



# Welcome home

All you need to know about life  
in your new Care Community



HealthCare

# Welcome

Welcome to Opal HealthCare and thank you for trusting us to be a partner in your care, comfort and wellbeing.

We are delighted that you have chosen our home as your home and we look forward to getting to know you and to delivering on our commitment to bring joy to those we care for.

At Opal HealthCare, we understand that our role as caregivers is to help you to be as independent as you can be and to reach your personal health and lifestyle goals, whatever they may be.

As you settle in, we hope you will find some time to read this booklet, which is a guide to life in your new Care Community. Our dedicated team is also here to answer your questions and support you in your choices.

Thank you for allowing us the privilege of being a companion in your care. It's our pleasure to welcome you home.



# Our purpose and values

At Opal HealthCare, our purpose is to bring joy to those we care for.

This is underpinned by our values of:



**Compassion:** We strive to understand and meet the needs and feelings of those we care for. We act with kindness in everything we do.



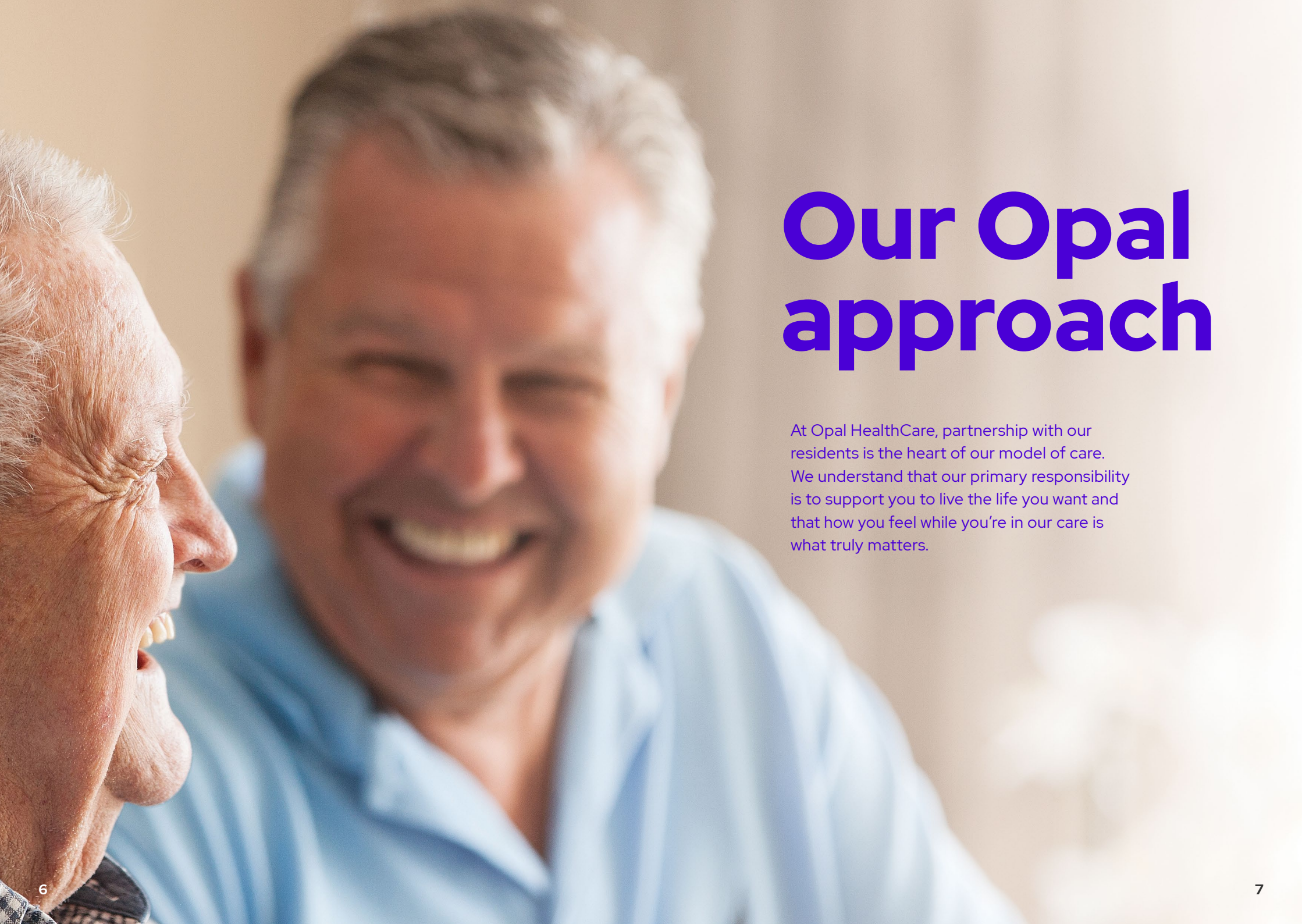
**Respect:** We are honest and transparent. We respect those we care for. We always show respect for each other.



