



PINAROO ROMA INC **Resident Handbook**

Includes Accommodation Pricing & Key Features Statement
For Pinaroo Roma Inc



Putting You First

Reviewed – November 2024



Pinaroo Roma Inc

Mission & Philosophy

Pinaroo will be acknowledged for promoting well-being and enhancing excellence in Aged Care by fostering individual lifestyle choices.

- ❖ Compassion and excellence in all our services with resident needs being our primary focus.
- ❖ All persons needing care are of equal value and should be admitted regardless of race, creed, colour or social status.
- ❖ Every resident has the right to ongoing quality care which is planned to meet their needs.
- ❖ Care encompasses the physical, emotional, spiritual and social needs of each resident with each one encouraged to reach his/her potential.
- ❖ Provide a warm home-like environment for resident, relatives, visitors and staff.
- ❖ Social interaction with outside organisations provides stimulation for residents and creates goodwill amongst the community.
- ❖ Ensure that every effort is made according to the residents' values and beliefs to maintain comfort, dignity and peace during palliative care.
- ❖ As employees of "Pinaroo" we will achieve both the organisational goals and our individual goals by working together as a team with a common purpose, and valuing every person's contribution.

The History of Pinaroo Roma Inc. 1958 – 2021

The Pinaroo story began in 1958 when several Rotary Club members discussed the need for pensioner cottages in Roma.

In 1959 Rex Gray became president of The Rotary Club of Roma and his project was to set up a Pensioner Housing Development with very low rental for retirees that worked hard all of their lives and had very little money to retire on.

To raise funds for the project there were raffles each Saturday morning in front of the old council chambers. Also every year there was a tagged fishing competition on Mr Howard Salter's property "Brucedale" 20 miles south of Roma. Fishermen of all shapes and sizes lined the banks of Bungil Creek. On the day they also organised hayrides, damper and billy tea etc. (***no one ever caught the tagged fish***). If you wanted to fish on the other side of the creek there was a boat available to take you across. However, when you wanted to return it cost big money. To transport all the equipment out to "Brucedale" the secretary at the time Norm Smith, borrowed the flour mill truck. At the last minute he realised he needed a "C" class licence, so he drove the truck up to the police station where Sergeant Alf Kohn being very community minded provided a licence in under five minutes.

Over the next 5 years, \$8,000 was raised and a public committee was formed on 28th November 1963, from which evolved "The Roma and District Aged Westerners Cottage Scheme", the aim of which was to develop a complex to be known as Pinaroo (meaning "Resting Place").

At the first official committee meeting there were four main objectives. (1) for the council to make available land for the units to be built. (2) to make letters patent under the religious, education and charitable institutions act. (3) The annual general meeting to be held in November. (***and what a problem that turned out to be, as they usually had to run down to the local hotel and gather up a few people to make a quorum and one occasion two alderman had to be borrowed from a council meeting***). (4) To be eligible for the Cottage Scheme the applicants had to be a resident of the Roma district, men were to be 65 years of age and over and women to be 60 years.

The first public committee was Mr Frank Smith (Chairman), Mr Joe Orr (Vice Chairman), Mr Norm Smith (Secretary), Mr John Cochrane (Treasurer) and members Mr Cec Taylor, Mr John Doyle, Mr Rex Gray, Henry Pettiford, Dr SP Stevens, Dr R Smith, Lance Kennedy, Bill Hawkins, Frank Cory, Rev Foote, Mr & Mrs Copeland and Mrs Andrews. Legal adviser Albert Bauer and Mr Keith McGrath honorary auditor.

In 1965 Frank Smith resigned as he was leaving the area and the committee in it's wisdom decided to ask the local member Mr Bill Ewan MLA (*Bomber*) to take over the chairmanship to assist the committee with all the legal documentation.

Bomber accepted the position with pleasure. He would go to various departments and on being told 'this is not our department', he would respond with 'I'll sit in this chair until you can tell me which department to go to, so get on that phone and find out. Bomber cut through all the red tape and got the project moving. James Burrell and Co were engaged to draw up plans for five cottages. The committee approved the architect's plans and tenders were called. The successful tender was Bill Martinek with a cost of \$19,552.

There was still a short fall of approximately \$10,000 for the building, furniture and fittings. Rex Gray gave a loan of \$800 and the three members of the committee went guarantor at the Commonwealth Bank for a loan of \$10,000. The five-cottage complex was officially opened on 23rd November 1968.

The first residents were Mr & Mrs Fulwood with a rental of \$5 per week. The cottage was named W.M.Ewan and was officially opened by the then Federal Member Mr Jim Corbett. Number two cottage was unofficially opened on the same day by Rotarians. This cottage was named "OLAY" in appreciation of the tremendous work done by the secretary Norm Smith.

Hostel Rooms Built

In October 1969, the committee were informed that there was a legacy from the late Mrs McGowan formerly of "Meadowbank" Roma. The legacy was approximately \$45,000 plus quite a number of blue chip shares (approx value \$55,000). However, there was a condition that the scheme must be in operation or the money would go elsewhere.

Ten years after the idea was instigated, times had changed, requirements were for single resident rooms and architects were asked to draw up plans.

12 single residential rooms (6 male and 6 female) and an amenities block which included a kitchen, dining room, laundry and recreation room at a cost of \$80,000, was officially opened by the then Premier of Queensland, Sir Joh Bjelke-Petersen, on 18th October 1971 (***and don't you worry about that***). It's interesting to note that the government subsidy at that time was \$3 for every \$1 raised.

A further 6 units were added in 1977 and was subsequently opened by the Member for Roma, Honourable K B Tomkins M L A. Another 6 rooms were added and officially opened in March 1983 by the then Federal Member Ian Cameron.

In 1988 further extensions took place at a cost of \$150,000 which bought the complex to 24 rooms. During the same year 18 of the 24 rooms were upgraded from shared bathrooms to single ensuites.

