



Star of the Sea Community Care

YOUR HOME, OUR CARE

CLIENT HANDBOOK

Version: 2023/11

Star of the Sea Community Care

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WELCOME TO STAR OF THE SEA COMMUNITY CARE

Star of the Sea Community Care would like to welcome you to our community and we look forward to working with and supporting you to live the best life you can.

This handbook provides you with specific information to help you understand how Star of the Sea Community Care provides Home Care services. It also forms part of your home care agreement which includes important information about receiving services with us. We encourage you to keep both documents in your Home Care folder for future reference. If you would like a copy of this handbook or any information in large print or audio, please ask your Coordinator to assist you with this.

We are an organisation which is committed to the care of all people regardless of their spiritual beliefs and take great pride in our endeavours to help care recipients maintain a quality of life which maximises independence and is in accordance with the spirit of genuine Christian love and care.

Mission statement

OUR MISSION:

To enrich the care and wellbeing of older people in South Australia's Mid-North and Yorke Peninsula, supported by the Catholic Church's pastoral commitment to our diverse community.

OUR VISION:

Our vision is to be a vibrant, empowering centre of aged care excellence, and a valued community partner.

OUR VALUES:

Our relationships and practices are founded on:

- Respect and dignity
- Holistic Wellbeing
- Integrity and trust
- Choice, control and self-determination
- Giving to people who are disadvantaged and vulnerable; and
- Shared accountability for our aspirational goals

OUR PHILOSOPHY:

Our commitment to positive ageing is achieved through the spirit of true friendship, demonstrated by:

- A welcoming and homely, environment, emanating warmth, compassion, and a sense of belonging

- Social engagement actively supported by a professional, passionate team that creates quality of life for people in their care
- Trust nurtured by our pastoral foundation, with its devotion to our caring philosophes of honesty and fairness for all; and
- Supporting the local community and businesses.

History

In September 2007 the Department of Health and Ageing (now known as Dept of Health) granted Star of the Sea 7 Community Aged Care Packages, which increased the range of care we are able to offer to people living independently in their homes. In 2011 an extra 5 packages were approved taking the total to 12 home care packages. 2014 an extra 17 Places approved. From July 2015, 29 home care packages inclusive of high- and low-level care were available to be delivered on a consumer directed care (CDC) basis. As from 27th February 2017 packages are no longer allocated to providers but to the consumers (or customer). People can choose their preferred provider to deliver the services requested under the consumer directed care model.

In October 2011, Star of the Sea Community Care commenced home care services in the Copper Coast and Yorke Peninsula regions for veterans and war widows/widowers who wish to remain living at home but need a small amount of home assistance.

The Department of Veterans Affairs has contracted Star of the Sea Community Care to provide this home care service on an ongoing basis.

Community care

Star of the Sea Community Care is funded by the Department of Health and Aged Care to provide home care packages. Our Home Care Program offers assistance designed by you and delivered by a professional team of highly trained care workers in the spirit of true friendship.

Home Care services are tailored to the individual needs of each person, with the focus being on their preferred lifestyle. Our spirit of community knows no boundaries. Star of the Sea can provide package levels 1 to 4, Veterans Home Care as well as private services.

Star of the Sea Community Care provides services to the Copper Coast, Yorke Peninsula, Mid North and Port Pirie regions.

People have the flexibility to choose what services they require.

Star of the Sea Community Care will work with you to co-design the best way to deliver your goals, so you can live an active, healthy and fulfilling life.

We will meet with you, and those who are important to you, ensuring that there is a total network of support. Your life, Your choice.

Private services

Star of the Sea Community Care provides a private service which can be accessed while waiting for a package to become available, top up low level services, or for people who are hesitant to commence a government funded process. You pay for the services required. A schedule of fees and charges is available on request. Referrals can be made direct by phoning Star of the Sea Community Care on 8823 0019 or emailing community@starofthesea.com.au

SERVICES PROVIDED

Services are provided to support you to maintain your independence and dignity, protect your sense of self and enhance your quality of life.