**Accountability:** We take responsibility for our actions, commitments and the wellbeing of those we care for.



**Excellence:** We work as a team to provide the highest quality care and the highest standard in everything we do.



# Our Opal approach

At Opal HealthCare, partnership with our residents is the heart of our model of care. We understand that our primary responsibility is to support you to live the life you want and that how you feel while you're in our care is what truly matters.

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# Contact numbers

We understand the importance of having easy access to the team members who can best assist you with your individual needs. For your convenience, we have included an accompanying sheet with the relevant contact numbers of the key members of the team in your Care Community. The numbers below may be used for more general enquiries:

**Admissions enquiries: 1300 362 481**

**Feedback: 1800 767 074**

**Account enquiries: 1300 200 653**





# Who's who in your Care Community?

We want to make it as easy as possible to help you identify the different roles of the Opal HealthCare team.

## Administration



## Care



## Nurse



## Enrolled Nurse



## Catering



## Maintenance



# The A-Z of Opal HealthCare

The following pages are our A-Z guide of what you need to know when it comes to aged care and our Care Communities.



## Accompaniment

Wherever possible, please ask a family member, friend or representative to accompany you to outside appointments. If you require an Opal HealthCare team member to accompany you, this may be arranged at an hourly rate and is subject to availability. Any relevant fees will appear on your monthly statement. At times an agency may be used for this service. In this instance, you will need to make payment directly to the agency.

## Additional Services

Additional Services are those not otherwise covered by the basic daily care fee and accommodation fees. These include things such as a greater choice of beverages, meals and snacks to suit your individual preferences, enhanced leisure and recreational opportunities and other wellbeing options. If you'd like to know more about our Additional Services, please speak with a team member at reception.

## Agreed Care and Services Plan (Care Plan)

Your Agreed Care and Services Plan (Care Plan) is a personalised plan for your health and wellbeing that is developed by you (and your representative if you have one) in partnership with our clinical team and, if you wish, your family members. Your Care Plan documents your care needs and choices including your food and drink preferences, personal hygiene requirements, specialised therapies or services, mobility aids

and other considerations. We will ask you (and your representative) to read and sign the Care Plan to confirm your agreement.

## Agreed Care Plan reviews

Throughout the year, we will review your Care Plan together with you (and your representative if you have one) to identify whether changes to your support are necessary to better meet your needs and preferences.





### **Agreed Care Plan reviews (continued)**

A review may be requested at any time. Any changes to your Care Plan will be made in consultation with you and will also be documented. If there is a change to your Care Plan, we will ask you (or your representative) to confirm your agreement to any changes.

If you feel your needs have changed, please speak with a registered nurse to arrange a review.

### **Alcohol**

We invite you to enjoy the responsible consumption of alcohol, although this is subject to any particular health needs you may have and should be a decision taken in consultation with your medical practitioner. Many of our Care Communities also offer a happy hour from time to time and provide alcoholic beverages to celebrate milestones and other special occasions.

### **Allied health**

We are pleased to offer access to a range of allied health professionals to improve and support your wellbeing.

Podiatry care and physiotherapy are available without a fee to all residents who have a clinically assessed need. If you wish to engage additional physiotherapy services, please speak with the care manager in your Care Community who will be able to offer you more information.