In 1991, a new kitchen and laundry as well as external walkways and ramps were constructed. The committee also received a \$50,000 donation from the Maranoa Friendly Society in 1993, 2 duplex units were also added to the cottage area. The support of the other Service Clubs – Lions and Apex need to be acknowledged, in particular the Lions Club. From 1986 to 1997, Lions members made up the majority of the committee which oversaw and worked vigorously on a number of new developments.

Continuing on with groundwork initiated by the general committee, the Rotary Club successfully applied for incorporation of Pinaroo, hence a change of name to Pinaroo Roma Inc., and also an adoption of a rule stating that the committee members consist only of Rotarians or their partners.

Under the visionary chairmanship of Past President Bruce Garvie, a 10 year plan was developed to expand the Complex to 50 units in 4 stages. This plan was presented to the Department of Health and Ageing in a funding application in 2000.

It was noted in this application that to meet the 1999 Building Accreditation, all of the existing residential units would have to be replaced. Funding for Stage 1 (15 units) was granted, and construction was completed in 2001, followed by Stage 2 (7 units)

In 2003. Stage 3 (4 units and a new commercial kitchen) was funded by a \$1.1million Commonwealth grant in 2006. This was followed by a further \$5 million grant in late 2007, after detailed submissions by the management committee to replace the original 24 beds and include a 12 bed Special Care wing, new recreation room, administration block and conference/training room. Total construction cost for this 10-year plan was \$10.5 million, \$7.7 million of which was funded by the Commonwealth Department of Health and Ageing.

An additional 10 rooms were constructed in 2018 due to a very generous donation by the Maranoa Club, the cost was in excess of \$2 million dollars. The new wing is named the Maranoa Club Wing.

Pinaroo Roma Inc. will always be a community owned and operated aged care provider, specialising in the provision of rural and regional aged care services.

An additional 10 rooms were constructed in 2021 and this new wing is named Booringa Wing.

Our commitment to Quality

Our quality systems incorporate all the activities we perform to meet Residents' needs. It consists of policy and procedure manuals, internal audits and assessments, reviews and the 'Comments, Complaints and Compliments' form. We appreciate feedback from everyone who uses and experiences our services, and we see this as an opportunity to improve.



Expressing your concerns

Residents, their families and friends are encouraged to participate in our improvement program by completing the feedback form which is kept in the reception area and once completed there is a locked box to receive it – The Manager has the only access to the box and will follow up directly on all feedback received.

We wish to assist in every way should you have matters of concern regarding the care and treatment provided by Pinaroo. We prefer to deal with these matters quickly and efficiently. The suggested means of resolving such matters are as follows:

Approach the most senior staff member on duty at the time,

Approach the Facility Manager if your problem has not been resolved by speaking with the staff concerned, contact the Aged Care Quality and Safety Commission listed below.

We aim to achieve a mutually agreeable solution to all complaints received through our internal process and we would be most disappointed if issues cannot be resolved at the facility. However, we respect the rights of residents, relatives and /or legal guardians to take the necessary steps to guard their rights.

If you feel your complaint has not been resolved internally to your satisfaction, you may choose to lodge your complaint with the Aged Care Quality and Safety Commission.

The contact details are:

Aged Care Quality and Safety Commission

GPO Box 9819

Brisbane 4001

Telephone: 1800 951 822 (Business Hours)

Website: www.agedcarequality.gov.au

If you would like to discuss any concerns with a resident advocate, we recommend that you contact the Queensland Aged and Disability Advocacy Service at the following address:

Queensland Aged and Disability Advocacy Inc

121 Copperfield Street

GEEBUNG QLD 4034

Telephone : (07) 3637 6000

Toll-free: 1800 818 338

Fax : (07) 3637 6001

Website: www.qada.org.au

E-mail: info@qada.org.au

Key Features Statement for Resident Rooms

Owner/Operator (or “Approved Provider”, as per Aged Care Act):

Pinaroo Roma Inc.
50-66 Bowen Street
Roma, QLD 4455

Facility:

Pinaroo Roma Inc.
50-66 Bowen Street
Roma, QLD 4455

Room Type:

Single Ensuite Rooms, described in the following pages

Facility Amenities (accessible to all residents):

- Barbeque pavilion
- Landscaped gardens & courtyards
- Pool table
- Resident store
- Movie Lounge (movies daily Monday-Friday at 2 pm)
- Hairdressing Salon (hairdressing & beauty services weekly)
- Kitchenettes in most wings
- Meals service for visitors (at cost)
- Facility bus at cost. Free Tuesdays and Thursdays.
- Pay extra for Wi-Fi and phone
- Great location, not far from town shopping and amenities
- Chapel (fortnightly church services)
- Libraries in each wing
- Covered children’s play area
- Doctor’s room (weekly visits)
- Daily exercise group (chair-o-bics, yoga, etc.)
- Daily activities and games
- Fortnightly happy hour and barbeque lunches
- Monthly outings – music melodies, lunch at pub etc.

Room Information

Room Amenities: (single room with private ensuite)

- Modern and spacious; “as new”
- Approx. 15-16 square meters
- One resident per room
- Finished to a high standard, with reverse cycle air conditioners in each room

Inclusions for Permanent Residents:

- King single bed ensemble or hospital bed
- Bedside table
- Private ensuite
- Built-in wardrobe
- Quality carpets, bed linens and curtains
- Toiletries such as toothpaste, tissues, shaving cream, etc.

Inclusions for Respite Residents:

- King single bed ensemble or hospital bed
- Bedside table
- Private ensuite
- Built-in wardrobe
- Quality carpets, bedspread and curtains
- Respite residents are also supplied with a television, chair/recliner and mini fridge. (Please note that should you choose to transition from respite to permanent, you will need to supply these items for your room during the transition, if you would like to continue having them in your room)

Common Areas

Each wing of up to 15 residents has its own lounge area with comfortable furniture, large flat-screen television, audio equipment and air conditioning. There is also a kitchenette included in most wings with tasteful fittings, fridge, kettle, microwave, cutlery, crockery, and kitchen linens. The facility also includes many other sitting areas for the enjoyment of residents and visitors as outlined on the previous page under amenities.