The list of specified care and services for Home Care Packages as at the date of this handbook is set out below.

Care services

Personal services	<p>Personal assistance, including individual attention, individual supervision and physical assistance, with:</p> <ul style="list-style-type: none"> • bathing, showering including providing shower chairs if necessary, personal hygiene and grooming, dressing and undressing, and using dressing aids • toileting • dressing and undressing • mobility • transfer (including in and out of bed)
Activities of daily living	<p>Personal assistance, including individual attention, individual supervision and physical assistance, with:</p> <ul style="list-style-type: none"> • communication including assistance to address difficulties arising from impaired hearing, sight or speech, or lack of common language, assistance with the fitting of sensory communication aids, checking hearing aid batteries, cleaning spectacles and assistance in using the telephone
Nutrition, hydration, meal preparation and diet	<p>Includes:</p> <ul style="list-style-type: none"> • assistance with preparing meals • assistance with special diet for health, religious, cultural or other reasons • assistance with using eating utensils and eating aids and assistance with actual feeding if necessary • providing enteral feeding formula and equipment

Management of skin integrity	<p>Includes:</p> <ul style="list-style-type: none"> • providing bandages, dressings, and skin emollients
Continence management	<p>Includes:</p> <ul style="list-style-type: none"> • assessment for and, if required, providing disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances and enemas • assistance in using continence aids and appliances and managing continence
Mobility and dexterity	<p>Includes:</p> <ul style="list-style-type: none"> • providing crutches, quadruped walkers, walking frames, walking sticks and wheelchairs • providing mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, and pressure relieving mattresses • assistance in using the above aids

Support services

Support services	<p>Includes:</p> <ul style="list-style-type: none"> • cleaning • personal laundry services, including laundering of care recipient's clothing and bedding that can be machine-washed, and ironing • arranging for dry-cleaning of care recipient's clothing and bedding that cannot be machine washed • gardening • medication management • rehabilitative support, or helping to access rehabilitative support, to meet a professionally determined therapeutic need • emotional support including ongoing support in adjusting to a lifestyle involving increased dependency and assistance for the care recipient and carer, if appropriate • support for care recipients with cognitive impairment, including individual therapy, activities and access to specific programs designed to prevent or manage a particular condition or behaviour, enhance quality of life and provide ongoing support • providing 24-hour on-call access to emergency assistance including access to an emergency call system if the care recipient is assessed as requiring it
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	<ul style="list-style-type: none"> • transport and personal assistance to help the care recipient shop, visit health practitioners or attend social activities • respite care • home maintenance, reasonably required to maintain the home and garden in a condition of functional safety and provide an adequate level of security • modifications to the home, such as easy access taps, shower hose or bath rails • assisting the care recipient, and the homeowner if the homeowner is not the care recipient, to access technical advice on major home modifications • advising the care recipient on areas of concern in their home that pose safety risks and ways to mitigate the risks • arranging social activities and providing or coordinating transport to social functions, entertainment activities and other out-of-home services • assistance to access support services to maintain personal affairs
Leisure, interests and activities	<p>Includes:</p> <ul style="list-style-type: none"> • encouragement to take part in social and community activities that promote and protect the consumer's lifestyle, interests and wellbeing
Care management	<p>Includes reviewing the care recipient's home care agreement and care plan, co-ordinating and scheduling care and services, ensuring care and services are aligned with other supports, liaising with the care recipient and the care recipient's representatives, ensuring that care and services are culturally appropriate, and identifying and addressing risks to the care recipient's safety</p>

Clinical services

Clinical care	<p>Includes:</p> <ul style="list-style-type: none"> • nursing, allied health therapy services such as speech therapy, podiatry, occupational or physiotherapy services • other clinical services such as hearing and vision services
Access to other health and related services	<p>Includes:</p> <ul style="list-style-type: none"> • referral to health practitioners or other related service providers

Advanced care directives

To ensure we are aware of your wishes in relation to future health care, end of life and other personal matters, we suggest that you make legal arrangements in relation to these matters.