Your care team can also organise access to other allied services such as optometry, dental care and audiology (either in the home or by outside appointment) with payment made directly to the provider. Some of our Care Communities include Wellness Centres, which offer access to a range of other rehabilitative services.

### **Ambulance**

Ambulance transport costs vary by state. In Victoria, New South Wales and Western Australia, ambulance transport is free for pensioners. In Queensland, ambulance trips are covered by the state government for Queenslanders of every age.



## Assessment

In order to get to know you and learn more about your individual needs when you move into our care, a registered nurse will speak with you and conduct a head-to-toe assessment. This is an opportunity for you to tell us about your goals and preferences, so we can develop an agreed Care Plan with you that meets your individual requirements.

If your health or wellbeing changes, we will re-assess your care needs and revisit your goals and preferences, and revise your Care Plan with you.

## Banking

Residents are asked to take care of their own banking needs, supported if necessary, by relatives or representatives. If you are unable to manage your own cash needs, please speak with the General Manager in your Care Community. Please do not ask our team members to store cash, credit cards or PINs.

## Charter of Aged Care Rights

The Charter of Aged Care Rights describes the care and services you can expect to receive from an aged care service. The Charter places you at the centre of care by recognising your right to be treated with respect, by

acknowledging and valuing your identity, culture and diversity, and by giving you control over and choice about your care and your personal and social life. We ask that you (or your representative) sign a copy of the Charter to acknowledge you have received it and have been assisted by us to understand your rights.

## Cleaning services

We pride ourselves on maintaining clean and tidy homes. We provide scheduled dust and detailed cleaning of all personal and communal areas. If you'd like to be involved in cleaning your personal space, please discuss your preferences with a team member.

## Computers and internet

If you bring your own electronic device and would like access to the internet, please speak with the General Manager in your Care Community about the capacity to provide Wi-Fi access. Please remember that your laptop and other electronic devices are valuable items and that safe storage is an important consideration.

## Contact person and/or representative

Please ensure that details of your contact person and/or representative are current so that our records are up to date and we can contact the appropriate person if necessary.

## Continence aids

Where continence may be compromised, a comprehensive assessment of your needs will be undertaken and we will use this assessment to determine the appropriate number of high quality disposable products. These products are provided as part of our care and services. In instances where additional aids are required, these will be supplied as-needed. While Opal HealthCare uses high quality, tested and reviewed products, we understand you may have a different preferred product. In this case, Opal HealthCare requests you or your representative supply or pay for these.

## Dentures

Dentures are a valuable item and it's important that they are labelled and stored in a safe place when not in use.

We will do our very best to help you keep your dentures safe from loss but as they can sometimes be misplaced, we recommend including your dentures as part of your insurance coverage.

## Doctors

You may choose to continue to use the services of your own local doctor if he or she agrees to visit your Care Community. If your treating doctor is unable to visit the Care Community, please ask the care manager for a list of medical practitioners who do visit so that you can select a doctor, as we cannot make this decision for you. If you wish to continue seeing your own doctor at their clinic, you may need a relative or representative to accompany you to external appointments. Please speak with a team member if you require accompaniment to an appointment. There is more information in the Accompaniment section of this guide.

## Electrical appliances

You are welcome to bring electrical items into the home including radios, DVD players, electric shavers, mobile phones, tablets and laptops. Under Workplace Health and Safety legislation, electrical items must be checked by an electrician and certified safe to use. This process is known as 'testing and tagging'. Brand new electrical goods that

have been purchased in the last three months do not require testing. Please speak with a team member if you would like to bring an electrical item into the Care Community and for information about how to arrange an inspection. You may be required to cover inspection expenses.

## Emergency procedures

In the event of an emergency or if you hear the fire alarm, please remain calm. Your Care Community is equipped with comprehensive safety systems that are maintained and tested to the highest standards. All Opal HealthCare team members are trained in emergency procedures and they will help respond to the emergency and help you evacuate if required.