Accommodation Pricing

Applicable to *all* rooms

Refundable Accommodation Deposit (RAD) Amount:

Lump sum Refundable Accommodation Deposit (RAD) of \$350,000 OR equivalent Daily Accommodation Payments (DAP) based on Maximum Permissible Interest Rate at the time of entry to Pinaroo.

Payment Options:

Residents can choose to pay for their accommodation by a refundable deposit, a daily payment, or a combination of both. A Refundable Accommodation Payment (RAD) is paid as a lump sum amount. The Daily Accommodation Payments (DAP) are accrued daily and paid fortnightly. A combination of these can be paid – ie part can be paid by a lower-than-maximum RAD, and the shortfall can be paid by a DAP (equivalent to the RAD shortfall). Residents can choose the breakup between RAD and DAP.

For residents who have entered care after November 1st, 2025, drawdowns and indexing of RAD amounts will apply. Please contact speak with financial planner or accountant if you would like to decide what is best for your situation.

What choices are available to residents to pay for their accommodation?

Some important acronyms to remember:

- “RAD” – Refundable Accommodation Deposit
- “RAC” – Refundable Accommodation Contribution
- “DAP” – Daily Accommodation Payment
- “DAC” – Daily Accommodation Contribution

Residents have the choice of how they choose to pay when it comes to accommodation payments. Residents can either choose to pay as:

- A refundable lump sum payment – RAD or RAC
- An equivalent daily payment to a RAD or RAC, using the Maximum Permissible Interest Rate

One Single System for all New Residents:

The Commonwealth Government has set uniform financial arrangements for all new residents irrespective of their level of care; however, residents can choose *how* they pay.

Pricing and Key Features of our Accommodation:

As required by the *Aged Care Act*, we have published the prices and key features of all rooms available at Pinaroo.

One point worth reiterating here is that, in the case of *our* organization’s accommodation, the price of rooms in our facilities is very easy to establish – it is the same for all room types throughout that Facility. (*Note: Room pricing not applicable to respite care*)

The government requires us to set maximum pricing and that determines what people pay according to their financial situation and the payment choices they make.

As explained in detail herein, new residents making an accommodation payment have the choice of payment method and can pay by lump sum, fortnightly payments (Daily Accommodation Payments), or a combination of both.



Pre-Admission

When you enquire about placement at Pinaroo you will be provided with a Resident Handbook. At the appointment to discuss admission, you should bring:

Current ACAT (Aged Care Support Plan)

Pinaroo Admission Form

Power of Attorney / Enduring Power of Attorney (if applicable),

Advance Health Directive (if applicable) and any questions that you may have.



Admission

Your admission to Pinaroo is arranged, after an assessment by the Aged Care Assessment Team (ACAT) in consultation with your Doctor which will determine your level of care required.

On admission to Pinaroo please bring with you:

- ACAT Assessment Form,
- List of current medications and copies of existing prescriptions.
- Pension Health Benefit Card and Health Care Card.
- Medicare Card, Safety Net Pharmaceutical Card, Optical Prescriptions, Hearing Aid Service Card and any other membership cards that may entitle you to subsidized medical supplies or services
- Key to Me (Designed to provide staff with information to enable them to provide personalized care and activities to support your needs)

A Residential Care Agreement will be required to be signed by the resident or their representative and returned within 28 days of admission. A date for signing this agreement will be made with the Facility Manager.

The Facility Manager will need to know the name of the residents' Executor and any special personal, religious or cultural needs.

Office staff will need to know the name of the person responsible for paying the residents' accounts. Residents can leave petty cash with reception which will be locked in the safe and reconciled weekly. This can be used for items from the facility shop or hairdresser.

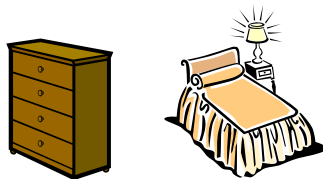
Relatives or legal guardians are requested to leave the names and phone numbers of at least 2 contact people if they are intending to be away for any extended period.

Care - Medical and health services

At admission, discussion will cover issues such as:

- Choice of the resident using the visiting Doctors or continuing with your current Doctor,
- After-hours medical assistance,
- Access to optical, dental and hearing services,
- Access to the podiatrist, dietician, physiotherapist and a speech pathologist,
- Access to alternative therapies, and
- Medication services available (all charges as per the Commonwealth guidelines including safety net arrangements).

Accommodation



The rooms at Pinaroo are moderately spacious with your own private shower and toilet. The rooms have built in spacious wardrobes. All linen is supplied but residents are free to bring their own bed spread.

The room is furnished with the basic items of a bed, chair and bedside table. You are welcome to arrange for further furniture of your choice to be delivered to your room. The furniture that you choose may need to be discussed with the Facility Manager as we need to ensure that your care, comfort and safety needs are being adequately met.

Care - Personal items

We encourage residents to bring in personal possessions. If there are any special items you would like to have in your room, we encourage you to talk with the Facility Manager about the suitability of furniture and personal possessions.

If the Facility Manager has concerns about the safety or suitability of furniture or personal possessions, we will discuss it with the residents or their representatives.

An itemised description of such possessions should be provided by the resident to the Facility Manager. Items considered unsuitable for use by the residents and/or that could infringe on the safe delivery of services, shall not be permitted to be used.

Although due care is taken with residents' personal property, Pinaroo cannot accept responsibility for damage, loss or maintenance of residents' personal possessions. We strongly recommend that you have personal insurance to cover the value of your personal property and possessions.

Care - Goods and services provided

Due to the differing care needs of high and low care residents, the range of goods and services provided by Pinaroo will vary accordingly. You should carefully and thoroughly read the Residential Care Agreement which will provide you with more details.

