



Amber Aged Care

Facility Information Guide



Table of Contents

Welcome to Amber Aged Care	4
Key Feature Statement	5
Facilities Provided	5
Amber Aged Care's Staff	6
Amber Aged Care's Services	6
Privacy	6
Accommodation.....	6
Every house has the following features	7
Dining Rooms	7
Lounge & Common Areas.....	7
Gardens.....	7
Facility Security - Entry and Exit.....	7
Toiletry Supplies.....	7
Hairdressing.....	7
Cleaning of Room	8
Linen	8
Laundry Service for Personal Clothing	8
Clothing Identification.....	8
Maintenance.....	8
Electrical Appliances	8
Environmental Safety.....	8
Emergencies	8
Pets	9
Smoking.....	9
Noise Level	9
Meals.....	10
Breakfast	10
Lunch.....	10
Evening Meal.....	10
Inviting Guests	10

Please note:

To protect all consumers and staff working within the facility, we ask that visitors who are unwell, in particularly have symptoms of gastroenteritis, coughs or colds, refrain from visiting consumers until you have fully recovered from the illness..

Hand hygiene is an important activity which stops the spread of germs. Hand gel is available at the facility entrance and throughout the facility, as well as hand washing facilities. All consumers and visitors are encouraged to use these to prevent the spread of infection.

Violence, abusive behaviour and sexual harassment are not tolerated. The facility will take action to protect consumers, staff and visitors against such behaviour.

General Information	11
Moving In	11
On the Day of Your Admission	11
Telephone.....	11
Financial Matters	11
Personal Property and Insurance.....	11
Your Health & Wellbeing.....	12
Deteriorating Health	12
Pharmacy	12
Medications.....	12
Specialised Services	12
“My Plans “ (Care Plans) and Care Consults.....	12
Palliative Care.....	12
Doctors.....	13
Ambulance Service.....	13
Medical Benefits	13
Medical Appointments.....	13
Outbreaks	13
Antimicrobial resistance	13
Food Safety	14
Choice and Cultural Safety.....	14
Choice.....	14
Dignity of Risk	14
Cultural Safety.....	14
Spiritual or Religious Needs.....	14
Consumers’ Meetings	14
Monthly Meetings	14
Social Activities	14
Internal Social Activities.....	14
External Social Activities.....	14
Family, Friends and Relatives.....	15
Holidays, Outings, Absences	15
Feedback and Complaints.....	15
Continuous Improvement	16
Security of Tenure.....	16
Moving out.....	16
Respite Care.....	16
Consumer/Representative/Partner in Care to sign.....	17
Food Safety Tips	18
Charter of Aged Care Rights.....	20

Welcome to Amber Aged Care

Welcome to Amber Aged Care, and thank you for selecting us as your residential aged care provider.

Amber Aged Care is a not-for-profit organisation which has been providing quality residential aged care services since 1992. Due to its relatively small size, consumers are able to enjoy a warm, homely environment where staff and consumers are able to form meaningful relationships.

It was created through the vision and commitment of the Baltic communities and provides both permanent and respite care, which supports both low and high care consumers. Amber is also equipped to safely care for consumers who require memory support.

We understand that the transition from home to residential care living can be challenging, for both consumers and their representatives/partner in care. It takes time to adjust to communal living and settle in to unfamiliar surroundings. Our staff are here to support you and your family through this process in every way possible.

We have prepared this Information Guide to provide you and your family with important information regarding various aspects of the service we deliver. Please read this guide carefully and keep it as a reference while you remain within our care.

In addition to this information guide you can also access useful information via our newsletter and our policies and procedures. Policies are available in English. Please see management for any policy you wish to read. Our Privacy Policy is available on our website. (www.amberagedcare.com.au)

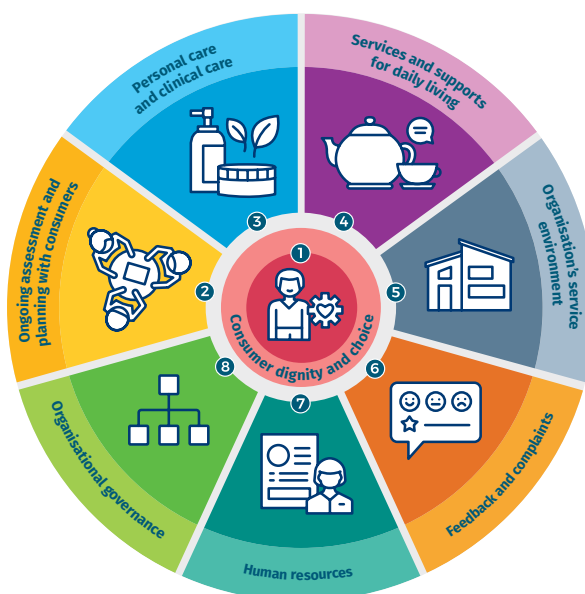
If you require an interpreter to assist you to understand our policies, please speak to management and an interpreter can be organised for you.

If you have any feedback regarding the contents of the welcome booklet or the care once you have commenced your stay within our facility, please speak to the Care Manager, CEO or complete our feedback form which is available in each house kitchenette.

Quality Standards

On 1 July 2019, the new Quality Standards came into effect. They apply to all Australian Government subsidised aged care services. The Quality Standards clearly define what good aged care should look like.

The Quality Standards exist to ensure that people receive excellent care which is consumer focused. Care is not about 'ticking boxes', it's about caring for you and your individual needs. There are eight standards, and each one is about an aspect of care that contributes to your safety, health and wellbeing. The graphic below shows you which part of your care each standard relates to, or you can see the list below.



