RESIDENTIAL COMMUNITIES INFORMATION

Everything you need to know about our residential communities

MARYBOROUGH . AVOCA . DUNOLLY

MDHS.VIC.GOV.AU

Maryborough

45 residential beds

(03) 54610341

75-87 Clarendon Street
PO Box 155, MARYBOROUGH, VIC 3465

Avoca

29 residential beds & 1 respite bed

(03) 54651202

10 Templeton Street
PO Box 75, AVOCA, VIC 3467
Located approximately 30 minutes from Maryborough

Dunolly

19 residential beds & 2 transitional care beds

(03) 54682900

20 Havelock Street, DUNOLLY, VIC 3462
Located approximately 20 minutes from Maryborough

MDHS acknowledges the traditional owners of the land on which we meet, encompassing all people of the Kulin Nation. We pay our respects to elders past and present, and also emerging leaders.

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MDHS RESIDENTIAL CARE FACILITIES

At MDHS we are committed to our **organisational values:**

G GENUINE

R RESPECT

E EXCELLENCE

A ACCOUNTABILITY

T TOGETHERNESS

All 3 campuses aim to create a community that supports purposeful engagement, choice, dignity, respect and independence for all residents. As a resident you will be cared for by compassionate, qualified nursing staff 24/7 with a registered nurse on every shift, ensuring all residents receive quality care.

We also provide a broad range of Allied Health staff and support staff to ensure the health and wellbeing of all residents. We pride ourselves on taking a holistic approach and ensuring the psychological, spiritual, and physical needs of the residents are all met.

Your family members and friends are very important people and we aim to ensure they also feel welcome to visit and we encourage you to continue your community and social activities as you would have previously.

Visitors are welcome any time, however we do ask that they understand the need for staff to provide physical care at certain times. Children, are especially welcome and we encourage them, along with family and friends, to participate in activities and events.

SOCIAL LEAVE

All residents are entitled to take up to 52 nights leave so you can still go on family holidays and overnight stays away from the facility if you choose. Please discuss arrangements with staff if this is something you wish to access.

MONTESSORI

Within our residential communities the residents are engaged, enabled and supported to be independent and each resident is treated with dignity, respect, with their identity, culture and diversity valued.

We respect the uniqueness of each individual and acknowledge the contribution each has made throughout their life and are committed to maintaining a homelike environment based on the Montessori Philosophy.

The Montessori approach is resident centered and based on the 12 principles which are designed to focus on the residents abilities, capturing their interest and showing respect when engaging in any activity with the resident.

MDHS has developed a **Model of Care** based on the Montessori philosophy. It expands on and compliments the organisation's goals and values.

It recognises the importance of all relationships within the facilities and brings together residents, staff, families, significant others and volunteers by maintaining respectful partnerships, purposeful and meaningful engagement, choice, flexibility and enabling environment.

MDHS - RESIDENTIAL MODEL OF CARE

Goal for Residents:

I am supported to live each day with purpose, choice and comfort.

Actions:

1. Staff respect and encourage my abilities
2. I am supported in my decision making
3. I am engaged in activities meaningful to me

Goal for Families/Significant others: I am respected, valued and recognized.

Actions:

1. I feel welcomed and supported
2. I feel listened to and my opinion is valued
3. I am included in decision making

Goal for Staff: My role is rewarding and my contribution is acknowledged and appreciated.

Actions:

1. My suggestions are welcomed and discussed
2. I am encouraged to participate in ongoing training and education
3. I am part of a supportive team

Goal for Volunteers: I am included as a valuable team member

Actions:

1. My contribution and skills are appreciated
2. I am given the opportunity for growth and development
3. There is clarity and support for my role

Goal for facilities/organisation: We are a welcoming community providing holistic support.

Actions:

1. We engage all stakeholders
2. Our teams are supported to be flexible to meet community members needs
3. We participate in problem solving and quality improvement

Australian Government
Department of Health

Australian Government
Aged Care Quality and Safety Commission

Charter of Aged Care 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 the 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.

Charter of Aged Care Rights

People receiving aged care have the same legal rights as all Australians. As a provider of care we are legally required to help you understand your rights under the charter. We will provide you with a copy of the charter and explanation on understanding your rights.