Care - Doctors



Several local Doctors visit Pinaroo on a regular basis or as requested by the nursing staff. Residents may utilise the service of their own doctor though it is important to note that relatives or legal guardians are responsible for accompanying residents or making the necessary arrangements for all external appointments.

If a staff member is required to escort the resident a service charge for the staff time will apply.

When a resident comes to live at Pinaroo the staff will discuss medication management with the resident. The Registered Nurse will assess the resident to determine if staff should manage their medication.

Pinaroo employs Registered Nurses, Endorsed Enrolled Nurses and medication competent care staff who can administer all medications to residents who are no longer able to administer their own medications or who may request assistance.

Medication Reviews are carried out by a qualified pharmacist on a regular basis and Pinaroo participates in a local Medication Advisory Committee which meets regularly.

The doctors that attend Pinaroo conduct regular reviews of their resident's medication charts.

Pinaroo provides twenty 24-hour nursing care by well qualified care staff. All resident's care is planned and supervised by a Registered Nurse.

All nursing care is carried out in consultation with visiting doctors, residents and families and is reviewed regularly.

We encourage family involvement and family members can discuss resident care needs with the Clinical manager /Registered Nurse or Facility Manager.

We give:

- Assistance with activities of daily living,
- Support for residents with memory loss and challenging behaviors,
- Emotional support to residents and relatives,
- Administration of medications as per visiting Doctors' orders,
- Rehabilitation support (however we do not have a specified Rehabilitation unit).

Care - Specialized nursing needs



When specialized nursing needs are required or changed the family will be notified and consulted by our staff after a doctor or specialist has given advice.

Care - Oral and dental care



All costs associated with dental treatment are the responsibility of the resident. Residents can access the services of a private dentist or oral hygienist at the hospital. If required, the staff of Pinaroo will assist residents with cleaning dentures and/or the resident's teeth.

Care – Toiletries

Pinaroo provides the residents with all toiletries (tissues, toothbrushes, toothpaste, shampoo, conditioner, denture tablets, deodorant, mouthwash, shaving cream and disposable razors) for free. If residents prefer a specific brand or type not offered, they will need to organize purchases on their own or with their family's help.

Care - Personal care

Residents, friends, family and/or legal guardian are encouraged to be involved in continuing discussions concerning nursing care and treatment provided. Personal preferences for showering and bathing will be met, where possible, in conjunction with the needs of other residents.

In accordance with the care and Specified Services legislation, personal hygiene items will be provided to high care residents – please discuss this with the facility manager. For any electrical items brought in with you – please see electrical section in this handbook .



Care - Pharmacist

A qualified pharmacist must dispense all prescription medication.

We use a Multi Unit Dose Medication System which provides a very safe and reliable dispensing of medications for residents.

Aged Care Facilities utilizing Unit Dose Medication Systems for dispensing of medications are required to contract this service.

Residents should note that the designated pharmacist will issue you with a separate monthly account for prescriptions and all dispensed medications.

We encourage residents to elect to use generic prescription drugs to minimise costs.

Safety

Pinaroo is committed to ensuring a safe environment is provided for all residents.

To protect resident's rights, all staff that are employed in aged care are required to have a police criminal record check conducted. All staff employed at Pinaroo undergo a vigorous employment process and are carefully selected for their suitability to work at an aged care facility. Staff receive regular education and are kept up to date with all aspects relating to caring for residents.

The Department of Health and Ageing has protection requirements for all residents against Elder Abuse and Pinaroo has in place strict reporting obligations for suspected or alleged resident abuse.

We strongly encourage all residents, relatives and friends to discuss with the Facility Manager any concerns that they may have regarding resident care.

Cleaning



Every resident's room is thoroughly cleaned by professional staff regularly and bathrooms and bins are cleaned every day. The cleaning staff will ensure that each room has adequate supplies of consumables but if you need any more, please contact the care staff for additional supplies. Pinaroo encourages resident's family to clean out the residents' wardrobes seasonally while also ensuring that their family member has enough clothing for each season.

Pinaroo Roma Inc - Use of Motorised Wheelchairs, Scooters and Gophers

Because of the potential danger to residents and property associated with the use of motorised wheelchairs, scooters and gophers, our written permission is required before you use such motorised aids or have them brought onto the site at Pinaroo.

In providing or withholding permission, we will consider, among other things, your capabilities in handling the unit, your health, the location of your room, the health and condition of neighbouring residents and the number of units the facility can safely accommodate.

Any permission granted will be subject to specific conditions detailing the areas in which the units can be used, storage, insurance, responsibility for repairs and maintenance and maximum speed of operation. You must comply with these conditions at all times.

If there are changes in any of the factors we considered when granting permission, and these changes increase the likelihood of injury to resident, staff or visitors or increase the likelihood of damage to property, we may, after consultation with you and/or your representative, alter the conditions of permission or withdraw the permission and require that the unit be removed from the site at Pinaroo.

Financials - Management of monies



Residents are encouraged to assume the responsibility of administering their own financial affairs. Where the residents cannot manage their own financial affairs we will refer the residents, relatives or legal guardian to the Adult Guardian or Public Trustee. Staff at Pinaroo will not pay residents accounts or manage resident funds on behalf of residents.

If we incur additional expenses on behalf of the resident we will include details of these expenses on our monthly invoice. Additional expenses payable by the resident includes some outings, high value dressings and hairdressing. In some cases, residents may also require paying for podiatry, physiotherapy, dietician, speech therapist and aids.

Although due care is taken with residents' personal possessions, we recommend that residents do not hold large sums of money at the facility. Pinaroo accepts no responsibility for money held on the premises. We recommend that all residents insure their valuables and personal possessions.

Security of accommodation



It is expected that once admitted residents will remain at Pinaroo for as long as they require our care and services.

Residents have a right to occupy a 'place' in the facility, but not an exclusive right to occupy a particular bed, or room. Should it be considered that a change of bed or room is needed due to medical reasons; a more suitable room placement will be discussed with you and your representative.