## Enduring Power of Attorney/Guardianship

You may wish to consider appointing a trusted family member or friend to help manage your affairs and make health, medical and lifestyle decisions on your behalf if you are no longer capable of doing this for yourself. If you would like to explore these options, the

General Manager in your Care Community can refer you to relevant resources.

## Equipment

We provide access to a range of equipment to assist with your mobility and comfort including regency chairs (princess chairs), sensor mats, and air mattresses. We also offer access to quality wheelchairs and walkers.

Where residents provide their own motorised mobility aids such as electric wheelchairs (excluding outdoor motorised scooters), these will be permitted in most areas of the home following assessment by a physiotherapist or occupational therapist. These motorised aids will need to be charged outside your room in a designated area.

We will take reasonable steps to make sure that the equipment you own for your care and services is clean, safe and suitable for use. This includes raising concerns with you or your representative, so that the equipment can be maintained, cleaned or reassessed. We do not however cover replacement costs for any items you own that are lost or damaged (other than when damage is a result of our own actions).

## Falls – what can you do to help prevent them?

Falls are a common risk for older people. To reduce your risk of having a fall, tell a team member if you: feel unwell or dizzy; find it more difficult to get up from bed or a lounge; are worried about falling or feel your eyesight has deteriorated. There are a number of things you can do to help prevent falls. Some of these things include: standing up slowly; eating a wide variety of foods and drinking plenty of water; always using a mobility aid if you have one; ensuring new clothing is the correct length and that your shoes are a good fit and joining in exercise and strength-building activities.

## Food safety

Your friends and relatives may like to bring you home-cooked or store-bought food from time to time. Since food brought into the home can sometimes pose a health risk to other residents, we ask that you record any food bought into the Care Community in the log book provided at reception and that you ensure that the food is eaten only by you and not shared with other residents.

## Furniture

We provide quality furnishing and accessories such as beds, bed-tables, mattresses, linen, blankets as well as a chair and wardrobe space. We encourage you to personalise your room and make it feel like home by bringing in your favourite small items such as bedspreads, photo frames and ornaments. Please speak with the General Manager in your Care Community to discuss any larger items to ensure that space is available.





### **Gifts for Opal HealthCare team members**

We understand that there may be occasions when you would like to give gifts to our team members. Although we appreciate the sentiment, your thanks and appreciation are enough. Our team members are not permitted to receive any monetary gifts or items of value. If you wish to give an individual team member a gift, we suggest that you offer something that can be enjoyed among the team such as chocolates or flowers.

### **Hairdresser/beauty therapist services**

Salons are located within many of our Care Communities and manicure and other spa treatments may also be arranged. For all enquiries, operating hours, prices and bookings, please speak with a team member at reception. Charges for hairdressing or spa services will be added to your monthly fee statement.

### **Hearing loss and hearing aids**

If you use a hearing aid, our care team will check your hearing aid batteries regularly to ensure that the device is working properly and replace batteries where needed. Please note that batteries need to be supplied by you or your family or representative. If you require the services of an audiologist to check your hearing or assist with your hearing needs, please speak with a registered nurse to arrange an appointment. Fees may be payable depending on your eligibility for audiology services. Your hearing aid is a valuable item and we encourage you to label it and store it in a safe place when you're not using it.

As hearing aids can sometimes be misplaced, we recommend including hearing aids as part of your insurance coverage.

## Independence

We're committed to helping you to be as independent as possible. This includes making sure that living spaces, furniture and equipment support your independence, ability and enjoyment. In some instances, there may be some risk associated with maintaining your independence. In these cases, our team will clearly explain any risks to you and also work with you to help minimise adverse impact to your health or safety.

## Interpreter service

It's important that you are able to communicate clearly with your care team and that your care team understands your needs and wishes.

The Australian Government provides Translating and Interpreting Services (TIS) that are available to all residents. If you require interpreter services, please ask the care team to arrange interpreter services for you. Our team will arrange an interpreter during case conferences and Care Plan reviews if one is required.

## Laundry services and labelling

Laundry services are provided in all our Care Communities. We offer a complimentary labelling service so that your clothes are

clearly labelled and can be returned to you as quickly as possible.