We will give you the option of signing the Charter and by signing it you acknowledge you have received it, been assisted to understand it and understand your rights. We will provide you with a signed copy. It is a good idea to share this information with your family, friends and others involved in your care.

AGED CARE QUALITY STANDARDS

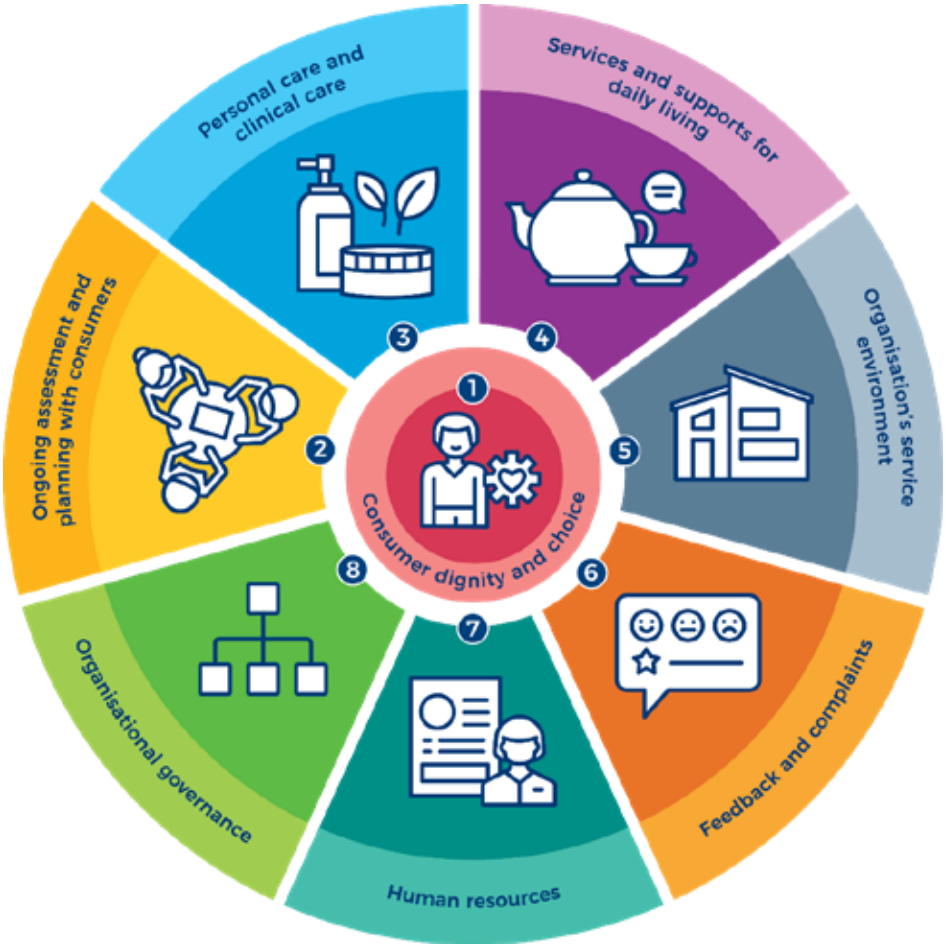
All organisations who provide aged care services in Australia are required to be compliant with the Aged Care Quality Standards which were developed by the Department of Health in collaboration with consumers, carers, aged care providers, aged care workers, clinicians and other experts.

These standards clearly define what good care should look like, and make it easier to check that residents in all facilities are receiving good care. MDHS residential facilities are required to demonstrate that we are meeting the requirements. The aged care standards are reflected in MDHS Model of Care.

There are eight standards, and each one is about an aspect of care that contributes to your safety, health and wellbeing.

The Eight Standards are:

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



Australian Government
Aged Care Quality and Safety Commission

Assessment of these standards are conducted by officers from the Aged Care Quality and Safety Commission who will visit MDHS and will conduct interviews with residents, families, care staff and also assess clinical data to determine if MDHS are meeting all requirements of these standards.

NDIS PRACTICE STANDARDS

The NDIS Practice Standards specify the quality standards to be met by registered NDIS providers to provide supports and services to NDIS participants. Together with the NDIS Code of Conduct, the NDIS Practice Standards build NDIS participants' awareness of what quality service provision they should expect from registered NDIS providers.
The NDIS Practice Standards consist of a core module and several supplementary modules that apply depending on the types of supports and services that are delivered and the organisational structure. The core module covers:

- rights of participants and responsibilities of providers
- governance and operational management
- the delivery of supports
- the environment in which supports are delivered.