Residents could be discharged from Pinaroo under the following circumstances:

- Residents' care needs cannot be met by the Provider,
- The resident no longer requires care,
- Nonpayment of fees expected 42 days after the account is issued,
- Intentional damage and injury to the care provider, care providers property, staff and other residents,
- Continuous absence from facility exceeding 7 days for reasons other than emergency or permitted as under the *Aged Care Act*,
- When closure of the facility is decided.

Activities



The activities staff organise a program of varied activities in consultation with residents. Residents are encouraged to maintain hobbies and interests, and individual preferences are catered for where possible. We strongly promote your independence, and you are welcome to continue your interests outside of Pinaroo and may leave the facility whenever you choose. We just ask that you notify a staff member when leaving and sign the register at the front entrance, so we are aware you are not in your unit.

Regular outings are arranged for the enjoyment of residents may incur a small cost to each resident.



Hairdresser and personal grooming

A hairdresser visits Pinaroo and provides services on a regular basis, currently Thursday and Friday of each week when she is available.

Hairdressing costs are the responsibility of the residents.

Appointments with the hairdresser can be organised with the Activities Coordinator or office staff by adding your name to the appointment list.

Infection control



At Pinaroo, we practice standard precautions with all residents. Standard precautions include washing hands or using hand sanitising gel after all resident contact, using personal protective equipment when required (plastic gloves, aprons, goggles etc) and ensuring all resident equipment is washed between uses.

As an extra infection control precaution to the residents of Pinaroo, visitors to the facility are asked to wash their hands on entry to the facility, using the wash basin located in the main reception area.

Visitors who are ill are also requested not to visit the facility to reduce the risk of passing on the illness to residents.

Lost property

Care staff takes due care of residents' possessions but cannot accept responsibility for damage or loss of property.

Lost property items are displayed on a regular basis to residents and any items not claimed by residents are kept at Pinaroo for 1 month and then distributed to charities.

Medical records

A record will be kept of all medical treatment. This record is confidential, and access is limited to health care professionals directly involved in the resident's treatment.

The notes of the attending Doctor will be divulged only with their approval or as required by law.

Nursing notes are the property of the facility and may be viewed by the residents or their legal guardian in the presence of an officer of Pinaroo.

Notes shall not be copied or permitted to be taken from the premises unless required by law.

Menu and meals



At Pinaroo we understand food is an important aspect of our resident's life, therefore we aim to always provide quality food and service and to cater for all personal, cultural and special dietary needs as required.

Pinaroo has a four-week menu which is designed in consultation with residents and a Dietician. The menu and service are discussed at the residents' meeting, and all residents and relatives are invited to attend. All comments are given to management, action taken where appropriate and feedback will be given at the following month's meeting.

Residents have a choice of meals for continental breakfast, lunch and dinner.

On admission, the Registered Nurse assesses the resident's dietary and hydration needs (including cultural needs) and this information is copied and sent to the kitchen.

As a routine part of our clinical care the resident's weight is taken and recorded regularly and is evaluated by the Registered Nurse.

Pinaroo provides:

- A continental breakfast of porridge, cereals, fruit, toast and prunes or stewed fruit is served from 8:00am,
- Hot breakfasts are offered on a regular basis,
- Morning tea is served at 10am and is usually a snack with tea and coffee,
- Lunch is served at midday and consists of a hot meal and a dessert, or a choice of salads or sandwiches
- Afternoon tea is served at 2:00pm and consists of a snack or fresh fruit with tea and coffee.
- Dinner is served at 5.00 pm and is usually hot light meal followed by fresh fruit/ or choice of sandwiches
- Supper is served at 7.00pm.

At all times refreshments such as tea, coffee, milk or juice are available. We also have a 24-hour menu available in case residents find that they are hungry in between meals.

Residents are encouraged to attend the dining room for all meals. If a resident is unwell or prefers a tray service to their room, this can be arranged.

Due to strict fire regulations and food safety requirements residents are not permitted to cook meals or use toasters in their rooms.

Also, due to stringent food safety legislation Pinaroo cannot accept any responsibility for any items of food brought into the facility by either residents or relatives.

Food safety



The Queensland Government has strict legislation relating to food safety and Pinaroo is required to meet the legislation in accordance with the Food Act 2013. Pinaroo cannot be held responsible for food that is brought in from outside the facility and given to residents. The facility cannot accept any responsibility for storing, handling, and heating food that has not been prepared under the strict requirements in the facility kitchen. Any food that is brought in for a resident should always be checked with staff to make sure that it is suitable to give to any resident. This is due to some residents that have special dietary restrictions, such as thickened fluids or foods that may have adverse reactions to medications.

If you wish to ask any questions regarding food safety, please speak with the Facility Manager.

Newspapers



A local newspaper is delivered to the facility every day. If requested, during the week the Activities Staff will read parts of the paper to residents.

Residents can have their own paper or magazines delivered from the local news agency on request and this will be charged to the residents from the newsagents.

Outside appointments

If a resident is required to attend an outside appointment the resident or their relatives and/or the legal guardians are responsible for arranging the transport.

Pinaroo will organise the bus, a taxi or ambulance wherever possible to transport the resident to their appointment. If a staff member is required to escort the resident a service charge for the staff time will apply. Refer to the Facility Fees and Charges for the current staff escort charges.

Podiatry, Physiotherapy, Alternative and other Health related services

A Podiatrist visits regularly to attend to the resident's foot care needs. Low care residents may be required to pay for Allied Health Services.

A Physiotherapist visits when a resident requires to be assessed or have a particular mobility or exercise program. Further information regarding this can be found in the Residential Care Agreement in the specified care and services section.

An exercise program is offered by the Activities Staff or care staff at Pinaroo.

Other health related services that may be utilised are Speech Pathology, Occupational Therapy, and alternative complementary therapies.

These health professionals are usually consulted for specific needs only and may be required to be paid for.

If preferred the resident can make alternative arrangements to see their own chosen health professional.

Religious Services



Representatives from several different religious denominations visit the facility and provide spiritual support on a regular basis.