1. Consumer Dignity and Choice
2. Ongoing Assessment and Planning with Consumers
3. Personal Care and Clinical Care
4. Services and Supports for Daily Living
5. Organisation's Service Environment
6. Feedback and Complaints
7. Human Resources
8. Organisational Governance

If you would like any further information regarding our organisation, or the services we provide, please contact us during business hours on 8465 5500, or after hours via email admin@amberagedcare.com.au.

Key Feature Statement

Amber Aged Care is a 40 bed aged care facility situated in the north eastern suburb of Paradise just 20 minutes from the city and includes:

- Five Individual Accommodation Houses with each consisting of 8 bedrooms, a communal kitchenette, dining room and lounge room. Each consumer room has an Ensuite and a sliding door to a small outdoor verandah.
- One Activity house which is utilised for group activities, meetings, large events and is a central dining area for consumer functions. This area can also be used for private family functions or private dining upon request.
- Large undercover area, multiple open spaces and gardens to relax in.

Attached to our aged care facility is Amberlie, a quiet housing estate with 12 independent living units. Consumers are encouraged to participate in group activities provided at the home.

Due to our relatively small size, Consumers are able to enjoy a warm, homely environment where staff and Consumers are able to form meaningful relationships.

Facilities Provided

Amenities Provided

- Spacious gardens with sitting areas
- BBQ and outdoor living area
- Library, TV Lounges and a music room
- Community room for gatherings, entertainment, bingo, movies and meetings
- Access to internet and emails
- Weekly hairdressing service

Room features

- All Consumers have their own private room with key access, a bed and bedside table
- Consumers are encouraged to personalise their rooms with pictures and small pieces of furniture
- Each room has individual air-conditioning
- Each room has a private ensuite
- Sliding glass doors open onto a small private veranda and garden
- Built in wardrobes

Meals

- All meals are prepared on -site by our chefs and served in the dining areas or Consumers' rooms. We consult Consumers in regard to menu planning and dietary requirements.
- With Consumers from a diverse range of cultural backgrounds, our menu caters for individual cultural needs.
- Happy hour and special event lunches.

Lifestyle and Activities provided

- Arts and crafts
- Cultural and spiritual activities
- Entertainment, concerts, live theatre
- Excursions, bus trips, shopping trips
- Movie days and social outings
- Exercise classes (group and individual)
- Gardening
- Games, bingo, board and card games
- Luncheons, BBQ's and theme days
- Mens group
- Pet therapy, music therapy
- Relaxation
- Quiz and trivia nights, sing-a-longs

Amber Aged Care's Staff

Amber Aged Care's CEO is on-site during office hours of Monday to Friday, 0800-1600. The clinical and care team consists of a Care Manager, Registered and Enrolled Nurses and Care staff.

There is a Registered Nurse on each shift so please initially direct any enquiries and health matters to them. You are also welcome to direct enquiries to the CEO or Care Manager.

The Finance Officer supports the business aspect and financial matters of Amber Aged Care. The lifestyle team focus on relationship centred care, striving to support and empower our consumers. The team organise activities, outings and events as well as supporting consumers cultural and spiritual needs encouraging the continuation of growth.

Support staff consist of catering, cleaning and laundry staff. All meals are cooked on site by the in-house cook who is supported by an assistant cook. Personal clothing is laundered on site by Amber Aged Care's housekeeping staff and laundering of linen is outsourced to an external contractor.

Administration staff are on site during business hours. Maintenance staff are on site Monday to Friday to attend to the day to day and scheduled maintenance at Amber Aged Care.

Amber Aged Care's Services

Privacy

Amber Aged Care acknowledges each consumers right to privacy. Rooms are lockable and consumers may have their own room key if they choose to. Consumers are encouraged to utilise the locked cupboard in the wardrobe for personal papers, jewellery etc. Should a key be lost it is the responsibility of the consumer/representative to notify staff immediately and pay for the cost of a replacement.

Your privacy will be observed at all times

Access by staff to consumers' rooms will only occur after consultation with consumers/representatives/partner in care. Staff will always knock prior to entering a consumers room.

Staff will enter consumers' rooms to assist with personal care needs, cleaning and maintenance. On these occasions, the usual courtesies you would expect in your own home will be observed.

Accommodation

Amber Aged Care provides single room accommodation. Each room is furnished with a suitable bed with a mattress to meet the consumer's needs, a matching bedside cupboard and built-in wardrobe incorporating a locked draw for personal use.

Internet can be connected in the room at a monthly cost of \$10.00. The facility can also organise for a television to be made available in your room

The ensuite bathroom has a shower, toilet, hand basin vanity unit and a non-slip floor. There is ample room to bring any personal items and belongings to make this your new "home". Hanging of pictures and mirrors can also be arranged with staff.

However, before moving large personal items and furniture into your room, please discuss with the Care Manager to determine what would be suitable and comply with Work Health Safety and Fire Regulations.



Every house has the following features

Dining Rooms

Each dining area has a small kitchen with tea and coffee-making facilities. Consumers, representatives/partner in care and visitors are encouraged to use these facilities at their convenience. If relatives and friends would like to celebrate special occasions please discuss this with the Lifestyle Coordinator.

Lounge & Common Areas

Lounge room and common areas are available for consumers and their visitors to watch television, listen to music, read or chat and generally enjoy.

Gardens

Garden areas have been designed for you and your family to use during your visit.