RESIDENT DIGNITY AND CHOICE

At MDHS each resident is treated with dignity and respect, with their identity, culture and diversity valued. We understand each resident is shaped by personal characteristics, experiences, values and beliefs and delivering culturally safe care and services is about recognizing, respecting and supporting the unique cultural identities of individuals.

Our facility provides a culturally safe environment by recognising the individual and cultural differences of the people we are working with and have access to the Centre for Cultural Diversity in Ageing. We also have access to translators and interpreters who are central to ensuring equity to individuals facing language barriers due to Australia's culturally and linguistically diverse population.

We value that each resident has the right to make decisions about their life, care and social connections, and are committed to providing options and information to support their choice.

We appreciate that making decisions in everyday life involves risks, and we are committed to supporting resident's independence and self determination to make their own choices, including to take some risks in life. We will work with individuals to understand the risk and how it can be managed to help them live the way they choose. We will strive to understand each residents unique needs and abilities and provide appropriate information ensuring it is communicated in an effective manner.

ASSESSMENT & CARE
Planning with Residents

CARE PLANNING

On moving into one of our residential communities, you will be provided with a thorough orientation to assist with a smooth transition into your new home. The facility will partner with you to undertake initial and ongoing assessment and planning for the services you require to optimise your health and wellbeing in accordance with your needs, goals and preferences.

It is imperative we understand what is important to you.

MDHS employs appropriately skilled and qualified nurses who will undertake assessment and care planning with you to ensure the delivery of individualised safe and effective care. Care and services provided will be regularly reviewed with you for effectiveness a nd o thers that you may wish to involve.

ADVANCE CARE PLANNING

MDHS have staff who have undertaken education and training in Advance Care planning which also encompasses end of life wishes.

This is available for all residents who wish to participate to ensure your preferences are documented and you are given the opportunity to have the end of life experience you choose.

PERSONAL & CLINICAL CARE

MDHS workforce are competent and qualified staff who demonstrate a range of skills to ensure residents clinical and personal care are delivered in a safe and effective manner based on the care planning conducted with the resident.

MDHS has an aged care specific wellness and reablement team available to assist with resident care requirements.

We provide care that is best practice and tailored to your individual needs. We offer a wide range of allied health services which includes physiotherapy, speech therapy, dietitian, pathology, social worker, podiatry, optometry which is included in care costs.

All referrals to allied health providers will only be undertaken following consultation with you and only if consent is given. All residents are supported to exercise choice and independence on who provides these services so they could be provided from other specialist providers or individuals from other organisations.

MEDICAL SERVICES

MDHS are very fortunate to be able to provide access to a General Practitioner 24/7 either in person or via phone. All facilities have approved providers but all residents have the choice of choosing their own GP and we will support individuals to access their GP of choice.

MDHS also have access to Telehealth services for review of residents by Geriatricians to work in consultation with their approved GP.

APPOINTMENTS

On occasions residents may be required to attend specialist appointments. Family members where possible are responsible for transport to these appointments.

Individuals in residential care are strongly encouraged to take out Ambulance Victoria membership to ensure all transport is covered to medical appointments when family members are not available.

SERVICES & SUPPORTS
For Daily Living

PHARMACY
MDHS residential facilities are serviced by local community pharmacies and you have the choice of which pharmacy you choose to provide your medications. MDHS residential communities utilise Webster packs to ensure safe and effective delivery of medications as prescribed by your GP.

HAIRDRESSING & BEAUTY THERAPY
MDHS provides a qualified hairdresser who attends each facility but all residents have the choice of attending their own selected hairdresser or requesting they visit onsite for their individual needs.

RELIGIOUS SERVICES
MDHS encourages you to maintain your spiritual wellbeing. Please continue to practice your religious faith with your local church as desired. If unable to attend, we welcome to our facilities all representatives of different denominations to visit. MDHS provides the service of a pastoral care worker who visits regularly or as requested. Residents, families and friends are welcome to attend. Ministers of religion can be contacted at any time as requested by individuals.