The Activities Coordinator will be able to provide details of the next visit.

If you require special spiritual support the care staff will be able to organise a representative of your choice.

Cultural beliefs

Pinaroo is committed to valuing and fostering each resident's interests, customs, beliefs, cultural and ethnic backgrounds.

Resident's freedom to practice spiritual, cultural and dietary customs is encouraged. Interpreter services may be arranged if required and Pinaroo offers residents the opportunity to celebrate cultural events.

Resident Clothing



Resident clothing is required to be of a suitable standard and in sufficient quantity to maintain a resident's self respect and well being.

All articles of clothing must be suited for the comfort and maintenance of the residents' condition and appropriate for the various climatic conditions of the year.

All clothing is required to be machine washable and where possible, family are responsible for hand washing or dry cleaning any delicate clothing.

All care is taken; however, Pinaroo will not accept responsibility for loss or damage of any clothing.

Pinaroo laundry staff will ensure that clothing is clearly but discretely marked with permanent name tags. Please leave any unmarked clothing items at Reception to be taken to laundry to be labelled.

Resident leave

There is no restriction on the amount of day leave a resident may take. We request residents, relatives or legal guardians to complete the sign in and out Register prior to departure and upon return.

Residents may also be absent on social leave from Pinaroo for a period of 52 days in each 12 months, commencing the 1st July of each year, without loss of Pinaroo Benefits. If social leave days taken exceeds 52 nights, residents will be required to pay, in addition to their daily fee, the equivalent Australian Government subsidies.

Up to 7 days may be used for pre-admission leave prior to taking up accommodation in Pinaroo Aged Care.

Unlimited leave is available for hospital stays.

Resident contribution fees are still payable to Pinaroo for the complete time that a resident is on social or hospital leave.

Respite care residents are not permitted overnight leave, otherwise, they are considered to have been discharged.

Residents Right to Take Risks

It is acknowledged that residents have the right to make their own decisions about their care and services. As well as the right to take risks. If a resident makes a choice that is harmful to them, we as an organisation are expected to help the resident understand the risk and how it can be managed. We will discuss with the resident and, if applicable, with the Doctor, nurses, legal guardian and other relevant bodies to further discuss all options. Residents will be asked to sign acknowledgment that the risk has been discussed with them.



Resident and relative meetings

Residents' meetings are held on request in Pinaroo to discuss care and service issues. We encourage interaction between residents and Pinaroo Management so that we may be able to create and maintain a mutually beneficial and productive relationship in which services may be continually improved and /or new ones introduced.

We like to meet with residents and relatives on a regular basis. We send a notice informing residents and relatives of the meeting and usually remind residents and relatives in the newsletter.

In addition to the formal meetings, we believe that it is important to discuss the care that we will provide for every resident with the resident and their relatives on a regular basis.

It is our aim that through this involvement with our staff, allied health professionals, and your doctor, we hope to achieve a coordinated and informed approach to achieving quality care outcomes for you.

Facebook

Pinaroo have recently created a Private Facebook group to allow families, friends and some community members the ability to view the resident activities held by Pinaroo. Our Facebook group is viewed by requesting to join.

The name of the Pinaroo Facebook page is: Pinaroo Roma Inc.

Volunteers

Pinaroo welcomes any relative or friend that would like to volunteer to spend some of their time with the residents.

Due to the strict government resident protection regulations, volunteers are required to have a police criminal record check conducted.

Pinaroo has a volunteer orientation program, and anyone interested in becoming a volunteer can contact either the Activities Coordinator or the Facility Manager.

Smoking and alcohol



Due to legislative requirements, residents are not permitted to smoke in their rooms or any communal areas. Residents and visitors are only permitted to smoke in the designated smoking areas outside.

Each resident who smokes has a risk assessment conducted and a safe smoking plan is implemented in consultation with the resident and their family. Smoking is not permitted near any oxygen cylinders.

Alcohol is permissible after discussion with the Doctor to ensure the resident's current medications are not contraindicated with alcohol. Intoxication that impinges upon the rights of others is discouraged.

A Happy Hour is held on a regular basis for residents. Wine, beer and aperitifs are provided, and residents are encouraged to sit and relax in a congenial atmosphere.

Fire safety and other emergencies



Pinaroo is committed to providing a safe environment for all residents, staff and visitors. The latest fire safety equipment is provided and Pinaroo meets the Australian Standards for fire safety and equipment. All equipment is tested and regularly maintained by a certified and qualified service provider.

Evacuation plans are available in all units, and assembly areas are clearly marked throughout the facility. Staff are regularly trained on the procedures to follow in the event of a fire or any emergency, and residents and visitors are advised to follow their instructions.

If a resident through their own actions causes the fire alarm to be activated, resulting in the Queensland Fire and Rescue Services attending the site, the cost of the call out fee may be charged to the resident.

We ask that visitors sign in to the register at the front entrance so that staff are aware of their presence in the event of a fire.

Telephone/Wifi



If you wish to install a private telephone or access Pinaroo's Wifi please ask at Reception. We offer both services for a nominal monthly charge.

Television and radio



Television sets are provided in the lounge areas for community viewing. Residents wishing to have personal television sets in their rooms must provide them and have them tuned in themselves. All electrical appliances must be tested and tagged by an our maintenance staff. The installation, maintenance and removal of TV sets and radios owned by residents remains the responsibility of residents.

Valuables



Residents are requested not to keep large amounts of money or valuables in their rooms. Pinaroo cannot accept responsibility for loss or theft. As we ask that residents do not keep large amounts of money on them or in their rooms, we maintain a resident petty cash system. If you would like further information on this, please discuss it with reception. We realize that residents may wish to keep valuables of sentimental and monetary value, such as jewellery, with them.

Arrangements should be made for valuables to be held by relatives or friends for safekeeping because no responsibility will be accepted for the loss or theft of these items whilst on our premises.

Consideration should be given by residents or their relatives to arrange for insurance of valuables.