We encourage you to complete an Advanced Care Directive DIY kit if you don't have anything in place already. We can provide you with during the onboarding process.

This document replaces the existing Enduring Power of Guardianship, Medical Power of Attorney and Anticipatory Direction. If these documents are already appointed, they will continue to be legally effective.

More information as well as the Advanced Care Directive DIY kit can be obtained from www.advancedcaredirectives.sa.gov.au or by contacting Services SA on 13 23 24.

The following government bodies have been set up to answer questions and assist to complete the Advanced Care Directive form:

- Information Officer, Office of the Public Advocate, Level 7 ABC Building, 85 North East Road, Collinswood. Ph: 08 8342 8200 or email opa@agd.sa.gov.au
- Legal Services Commission of South Australia – Ph: 1300 366 424

Privacy and confidentiality

Star of the Sea Community Care is committed to protecting your privacy and confidentiality. All staff have a responsibility to protect the confidentiality of information about you and your representatives, including details regarding your identity and the services being received.

In order that we may properly attend to your needs we will need to request information from you that may be of a personal nature. We respect your right to privacy and during the onboarding process, we discuss with you in detail how we deal with information which we collect about you. We gain your consent by signing the release of information relating to your care requirements.

If you want to know more, please do not hesitate to ask us to discuss our Privacy Policy with you.

Interpreter information

If you would like to communicate with Star of the Sea Community Care in your own language, translating and interpreting services are available:

- Translating and Interpreting Service (TIS) – 131 450
- Aboriginal Interpreter Service (AIS) – 1800 334 944

If you are hearing or speech impaired, you can contact the 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 (www.relayservice.com.au) and enter 1800 951 822

Diversity and inclusion

Star of the Sea Community Care adopts a person-centred approach for our clients which recognises them as individuals, acceptance of diversity and the application of the principle of inclusion.

We are committed to an environment where our clients, regardless of their race, religion, culture, language, background, lifestyle, life experiences, values, age, ability, sexual orientation or gender identity are treated with respect, feel safe and are supported to express their identity.

Star of the Sea Community Care supports and promotes responsible individual expression of identity for all people that we work with and a respectful and inclusive approach by staff, clients and others. Cultural safety is an important principle relating to diversity and inclusion and staff, clients, volunteers, visitors and others are encouraged to adopt a culturally safe approach.

FEES AND CHARGES

You will be consulted about the fees before the commencement of the package. There are 2 types of fees you may be expected to pay.

1. The basic daily care fee which is equivalent to and not exceeding 17.5% of the single pension if you are in receipt of the basic pension.
2. An income tested fee (if your income is over the maximum income for a full pensioner) If you are a part or self-funded retiree you may need to pay an income tested care fee as well as the daily basic care fee.

The rate increases in March and Sept in line with changes to the Aged Pension.

Income assessment

You will need to complete a Centrelink Aged Care income assessment application form. If the form is not completed, then the maximum daily income tested fee will be charged. A fee estimator is located on the *My Aged Care* website for further information or phone Star of the Sea Community Care for assistance with obtaining and lodging the appropriate form.

Financial hardship

If you believe you will face financial hardship you can apply for assistance through the Department of Human Services.

Paying your fees

Star of the Sea Community Care will provide you with a Debtor statement each month for any basic daily care fee or income tested fee owing. You can make payment via direct debit (preferred), pay at the Star of the Sea Community Care office, by post or electronic funds transfer. Our staff do not collect money to pay consumer contributions.

Care management and package management fees

The Care Management and Package Management fees are charged daily regardless of whether you receive a service on that day.

Care Management fees includes setting up and commencing your services including goal and care plan development, coordinating and scheduling of staff, annual reviews, liaising with you and your representatives, identifying and addressing risks to your safety, aligning care and services with other supports.

Package Management fees includes management of care and services, quality care, compliance with Aged Care Quality Standards and legislation, managing your package funds, preparation of individualised budgets and monthly statements and claims.

Leave provisions for home care packages

There may be times that you require leave from your package, (e.g. for a holiday, hospital admission, temporary alternative care, family/friends visiting). Cancelling a service less than 24 hours in advance will incur a fee.

