

# Resident Handbook & Respectful Treatment of Staff

*...we care*

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## FOREWARD

The Buckland House was conceived and endowed by the late Sir Thomas Buckland, and commenced operation in 1936.

It originally operated as a hospital but over the years its role has slowly changed to the present stage where it holds Commonwealth funded licenses to operate as a residential aged care facility.

Buckland now provides residential care and services to 144 residents across the Buckland Nursing Home and the Donald Coburn Wing facilities. Each resident has a single private room with ensuite facilities.

Buckland is a "non-profit" public benevolent institution and a registered charity that is administered by an honorary Board of Directors. The Facility Manager and Care Manager oversee the day to day management of the Buckland residential aged care services.

All those that reside or work at Buckland, and any person who enters Buckland property, you are reminded that it is private property. Buckland has a right to require acceptable behaviour by all those that live, work or visit our facilities.

**No photographs or recordings of conversations are permitted within the Buckland buildings or grounds without the written permission of management.**

# **BUCKLAND VISION, MISSION & VALUES STATEMENT**

## **At Buckland We Care . . .**

### **Our Vision**

To be a leader in the provision of care to the aged

### **Our Mission**

To provide respectful and dignified care and services that acknowledges the value of each individual

### **We Value**

Honesty, loyalty and integrity

Respect for people

Professionalism

Effective, ethical leadership

Pride in everything we do

## CHARTER OF AGED CARE RIGHTS

The Commonwealth Government has enshrined in legislation the following rights for all residents.

### **Each resident has the right to:**

- To safe and high quality care and services;
- To be treated with dignity and respect;
- To have my identity, culture and diversity valued and supported;
- To live without abuse and neglect;
- To be informed about my care and services in a way I understand;
- To access all information about myself, including information about my rights, care and services;
- To have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
- To have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
- To my independence;
- To be listened to and understood;
- To have a person of my choice, including an aged care advocate, support me or speak on my behalf;
- To complain free from reprisal, and to have my complaints dealt with fairly and promptly;
- To personal privacy and to have my personal information protected;
- To exercise my rights without it adversely affecting the way I am treated.

Buckland is committed to ensuring that each resident is afforded all his or her rights.

## **RESIDENT GENERAL**

### **Facility Manager and Care Manager**

The Facility and Care Managers have the responsibility and obligation to ensure that the organisation meets the needs of the residents according to the guidelines set down by the Commonwealth Government.

Each resident has access to these managers during their hours of duty and it is expected that any resident and / or resident representative will inform them of any problem or concern that they may have.

### **Admission Process**

A prospective resident must first gain Commonwealth Government Department approval to enter Buckland. This is granted via the completion and approval of a form called an ACCR. The local ACAT (Aged Care Assessment Team) must complete this form and it is then sent to the relevant Commonwealth Department, Buckland also requires a copy of this form at the time of lodging an admission application.

### **Accommodation**

Upon entering Buckland a resident will be allocated a room, which hopefully will be his / hers for the total period of their occupancy. However, from time to time it is necessary to move a resident within the facility itself. If this does occur the Facility Manager or Care Manager will discuss and fully explain the reasons for the move with the resident and / or the resident representative.

There are also circumstances in which the resident may be asked to leave the facility. Actions by the resident and / or resident representative that include:

- Physical violence towards staff or other residents.
- Verbal abuse and aggression causing disharmony amongst residents and staff.
- Creating or being a threat to other residents' safety.
- Discrimination or unacceptable behaviour towards a staff member or resident related to their race, colour, religion or sexual orientation.
- Extreme disruption which continually upsets other residents, and
- Failure to pay the resident fees and charges.

Before a resident is asked to leave they will be afforded their rights in accord with the resident agreement.

## **Resident Agreement**

Each resident and / or resident representative is offered a Resident Agreement. This agreement covers conditions such as care and accommodation, rules and regulations, resident's rights, fees and charges, tenure etc. Residents and / or their representatives are encouraged to fully read this agreement and ask any questions in relation to it as necessary.

## **Privacy and Health Care**

Buckland does ensure that each resident's privacy is respected whilst residing within the facility. Each resident does have the right to expect that information held by the organisation in relation to their care and treatment is accurate and that this information will be held in confidence where appropriate. At times the organisation does need to share information with other health service providers to enable the resident to receive good quality health care (e.g. doctors, pharmacists, etc.). Buckland has formulated policies, practices and procedures that comply with the legislative requirements of the Privacy Amendment (Private Sector) Act 2000. Residents and / or the "nominated responsible person" / resident representative can obtain an individual copy of the organisation's Privacy Policy or alternatively view it in the Buckland Policies, Practices and Procedures Manual.

## **Fees and Payment Policy**

Details of fees payable will need to be determined for each resident dependent on their circumstances and in accordance with the Aged Care Act 1997.

## **Medications**

On admission, a resident is asked to bring with them all current medications that they are taking. The admitting doctor will then include these medications in the resident's medication order chart / list, or make changes in the medication order as required. It is important that Buckland has a current listing of each resident's medications at any given time, including those residents that self-medicate. This will allow the facility to provide information to a hospital in the event of the need to transfer where the resident is unable to provide that information themselves.