Facility Security - Entry and Exit

The administration office is open during the week between the hours of 9.00am - 5.00pm.

All visitors to Amber Aged Care will be required to use the gate intercom to gain access to the facility. Press the intercom on arrival and one of our staff will open the gates for you. To exit, drive up to the gate and it will open automatically.

All side entrances and gates are always kept locked. All visitors are required to sign in and out on our electronic system located at reception when visiting. (All visitors as of the 1st of May 2020 are required to have had the annual Influenza Vaccination and COVID-19 Vaccinations (x3). Access to the facility will not be granted without evidence of this vaccination.

Toiletry Supplies

The facility will supply bath towels, soap, toilet paper, toothpaste, toothbrushes, denture cleaning products, shampoo, conditioner, moisturiser, disposable razors, shaving products and deodorant. However, consumers may choose to provide their own if they have a special preference. If consumers and/or family supply products, please advise staff so a safety data sheet (SDS) can be obtained. Continence Aids are supplied by the facility to each consumer to suit their individual requirements.

Hairdressing

Hairdressers visit the facility every second Friday. Lifestyle staff will assist with appointment times. Consumers are invoiced for the services received. Arrangements can be made for visits to the local hairdresser or barber if requested.



Cleaning of Room

Rooms are cleaned twice weekly by staff, as well as when needed. Staff make every effort to ensure the facility remains clean and tidy at all times. During an outbreak, daily high touch cleaning is implemented.

Linen

Amber Aged Care will provide sheets, blankets, pillows, pillow case, towels, face washers and absorbent or waterproof sheeting. However, if you would like to bring in your own quilt cover, you are more than welcome to do so.

Laundry Service for Personal Clothing

Amber Aged Care provides a laundry service for laundering of personal clothing. We suggest that clothing not suitable for machine washing such as woollens or delicate fabric items are taken home for representatives/partner in care to launder or to be professionally dry cleaned. Dry cleaning remains the consumer/family's responsibility.

Clothing Identification

All personal clothing must be clearly labelled when a consumer is admitted to Amber Aged Care, regardless of the clothing being laundered by the facility or by family/friends.

All personal items of clothing must be clearly identified with the consumer's first and last name, and Amber Aged Care RCF. This includes respite consumers. While it is preferable to have name labels on all items of clothing, Amber Aged Care can provide a laundry marker for naming of clothing. You may use this to name all clothing prior to admission. To ensure this remains effective you will need to rename all clothing on a regular basis as laundry markers fade after several washes. It is the responsibility of Consumers/Representative/ Partner in Care to ensure clothes remain clearly labelled to prevent loss.

Amber Aged Care can organise labels on your behalf. The cost of labeling is \$2.00 per item with a minimum order of 50 labels.

Maintenance

Amber Aged Care is responsible for maintenance of consumers' rooms and all furniture, fixtures and equipment that it supplies. If any item requires maintenance, consumers/representatives/partner in care are requested to bring it to the attention of the Support Services Manager, or if uncontactable, speak with the Administration Team who notify

Maintenance via written communication. Amber Aged Care does not accept responsibility for the maintenance of consumers' personal furniture or effects, or for loss or damage to these items.

Electrical Appliances

All personal electrical appliances/equipment (new and used) must meet Australian Safety Standards therefore each appliance MUST be electrically checked and tagged prior to use at Amber Aged Care. This can be arranged by our maintenance team at a cost of \$2.50 per item prior to the equipment being used at Amber Aged Care. This applies to permanent and respite consumers. Regular retesting and tagging is required, therefore, items are placed on the regular re-testing/re-tagging schedule to be performed when due. To ensure all electrical items are tested and tagged, permanent consumers/respite consumers and/or representatives/partner in care are requested to notify the Support Services Manager of any electrical items brought in during their stay. If the Support Services Manager is not available please advise the registered nurse on duty.

If consumers bring their own radio and have hearing difficulties, they should consider the use of earphones. This will prevent infringement on the rights of other consumers. The consumer is responsible for the cost of any maintenance and/or cleaning carried out on all personal items that are brought in to Amber Aged Care. For safety reasons, irons, open bar electric radiators, electric blankets and hot water bottles are not to be used.

Environmental Safety

Amber Aged Care strives to create a safe environment for consumers, staff and visitors. Responsibility lies with all to achieve this. If a hazard or risk is identified, please inform staff immediately who will complete the appropriate documentation and action will be taken. Alternatively you are welcome to complete a hazard form and give to the Registered Nurse or administration staff. Hazard forms are located in information stands throughout Amber Aged Care.

Emergencies

During emergency situations or exercises, Amber Aged Care personnel have authority to issue instructions to evacuate all persons from the facility and / or areas. Such instructions are to be adhered to at all times by all employees, contractors and visitors of the facility. Amber Aged Care is equipped with fire safety alarms

and equipment. Staff and volunteers receive fire and emergency training and regularly carry out evacuation procedures.

Pets

If a consumer wishes to have a pet to visit, this will need to be discussed with the Lifestyle Coordinator/delegate who will consult with the other consumers and appropriate staff. Decisions will be made on an individual basis after consultation. Service dogs are permitted.

Smoking

Amber Aged Care is a NON-SMOKING site. Assistance will be given to consumers who wish to address their tobacco smoking, including the provision of information, advice and referral to support services.

Noise Level

For the benefit of all consumers, it is requested that the noise of all appliances be kept at a reasonable level. Should a consumer suffer hearing loss, the use of hearing aids or earphones for radio, television etc. is recommended.



