birthday gathering

## **Religious Services**

Mass or Rosary is conducted daily. Consumers are free to choose whether or not to attend. Consumers who are not Catholic are encouraged to inform us how we can best meet their individual needs and preferences.

## **Consumer's Agreement**

A formal Agreement (between San Carlo Homes for the Aged Ltd and yourself) will be given to family/consumer on admission. Please return your signed document to the CEO/DON. You may revoke within 14 days of signing by notifying San Carlo in writing.

The Agreement explains the financial arrangements and the services that are provided to consumers. It also details your Rights and Responsibilities and issues relating to your security of tenure.

## **Consumer Appointments Outside San Carlo**

Consumers attending an appointment off site of San Carlo Homes will require either to be escorted by a family member or San Carlo can arrange an escort to assist at the consumer's expense. The consumer must be supervised at all times.

We are able to refer to specialists. Appointments are made to suit the families' and consumers' needs but unfortunately there are times that the clinic or the specialist are

unable to provide a choice of appointment without delaying a consumers' care and treatment by a considerable time. In these cases we will confer with the family, Power of Attorney or Next of Kin and organise a carer or nurse to escort the consumer. An account will be sent to the Power of Attorney or Next of Kin.

If you are unable to escort your loved one please discuss this with the Nurse in Charge of the Unit or the Clinical Care Nurse and we will arrange an escort.

### **Consumer's/ Relatives Meetings**

Meetings are held monthly. The purpose of these Meetings is to facilitate communication between consumers and staff (e.g. on lifestyle issues, menus, etc). We value our consumer's input, and these meetings are a great opportunity for them to exercise their contribution. Issues of concern may also be discussed; however individual complaints or concerns may also be managed on a 'one-to-one' basis or through the comments and complaints mechanism.

Relative's meeting are held 2 monthly with dates and times varying to accommodate family's availability. Dates and times are advertised in the San Carlo Newsletter.

### **Smoking**

San Carlo has a smoke free environment and smoking is not permitted inside any building. There are designated areas in which consumers may smoke. Families are reminded that they must provide cigarettes and staff are not permitted to procure and pay for the consumer's cigarettes. Consumers will have their cigarettes, tobacco, matches, etc. stored at the nurse's station.

Before leaving cigarettes or alcohol with a loved one please discuss this with the RN in Charge.

### **Telephones**

Installation of private telephones must be arranged by the consumer/family through San Carlo and we will bill the consumer/family directly. There is set connection fee of \$120 and a monthly fee of \$35 irrespective of usage. Consumers/Families will need to provide the actual phone. We ask that private phone calls are not conducted through San Carlo's business line as it prevents its necessary use. In extreme cases it inhibits the communication of an emergency.

### **Valuables**

We advise consumers against bringing valuable items, jewellery or keeping large amounts of cash. You are encouraged to consider your own insurance and whilst we try to provide a secure environment we cannot accept any liability for individual losses. Consumers have access to their own individually locked drawer and we can provide short-term storage for small items or cash

## **Visitors and Visiting Hours**

Family and Next of Kin may visit their loved one throughout the day. We ask that you inform the Nurse in Charge should you wish to visit after hours i.e. after dark, as the doors lock to the security setting in the evenings through until after day break the next morning, thereby affording consumers and staff extra safety. After hours you must ring the bell and wait for the nurse to finish attending to consumers before she or he opens the door for you.

Children visiting consumers must be supervised by their parents or responsible adult at all times

## **Witnessing Legal Documents**

Staff are not permitted to witness the signing of any document – please do not ask them to do so.

## **Respecting Others**

We are appreciative of the stress families undergo when placing their loved ones into Aged Care and we take this opportunity to remind families that if concerns arise these are discussed in an appropriate manner. Management are willing to address concerns and request families bring these to our attention if not addressed at Unit level. We are all here for an outcome that will benefit our consumers and support our families and are willing to meet with families when needed.

At **no time** is it acceptable for family members to scream, shout, threaten or physically assault staff. Should such behaviour arise staff have been directed to call the Police. Such behaviour is likely to result in restrictions being placed on visits and/or legal action.

# **Reporting Assaults- (Mandatory Reporting)**

## **Compulsory Reporting**

San Carlo does not tolerate any abuse of its consumers by any person. Our 'Compulsory Reporting Policy' contains information about how we will protect our consumers from abuse. If you would like to read our policy please ask and we will provide it to you.

## **New Reporting Requirement**

As from 1 July 2007 we must report to the Police and to the Secretary of the Department of Health any allegation or suspicion that a consumer has been assaulted. We must make the report within 24 hours.

## **What is a Reportable Assault?**

An assault must be reported if it is either unlawful sexual contact, or unreasonable use of force, or an assault, which is, specified in the Accountability Principles 1998, which is an offence, which has been inflicted upon one of our consumers.

## **Can we choose not to have an assault reported?**

No. We are required to make a report of an assault within 24 hours even if you do not want us to. The government has made it clear that while any alleged victims or their representatives cannot prevent a report from being made to the police or to the Secretary, your level of co-operation or assistance with any investigation is a matter of personal choice.

## **Who must make a report?**

The obligation to make the report is upon San Carlo. We are also responsible for taking reasonable measures to require our staff members to make a report of a reportable assault. Our staff members include any person we employ, hire, retain or contract to provide care or other services to us. It applies to permanent, temporary or casual staff and it also applies to any contractors.

## **Do we have any protection if we make a report?**

If a staff member makes a report, that person is protected from their identity being disclosed and from any victimization. They are also protected from any civil or criminal liability for making the disclosure and any employment or contractual sanctions. These protections do not apply to any other person.

## **What if you have questions?**

If you have any questions about how the reporting requirements will operate please speak to the facility's CEO/DON Rhonda Joiner or a member of the Senior Management Team.





**Australian Government**

**Department of Health**

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

*Aged Care Act 1997, Schedule 1 User Rights Principles 2014*

**1. Care recipients' rights - residential care**

Each care recipient has the following rights:

- a) to full and effective use of his or her personal, civil, legal and consumer rights;
- b) to quality care appropriate to his or her needs;
- c) to full information about his or her own state of health and about available treatments;
- d) to be treated with dignity and respect, and to live without exploitation, abuse or neglect;
- e) to live without discrimination or victimisation, and without being obliged to feel grateful to those providing his or her care and accommodation;
- f) to personal privacy;
- g) to live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction;
- h) to be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect;
- i) to continue his or her cultural and religious practices, and to keep the language of his or her choice, without discrimination;
- j) to select and maintain social and personal relationships with anyone else without fear, criticism or restriction;
- k) to freedom of speech;
- l) to maintain his or her personal independence;
- m) to accept personal responsibility for his or her own actions and choices, even though these may involve an element of risk, because the care recipient has the right to accept the risk and not to have the risk used as a ground for preventing or restricting his or her actions and choices;
- n) to maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions;
- o) to be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service;
- p) to have access to services and activities available generally in the community;
- q) to be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service;
- r) to have access to information about his or her rights, care, accommodation and any other information that relates to the care recipient personally;
- s) to complain and to take action to resolve disputes;
- t) to have access to advocates and other avenues of redress;
- u) to be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

**2. Care recipients' responsibilities - residential care**

Each care recipient has the following responsibilities:

- a) to respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole;
- b) to respect the rights of staff to work in an environment free from harassment;
- c) to care for his or her own health and well-being, as far as he or she is capable;
- d) to inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health.