There are limits on the amount of leave you can take, and you may still be required to pay a contribution to the cost of the package during your leave, up to the limits set out in the legislation. These limits and the amounts payable are shown in the table below:

Leave Type	Basic Daily Fee	Income Tested Care Fee
Hospital	Yes – continues to be payable during leave	Yes – payable at the full rate for 28 consecutive days for each episode of hospital leave, after which you can be asked to pay the lesser of your income tested care fee or 25% of the basic subsidy rate.
Transition care – each episode	No – not payable during leave	Yes – payable at the full rate for 28 consecutive days for each episode of hospital leave, after which you can be asked to pay the lesser of your income tested care fee or 25% of the basic subsidy rate.
Residential respite	No – not payable during leave	Yes – payable at the full rate for 28 cumulative days in each financial year, after which you can be asked to pay the lesser of your income tested care fee or 25% of the basic subsidy rate.

Social leave	Yes – continues to be payable during leave	Yes – payable at the full rate for 28 cumulative days in each financial year, after which you can be asked to pay the lesser of your income tested care fee or 25% of the basic subsidy rate.
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Your leave balance resets each year on 1st July and if your package level changes at any time.

Hospital stays

Please arrange for someone to advise us if you have to go to hospital. Your services can be resumed when you return home.

Transition or residential respite stays

Please arrange for someone to advise us. Your services can be resumed when you return home.

Holidays

Please advise us if you are taking recreational leave.

Security of tenure for home care packages

We ensure the security of tenure of people receiving Home Care Packages by advising when they commence on a package that, at some time in the future, they may not be able to continue on with a home care package.

We can only stop or suspend the provision of the home care package to you:

1. If you cannot be cared for in the community with the resources available to us.
2. If you move to an area where we do not provide the services or your needs or condition changes to the extent that you no longer need home care.
3. If access to your home poses an unacceptable risk to the health, safety and /or wellbeing of personnel or others.
4. You give us 14 days notice to cease services.

If you wish to transfer your home care package to another provider or withdraw from your package, notice periods apply as per the Home Care Agreement. It is requested that you discuss the reason for your transfer or withdrawal with your Coordinator.

Can i cancel my package?

You have the right to refuse or cancel your package at any time. If you do refuse continued support, you can reapply for it at a later date. You will be required to contact My Aged Care to recommence the package.

Unspent funds – time for payment

We will calculate and distribute unspent funds in accordance with Division 3A of the User Rights Principles – that is:

- Within 56 days of the cessation date, we will provide a Discharge Statement of the Unspent Home Care amount to you.
- Within 70 days, we will provide payments in accordance with the Discharge Statement to you or your new service provider (if applicable) or return to Services Australia as necessary.
- Any payment due to a deceased estate will be made within 14 days of the date when we receive a copy of Probate.

Star of the Sea charges a \$300.00 exit fee on the transfer or cessation of a package.

SUPPORT PLANNING

Service program

Your service program specifies the support you will receive, any special requirements, the days and the times of services. The plan will be explained to you by your Coordinator and updated as your needs change.

Home care agreements

A Home Care Agreement outlines the conditions of the package of care that is being provided. You are encouraged to sign it; however, if you choose not to, Star of the Sea Community Care will negotiate the type and frequency of support with you and document in your record that you have not signed the agreement. You will receive your Home Care Agreement to keep in your Home Care Folder.

Home care folder

So that we are able to maintain details of our service provision to you, a home care folder will be kept at your home. All information including Service Programs / Care Plans and Progress Notes are to be used as a means of exchanging information between Home Care Worker or your family.

Home care package reviews

The Nursing staff will visit you at least every 12 months, (more often if necessary) to discuss changes to your care and services which are required to best meet your needs and to maintain

your independence. Any changes will be fully discussed with you and will be documented on your service program.

If you feel your needs have changed please advise a staff member or contact the Star of the Sea Community Care Office.