Should a resident request a lock on their drawer, this will be provided. The resident will be responsible for the cost of providing replacement key(s) or lock in the event of loss.

Visiting hours

Visiting hours are flexible. Visitors are welcome at all times, and we only ask that they take into consideration the privacy and care requirements of other residents.

Visitors are requested to sign in and out of the visitors register at the front entrance so that staff are aware of who is in the facility in the event of a fire or emergency. Visitors are also requested to have their hands washed using the handwash basin.

Family may be permitted to sleep over in residents' rooms for limited times during times of palliation or in exceptional circumstances.

Permission to stay in a resident's room must be obtained from the Facility Manager.



Birthdays and Christmas

Families and friends are encouraged to celebrate special occasions with their relatives. Each resident is given a "birthday morning tea". You do not have to participate if you do not wish to.

Changes of Personal Details

We encourage you to advise the management staff of any changes made to your personal details after entering your new home, eg next-of-kin, doctor, power of attorney, etc. All details are held in the strictest confidence.

Discharge/Transfer

The following circumstances may result in a resident's discharge or transfer from the facility.

- ❖ Acute medical conditions;

- ❖ Where the care needs of a resident have progressed beyond the skills range of staff, the level of staffing, equipment available and allocated resources;
- ❖ Major disruptive behaviours and deliberate non-compliance with facility policies thereby compromising the safety and well-being of themselves, other residents and staff. Pinaroo will assist the resident to find alternative accommodation.

Emergency Call System

There are emergency call buttons provided in each unit. Once pressed these will register on corridor monitors to alert staff.

External Services

Appointments with external service providers such as the hairdresser, podiatrist, dentists etc may be arranged for you. Please ask staff if you would like to make an appointment. These services are not covered by the Facility and are at your own expense.

Fees and Charges

Every resident is required to pay a basic daily fee. This basic fee is equivalent to 85% of the single rate of pension and is payable fortnightly in advance.

This fee increases biannually in line with the pension each March and September.

What fees cover:

Laundry, accommodation, food, linen, maintenance, electricity and personal care.

Fees do not include items such as hairdressing, prescribed medications, newspapers and other personal needs, eg. Personal clothing, soft drinks, incontinence aids, tobacco, alcohol etc.

Payment of Accounts:

The Facility Manager or Administration officer can discuss with you and arrange account payment by either of the following methods:

1. *Bank Transfer System*

An authority can be placed with your bank to transfer funds directly from your bank to Pinaroo each fortnight.

2. *Centrepay*

Payment made directly from the pension. This option is only available to those with a full or partial pension payment. Please contact the Finance Manager for more information.

- We do not currently have eftpos available at the facility.

Fire Alarm Procedures

Emergency evacuation procedures have been designed for your safety in the event of a fire. These are outlined on page 33 of this Handbook.

From time to time, we will be conducting evacuation drills. You will be informed when these will occur, and we ask for your co-operation with staff during these drills.

Funeral Arrangements

Funeral arrangements are made by the resident's family. Please discuss any requirements with the Registered Nurse.

Gifts to Staff

We acknowledge from time to time you may wish to reward staff for a 'job well-done'. However, the very best of intentions can sometimes be misinterpreted, and with this in mind, staff are not permitted to accept gifts or money from you. Your verbal "thank you" is always appreciated.

General Services

If there are special situations (eg banking, personal business etc), where your family or friends are unable to assist you, please discuss your requirements with the Clinical manager.

Facility Living

Just as is the case in the general community, consideration for one's neighbours is very important. The success of the Facility depends upon it. Your need for peace and privacy will be respected, and your co-operation will be requested in ensuring others receive the same courtesy.

We understand you may not always wish to participate in the facility activities but request your kind forbearance of the activities of others. A little 'give and take' is always necessary if a community is to function happily.

Interpreter Service

The facility uses and contracts interpreter services via telephone. Please see the Clinical manager if you need to access this service.

Insurance

While staff will always take the utmost care with your belongings, Pinaroo insurance does not cover damage to the contents of your room. Therefore, we encourage you to consider personal insurance to cover any damage or loss to your personal effects which may occur.

Mail Service

Incoming mail for residents will be distributed daily. If you wish for us to post your outgoing mail, you may leave this at Front Reception. Stamps are to be provided by you or can be purchased from the front desk.

Pinaroo's postal address is 50-66 Bowen Street, Roma, Queensland, 4455

Maintenance

If you are experiencing any urgent or emergency maintenance problems, please contact a staff member as soon as possible.

Power Failures

We suggest you keep a torch in an easily accessible position within your room in case of a power failure. Candles, Gas or kerosene lights are not permitted for use.

Residents Property

Since the storage space is constantly at a premium, resident's unused property and /or equipment cannot be stored at the Facility. Resident's relatives or representatives are requested to remove the items from the facility when the resident no longer has a use for them.

Additionally, it is also not possible to store mobility aids or other equipments, i.e. resident owned wheelchairs that are only used for infrequent outings with relatives. Relatives/representatives are requested to store these away from the facility.

Resident/Relative Liaison

Pinaroo is committed to the implementation and maintenance of the highest standards of care for all residents in our facility. An important element of our Continuous Improvement Program includes feedback from residents, relatives and friends

Rubbish Disposal

Please ensure all rubbish is deposited in the bins supplied in your rooms. If you break glass, please contact staff, so that it can be removed for you.

Security

Please ensure you close all doors and windows when not occupying your room. We cannot accept any responsibility for personal possessions which are missing.

It is recommended you do not hinder access to your room by placing barriers against the door. Staff will need access in the event of an emergency.

Smoke Detectors

The facility is fitted with a fully automated early warning fire protection system which is directly connected to the Queensland Fire Brigade Control Centre. All alarms (including false alarms) are attended to by Queensland Emergency Services (QES).

With this in mind, false alarms must be kept to a minimum. Callouts to the Facility for more than two false alarms in any 60-day period is charged to the Facility at a significant amount of approximately \$1,450.00 per attendance.