Please ask a team member to arrange labelling of any newly acquired items prior to use. If you prefer a labelling option other than the one provided, we may ask you or your representative to make arrangements, and to cover any additional costs. As we use industrial laundry machines, we recommend that delicate items of clothing be hand-washed by you or a family member or friend.

## Leave – day and social

We encourage you to take as much day leave as you wish, however we ask that you complete the Leave Register on departure and return. This is important for our fire evacuation procedure, medication purposes and also so that our care team and kitchen team members are made aware when you won't be requiring meals and other services. If you are considering being away for an extended period, please speak with one of our team members.





### **Leave – hospital**

There may be occasions where you may need to go to hospital. Unlimited leave is available to our permanent residents for any hospital stay, however please be aware that all usual fees remain payable in your absence.

### **Mail**

Mail is distributed each day and will be left in your room should you not be there to receive it. You can also post your mail by dropping it at reception any time Monday through Friday. Stamps are available for purchase.

### **Meals and dining**

We recognise that food is an important part of your experience in care, so we have developed a nutritious, balanced and seasonal menu with a view to accommodating the cultural preferences and dietary needs of our residents. Where possible, we source our ingredients locally to deliver fresh, quality meals which are prepared and cooked in-home by our qualified chefs. We also offer texture modified meals for those who may

experience difficulties with chewing or swallowing, or who have experienced an episode of choking in the past. We encourage you to join us in the dining room for meals and enjoy the opportunity to socialise. Please let us know if your family and friends wish to join us for a meal!

### **Newspapers and magazines**

We offer a range of newspapers in our communal areas. If you would prefer to receive newspapers or magazines of your choice, please ask a family member or your representative to arrange delivery via your preferred local newsagent and advise reception that you have organised delivery.

### **Pets**

Family pets are welcome to visit, although we ask our families to ensure that pets do not enter the dining room during mealtimes. In some circumstances, you may be able to bring your pet to live with you although this needs to be agreed in advance with the General Manager.

## Pharmacy and medication

We have contracted supply pharmacies that provide 24-hour, seven day a week services to each of our Care Communities. If you would prefer to use a different pharmacy, please let the care manager in your home know.

## Privacy and confidentiality

We maintain your records to ensure quality and consistent care. We manage the personal information contained in those records in accordance with our Privacy Policy. Our Privacy Policy will have been provided to you with the documents accompanying this guide. Please ask a team member if you would like another copy.

## Reception hours

Reception hours vary from home to home so please speak with a team member to find out the hours in your Care Community. Clinical and lifestyle team members are able to assist outside these hours. After-hours phone calls to the home may be diverted to an automated service with an option to contact the after-hours registered nurse at the home if the matter is urgent.

## Resident-relative meetings

We invite all our residents, relatives and representatives, to join us at our regular resident-relative meetings. These gatherings are an excellent way to learn more about life and activities within our Care Community, ask questions and offer feedback, and also become more involved. Please speak with a team member for the resident-relative meeting schedule in your home. Minutes of these meetings can be emailed or posted to you at your request or you can pick up a copy at reception.

## Shopping

We encourage our residents to attend to their own shopping needs or to ask relatives or representatives for help in purchasing items such as sweets, family gifts and other items.

If you need help with shopping, please speak with a team member to check whether someone is able to assist. There may be a cost for providing this service.





## Smoking

Some of our Care Communities are now smoke-free and do not permit smoking. In Care Communities where smoking is permitted, it is in designated outdoor smoking areas and is not permitted in indoor areas. If you choose to smoke, a registered nurse will assess your ability to smoke safely and work with you to determine a smoking plan that includes the appropriate level of supervision, frequency and the safety measures to be taken. Please ask a registered nurse if you would like to discuss quitting smoking.

## Snacks

We provide an array of snacks between meals as well as vending machines. If you wish to keep snacks in your room, we ask that you ensure they are stored in an airtight container to avoid attracting pests.

## Special events and celebrations

Special milestones create beautiful memories and our care teams love having the opportunity to help you celebrate these special days.