LIFESTYLE & LEISURE PROGRAM
At MDHS we provide a resident-centered Lifestyle Program with group and individual activities to provide social, recreational and interactive activities to benefit all residents.

A member of our team will take the time to sit with you to find out about you as a person and what experiences in your life have contributed to making you the individual you are and what you would like us to do for you to ensure you are living a purposeful rewarding life whilst living here.

We aim to maintain your community engagement and cater to your individual requirements when developing your lifestyle program, based on your interests and suggestions. We provide group and individual support to provide a range of activities for you to participate in. Examples include exercise programs, community outings, visiting entertainers and pet therapy.

All members of our team are suitably qualified and the program is enhanced by volunteers who work closely alongside team members.

A bi-monthly newsletter is produced and provided by the lifestyle team with photos and information of activities undertaken. Consent is always obtained for any input into our newsletter.

RESIDENT & RELATIVE MEETINGS
These meetings are an opportunity for you and your family or representative to discuss how your life in residential care is going and to update you about issues or changes that effect you as a resident within the facility. Our goal is to ensure all residents are informed and able to provide input into the running of the facility. These meetings are minuted and copies provided to all resident and allocated contact person.

FAMILY, FRIENDS & VISITORS

Your family members and friends are very important people and it is imperative they feel welcome to visit you in your new home. Our residential facilities do not have scheduled visiting hours but prior arrangements will be required if wishing to visit between the hours of 8pm and 7am due to measures to ensure security of the facilities. As a safety measure it is important for all visitors to sign in/out of the facility and staff are available and willing to provide assistance for first time users. We are committed to recognising and providing support to people in care relationships in-line with the Carers Recognition Act 2012.

ORGANISATION'S SERVICE ENVIRONMENT

MDHS residential communities all provide single rooms with most rooms having their own ensuite. A small number have a shared ensuite. All new residents are encouraged and supported to decide on the decoration, furnishings and layout of their room. We encourage you to bring in furniture from home (where agreed) so that your room has a personal character and feel. Every room is fitted with a split system air conditioning unit to allow for individual climate control.

All facilities provide a well maintained outdoor area so all residents can move freely outdoors and partake in any outdoor activities and enjoy the sensory gardens. BBQ facilities are provided and available for use for visiting family and friends.

Communal areas are provided to enable residents to enjoy and to take the time over a cup of tea to get to know their neighbors. These areas are available to allow social and physical activities to take place.

TELEPHONE & INTERNET

We encourage all residents to maintain regular contact with family and friends. You are most welcome to have a phone installed in your room. This phone is connected as a private line and you will need to contact an approved provider. You are responsible for all costs associated with your plan. Access to the internet via our guest Wi-Fi is available for anyone wishing to have their own computer/iPad. Residents are encourage to maintain all social connections in place prior to moving in to one of our facilities.

LAUNDRY

Bedlinen and towels are provided by each facility but you are welcome to choose and provide your own if you have a personal preferences. MDHS provides a laundry service for personal clothes washing and all personal clothing requires labelling which is also undertaken by our dedicated laundry staff preferably prior to admission if possible. This service is included as part of your contract with MDHS.

FEEDBACK & COMPLAINTS

At MDHS, we welcome all feedback that helps us improve the service we provide to you and your family. We see feedback as an opportunity to review our service delivery and improve outcomes for all residents. We encourage residents, families and support people to give positive and negative feedback about the care and services they receive.

If you do have a concern, we encourage you to speak with the staff and management of the facility. Feedback forms are displayed and provided throughout the organisation and can be submitted confidentially if you prefer, into feedback boxes provided or handed to staff for submission. Feedback is important to us, to ensure we are meeting your needs and expectations.

MDHS feedback and complaints system is accessible, confidential and guarantees prompt response to feedback and complaints.We demonstrate open disclosure, in line with open communication and transparent processes.

MDHS recognises that individual residents may require supportive external services and provide brochures and access to advocates, language services and other methods for raising and resolving complaints including through the Aged Care and NDIS Commissions.

Incident Management

As part of our risk management processes we have a robust incident management system which ensures any incidents that occur within our Residential Communities are actively managed and reviewed including our obligations under the Serious Incident Response Scheme (SIRS). Through our Governance processes, incident data and trend analysis are completed to ensure we are continually striving to improve our systems and processes and ensure the safety and wellbeing of our residents.