Meals

Amber Aged Care has a proud tradition of serving culturally appropriate meals tailored to our consumers' needs. We understand that for most of us, food evokes warm feelings and good memories and this ties us to friends and families. We aim to listen and involve our consumers in the planning of menus and make the dining experience warm and homely for all.

Breakfast

Consumers can choose to have breakfast in the house dining room or in their room, and this may vary from day to day as required. There is no set time for breakfast; it is the consumer's choice to eat breakfast when and where they please.

Lunch

Lunch is served in dining rooms and is the main meal of the day. This is served from 12 noon each day. Consumers are requested to advise the Registered Nurse if they want to have their lunch in any other area or would prefer to have their main meal in the evening. BBQ lunch may be offered in the outside pergola area, during the warmer months, weather permitting. Consumers are encouraged to be involved in menu planning, seating arrangements and cultural preferences. Dietary needs will be served on an individual basis.

Special occasion luncheons may be held in the Activity House where members of the community are invited to attend on occasions. This will be advised in the Monthly Newsletter.

Evening Meal

The evening meal is served in the dining rooms from 5.00pm, please let staff know if you prefer your meal in another area of the home. The evening meal is a lighter meal than the lunch meal.

Inviting Guests

Consumers are encouraged to attend family/friends functions and to invite family and friends to functions at Amber Aged Care. If consumers intend to invite guests for meals, they are requested to inform staff a minimum of 48 hours in advance to allow for preparations. The cost of a visitor meal is \$10.00 per person. Payment can be made at reception during office hours, or to the main kitchen if the office is not attended. We are unable to cater for visitors meals on the weekend. If consumers are going to be absent for meals they are requested to advise staff especially if consumers require medications.



General Information

Moving In

Consumers will need to arrange for relatives or friends to help with the moving of personal belongings and furniture. Consumers are free to decorate their rooms according to personal taste. However, if consumers vacate a room for any reason, they are responsible for restoring it to an acceptable standard.

Staff will be happy to assist consumers with any task involved with moving in once belongings and furniture are delivered to the Facility. Please note that any hired equipment consumers may have been using at home may need to be returned to the supplier. This is the responsibility of the consumer (family/representative/partner in care). If equipment is required when moving into Amber Aged Care, this will be assessed by the appropriate staff and supplied by the Facility.

On the Day of Your Admission

The admission process can take 3-4 hours, so we request that whoever is accompanying you is aware to keep their schedule open to allow us sufficient time for the admission and settling in process. We encourage people to bring favourite belongings to the home such as an armchair/recliner, TV and personal mementos to personalise their room as soon as possible.

On the day of your admission into Amber Aged Care, the Care Manager will make time with you

to discuss your personal care and social needs. We request you bring with you the following information:

- Pension, Medicare, Ambulance, Private Health and Safety Net cards
- Doctor's letter and any transfer letters from another facility or discharge letter from hospital
- Family Doctor's name, address and phone number
- Current medication including all current prescriptions
- Personal belongings and necessary toiletries
- Copy of Enduring Power Of Attorney & Medical Power of Attorney, ACD if in place

You will be asked to read and sign the Residential Agreement. As a facility we uphold the values of The Charter of Rights, this document will be explained to you and you will be provided with a signed copy.

Telephone

A private phone is available in every room. The rental cost for this is \$15.00 a month plus the cost of any external calls made.

Financial Matters

Moving in to Amber Aged Care does not affect the consumers' ability to continue to handle their own financial and business matters. If consumers no longer wish to handle their own affairs, legal advice must be sought, at consumers own cost, as to how to proceed. If financial/legal services are required, leaflets are available upon request, please see our reception staff. Consumer/representative/partner in care must advise Centrelink of their change of address when moving in to Amber Aged Care.

Amber Aged Care prefers secure receipt of payment using direct deposit into the CBA bank account. The details of this are

Name: Amber Aged Care Business Management

BSB: XXX-XXX

Account No: XX XXX XXXX

Please include your details in the description field. Payment of fees will be discussed with the Consumer/representative/partner in care at time of admission.

Personal Property and Insurance

Amber Aged Care does not accept responsibility for any loss of personal property. Your personal belongings, not limited to jewellery, glasses and hearing aids are the consumer's responsibility. It is the consumer's responsibility to insure any personal belongings of value to you.



Your Health & Wellbeing

Deteriorating Health

It is important for us all to recognise changes and potential deterioration in consumer's health. Please inform the Registered Nurse or Care Manager if you have any health concerns, including any changes you have noticed. Recognising signs of deterioration is important because we need to discuss this with you and/or your representatives/partner in care. We may need to let your Doctor know so that they can come and visit you.

Pharmacy

Amber Aged Care provides a pharmacy service that consumers may utilise however, consumers are welcome to continue with their own arrangements. If you wish to engage an alternative pharmacist to the one provided at Amber Aged Care you will be responsible for purchasing, purchasing, correctly packing and delivering the consumers medication to the facility. You will also need to ensure medication stock levels are adequate and scripts are available at all times.

Medications

It is important that any medication brought on site is delivered to the nursing staff, this includes for consumers who administer their own medication. This is so that we can make sure that the medical officer can record all medication on the medication chart and to ensure medications are compatible with other medication and safe to be taken. This also refers to over the counter medications and vitamins or supplements. The consumer's Doctor should visit Amber Aged Care within 24 hours of admission to ensure that the medication chart is up to date. The Doctor must complete and supply a Medication Chart to the Registered Nurse outlining the consumer's medication requirements. Please consult with the Registered Nurse on any matters regarding medication.