Please speak with a team member about any celebration plans you may have so that we can help make the day special for you.

## Spiritual, religious and cultural observance

We welcome residents from all spiritual, religious and cultural walks of life. It's important that you feel supported in your spiritual practices and religious activities and observances.

## Telephones

If you would like a private telephone, please speak with the General Manager in your Care Community to determine whether the Care Community is able to provide you with a phone or discuss the other ways you can stay connected to your family and friends. You will be asked to cover the costs of installation as well as rental of the landline. You are also welcome to bring your own mobile phone and charger if you prefer.

## Television and radio

We provide television sets in our lounge areas for communal viewing. If you wish to have

your own television or radio in your room and your home has not provided one, please speak with the General Manager in your Care Community to assist you. We encourage you to bring headphones if possible so that you can enjoy your television and radio at a volume that meets your personal comfort without disturbing other residents.

## Toiletries

We are pleased to provide you with body wash, toilet paper, tissues, toothpaste, toothbrushes, denture cleaning preparations, mouthwashes, moisturiser, shampoo, conditioner, shaving cream, disposable razors and deodorant. If you would prefer another brand or toiletries other than those provided, please ask your family or representative to help arrange these for you.

## Valuables

While we take every precaution to provide a secure environment, we strongly recommend that you ensure that your valuables are carefully and securely stored. In some cases, we may recommend that you ask your family to store extra special or fragile items for

their safekeeping. Unfortunately, we cannot be held responsible for lost or damaged items. You may wish to consider arranging insurance for your valuables.

## Visitors

There are no allocated visiting hours. Family and friends are always welcome and are required to behave respectfully while in the Care Community. We also invite your friends and family to join in community days and in other special events and celebrations. To comply with fire safety and evacuation regulations, we ask all our visitors to sign the visitors log upon arrival and departure. In order to respect the privacy and dignity of all residents, visitors may be asked at times to wait outside a room while the care team attends to the needs of a resident.

## Voting

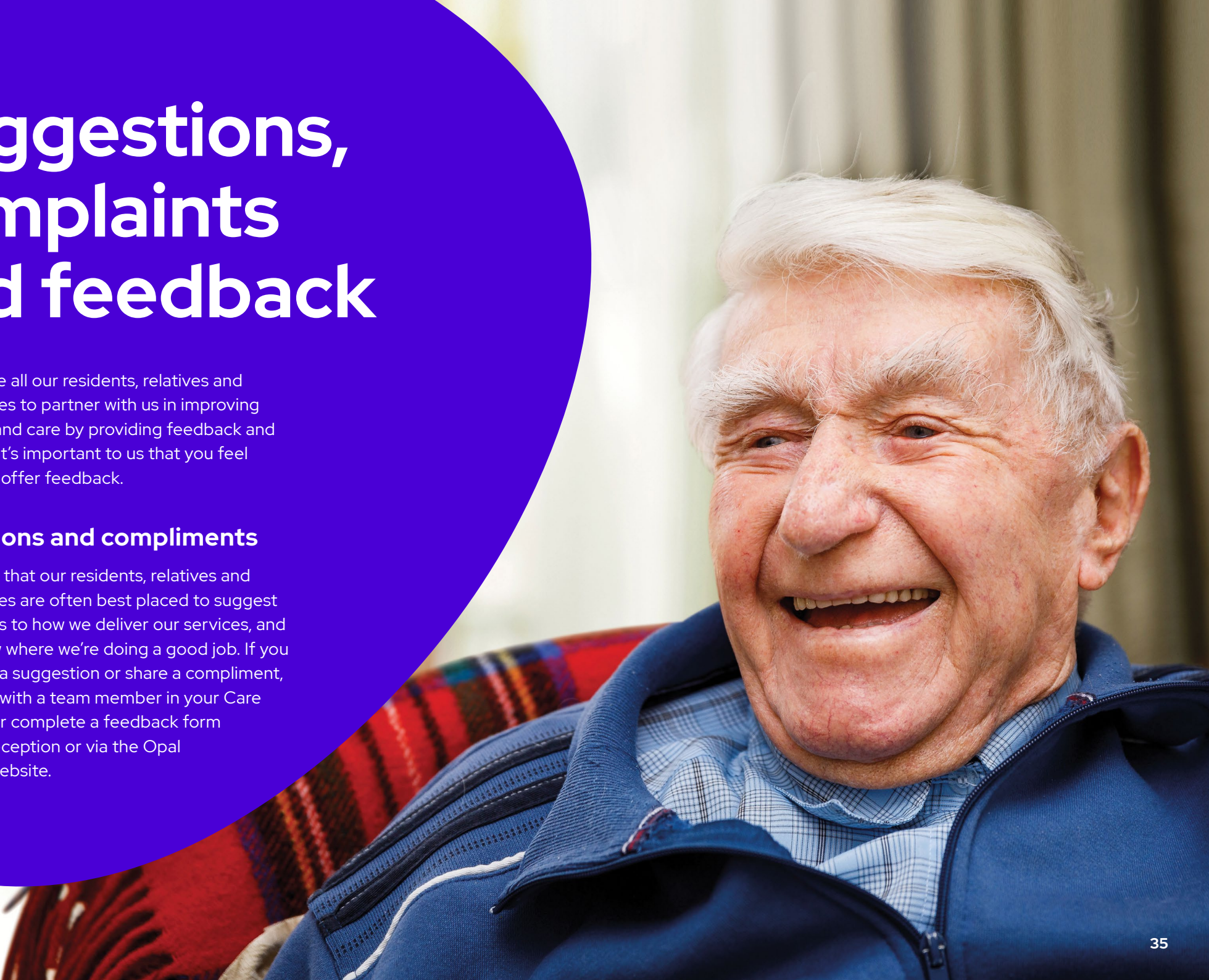
Every Care Community provides an opportunity for residents to vote in local, state and federal elections. If you no longer wish to vote or are unable to do so, please ask your family to de-register your name from the electoral role to avoid any penalties that may be imposed.