As these detectors are highly sensitive, the following items are just some of the causes for setting off false alarms:-

- ❖ Steam and water for the shower/bathroom;
- ❖ Aerosol spray/Hairspray;
- ❖ Insects, spider webs;
- ❖ Candles;
- ❖ Dust from bar heaters;
- ❖ Burning of toast.

Therefore, we request your assistance in helping us to keep the number of false callouts to a minimum.

Marking of Walls

You are requested not to mark or affix anything to the walls in your room. Any items to be attached to any walls will be attended to by the Pinaroo Maintenance Employee. Pinaroo can provide you with picture hooks for your photos to be hung in your room. Pinaroo Maintenance Employee can show you how this is to be done with existing fixtures.

Staff

Please feel free to talk to staff about any problems you may be experiencing. We are here to help you or, if necessary, to put you in touch with someone who can. Staff within the facility includes:

Facility Manager

Is responsible for the coordination and management of all matters relating to finance and the provision of ancillary services, with the support of the Administration Team, Hospitality Services and Maintenance.

Finance Manager

In conjunction with the Facility, is responsible for the coordination and management of all matters relating to finance and the provision of ancillary services, with the support of the Administration Team, Hospitality Services and Maintenance.

Clinical Manager:

Management of all clinical care matters, and involvement with the Finance Manager in financial matters as required, particularly relating to the clinical care area and resident admission.

Registered Nurse:

Responsible for clinical care delivery under the guidance of the Director of Care and her responsibility relates to the delivery of same through the Personal Carers.

Leisure and Lifestyle Staff:

Our aim is to offer a range of activities of interests and assist in maintaining independence. We invite residents to participate in our weekly activities and monthly meetings.

Personal Carers:

Our aim is to help you maintain as high a degree of independence as possible; however, Personal Carers are available to assist you with day-to-day activities when you require them.

Areas of assistance include rehabilitation support, dispensing medication, personal hygiene routines, diet, mobility and many more. Please do not hesitate to ask staff for assistance when and where you need it.

Hospitality Services:

These staff provide meal services, cleaning and laundry services.

Voting

It is the responsibility of the resident family members / representatives to ensure that the residents voting particulars are current. It is also the resident family members / representative's responsibility to request any postal votes as required or to remove the resident from voting responsibility as required.

Open Disclosure

What is the Australian Open Disclosure Framework?

The *Australian Open Disclosure Framework* (the Framework) was released in 2013 by the Australian Commission on Safety and Quality in Health Care. The Framework is an updated and revised version of the national *Open Disclosure Standard*, which was released in 2003.

The Framework was developed with input from consumers, clinicians, indemnity insurers, health departments and health service organisations from across the country.

What is open disclosure?

Open disclosure describes the way clinicians communicate with patients who have experienced harm during health care. Open disclosure is intended to:

- assist patients that have experienced harm
- guide clinicians,¹ the clinical workforce² and health service organisations in supporting patients that have experienced harm
- ensure that health service organisations learn from adverse events.

The main elements of open disclosure are:

- an apology or expression of regret, which should include the words 'I am sorry' or 'we are sorry'
- a factual explanation of what happened
- an opportunity for the patient, their family and carer(s) to relate their experience of the adverse event
- a discussion of the potential consequences of the adverse event
- an explanation of the steps being taken to manage the adverse event and prevent recurrence.

Open disclosure is a discussion and an exchange of information that may take place in one conversation or over one or more meetings.

Pinaroo is committed to the implementation of open disclosure procedures and management using meetings and documentation.

COMPLAINTS PROCESS

If you have a concern or complaint, please raise the issue with staff or management at Pinaroo Roma Inc. This can be done internally through verbal discussions or written complaints or externally through the Aged Care Complaints & Quality Commission. 1800 951 822. (Written complaints, queries or praise can be left in the suggestions box at reception or hand delivered to management.

If the problem is complex, the resident or his/her representative may be asked to put the matter in writing. The Facility Manager will then attend to the matter at the earliest opportunity and respond in writing to your concern.

Everyone in our organisation commits to encourage and support people to give feedback and complain when they need to. Staff who receive the complaint or feedback report to management or the senior person on duty at the time they receive it.

Everyone in our organisation, including residents and / or representative/s and staff, has the right to give feedback and complain. For example, feedback with suggestions for improvement and complaints about our care and services. We respond to all feedback and complaints fairly, promptly, confidentially, politely and without any negative consequences.

We do what we can to make sure residents and/or representatives:

- Feel safe to raise a complaint or other feedback to any staff member
- Understand the methods to raise and resolve complaints
- Trust they will be contacted promptly after the feedback or complaint

We strive to improve the quality of care and services by adopting a positive, blame-free approach to resolving complaints. This encourages feedback and complaints from everyone, including staff, who would be more likely to report their mistakes or near misses. The blame-

free approach says the system, rather than the individuals, causes errors. Evidence from other industries and disciplines support this.

Procedure: If the matter cannot be resolved at Facility level the person lodging the complaint is at liberty to contact:

Aged Care Complaints and Safety Commission
GPO Box 9819, Brisbane 4001 Telephone: 1800 951 822 (Business Hours)
Website: www.agedcarequality.gov.au

RESIDENTS' EMERGENCY FIRE EVACUATION PROCEDURE

**DO NOT RUN
DO NOT PANIC**

If you hear the fire alarm you should:

- a)** Remain in your room and await directions. If you feel you are in danger proceed as quickly as possible to the nearest exit light in a direction away from the fire. If the power is cut the exit lights will remain activated and will clearly show you the way to the nearest exit.
- b)** Residents must await instructions from the Fire Warden via the internal alarm system.
- c)** Evacuation plans are displayed throughout the facility.

**FIRE BRIGADE AND EMERGENCY SERVICE MEMBERS WILL ASSUME FULL CHARGE ON
ARRIVAL AT PINAROO.**

Fire and Emergency Evacuation procedures are also discussed and reviewed with residents during monthly resident meetings.