This facility uses a unit dose package system of dispensing medication for residents that require staff to assist them in the management and administration of their medications. Residents that self-medicate are not required to use the dose administration system and may use the pharmacy of their choice. Any

resident has the right to refuse medication if they so desire. The staff will inform them of the risk involved in their action and then contact the resident's doctor so that they are aware of the situation. The refusal of medication is documented, signed and dated in the resident's records. Residents are asked not to dispense medications to themselves (unless they are self-medicating and assessed as able to do so) as it is important that all medications are approved by the treating doctor and written up on the medication chart/list.

## **Care Services**

The staff of this facility includes registered nurses, enrolled nurses and care staff. It is the objective of management to create and maintain a staffing mix sufficient to provide the necessary care for all residents.

At all times a registered nurse is available in the facility. The registered nurse both provides and oversees the care provided by a combination of qualified and non-registered (care) staff within the facility. The facility also accesses external professional services such as physiotherapy, audiology, dental, optical and podiatry. Resident representatives are encouraged to assist with transport arrangements to external professional service appointments, in most circumstances Buckland cannot provide staff to assist with transport or to provide an escort. Residents and their representatives can request Buckland to arrange for an external nursing agency to provide transport; this is a fee for service that the resident is required to pay. In the circumstance where Buckland is able to provide a staff member to escort the resident, the full cost of that staff members' wages and expenses is payable by the resident.

Care is provided in consultation with the treating doctor and is regularly reviewed. Buckland encourages resident representative involvement, particularly at the annual case conferences where the care needs of the resident are discussed in depth.

Residents and their representatives have the right to make suggestions regarding resident care and their comfort.

Care plans for residents encompass management programs which address such issues as:

- Pain management
- Palliative care
- Nutritional / dietary requirements
- Contenance assessment and management
- Physical assistance and mobility
- Behavioural management
- Resident safety and use of safety devices
- Sleep
- Skin care
- Oral care
- Sensory losses and communication
- Social, cultural, emotional and spiritual requirements

All these areas of care are addressed through the admission process and ongoing assessment.

Buckland will endeavour to ensure that each resident is referred for appropriate health services when needed.

Buckland also seeks to provide alternative strategies where possible in addressing individual residents care needs (see Complementary & Alternative Therapies).

## **Medical Care**

Each resident is free to choose a doctor of their choice. It is expected though, that the doctor is able to meet the requirements of this organisation by way of providing adequate after hours service and attending to routine consultation as necessary.

This organisation maintains its right to deny or cancel the visiting rights of any doctor who does not adhere to the facility's policies and guidelines.

In order to ensure the ease of provision of medical and associated care it is essential that Buckland has timely access to each residents benefit cards. At the time of admission residents or their next of kin are asked to provide the residents Medicare Card, Pension Card, details of any private health insurance fund, and the pharmacy safety net card (if applicable).

## **Complementary and Alternative Therapies**

Buckland offers a number of complementary therapies in the day to day care and treatment of residents. These therapies can be extremely useful in assisting

residents in managing their pain, inducing restful sleep and generally improving health and wellbeing. These therapies include hydrotherapy (spa bath), massage and nutritional supplementation. Other complementary and alternative therapies can be accessed at a cost to residents and they include naturopathy, herbalism, remedial massage, etc.

## **Medical and Care Records**

All details relating to the care delivered by the staff of this facility are retained within the resident's clinical file. Only those staff involved in direct resident care have access to these records and all information contained therein is confidential.

The resident's doctor and other external therapy staff who provide care or a service to the resident are asked to write to the resident's file. Although the facility can't enforce this procedure, it does encourage all those providing care, treatment or consultation to document it fully.

Whilst the information on a resident's file relates to them, it remains the property of Buckland. A resident may seek to have access to their records only by arrangement with the Facility Manager.

## **Activities and Programs**

Residents are encouraged to continue with their chosen interests and activities. The facility employs staff that work with residents in developing and supporting a program of diversional and recreational therapy that involves residents in activities both within the facility as well as in the wider community. Each month a copy of the proposed activities for that month are listed in the newsletter titled "The Buckland Bulletin". All relatives and friends are more than welcome to join in most activities with Buckland actively encouraging your daily involvement and participation.

## **Leave Entitlements**

**Day leave:** Resident can take an unlimited number of days leave from the facility as long as they return before midnight and then sleep over until the next morning. Buckland requires residents and their family members to inform the registered nurse in charge before they leave the facility as well as sign the resident out and in at the resident leave books located at either reception.

**Hospital Leave:** A resident can take unlimited days of leave for the purpose of receiving hospital treatment. However, after 30 days of continuous hospital leave, the basic subsidy payable by the Commonwealth may be paid at a rate below the resident's normal funding level.

**Social Leave:** A resident can take up to 52 days of leave in a financial year to be used for any purpose. During all periods of leave the usual resident fee is still payable. Any leave that is taken excess of the leave entitlement, or where government subsidy is either reduced or forgone by virtue of the leave taken, the resident will be charged that full fee or the difference forgone by the organisation.

### **Power of Attorney, Enduring Guardian and Wills**

Each resident is advised to have arranged someone to act as Power of Attorney for them if required, as well as appointing an Enduring Guardian who can make medical decisions on their behalf as required. Residents are also advised that it is prudent to have a current legal will. The advice of a legal representative such as a solicitor should be sought in the preparation of this document. Residents and/or resident representatives should be aware that the staff of the facility are unable to witness any legal documents.