ADMISSION TO RESIDENTIAL CARE FACILITY

MDHS has an Aged Care Liaison Nurse who will provide you and your family assistance and support as you transition into one of our Aged Care Facilities

To be considered for admission to an aged care facility, all individuals must undertake an ACAS (Aged Care Assessment Service) which will determine appropriate care needs based on their assessment. If approved for aged care, then an income and assets assessment is required and needs to be forwarded to Centre Link. MDHS have qualified social workers to assist with submission of these documents if required.

ACCOMMODATION FEES & COST INFORMATION

Costs for Residential aged care falls into three categories:

1. BASIC DAILY CARE FEES

The basic daily fee covers living costs such as meals, power and laundry.

The basic daily fee is set at 85% of the single person rate of the basic Aged Pension. The daily care fee is indexed in line with the Aged Pension and Consumer Price Index.

There are special circumstances, for example, ex-prisoners of war may have the basic rate of the daily fee paid by the Department of Veterans Affairs. Your basic daily fee will be indexed on 20th March and 20th September each year in line with increases to the Aged Pension. The Department of Human Services will let you know when the increases occur.

2. MEANS TESTED CARE FEES

This is an additional contribution towards the cost of care that some people may be required to pay. The Department if Human Services will work out if you are required to pay this fee based on an assessment of your income and assets, and will advise you of the amount.

Please note that if you are a member of a couple, half of your combined income and assets are considered in determining your means-tested care fee, regardless of which partner earns the income or owns the asset. There are annual and lifetime caps that apply to the means- tested care fees.

Any income-tested care fees you have paid in a Home Care Package prior to moving into an aged care home will also contribute to your annual and lifetime caps.

3. ACCOMMODATION PAYMENTS

Depending on your income and assets assessment, you will be required to pay one of the following:

- The full amount of your accommodation costs

- A contribution to your accommodation costs (the Australian Government will pay the rest)

- No costs – if your income and assets are below a certain amount, the Australian Government will pay the full amount of your accommodation costs.

You can choose to pay your accommodation costs by using:

- A lump-sum style called "refundable accommodation deposit";

- Rental-type payments called "daily accommodation payment"; or

- A combination of both.

If MDHS have asked you to pay an accommodation payment, you will have 28 days from the day you entered care to decide your payment method.

You must pay your accommodation costs by the rental-type payment method until you decide on your ongoing payment method.

If you believe you will face financial hardship in paying your residential communities costs, you can apply to the Department of Health & Human Services to be considered for financial hardship assistance.

FINANCIAL ADVICE:

You may want to consult with a financial adviser about your finances. There are various government services and resources that can help you obtain appropriate financial advice. It's a good idea to do some research to see what options work best for you.

Fees and charges can be viewed on the My Aged Care Website.

HELPFUL CONTACTS

Elder Rights Advocacy
Supporting your right to quality care

1800 700 600 or (03) 9602 3066
Email: era@era.asn.au
www.era.asn.au

DANA Disability Advocacy Network Australia

1300 186 453
https://www.dana.org.au/

OPAN Older Persons Advocacy Network

1800 700 600
www.opan.com.au

Seniors Rights Victoria

1300 368 821
www.seniorsrights.org.au

VICTORIA State Government | Health and Human Services

https://providers.dffh.vic.gov.au/carers-recognition-act-2012

Centre for Cultural Diversity in Ageing

(03) 8823 7979
www.culturaldiversity.com.au

Australian Government

Aged Care Quality and Safety Commission

1800 951 822
info@agedcarequality.gov.au

1800 844 044
Food, Dining and Nutrition Hotline

NDIS Quality and Safeguards Commission

1800 035 544
contactcentre@ndiscommission.gov.au

Australian Government

myagedcare

1800 200 422
www.myagedcare.gov.au

AUSIT
Australian Institute of Interpreters and Translators Inc

1800 284 181
www.ausit.org

If you are hearing or speech impaired contact us through the National Relay Service:

NATIONAL RELAY SERVICE

TTY USERS:

Phone **1800 555 677** then ask for our number **1800 951 822**

SPEAK AND LISTEN USERS:

Phone **1800 555 727** then ask for our number **1800 951 822**

INTERNET RELAY USERS:

Connect to the National Relay Service and enter **1800 951 822**

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