Dignity of risk

If you wish to do something that involves some risk to you, we will support you and your representative to understand the risks behind this and to manage these. We will respect your wishes and preferences. We will help you understand the risks to you and others, and we will work with you to manage those risks and have this all clearly documented.

DELIVERING SUPPORT

Keeping appointments

Our Home Care Workers (HCW) work to a very tight schedule which makes it difficult to accommodate short notice changes to scheduled service delivery. Except in the case of emergencies, a week's notice is required of a change.

Please notify the office as soon as possible preferable between 8am and 4pm Mon to Friday if you are not going to be home at the scheduled time of your service. You will not be charged for cancelling a visit if you give more than 24 hours notice.

Cancellations on the day of a scheduled visit or outside of the 24 hours notice will incur a charge of the full cost of the service.

We will talk with you about what you want us to do if you do not respond to a scheduled visit (e.g. contact your next of kin, access key safe) as you could be experiencing a medical emergency. We will document this in your service program.

Due to HCWs need to travel between towns to deliver multiple services they can be late. Please allow up to 15 minutes after the scheduled time of the visit and then ring the office if the HCW does not turn up.

Maintaining your independence

We work in partnership with you to meet your changing needs and co design the best support to maintain your independence. Star of the Sea Community Care's staff are flexible to your varying lifestyle and we realise that life is always changing.

Home care workers (hcw)

Star of the Sea Community Care selects Home Care Workers under strict guidelines. They are carefully selected through a comprehensive interview process with reference checks and have a police clearance to work with people in the community prior to commencing with us.

Home carers who provide hands on care to our clients must have: -

- Certificate III in Aged Care
- Current Senior First Aid Certificate

All HCW's must undertake an annual Manual Handling, infection control, food handling, hand washing and dementia training. HCW's are also required to be vaccinated for Influenza and COVID-19.

Star of the Sea Community Care has an In-service Education Program that HCW are required to participate in. We believe this ongoing training has a beneficial effect on you.

Star of the Sea Community Care requires our Home Care Workers to be positive in their approach and to use their initiative when providing services.

Home Care Workers work closely with the Coordinator to ensure the best of care is provided to you at all times meeting your individual needs.

Identification badges

All Home Carers will be provided with an identity name badge. These identification badges are to be worn at all times whilst at work – unless you have specifically requested that they do not wear their badge, e.g. whilst shopping or attending an appointment.

Rescheduling of support visits

On rare occasions Star of the Sea Community Care may need to reschedule or cancel a support visit due to unforeseen staff changes. If this happens, we will telephone you as soon as possible to let you know and will endeavour to arrange a new time for the visit.

Money handling

HCW's may be required to handle money on your behalf on occasion – if there is a clear direction as part of your Care Plan.

If Home Carers go shopping for you or pay bills on your behalf a record of money given by you, change returned to you and a record of receipts or other records of transactions is documented. The financial transaction record sheet is kept in your home care folder; you can expect to receive a receipt with any change. You will need to sign the financial transaction record to acknowledge the transaction. Under no circumstance are staff to use your bank debit or credit card as this is a breach of privacy.

Medication management

Medication always remains the responsibility of you or a family member. Clients who require medication prompting or assistance are assessed by the Registered Nurse and this is documented in your care plan. If you are not assessed for this prompting or assistance, HCW's are not to attend to this service. If your needs change in relation to medication management, please let the Nursing staff know.

Only a qualified HCW (with ongoing yearly accreditation) can dispense medication from a webster pack, give eye/ear drops or apply lotions. This can only occur once assessed and accredited by the Registered Nurse.

HCW's are **not permitted** to fill, or assist with dispensing from 'Dosette' boxes, or to give injections.

Permission to access keys

Keys or Key Lock codes are only provided to HCW for the purpose of access to your home if you do not respond to a scheduled visit as per the service program.

Where a Key Lock safe is installed, appropriate documentation is completed with you to gain your consent. The code and any information in regard to access to your home is kept securely with your confidential information. Key safes are the preferred method of storage of spare keys and will only be accessed in an emergency unless otherwise negotiated.