### **Palliative Care and Advance Care Directives**

Buckland understands that decisions in relation to terminal and end of life care are often difficult for residents and/or resident representatives to make. Bearing this in mind it is important that where residents' wishes are known that they be formally related to the facility and its staff. Buckland utilises a form titled "Advance Care Directive" which is made available to residents and their representatives at the time of entry. It needs to be emphasised that Buckland does not seek to influence any resident or their representatives in relation to decisions relating to the care and treatments that can be offered in the final stages of a person's life. It is hoped that by providing relevant information at the time of a residents entry that some forethought may be given to firstly understanding the residents wishes in regard to their end of life care and the subsequent respect of those wishes by their representatives and care givers in the future.

## **Risk Taking**

Whilst Buckland supports the residents right to maintain independence (which may involve risk taking), this will only be permitted following full consultation with the resident and/or resident representative and the attending doctor.

The staff employed in a direct care role have a duty of care and responsibility to ensure that risk only occurs after full assessment of the resident by members of the health care team and the final decision will rest with the Facility Manager and / or Care Manager in consultation with the resident's doctor.

## **Minimal Lift Policy**

The facility has a policy in place to protect the physical safety and wellbeing of staff. Staff are not permitted to lift or manually handle any residents. The facility has an extensive range of mechanical lifters that can be utilised in lifting, positioning and transferring residents. The resident's need for this equipment will be assessed by a physiotherapist.

## **Use of Safety Devices**

From time to time it is necessary to use some form of safety device to prevent a resident injuring themselves. When it is deemed necessary to use these devices they will be discussed with the residents and/or the resident representative and the residents' doctor.

## **Meals, Food Safety, Special Dietary Needs**

Our meals are planned so that they provide a diet that meets all nutritional requirements as well as being satisfying and enjoyable.

Meals are served in the dining rooms, main lounge and the resident's own room should their physical situation require it.

All aged care facilities are required to meet the legislative requirements of the Food Service to Vulnerable Persons Food Safety Scheme under the Food Regulation 2004. Important aspects of this scheme require Buckland to ensure that residents and their representatives are made aware of the safety issues around food purchased from take away suppliers, transporting food from your home to the facility, and specific food groups and types that are considered high risk foods for the elderly, etc. Residents and / or their representative will be provided with food safety information at the time of entry.

Residents and their representatives need to be aware that all prepared or ready to eat food brought into the home that are not consumed immediately are to be sealed in a container or zip lock bag and identified with a completed resident food label, which are available in each of the servery's. Any dry goods (such as biscuits, lollies, etc.) and fruit can be retained in the residents rooms on their over bed tables or bedside cabinets, but again once opened must be contained within a sealable bag or container.

Special diets are catered for and the resident's likes and dislikes are considered wherever possible.

### **Clothing, Laundry and Maintenance (Buckland Nursing Home)**

All clothing for residents in the Buckland Nursing Home will be marked with the organisation computer generated labels. A high heat iron press is used to secure labels to clothing and therefore items that are sensitive to heat including materials such as Polypropylene and Chlorofibre or are thermal in nature are not suitable for use within the facility. All clothing bought to the facility must be given to the receptionist or the registered nurse on duty who will arrange for it to be labelled. The washing of all linen and resident clothing is the responsibility of the facility; however, the cost of necessary dry cleaning must be paid for by the resident. It is suggested that clothing that washes well and is easy to put on and take off, is purchased. Repairs and maintenance to clothing is the responsibility of the resident.

All care is taken in the laundering of residents clothing but any damage caused due to the unsuitability of the residents clothing to be processed in the organisations industrial washing machines and dryers is the responsibility of the resident.

Any item of resident clothing that is not labelled and its owner cannot be identified is placed into interim storage and these items are then left on a trolley in the front entry for a period of time in the hope that the residents representative may identify an unlabelled item. Residents and resident representatives are asked to check this trolley if they are aware that an item of clothing is missing. If found the item should then be given to reception who will arrange for its labelling.

### **Clothing and Laundry (Donald Coburn Wing)**

All clothing of residents in the Donald Coburn Wing is laundered within that facility. Where possible residents are encouraged to launder their own clothing

and maintain it. Where residents are unable to do this for themselves staff will send items to the main laundry.

**Recommended Clothing Requirements**

It is essential that each resident has sufficient clothing available to them so that they are always dressed in a clean, tidy and comfortable manner. Resident representatives are asked to provide these minimum requirements at the time of the residents’ entry and to ensure that they are replaced as necessary.

<b>Ladies</b>		<b>Men</b>	
Dresses, <b>OR</b>	8	Trousers / Track pants	8
Blouses / Skirts / Trousers	8	Shirts	8
Cardigans (non-wool)	6	Cardigans (non-wool)	6
Slips / Petticoats	6	Track tops	6
Singlet / Spencers	6	Singlets	8
Underpants	10	Underpants	10
Stockings / Socks	8	Socks	8
Dressing gowns	2	Dressing gowns	2
Nightdresses	8	Pyjamas	8
Shoes	2	Shoes	2
Slippers	2	Slippers	2
Tracksuits (optional)	4		
Bras (optional)	4		

Clothing in excess of residents needs cannot be stored by the organisation. Resident representatives are required to remove items that can’t be comfortably stored in the resident’s allocated wardrobes and drawers.