Specialised Services

Physiotherapy, Podiatry and other specialised services are available following assessment of consumers' needs and/or referral by a Doctor. A consumer may choose to have services that are not an assessed need, this may incur a charge payable by the consumer.

"My Plans " (Care Plans) and Care Consults

Amber Aged Care nursing staff will formulate a Plan of Care "My Plan" in partnership with each Consumer/representative/partner in care. This can only be accessed by authorised personnel. Consumer care needs will be assessed initially by the Registered Nurse with consumers.

The Plan of Care will then be reviewed

- 6 monthly or as required
- if there is a change in health status
- or directive of the Consumer/representative/partner in care

Care Consults take place 6 monthly with nursing staff and the Consumer and/or with their representative/partner in care. Consumers have the right to make decisions about when family, friends and/or others are involved in their care. It is the choice of the consumer, whether or not they wish to involve others. Representatives will be invited at the direction of the consumer. Consumers will be given every opportunity to communicate their decisions. Our goal is to provide Consumers with self directed care at all times unless it is detrimental to the consumer's health and well being and does not infringe on the rights of other consumers.

When the nursing staff are working with you to develop your Plan of Care they will need to understand the things that are important to you, what goals you want to achieve and how we can support you to achieve these goals. Please give this some thought so that we can ensure this information is in your Plan of Care. What you want to achieve can be as big or small as you want it to be, it is about what is important to you. Of course, you are free to change your mind at any time or include new things.

Palliative Care

Discussing end of life decisions is often difficult and a sensitive approach is taken regarding this. Staff at Amber Aged Care aim to give quality care so that comfort and dignity are maintained. As part of the care planning process, Consumers and/or representatives and/or partner in care will have the opportunity to discuss the consumers end of life wishes upon admission, or may choose to discuss them at a later time. Preferences for future care options and treatment is important. Amber Aged Care has experienced qualified nursing staff to provide dignified care at this important time. A Registered Nurse is rostered 24 hours per day. Information

and support is available to family throughout this time and family are welcome to be with their loved one at any time if this is the consumers wish. We encourage all consumers to seek legal advice and prepare an Advanced Care Directive.

Doctors

Some consumers continue to use their own Doctor after moving in to Amber Aged Care. If this is not possible it is the responsibility of the consumer and/or representative to select a Doctor of the consumer's choice who will visit the consumer at Amber Aged Care. The Doctor should generally be available to visit in business hours or close to this time unless the consumer's health concern occurs outside of these hours. Amber Aged Care is able to provide a list of Doctors who currently visit the facility. While you may select a Doctor from the list, you are not required to do so, you may appoint any Doctor you choose. The arrangement is the same as any Doctor / consumer relationship and the normal charge and pensioner concessions apply, as in the general community.

Ambulance Service

It is strongly recommended that consumers have Ambulance cover in case emergency transport to hospital is required. Amber Aged Care will not be responsible for any Ambulance costs.

Medical Benefits

Consumers are strongly advised to maintain membership of a Medical Benefit Fund in case of emergency admission to a private hospital or the need for rehabilitation services.

Medical Appointments

If family is unable to escort a consumer to a medical appointment please discuss with the Clinical Services Coordinator/Registered Nurse as soon as possible (at least 48 hours' notice). Staff escort may incur a fee if a volunteer is unable to assist.

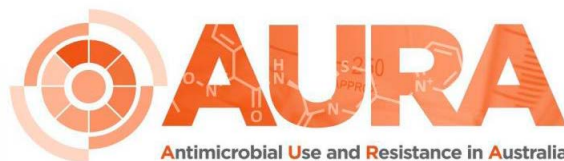
Outbreaks

An outbreak is when there are an identified number of consumers who are exhibiting the same signs and symptoms of an infectious disease. This may include, but is not limited to gastroenteritis, influenza and COVID. During the identified period of caution, or quarantine, representatives/partner in care will be contacted and may be asked to limit or refrain from visiting, however, during lengthy COVID outbreaks, consumer visits will be considered on an individual basis. It is extremely

important at all times that all visitors follow the hand sanitising / handwashing precautions on entry and exit from the facility.

Antimicrobial resistance

Are you aware of Antimicrobial resistance?



Antimicrobial resistance (AMR) occurs when agents causing infection become resistant to treatments. AMR is a problem throughout the world, and has been called one of the 'biggest threats to human health'. The Australian Commission on Safety and Quality in Health Care (the Commission) has established the Antimicrobial Use and Resistance in Australia (AURA) Surveillance System as an important mechanism to inform strategies to prevent and contain AMR. The Australian Government has developed a strategy to address AMR. Part of this strategy involves monitoring AMR and the use of antimicrobials to help in the fight against AMR.

It is important to understand that it is not you, as an individual, that becomes resistant to antibiotics - it is the bacteria causing infection that become resistant. The more we use antibiotics, the more microbes are exposed to the medication. They then have the chance to develop methods of protecting themselves from the medication, which can persist over time. The microbes can then cause infection later, and sometimes spread to other people. Antimicrobial resistance results in medications becoming less effective at treating microbes. Eventually, they can no longer cure infections caused by these bacteria.

Amber Aged Care is committed to the principles of Antimicrobial Stewardship, and its contribution to improving consumer care outcomes whilst mitigating adverse consequences, and reducing inappropriate antibiotic use.