HCWs must not enter your property in your absence unless permission has been given by you in the occurrence of an emergency.

Conflict of interest

HCW's are not permitted to enter into direct private arrangements with you in regard to support services. They are able to attend to your home to provide services scheduled by Star of the Sea Community Care. To avoid circumstances where they may be a conflict of interest, HCW's understand the importance of maintaining professional relationships. If you have any concerns about the nature of the relationship, please discuss with your Coordinator.

Gifts

Star of the Sea Community Care understands that you may want to show your appreciation for a HCW or other staff members support, however gifts are not encouraged. Staff are not to receive any monetary gifts from you and are very appreciative of a simple 'thank you'.

It is a requirement that staff advise the Community Care Manager of any gifts provided to them, including food items.

To avoid any implications of conflict of interest or impropriety, Star of the Sea Community Care does not permit staff to buy or sell items from or to you or their family.

Vehicles

HCW's are at no stage permitted to drive your car unless a risk assessment has been conducted by your Coordinator and a copy of your current car registration, insurance and last service report is provided to us. All Home Care Workers have a current Driver's licence. Their vehicles and the Community Care cars are used for transporting. The cars are registered, comprehensively insured and have a mechanical checklist. Each car also contains a first aid and PPE in case of an emergency.

Witnessing of documents

Star of the Sea Community Care does not permit any staff to witness Wills or sign any other legal documents for you. Should you or family members request assistance in these matters, please contact the Community Care Manager who will arrange appropriate assistance.

Under no circumstances will a staff member act as executor of a Will.

Home Care staff are only permitted to witness your signatures on the care plan documentation.

Equipment purchases

Any equipment purchased using your Home Care Package funds remains your property.

When purchasing an item, the maintenance, insurance, and disposal of items should be considered and agreed with you and recorded in your care plan. This includes ensuring that there are sufficient funds available in the package for upkeep of the item and that any purchase will not impact on the ability to meet the continued assessed care needs. If the item is no longer required, you may return it, dispose or sell it on, or reach a mutual agreement with us for disposal of the item.

WORK HEALTH AND SAFETY

The safety of staff while working in your home and in the community is of great importance to us. The following requirements support staff wellbeing:

Work health and safety home assessment

At your initial visit, staff will undertake an assessment with you to ensure it is a safe environment for you and staff visiting your home. Where necessary, an Occupational Therapist may visit your home to conduct a review and will provide a report on recommendations of what you may need for support, equipment and home modifications to keep you independent and to stay safely at home.

Infection prevention and control

To prevent the spread of germs and infection, handwashing is the most important task for staff to attend to regularly. We ask that you make available liquid soap and paper towels or single use towels for staff to wash their hands before, during and after providing services.

Equipment

When equipment is recommended to support you during a visit e.g shower chair for personal care visits or walker/wheelchair for shopping visits, this must be used. The visit or task may not be able to go ahead due to the risk of staff. We do not remove equipment from your home, you will need to discard any old or unused equipment.

Hazardous manual tasks

We recognize the potential for injury from hazardous manual tasks and have adopted a risk based approach to manual handling tasks. Staff may be able to assist you only in life threatening situations. We recommend you have SA Ambulance membership.

Smoking

All of our staff and volunteers are asked not to smoke in people's homes.

We ask that you do not smoke in your home when expecting a staff member or volunteer to arrive or during the visit or in vehicles.

Pets

Star of the Sea Community Care understands the importance of pets and shares the belief that they can be therapeutic to you. We request that you secure your pet away from your HCW whilst they are in attendance.

As the behaviour of dogs can be unpredictable, we ask you to make sure that any dog other than an assistive dog is restrained and under control whilst the HCW is in your home.

Lighting at night

When there is limited daylight, either early in the morning or late in the evening, please leave the light on where possible when expecting a staff member to visit. Particular awareness during change from daylight savings is appreciated.

Chemicals

Our staff may be exposed to chemicals every day due to their work, so we insist that they do not work with hazardous chemicals in your home. Home Care workers are not permitted to use bleach-containing products or any corrosive chemicals such as oven cleaners. Home Care Workers will use the appropriate personal protective equipment, such as gloves when using chemicals.