**Toiletries**

The facility provides basic toiletry goods in accord with the resident agreement. If the resident desires a particular brand or style other than that supplied by Buckland they are responsible for its purchase. Please note that for safety reasons for both residents and staff, talcum powder is not permitted to be used by residents (inhaling of talc particles into the lungs, and a slip hazard on vinyl and tile floors).

## **Residents Rooms, Belongings and Valuables**

Residents are encouraged to bring in small personal items that may enable them to feel more "at home". Items such as pictures and paintings and small ornaments are all permitted so long as they are considered suitable to the resident and meet safety considerations. Buckland also reserves the right to limit the use of resident owned bedspreads, quilts, soft furnishings, etc., that may be deemed a fire hazard, Buckland is required and has supplied in each residents rooms items that have been risk assessed and deemed fire retardant or low fire risk.

Residents are not permitted to have cooking equipment in their rooms; this includes microwave ovens, jugs and kettles, sandwich makers, toasters, etc. In some instances residents in the Donald Coburn Wing are permitted to have an electric jug or kettle, but only where a risk assessment is undertaken prior to approval being granted.

Whilst residents are encouraged to make their rooms comfortable and personal, Buckland does not allow residents or their representatives to fix or adhere any items to walls without prior approval; in the Donald Coburn Wing residents can seek permission to have pictures hung. No other form of fixing including thumb tacks, nails or blu-tack can be used in the resident room or en-suite. Where picture rails are fitted in rooms, residents can hang pictures and items from them.

Within the Buckland Nursing Home no additional furniture or items that are placed on the floor can be permitted in residents rooms. The organisation has undertaken a comprehensive risk assessment of the resident's rooms and the current Buckland allocated furniture allows staff to provide care with ease as well as protecting the safety of both residents and staff.

Residents in the Donald Coburn Wing can bring in their own furniture, but it needs to be risk assessed and limited to the amount that allows for the safe access of staff to provide care and service. Buckland will take all possible measures to ensure that residents' belongings are safeguarded but no responsibility can be taken for any loss or damage that the resident causes themselves. For example the loss of dentures or spectacles by the resident, will not be replaced at the expense of Buckland. Residents and their representatives are encouraged to investigate individual insurance coverage for their belongings.

Any item of reasonable monetary or sentimental value should not be bought to the facility as it is sometimes difficult to totally secure such items and prevent damage or loss. The arrangement of personal property insurance is recommended if warranted.

Residents are generally advised not to keep cheques books, key cards, etc. within the facility they should be maintained outside the facility by the resident representative.

Buckland cannot provide storage for items such as suitcases, equipment, furniture, clothing in excess of needs, etc. Where residents personal belongings not required for their day to day care are not removed from the facility a weekly storage fee will be applied until the items are removed.

At the time a resident permanently vacates their room it is required that all belongings are removed within 24 hours. Where the resident or the person responsible is unable to undertake this within this 24 hour period, Buckland staff will pack these items, remove furniture, etc. and place them in storage for collection.

All residents who are discharging from Buckland and are transferring to another facility, returning home or have completed a period of respite care, are expected to vacate the facility by 11am on the discussed departure date. Where residents are unable to meet this departure time, an additional night's stay may be charged to cover any additional care that may be required.

## **Electrical Appliances**

All electrical appliances must be approved by the Facility Manager and must be safe for their intended use.

Residents are required to ensure that all electrical appliances that they bring to the facility are safe. Buckland retains the right to have items electrically tested to ensure they are safe, and charge for that service as necessary. No double power point adapters or power boards are permitted for use in the resident's rooms.

Residents who are not incontinent may use an electric blanket on their bed, but the only units acceptable are those that come with a manufacturer's guarantee as to their suitability for use where the wetting of the appliance may occur.

No additional heaters are permissible. Residents are not permitted to have cooking equipment in their rooms; this includes microwave ovens, jugs and

kettles, sandwich makers, toasters, etc. In some instances residents in the Donald Coburn Wing are permitted to have an electric jug or kettle, but only where a risk assessment is undertaken prior to approval being granted.

### **Motorised Wheelchairs**

Permission for this type of equipment will only be given in exceptional circumstances.

Should a resident request to use an electric wheelchair they will be required to undergo an assessment for function, coordination and response times before permission is given for them to use or purchase the equipment. If permission is given the resident will need to undergo an annual assessment (or more regularly if their condition requires) to determine if they are still capable of being in control of the wheelchair. All costs associated with the purchase, maintenance and recharging of the wheelchairs remain the sole responsibility of the resident and /or person responsible.

Under no circumstances is the use of motorised scooters permitted within the buildings.

### **Pensions**

The resident and / or resident representative has the responsibility of informing Centrelink of any change in status or circumstances that may affect their pension.

### **Telephones and Communication Mechanisms**

Residents are able to arrange for the connection of a telephone in their room if they so desire but telecommunication provider (Telstra, Optus, etc.) arrangements and full associated costs are the responsibility of the resident and/or the resident representative. These costs will include the telecommunication provider connection costs as well as a connection cost within the residents room if a telephone line has not previously been installed in that room (residents and/or their representatives can ascertain if a previous connection has occurred in a specific room by speaking with the receptionist). Buckland will supply a cordless phone for resident use. Phones that have an attached hand piece cannot be removed from the residents' bedside table. Residents are also able to arrange wireless internet connects for computers at their own cost and upkeep.