# Suggestions, complaints and feedback

We encourage all our residents, relatives and representatives to partner with us in improving our services and care by providing feedback and suggestions. It's important to us that you feel supported to offer feedback.

## Suggestions and compliments

We recognise that our residents, relatives and representatives are often best placed to suggest improvements to how we deliver our services, and to let us know where we're doing a good job. If you wish to make a suggestion or share a compliment, please speak with a team member in your Care Community or complete a feedback form available at reception or via the Opal HealthCare website.



## Feedback and complaints

We take all feedback and complaints very seriously and we are committed to working with you to address your feedback quickly in a fair and transparent way. Here are some simple ways to provide your feedback:



Speak with a team member in your Care Community. This is often the fastest and easiest way to communicate your feedback and to resolve a matter.



Arrange a time to speak with the General Manager in your Care Community either in person or by phone. Our general managers appreciate the opportunity to work with you to address your feedback.



You can raise feedback directly with the Aged Care Quality and Safety Commission by calling **1800 951 822** or visiting **agedcarequality.gov.au**

If you are a participant of the National Disability Insurance Scheme (NDIS) you also have the option to make a complaint to the NDIS Commission by calling **1800 800 110** or visiting **ndis.gov.au**



If you require assistance making a complaint or providing feedback, the Older Person's Advocacy Network (OPAN) or the Disability Advocacy Network Australia (DANA) offer free advocacy services that are independent and confidential.

You can contact OPAN by calling **1800 700 600** or visiting **opan.com.au** or contact DANA by visiting **dana.org.au**



You can submit your feedback by completing the Feedback Form available at reception in your Care Community or sharing your feedback online at **opalhealthcare.com.au/contact-us/feedback** or by calling **1800 767 074**. No matter how you share your feedback with us, it will be sent to the most appropriate manager.



If you feel that the matter raised has not been resolved to your satisfaction, you may call **1800 767 074** and request an internal review from a senior member of our Opal HealthCare support team.



## Notes

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For more information about  
Opal HealthCare, please visit  
[opalhealthcare.com.au](https://opalhealthcare.com.au)