Personal protective equipment (ppe)

In line with COVID-19 safety precautions, our HCW's have received training in the use of droplet precaution PPE. If the need arises to deliver services when you or someone in your home is being tested for an infectious disease, staff will be required to use PPE during the visit. PPE costs will be charged to your package, and this will be discussed with you before the visit. There may be additional cleaning requirements to undertake.

Food safety

Staff are provided with Safe Food Handling training and when providing meal preparation assistance for you, they must follow safe food handling practices, not serve to you any food made at their home or donated food and must prepare food specific to your preferences and dietary requirements.

EMERGENCIES

Incidents

Your safety, health and wellbeing is important to us and where a change or incident occurs, HCW's have been instructed to report this through to the Nursing Staff and your Coordinator using a Client Incident Report.

Post incident you will be contacted by the Registered Nurse to complete an investigation of the incident and put any strategies in place to minimise the recurrence of incidents.

Change in health

HCW's will call an ambulance in the event of a medical emergency or significant medical change, unless there is a palliative care plan in place. They will take directions from the operator until the ambulance arrives.

Ambulance costs are not covered by Medicare and we recommend that you check if you have current Ambulance cover.

Outside of scheduled visit emergencies

Please ring 000 for medical emergencies outside of scheduled visit times.

BUSHFIRE / FLOOD PRONE REGIONS

Bushfire / flood plan:

If you live outside of a bushfire safer precinct or live in a flood prone region, we encourage you to have an emergency plan ready to activate should an emergency occur.

We cannot be a part of your emergency response plan to evacuate.

We encourage you to contact your local council or emergency services to obtain more information on how to prepare yourself and your property and develop an emergency plan.

It is recommended that you are prepared to act on your Bushfire Survival Plan and for you to share your plan with family, friends, neighbours and our team.

More information is available from the Country Fire Service on 1300 362 361 or by visiting www.cfs.sa.gov.au

During an emergency:

Our Emergency response procedure includes contacting you and / or your emergency contact person to ensure that you are activating your emergency plans. HCW's will not enter areas that are declared dangerous.

Catastrophic fire rated days

On a catastrophic fire rated day:

- Visits outside a bushfire safer precinct are cancelled or adjusted.
- Visits within a bushfire safer precinct are provided only if essential – the HCW visiting may change as staff cannot travel through or into an area that is not a safer precinct.

You will be informed if your services are cancelled and we will endeavour to provide the service another day if required.

Severe weather

If the temperature is going to be above 38 degrees we may cancel or rearrange visits for cleaning and shopping or request that you put your air conditioners on while our staff are in your home.

Severe weather may have a significant impact on your health and wellbeing. It is recommended that in extreme heat you:

- Drink water, even if you don't feel thirsty. Take a bottle with you at all times.
- Hot cars kill. Never leave kids, older people or pets in cars. The temperature inside a parked car can double within minutes.
- Keep cool. Seek out air-conditioned buildings, draw your blinds, use a fan, take cool showers and dress in light and loose clothing made from natural fabrics.
- Plan ahead. Schedule activities in the coolest part of the day and avoid exercising in the heat. If you must go out, wear a hat and sunscreen and take a bottle of water with you.

Useful technology and equipment

- Pendant alarms are useful for accessing help in emergencies.
- Key safes for others to access your home in an emergency.
- Physical aids to increase independence and reduce risk.
- Medication devices for managing day to day routines.
- Mobile phone and a battery operated radio for communication in an emergency.

We can assist you to access technology training for mobile phones, iPads or computers.

CHARTER OF AGED CARE RIGHTS

All providers of Commonwealth funded aged care must comply with the Charter of Aged Care Rights.

We provide a copy of the Charter, signed by us, as part of your agreement with us, and give you the opportunity to sign it. We will assist you to understand the Charter.

The Charter is set out below.

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.

ADVOCACY

You have a right to use an advocate of your choice to negotiate on your behalf with Star of the Sea Community Care. This may be a family member, friend or advocacy service. A list of advocacy services is provided below. We can help you contact a service if you like.