Should circumstances warrant a change of room sometime in the future then all relocation costs in relation to the phone are to be met by the resident.

Internal communication mechanisms include, direct contact to either the Registered Nurse, Facility Manager or Care Manager for information, queries, complaints etc., and the regular monthly meetings where ideas can be put forward to management for consideration.

Mail is delivered to the residents daily, and any outgoing mail can be deposited in the mail slot at the reception desk in Buckland Nursing Home or the mail box in the entrance foyer at the Donald Coburn Wing. Stamps are available for purchase from the kiosk. Any external mail that is addressed to the resident should be prefixed with the facilities name (Buckland Nursing Home or the Donald Coburn Wing) and then the resident's room number, to avoid the mail going to the retirement village.

Residents and / or the resident representative can arrange for any periodicals, etc. to be delivered but all costs are to be met by the resident.

### **Resident Representative / Responsible Person**

It is essential that Buckland is able to contact each resident's representative or responsible person at all times and in the case of an emergency. The name, address, telephone number and email of the next of resident representative / responsible person is required at the time of the resident's entry. Any changes must be notified promptly to the registered nurse in charge or the Care Manager so that records remain current.

If the nominated resident representative / responsible person are not available, e.g. due to holidays, etc. it is necessary that the facility be contacted and an alternate person nominated and their details provided.

Resident representatives / persons responsible are also advised if you wish to have a special birthday (90, 100, 105) or wedding anniversary (60<sup>th</sup>, 65<sup>th</sup>, 70<sup>th</sup>, etc.) acknowledged for a loved one by the Queen and/or the Governor-General contact needs to be made with the Federal Member for Macquarie. Buckland has been advised that it cannot undertake this on behalf of a resident.

### **Residents / Resident Representative Meetings**

All residents, resident representatives and friends are extended an invitation to attend the monthly meetings as they provide the ideal venue to air your views

and opinions or to have a say as to how they feel about various aspects of the facility.

The minutes of these meetings are provided to the Facility Manager and Care Manager who then deals with any problems or issues put forward.

## **Resident Representative Participation and Visiting Hours**

It is the philosophy of Buckland that residents continue to live their life in a manner that is as normal as possible. This includes the continued support and care of their relatives and friends. Buckland encourages family and friends to be actively involved in the day to day activities of the facility.

Buckland has a policy of flexible visiting hours, with visitors being welcome from around 9.00am in the morning to 8.00pm in the evenings. It is possible for visitors to come outside these hours but we would request that the Facility Manager or Care Manager be consulted beforehand. Buckland reserves the right to restrict access to relatives and resident representatives where this access has the potential to impact on the care of the resident or other residents or the work health and safety of the staff.

If the building is locked at the time of your visit, access can be gained by pressing the intercom button located on the left side wall of the front entrance at Buckland Nursing Home or using the access code on the gates at the Donald Coburn Wing.

All visitors are required to sign both in and out each time they visit the facility. This is essential so that in the case of an evacuation or emergency those within the facility can be accounted for.

If a resident representative and / or friend have any questions or suggestions in regard to any aspect of the operations, they are urged to contact the Facility Manager.

## **Infection Control**

Buckland has a comprehensive infection control program that aims to provide the very highest standards of protection to the residents, staff and all other visitors to the facility.

Visitors to the facility have a significant role to play in maintaining good infection control practice within Buckland.

It is essential that visitors do not come into the facility if they are suffering any infectious condition. These conditions include colds, runny noses, sore throats, infected eyes, stomach upsets, vomiting, diarrhoea, etc. An important aspect that must be remembered is that conditions that make a younger, healthy person feel quite ill has the potential to be fatal to a frail, elderly person.

All visitors to the facility are asked to be conscious of the requirement to cleanse their hands on entering and also when they leave. A waterless hand cleaning station is located in the front foyer for visitors to use. From an infection control perspective the simple task of cleansing your hands is seen as the most effective way to limit the spread of many infectious conditions.

## **Work Health and Safety (WHS)**

Buckland has a duty of care to provide care and services to its residents. It also has legislative requirements that it must meet in relation to the work health and safety of its staff. Staff are entitled to a working environment that is both physically safe and free of emotional abuse and / or harassment. Buckland will not accept any intentional action by a resident, resident's representative or visitor that causes or has the potential to cause physical and / or emotional injury to its staff. If and when a matter related to the work health and safety of staff is identified, and it is associated with either resident or a resident representative behaviour, this will be formally raised with that person. Buckland reserves the right to initiate appropriate actions and restrictions on any person where their behaviour impacts on the health and safety of staff. If and when this action is seen as necessary the relevant person/s will be formally advised in writing. This notification will identify the inappropriate behaviour and / or actions and the relevant action that could or will be taken.

***Please also see at the end of this handbook the Work Health & Safety (WHS) Respectful Treatment of Staff policy (Appendix 1). It is essential that residents, resident representatives and visitors to Buckland read, understand and comply with this policy.***

## **Volunteers**

Buckland welcomes family members and friends of residents as well as community members to volunteer their services to the organisation. Volunteers make a valuable contribution to the wellbeing of the residents and greatly improve their quality of life. Volunteers are encouraged to take part in recreational and diversional therapy programs, visits to residents without regular community contact and with our fund raising activities. Those wishing further

information on ways in which they could contribute should contact the Facility Manager.