You can help prevent antibiotic resistance by:

- Taking steps to avoid infections and prevent them from spreading
- Understanding that antibiotics cannot treat colds and flu, because they are caused by viruses
- Telling your Doctor you only want an antibiotic if it is really necessary
- Taking your antibiotics for as long as your Doctor advises

Food Safety

Due to the South Australian Food Act 2001 and South Australian Food Regulations 2017, Amber Aged Care adheres to a Food Safety program to ensure that these regulations are followed.

Please refer to the Food Safety Council Food Safety Tips information included in the Admission Information Pack before bringing food into Amber Aged Care. We urge you to consider this information carefully to reduce health risks.

Please be aware that some consumers have special dietary requirements and this may be for many different reasons. To ensure the safety of consumers please do not share any food or assist another consumer with food or drinks when visiting the facility. Please refer to the Registered Nurse if you require further information regarding this.

Choice and Cultural Safety

Choice

We believe in a consumer's right to make informed choices, understand their options and be as independent as they please. Amber Aged Care strives to provide you with genuine options that support choice, involve and listen to and respect your voice, and communicate with you about your choices. The information that we provide to you, will be current, accurate and timely; communicated in a way that is clear, easy to understand, and enables you to exercise choice.

Dignity of Risk

Consumers will be supported to exercise choice and independence when it comes to making decisions about their own care, the way care and services are delivered, and to participate in all activities of their choice. This includes any activity where there may be an element of personal risk. Amber Aged Care will not deny your choices. In the case of risk, we will inform you of potential harm and collaborate with you to find a solution that will help you live the way you choose. Staff will need to be aware of such activities so we can ensure your safety and provide you support as you need.

Cultural Safety

At Amber Aged Care, we place the utmost importance on understanding your culture, acknowledging your unique differences, and being

actively aware and respectful of these differences in planning and delivering care and services. We pride ourselves on being a multicultural facility, and always strive to be inclusive of all our represented cultures, whether it be through cuisine, music, activities or outings.

Spiritual or Religious Needs

Consumers should inform staff of any spiritual or cultural practices they wish to adhere to and staff will support and respect these needs/choices.

Consumers' Meetings

Monthly Meetings

A Consumers Meeting with the Consumer's Board Representative occurs each month. This is an informal meeting and consumers are encouraged to speak up about issues.

Social Activities

Consumers are encouraged to maintain their normal community contacts and attend activities. The Lifestyle Coordinator and staff will assist in organising transport via an access cab, or community bus for external activities. Some activities may incur a small cost.

Internal Social Activities

A monthly newsletter informs consumers of planned activities and of any forthcoming activities. Consumers who need assistance to attend any internal activity can discuss this with the Lifestyle Coordinator and staff. There may be a small charge for some activities, e.g. outings, shopping, concerts etc.

At times, social activities will be spontaneous and short notice will be given. Also, activities may be altered due to weather conditions. Family and friends are invited to participate in activities.

External Social Activities

If consumers wish for staff or volunteers to escort them to external social events this needs to be discussed directly with the Lifestyle Coordinator. Cost of external activities will be negotiated with individual consumers/representatives/partner in care.

Family, Friends and Relatives

Your move to Amber Aged Care in no way changes your status as an individual within the community. You should continue to spend time with family and friends as you have always done. This is your home.

At Amber Aged Care it is important to us that you are treated with dignity and respect and are able to maintain your identity. You will be supported to make connections with others and maintain relationships of choice, including intimate relationships. We value diversity and your culture, and will assist you in whichever way we can to maintain that. Your family and friends are welcome to call in for a visit at any time during scheduled visiting hours. There are a variety of activities we encourage you to do with your partner, family and friends here.

These may include:

- Joining in on a group activity
- Watching television
- Sitting and having a chat and a coffee
- Accompanying you to the shops, the theatre, sporting events, community functions, the local pub
- Going for a walk or drive
- Some light gardening
- Spending time together privately in your room without disruption

The above list is only used as an example, and you are more than welcome to entertain your family and friends as you would at home. Amber Aged Care is the consumers' home and consumers should continue to entertain visitors whenever they wish. There are no set hours for visiting. Please check with other consumers and staff if a dining room or lounge is required for a special purpose.

Family and friends are encouraged to accompany consumers on shopping trips, doctor's visits, theatre outings, sporting events, Church attendance, walks to the park or around the area etc. so they may continue enjoying life.

We expect and require staff and volunteers to speak to and treat consumers, their representatives/partner in care and visitors in a respectful manner at all times. If this is not adhered to please report this immediately to the most senior nursing staff on site. Likewise it is expected that consumers, their representatives/partner in

care and visitors treat staff and volunteers in a respectful manner at all times. We endeavour to ensure staff have a safe work environment. If you are dissatisfied with a staff member please report this immediately to the most senior nursing staff on site who will address the issue.

Holidays, Outings, Absences

It is necessary to inform the Registered Nurse, if consumers intend to go out for the day, stay away overnight, or go on holiday. Please inform the Care Manager or Registered Nurse on Duty.

Consumers are requested to leave their pendant in their room or with nursing staff when leaving the premises. If taken off site and not brought back with the consumer it will need to be returned without delay to ensure the consumers safety.

If going to hospital we recommend consumers leave their room key with management or nursing staff who will secure the key until the consumer returns. Alternatively you may choose to leave the key with a family member. Permanent consumers are permitted 52 days social leave from Amber Aged Care in each financial year. Respite consumers who are absent from the facility for more than 24 hours are effectively discharged.

Feedback and Complaints

Amber Aged Care are committed to providing safe, quality care and services to our consumers. Open disclosure is the open discussion that an aged care provider has with people receiving aged care services when something goes wrong that has harmed or had the potential to cause harm to a person receiving aged care services. Amber Aged Care is committed to this form of partnership and engagement with consumers and their representative to ensure their safety, health and wellbeing is at the centre of planning, delivering and evaluating their care.

