

Cheltenham
M A N O R

**CHELTENHAM MANOR
Orientation Handbook: 2017**

AGENCY ORIENTATION

WELCOME TO CHELTENHAM MANOR: GUIDE

At Cheltenham Manor a Vision, a Mission and a Philosophy of Care statement have been written to give all persons involved with the operation of the Manor knowledge in these important areas. These statements are located in the following tabs. These are expected to be practical documents governing the overall expectencies of staff towards residents. Please make sure that you read and understand them. In all respects, Cheltenham Manor is the home of the residents who live here. Staff are to follow the Philosophy of Care in their interaction with the residents at all times.

Policies and Procedures:

All policies and procedures are set out in the manual, comprising:

Management Administration Manual (MAN)
Health and Lifestyle Manual (HLM)
Health and Safety Manual (HSM)

Please direct any questions that you may have about the policies and procedures to the Manager, the Assistant Manager or Care Co-ordinator. The Policies and Procedures must be followed at all times.

Dress:

To encourage a home-like environment within the Manor, dress is to be smart casual at all times. We request black or navy trousers or skirts and a suitable shirt. Appropriate footwear is essential at all times. Always remember the cultural sensitivities of the Residents. At all times HSM 04 is to be followed with respect to hair, jewelry and any other relevant matters.

Personal Care:

The Optimum Care system of documentation is in operation at the Manor. Please make sure that you learn the elements of this system as it effects your area as soon as possible. Your questions can be directed to the Manager, the Assistant Manager or to the Personal Care Co-ordinator and are always welcome.

Resident Respect:

Throughout your time at the Manor, please remember that we are all here because of the Residents. At all times, treat each Resident with respect and dignity. In a practical way, think of what you would like if you were a resident at the Manor and reflect this attitude to the Residents. Remember that the Resident base is older than you and will require cultural sensitivity. The small matters are often equally important as the larger matters. Always remember to knock and wait for a response before entering a resident's room. Always remember to call a resident by his/her preferred name. Ensure that Resident privacy is maintained at all times. This includes making sure that you do not speak about Resident matters to other Residents or in public places where you could be overheard by other Residents and / or visitors. Keep in mind each Resident's need for independence. Above all, remember to let management know of any way we can improve the quality of life for each resident so that we can continually keep improving life at the Manor.

Regulatory Compliance:

The Manor retains a non-practising lawyer (Mr. Brett McMahon) on its team who is available to answer any question that you may have in this area. Additionally, an Anstat service setting out the law is maintained at the Manor. Latest legal trends (as relevant) are also discussed on an ongoing basis at staff meetings. Finally, you are also able to access a number of websites to help assist and update you in your enquiries. These include (but are not by any means limited to):

www.anstat.com.au

www.comlaw.gov.au (Commonwealth law)

www.dms.dpc.vic.gov.au (Victorian law)

Health and Safety:

We have already referred to our Policies and Procedures. Please make sure that you read HSM 02 immediately. This policy includes information about the roles of the Health & Safety Committee, Hazard Alerts and Audits (including the role of Room Audits). If you are working in a care area of the Manor you will also be required to pass a Manual Handling Audit when you start employment and each year thereafter (or as otherwise determined by the Manager / Assistant Manager).

You will also need to be familiar with the Infection Control Policy and Procedure. Please make sure that you also read HSM 04 immediately. This policy includes information about the protective gear, handwashing, staff hygiene etc. There are also various audits that are carried out to ensure compliance including handwashing and sharps audits.

Workplace Bullying and Violence:

All persons must be treated with courtesy at the Manor. Any workplace bullying and / or violence will not be tolerated. (Refer to MAN 06).

Worksafe Victoria has defined workplace bullying as:

“repeated, unreasonable behaviour directed toward an employee, or group of employees, that creates a risk to health and safety.”

Workplace Violence includes any occurrence of an employee being attacked or threatened in the workplace.

Having noted those definitions we make it clear that bullying does not include appropriate allocation of tasks, performance management or discipline.