## **Surveys and Questionnaires**

Residents and their representatives will from time to time be asked to participate in quality improvement surveys and questionnaires. This feedback on the quality of service that Buckland provides is very important to the organisation and we would encourage you to participate.

## **Complaints, Comments and Suggestions**

This organisation does have a comprehensive complaints handling system and the organisation welcomes the opportunity to speak with any resident, resident representative, relative or interested party in relation to concerns that they may have.

The Customer Liaison Service Folder and Suggestion Box are located in the front foyer and residents, their representatives and visitors are encouraged to utilise these mechanisms to make comments, compliments, complaints and suggestions.

Concerns and issues should always be directed to the Facility Manager who will deal with the issues raised. If a complaint is not resolved to your satisfaction you have access to:

The Aged Care Quality and Safety Commission on 1800 951 822.

## **Aged Care Advocacy Services**

The Commonwealth Government funds aged care advocacy services to give independent advice about your rights and help to exercise your rights. These Advocacy services, which are operated by community-based organisations, encourage policies and practices that protect residents. You can access these services at Seniors Rights Service on 1800 424 079.

## **Emergency Procedures**

Staff are trained in fire and safety procedures. In the event of a fire, the brigade will be automatically contacted via the "fire protection system" that is in place.

The registered nurse on duty would be responsible for organising an initial evacuation of residents. Should the Fire Brigade arrive before evacuation has been completed, the Officer in Charge of the Fire Brigade will take over the responsibility of evacuation.

Resident representatives and visitors are asked to make themselves aware of the fire procedures for Buckland; these will be explained to you at the time of entry of the resident and are also outlined below.

## **Fire Safety and You**

Buckland is well protected against fire with a fully operational fire alert system and firefighting equipment (sprinkler system, extinguishers, etc.) being on hand. In the unlikely event of a fire, the sprinkler system will activate in the area of the fire and in normal circumstances would bring any blaze under control very quickly.

Residents and others should also be aware that staff are trained in the actions to take in the event of a fire, with Buckland undertaking regular sessions every year in firefighting and evacuation. This training sees our staff well prepared to react appropriately in the event of a fire or emergency situation.

So what should residents / relatives / visitors do if the fire alarm is activated?

- Firstly, you should know that Buckland has an emergency and evacuation plan in place to ensure that residents, relatives, staff and visitors who may be involved in any emergency are protected.
- The facility is fitted with smoke and heat detectors, which will initiate an electronic impulse to the fire indicator panel. The alarm is then activated and the Fire Brigade is automatically notified. They in turn will visit the facility to investigate.
- The registered nurse in charge or the trained Fire Safety Officer will assess the situation and advise staff, residents and visitors of the appropriate action to take. You should remain as calm as possible and do as instructed. The

first priority in the event of a fire is personal safety and no unnecessary risks will be taken.

- **DON'T SHOUT or PANIC** (as panic may cause injury more serious than that caused by the fire).
- In the first instance, you should stay where you are and await the direction of the registered nurse who is the initial response person. In the event of you being able to see either fire or smoke you should leave the building (and if practical remove other persons in immediate danger) by the closest available exit and then go directly to the closest evacuation holding site.

### **Alcohol and Smoking**

Residents are permitted to drink alcohol if they so desire. Within the Buckland Nursing Home its storage will normally be restricted to a central area. If a nursing home resident wishes to consume alcohol, he / she should make a request to the registered nurse in charge. Residents residing in the Donald Coburn Wing may retain their own alcohol but should ensure that the registered nurse in charge is aware of this.

Abuse of alcohol cannot be allowed and its consumption will be limited to normal social use.

Smoking in resident's rooms, common areas or any area within the buildings is not allowed.

Smoking residents are allocated an outside area in which to smoke in both the Buckland Nursing Home and the Donald Coburn Wing. Visitors to Buckland are not permitted to smoke within the grounds of the facility.

### **Banking and Shopping**

Residents are encouraged to maintain the responsibility for their own personal financial dealings. If a resident is unable to manage their own affairs and the resident representative or responsible person is unable or unwilling to take on this responsibility, arrangements can be made for a Guardian to be appointed under the Guardianship Act, 1989 (NSW). Information regarding this can be obtained directly from the NSW Trustee and Guardian or from the Care Manager.

Residents are able to purchase items from the in-house kiosk or attend to their own shopping in Springwood via the weekly shopping bus. Residents are also able to place orders through Coles online by contacting the Diversional Therapists.

## **Religious Services and Cultural Customs**

Each resident has the right to practice and maintain their own personal religious beliefs. Ministers of religion are always welcome to perform church services. Any specific, resident requested visits are also welcomed.

Buckland has on staff a chaplain who provides for the spiritual needs of the residents.

Any cultural custom that the resident wishes to observe or practice is permitted so long as it does not interfere with the rights and comfort of fellow residents.

Buckland has access to interpreters who will visit the facility on request. Residents and / or the resident representative should speak with the Care Manager if they wish to access the services of an interpreter.