In order for us to provide the best possible care and services, we rely on your feedback to help us learn about ways in which we can improve any issues, suggestions or comments that impact you. We aim to promote an environment that is safe and comfortable for all to raise feedback and concerns. All feedback is treated with respect, confidentiality and sensitivity.

Feedback can be provided in many ways. You are more than welcome to complete a feedback form, send an email, write a letter, or speak directly face to face, or via telephone to a Manager. We will investigate and respond as soon as possible and will work with you to find the best resolution using an open disclosure process.

It is important to note that you are welcome to contact an Advocacy service at any stage of the complaint. They may offer help, assist you with the process, or advocate by acting on your behalf.

Advocacy Services

There are services available to help you address your concern. Any advocate will provide support to assist you at any stage of the complaint process. It is a free, confidential service. The contact information is as follows:

Older Persons Advocacy Network 1800 700 600

It may also be important for you to have access to a translator, in which instance we are happy to arrange one for you. Alternatively, you can contact the service below, and ask them to contact us.

Translating and Interpreting Service (TIS) 131 450

If you are not satisfied with the outcome of your concern with us directly, you are welcome to contact the Aged Care Quality and Safety Commission to address your concern. If you require a copy of our Procedures for Identifying, Responding and Reporting Elder Abuse and Neglect Policy, please contact our office

Aged Care Quality & Safety Commission - 1800 951 822 (agedcarequality.gov.au)

Continuous Improvement

Amber Aged Care is committed to Continuous Improvement. However, involvement of all is needed to achieve this. Surveys are provided to consumers and representatives to gain consensus to enable improvement to occur. Please take the time to complete these surveys and if assistance is needed, staff are willing to help. At times, working parties are established to explore issues and you may be invited to be involved. Feedback forms and brochures are available in each house. We encourage you to use these to provide feedback. This may be a suggestion, complaint, concern or compliment. There are locked feedback boxes

located throughout Amber Aged Care. Advocacy services and external complaints services brochures are located throughout Amber Aged Care

Security of Tenure

The room a consumer has when they first move into Amber Aged Care will remain theirs until they can no longer be supported at this Facility, or if a change in circumstances occur as outlined in your Agreement. Should a consumer wish to change rooms, it is to be discussed with the CEO/delegate who will offer every assistance should a suitable room become vacant. Any expenses incurred in such a transfer will be the responsibility of the consumer including relocation of a telephone line if applicable

Moving out

When the time comes to vacate a room family and friends are responsible for removing the consumer's personal furniture and personal belongings. Daily fees will continue until the room is vacated.

Respite Care

Amber Aged Care offer a minimum of 14 days respite care up to the approved 63 days per financial year, and is available to people who have been assessed by the Aged Care Assessment Team (ACAT) as eligible for residential care respite services. Arrangements for this can be made by contacting Amber Aged Care during business hours on 08 8465 5500.

Consumer/Representative/Partner in Care to sign

I,
Consumer / representative name

confirm that I have received and read the Amber Aged Care Facility Information Guide and have understood the information provided to me.

I also understand that any or all of the provisions contained in the Facility Information Guide may be modified, amended, or eliminated by Amber Aged Care with or without notice.

I accept responsibility to abide by the policies, procedures and practices of the organisation.

I also confirm that I have sought clarification from Management/Senior Staff on any issues outlined in the Information Guide which I was not clear about.

.....
Consumer / representative signature

..... / /
Date

Once SIGNED, please RETURN this acknowledgment to Amber Aged Care

Food Safety Tips

At AAC we understand that you may like to bring food in for your family member/friend. Prior to bringing food into the facility it is important to check with the nursing staff regarding specific dietary requirements which the consumer may have.

Our immune systems get weaker as we get older, also our stomachs produce less acid which makes it easier for harmful germs to get through the digestive system and invade our bodies.

If elderly people do get food poisoning, they are also likely to suffer more severe consequences. These can range from mild dehydration to neuromuscular dysfunction or even death. Older people also take longer than most of us to recover from food poisoning.

There are some foods that pose a higher risk than others, particularly of passing on a Listeria infection which is dangerous for the elderly.

What precautions should I take when preparing foods?

There are no special rules for cooking for our consumers – you just need to be even fussier than normal. If you plan to take chilled or frozen food you have cooked yourself, make sure that the food is cooled quickly in your refrigerator: never at room temperature. Always wash your hands well under running water using soap and dry thoroughly before handling food.

How can I transport food safely for an elderly person?

If you need to transport food, take care that it is protected from contamination during transport. Food should be kept at 5 degrees Celsius or cooler or, for hot food, at 60 degrees Celsius or hotter. Between 5 and 60 degrees is known as the temperature danger zone because harmful bacteria multiply to dangerous levels in food when it is kept between these temperatures.

What are the higher risk foods?

For full details please refer to the pamphlet 'Listeria and food' on the FSANZ website, <http://www.foodstandards.gov.au/media/documents/Listeria.pdf>

Foods made with raw egg such as home-made egg mayonnaise, hollandaise sauce, uncooked cakes and desserts and egg-nog can also be dangerous for the elderly.