If you see or hear any occurrence of workplace bullying and violence it must be reported to the Manager or Assistant Manager immediately. You can do this directly or through the use of a Suggestion Form. There will be no victimization or retribution against any person who makes a report.

Privacy:

Privacy for the residents, other staff members and the Manor is a very important ongoing requirement of the Manor. The policy is set out in MAN 06 and includes the following:

“Within the requirements of the law staff will not without consent:

- a. photocopy or photograph or take another type of copy of staff rosters, staff lists, any material in the Human Resources Support Book, any employment documents or any other document with staff details such as telephone numbers or addresses;
- b. photocopy or photograph or take another type of copy of any resident documentation at all;
- c. photocopy or photograph or take another type of copy of any administrative or care document of the Manor of any type without the express written consent of the Assistant Manager.”

The attention of staff is also drawn to other restrictions of the policy that include restrictions on various electronic, written or other communications (such as Facebook, Twitter or other electronic communication) whether inside or away from the Manor that breaches the privacy of residents, other staff members or Cheltenham Manor Pty. Ltd. or its management.

Elder Abuse:

Elder abuse is any act within a trusted relationship that results in harm to an older person. It can include physical, verbal, psychological, financial, sexual and social abuse and / or neglect. It will not be tolerated at the Manor. (Refer to HSM 01).

ALL staff must report any abuse to the Manager / Assistant Manager / Supervisor as soon as possible. Any of the following must be reported:

1. A change in a Resident's behaviour or mood or any of the signs of abuse as described above.
2. If you see or hear of someone behaving toward a Resident in a way that makes you feel uncomfortable.
3. If a Resident tells you that they are being abused. You must take any report of abuse seriously, including reports from residents who suffer from dementia.
4. If a Resident, staff member or visitor tells you that they have observed abusive acts.
5. If a person tells you that they are abusing a Resident.

Concerns can also be raised with the Aged Care Complaints Investigation Scheme on 1800 550 552.

All allegations will be taken seriously and will be followed up. Management must report all allegation or suspicions of unlawful sexual contact or unreasonable use of force to the local police and to the Department of Health and Ageing within 24 hours of the allegation or when a reportable assault is suspected. Special circumstances apply when alleged assaults are perpetrated by a Resident with an assessed cognitive or mental impairment.

Suggestions or Complaints:

Your suggestions or complaints about any aspect of the Manor can be directed to the Manager or the Assistant Manager at any time, or made on a Suggestion Form and placed in the Suggestion Box. We always welcome any such feedback from you, because we can then try to improve the ways in which the Manor operates. Areas that you may consider worthy of comment include:

- any poor performance of an external service provider,
- any piece of equipment that you think the Manor needs to acquire to enhance Resident care,
- any care issue at all,
- a potential hazard at the Manor,
- any other operational area of the Manor.

Resident Meal Times are:

Breakfast	Room Service	7:30 am - 8:30 am
Morning Tea	Resident Lounge	10:30 am
Lunch	Resident Dining Room	12:00 pm
Afternoon Tea	Resident Lounge	3:00 pm
Evening Meal	Resident Dining Room	5:00 pm
Supper	Resident Lounge	7:30 pm

VISION

To attain and maintain a home-like atmosphere within an environment of the highest standards while caring for older Australians.

MISSION

To provide high quality Aged Care where privacy, independence, security and care are made available to elderly Australians.

PHILOSOPHY of CARE

- Leadership:** The management is committed to high quality leadership. Within that framework, we maintain a team approach that is committed to reaching and maintaining the highest quality within each operational area of the Manor.
- Integrity:** We are committed to the highest level of honesty and reliability in each relationship.
- Kindliness:** We are committed to a positive, kindly approach as a matter of priority at all times.
- Excellence:** We are committed to superior quality together with high standards of performance while maintaining a home-like quality.
- Sensitivity:** We are committed to treating all persons at the Manor with sensitivity.

CHARTER OF CARE RECIPIENT'S RIGHTS AND RESPONSIBILITIES

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.