## **Voting**

All residents are encouraged to vote at all government elections. Residents and / or resident representatives should notify the Electoral Office of the resident's entry to Buckland and the change of address.

The Electoral Commission will notify Buckland if they intend to set up a polling facility within the Buckland complex.

## **Television and Radio**

Within Buckland Nursing Home each resident has a wall mounted flat screen television in their room. Residents within the Donald Coburn Wing can bring in a television if they so desire. Foxtel access is available in the nursing home and residents in the Donald Coburn Wing can arrange Foxtel access if they so desire. Residents are able to have a small radio in their room if they so desire. Buckland requires that the resident operates these appliances in a manner that doesn't disturb other residents.

## **Library**

A large print library is located in Dining Room 3 in the Buckland Nursing Home and in the central sitting room at the Donald Coburn Wing, residents can borrow books as they desire.

## **Hairdressing**

A qualified hairdresser attends the facility regularly. All arrangements for Buckland Nursing Home haircuts can be arranged through the hairdressing book located at the respective nurse station. Donald Coburn Wing residents can make booking via the hairdressing book located on the front door to the hairdressing salon.

The facility receives no commission or payment from the hairdresser for allowing or providing this service.

## **Funeral Arrangements**

Residents and / or resident representatives are asked to make suitable funeral arrangements at the time of the resident's entry. The reason for this is that, at the time of a loved one's death, it can be very distressing to have to think about these matters and make appropriate arrangements.

It is wise to take the time to contact several funeral directors and ask about the services they offer and the costs involved.

If a resident and/or resident representative does not wish to make these arrangements at the time of the resident's entry, a letter to that effect must be written to the Care Manager to be placed on the resident's file.

## **Car Parking**

Visitors to the facility are asked to park their cars in the marked car parking bays surrounding the facility. The circular drive immediately outside the Buckland Nursing Home front entrance is exclusively reserved for emergency vehicles.

Visitors to the Donald Coburn Wing have access to a car park opposite the main entry.

## **Pet and Animal Visits**

Buckland is required to meet the requirements of NSW Health in relation to a number of public health matters. NSW Health has strict guidelines in relation to animals visiting health care facilities, including aged care. No animal including dogs and cats can enter a Buckland building in normal circumstances. In exceptional circumstances (very limited) individual animal visits can be arranged with the approval of the Facility Manager. Residents can individually visit with pets in the outside gardens and grounds, but under no circumstances can other residents access these animals at that time. This policy does not apply to guide dogs or others assistance animals covered under relevant legislation.

POLICY  
&  
PROCEDURE

WORK HEALTH &  
SAFETY (WHS)  
Respectful  
Treatment of Staff

*...we care*

*Buckland*  
AGED CARE SERVICES

## **PREFACE**

This policy has been developed to outline what constitutes inappropriate and unacceptable behaviour towards staff by those visiting Buckland, and sets in place guidelines for dealing with such behaviour.

Buckland understands that as individuals we have all experienced different life situations and have our own understanding in relation to what we believe is appropriate and acceptable behaviour. Whilst it is not Buckland's desire to make judgements on what may be acceptable for an individual in their interactions with their family, friends and acquaintances outside Buckland. It does have requirements, guidelines and standards in relation to the interaction that it deems inappropriate and unacceptable with its staff.

Buckland also has legislative responsibilities under the *Work Health and Safety Act 2011*, to provide a safe workplace for staff. These responsibilities include providing a workplace that is free of all forms of inappropriate and unacceptable behaviour that has the potential to impact on a staff members' health and safety.

## **BUCKLAND IS COMMITTED TO:**

1. Creating a working environment for staff that is free from any form of inappropriate and unacceptable behaviour and where they are treated with dignity, courtesy and respect.
2. The maintenance of policies, procedures and strategies to ensure that all staff members have their work health and safety rights respected.
3. Encouraging the reporting of behaviour which breaches this policy.
4. Responding appropriately to staff complaints of inappropriate or unacceptable behaviour.
5. Providing a work environment that promotes appropriate standards of conduct at all times.

## **WHAT CONSTITUTES INAPPROPRIATE AND UNACCEPTABLE BEHAVIOUR BY VISITORS TO BUCKLAND**

Inappropriate and unacceptable behaviour is any harmful behaviour that is conveyed via attitudes, actions or words towards staff.

Behaviour that is considered inappropriate and unacceptable, includes but is not limited to;

Touching, Bullying, Shouting, Threats, Intimidation, Harassment,  
Swearing, Racism, Coercion, Sarcasm, Use of force

Visitors to Buckland need to be aware that any of these attitudes, actions or use of words can be extremely destructive to the person they are directed to and create an unhealthy and unsafe workplace for staff.

## **UNDERSTANDING WHY CERTAIN BEHAVIOURS ARE INAPPROPRIATE AND UNACCEPTABLE**

Where inappropriate and unacceptable behaviour occurs it can negatively impact on the health and safety of staff.

**Touching** others without first seeking their approval has the potential to make them feel violated, intimidated or devalued. Overly familiar actions, such as cuddling, rubbing and kissing is generally inappropriate.

**Bullying** means behaviour which is offensive, intimidating, intended to humiliate or threaten, and is directed at a staff member or a group of staff members, and occurring in the course of their work. Bullying behaviour can take many different forms ranging from shouting and physical confrontations to using an abusive or aggressive tone when speaking to staff.