- **Cold meats**
Cooked or uncooked, packaged or unpackaged eg roast beef, ham etc.
- **Cold cooked chicken**
Purchased whole, portions, sliced or diced
- **Pate**
Refrigerated pate, liverwurst or meat spreads
- **Salads**
Pre-prepared or pre-packaged fruit, vegetables or salads eg from salad bars, retail outlets etc.
- **Chilled seafood**
Raw or smoked ready-to-eat eg oysters, sashimi or sushi, smoked salmon or trout, sandwich fillings, pre-cooked peeled prawns such as in prawn cocktails and salads
- **Cheese**
Pre-packaged and delicatessen soft, semi soft and surface ripened cheeses eg brie, camembert, ricotta, feta and blue
- **Ice cream**
Soft serve
- **Other dairy products**
Unpasteurised dairy products eg raw goats milk, cheese or yoghurt made from raw milk

You should not provide these foods to our residents

Remember: When you bring food into an aged care facility for a relative or friend, it is you and not the staff who is responsible for the food to be safe for consumption.

Put cold food into a cooler with ice packs. Don't pack food if it is still warm. Coolers cannot cool food they can only keep cold food cool. Always cover pre-prepared foods securely and pre-chill them, for example, keep in the refrigerator overnight. Other perishable foods and drinks, such as deli products, cooked chicken and dairy products must also be cold when put in the cooler.

Hot food is difficult to keep hot and is best avoided if you are travelling long distances. It is best to chill the food overnight and reheat it at the home. If you must take hot food on a longer journey, an insulated jug, preheated with boiling water before being filled with the hot food, can be used.

If you are unsure whether the jug will keep the food above 60 degrees Celsius, try filling it with water at 90 degrees Celsius, seal and test the water temperature after the length of time you expect your journey to take. If it is still above 60 degrees then you can use the jug. You will need a food thermometer to do this test. If any perishable food you bring is not eaten immediately, make sure it is refrigerated before you leave.

Reheating food

Food needs to be reheated to a minimum of 75 degrees Celsius or 70 degrees Celsius for two minutes to kill any bacteria or viruses that might be present in the food.

Reheating food in a microwave oven

If you are reheating food in a microwave, you need to be especially careful that the food is heated evenly. Food heated in a microwave oven does not heat uniformly and unwanted germs may survive in portions of poorly heated food.

Manufacturers recommend standing times to help alleviate the problem of uneven heating. Many microwaveable meal packs carry the instruction to stir the food part way through the cooking process. Items such as lasagne that can't be stirred should be allowed standing time to allow the whole product to reach a uniform temperature. How evenly the food will heat will also depend on the thickness of portions and on the composition and moisture content of the food.

Frozen food needs to be completely thawed before reheating.

If you are reheating a commercially prepared food, read and follow all the manufacturers' instructions.

Storage of the food you bring in

If any perishable food you have provided is not eaten immediately, tell the staff and ask them about storing the food in a refrigerator.

Some people like to keep extra food in their rooms for eating later. While this is okay for shelf-stable foods like cakes, biscuits and chocolates, this can be very risky with perishable food such as cold meats, custard or cream filled cakes and cooked vegetables and meat dishes.

Leaving perishable food in the temperature danger zone for too long before eating can result in foodborne illness. Food which can cause food poisoning may not look or taste spoiled. Sometimes elderly people can also forget how long the food has been there.

If you bring commercially prepared food make sure the elderly person is aware of any 'best before' or 'use by' date on the food.

Please inform the care staff if you have left perishable foods in the resident's room.

If you are cooking for an elderly person, please check the fact sheet 'Protecting Tiny Tummies and Sensitive Systems' under 'publications' on the Food Safety Information Council's website www.foodsafety.asn.au for more information on preparing food safely.



Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have 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 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.

If you have concerns about the aged care you are receiving, you can:

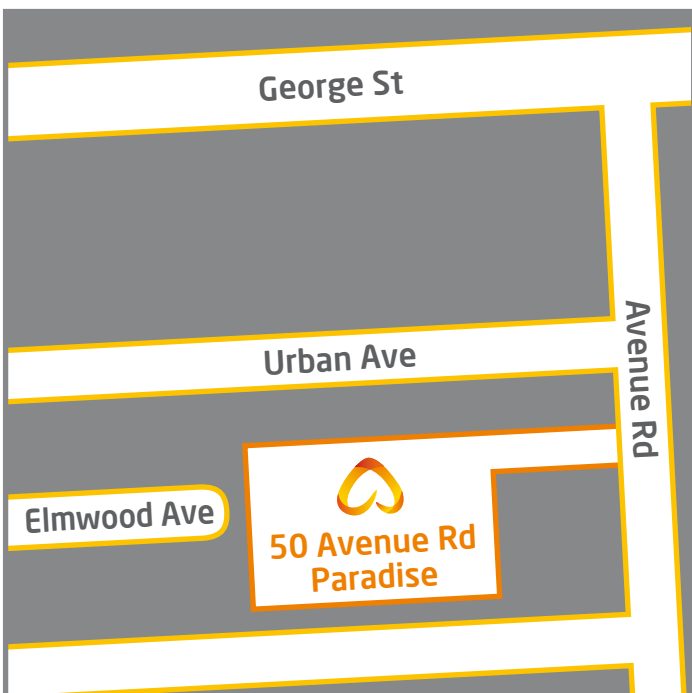
- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.

Notes:


A series of horizontal dotted lines for writing notes.



“Due to our relatively small size, consumers are able to enjoy a warm, homely environment where, with the staff, they are able to form meaningful relationships.”



Amber Aged Care

50 Avenue Road Paradise SA 5075
Phone: 08 8465 5500 **fax:** 08 8365 3723
www.amberagedcare.com.au
 **amber-aged-care**