**Shouting** is often utilised to intimidate someone who is deemed weaker, or can be a response to frustration and anger. Regardless of the reason, shouting at a staff member is always unacceptable.

**Threats and intimidation** may take many forms and are always considered a very serious matter. The use of a threat, or to act in an intimidating manner towards a staff member will always be treated seriously. These actions have the potential to include the notification of the police.

**Harassment** can take many forms, but in essence it is the repeated tormenting and verbal attacks on staff.

**Swearing** at staff is offensive and an unacceptable way to express oneself.

**Racism** is any attitude, action or words that are directed towards a staff member because of their place of birth or origin. Racism is a totally unacceptable form of behaviour. All staff members have the right to be treated the same, regardless of their race, religion or culture.

**Coercion** is to force someone against his or her will. Where staff feel they are being coerced to act in a way that has the potential to harm themselves or others this is unacceptable.

**Sarcasm** is harsh or bitter ridicule that is undertaken by one person to demean another. Sarcasm is hurtful and undermines a persons' self-worth.

**Use of force** against a staff member is a serious matter. An incident of this nature would require intervention by Buckland and has the potential for a notification to the police.

## **INDIVIDUAL'S RESPONSIBILITIES**

All those within Buckland have a responsibility to prevent any form of unacceptable or inappropriate behaviour from taking place.

## **MANAGEMENT RESPONSIBILITIES**

The responsibility of the Chief Executive Officer (CEO) and managers (Finance, Facility, Care and Maintenance) is to:

- Monitor the workplace to ensure that appropriate standards of conduct are observed.
- Provide the appropriate model of behaviour themselves.
- Promote the organisation's policy and make it known.
- Implement where possible appropriate strategies to prevent inappropriate and unacceptable behaviours.
- Treat all staff complaints of inappropriate and unacceptable behaviour seriously and take action to investigate and resolve the matter.
- Ensure all actions taken to manage a complaint of inappropriate or unacceptable behaviour are appropriately documented.

- Provide appropriate avenues for the person the complaint is made about to respond.
- Refer complaints to another manager if they feel that they are not the best person to deal with the case (e.g. if there is a conflict of interest or if the complaint is particularly complex or serious.)
- Deal with all complaints fairly and impartially and to review all relevant information prior to a decision on the action to be taken, being made.

## **STAFF RESPONSIBILITIES**

The responsibilities of the staff members include the need to:

- Take responsibility for their own action and not act in a manner that has the potential to illicit inappropriate or unacceptable behaviour by others.
- Offer support to any staff member who has found themselves the victim of inappropriate and unacceptable behaviour and advise them to speak with their manager.
- Immediately report any behaviour that is considered inappropriate or unacceptable to their manager so that it can be investigated and appropriate action taken.

## **PREVENTION OF INAPPROPRIATE AND UNACCEPTABLE BEHAVIOUR IN THE WORKPLACE**

### **A Risk Management Approach:**

Where there is a potential or foreseeable risk of inappropriate or unacceptable behaviour occurring, this should where possible be;

- Formally identified,
- Assessed,
- Risk controlled (such as early notification of potential outcomes for the person, e.g. exclusion from visiting, etc.)
- Monitored, reviewed and evaluation of any control measures.

## **MANAGING INAPPROPRIATE BEHAVIOUR COMPLAINTS**

Staff who feels that they have been subjected to any form of inappropriate or unacceptable behaviour, will have it addressed by management.

### **Informal complaints:**

Are constituted by the staff member asking advice or information on what may be consider inappropriate or unacceptable behaviour from the CEO or relevant manager. The staff member may request that no formal action be taken at this time.

At this stage the CEO or manager will make some documentation of the issues and details of the matter.

For the purposes of monitoring particular behaviour by those visiting Buckland, records may assist Buckland in determining whether an incident is isolated or forms part of a pattern. For this reason some details will be retained.

Due to the potential serious outcome that any inappropriate or unacceptable behaviour may have in the future, the CEO or manager having assessed the risk may deem it necessary to take appropriate action.

### **Formal complaints:**

Formal complaints are instituted when the staff member believes that they have been subjected to some form of inappropriate or unacceptable behaviour by a resident or visitor to Buckland and provides this information to the CEO or manager, a written statement setting out the details of the behaviour is filed.

This document will contain details of the alleged inappropriate or unacceptable behaviour including dates, witnesses, etc. In all cases, the person making the allegation must use their own words and where possible write the statement themselves.

The CEO will then undertake themselves or delegate as appropriate a review of all the circumstances.

### **Resolution Process:**

The staff statement or complaint in relation to alleged inappropriate or unacceptable behaviour will be fully reviewed and investigated. Interviews and statements will be sought from other relevant parties as deemed appropriate

and/or necessary. A formal response will be sought from the alleged offender prior to the decision making.

Where on review and investigation the details of the alleged behaviour are clearly established as being factual, a formal letter outlining the complaint and the results of the review process will be provided to the person. At this time it may also be considered as appropriate to meet with the person to discuss the matters outlined in the formal letter.

This letter will state that any future inappropriate or unacceptable behaviour will result in the provisions of the *Inclosed Lands Protection Act Property Act 1901* being instigated and the person excluded from further access to Buckland property.