What is an advocate?

An advocate is a person who, with your authority represents your interests. Advocates may be used during assessments, reviews, and complaints or for any other communication between you and Star of the Sea Community Care.

Appointing an advocate

If you wish to appoint an advocate let us know in writing, the name of the person you wish to be your advocate. You can use the form - Authority to Act as an Advocate. You can change your advocate at any time using the Authority to Act as an Advocate form.

Guidelines for advocates

Guidelines for advocates are included with the Authority to Act as an Advocate form for you to pass on to your advocate.

Advocacy contacts

Advocacy contacts available to you include:

Older Persons Advocacy
Network (OPAN)

Ph: 1800 700 600

Website: www.opan.com.au

Public Advocate

Ph: 08 8342 8200

Email opa@agd.sa.gov.au

ABUSE AND NEGLECT

You have the right to feel safe, and to live in an environment where you are protected from abuse or neglect. Abuse can be in the form of: financial or material abuse, neglect, emotional or psychological abuse, social abuse, physical abuse or sexual abuse.

People can be at risk of abuse from family, friends, our staff and other people. Whilst we are aware that we cannot control all risks to you we are committed to making sure you are safe in our care and with our staff. We may also be able to assist if you experience abuse or neglect outside of our care.

SIRS

Senior Australians have the right to feel safe and live dignified, self-determined lives free from exploitation, violence and abuse. As a person who receives aged care, you have the right to safe and quality care.

The Serious Incident Response Scheme (SIRS) is an initiative to help prevent and reduce the risk and occurrence of incidents of abuse and neglect of older Australians receiving Commonwealth-subsidised aged care and services.

The scheme requires providers of aged care to manage and take reasonable action to prevent incidents with a focus on the safety, health, wellbeing and quality of life of consumers.

This means that all aged care providers must have an effective incident management system in place and use this to continuously improve the management and prevention of incidents. In addition to having an incident management system, aged care providers must notify the Commission when reportable incidents occur.

If a serious incident happens while you are receiving care, providers must:

- check that you and others are okay, talk to you about what happened and work with you to resolve the issue
- make a record of what happened so they can learn from the incident and improve their practices
- report the incident to the Commission if appropriate.

YOUR FEEDBACK

Star of the Sea Community Care encourages you to provide feedback on the support we provide so we can continuously improve our services. We would like to know if there are ways we can improve and do things better.

If you or your Carer or advocate, have a complaint, suggestion or compliment to make about any aspect of your service, we encourage you to contact your Coordinator or the office by phone or in writing.

You may also like to complete one of our Feedback forms which can be found in your Home Care folder.

All staff are expected to respond promptly and respectfully to any concerns raised by you or your representatives. Complaints and feedback are treated fairly, promptly, confidentially and without retribution.

We conduct 3 monthly Consumer Experience Surveys to gather your feedback on your care and services provided by us.

If you are dissatisfied with any aspect of your service, you can discuss this with:

- 1) Your Coordinator
- 2) Community Care Manager
- 3) Aged Care Operations

Should you feel the matter is not managed effectively by us, you may like to contact the Aged Care Quality and Safety Commission on 1800 951 822 or Aged Rights Advocacy Service on 1800 700 600.

Open disclosure

All incidents and complaints are dealt with using an open disclosure approach. It involves open and honest discussion/s and sharing of information between you and relevant staff including management.

We participate in open disclosure to ensure we improve and prevent any recurrence of future incidents.

Get involved

We have a client advisory group that will be meeting twice a year for you to provide feedback and suggestions. If you would like to be involved, please contact your Coordinator.

AGED CARE QUALITY STANDARDS

The Australian Government requires all approved providers of aged care services in Australia to comply with Aged Care Quality Standards. Organisations are regularly assessed to demonstrate that these standards are being met.

The standards provide a framework of core requirements for quality care that contributes to your health, safety and wellbeing. At Star of the Sea Community Care we aim to go beyond these core requirements to provide a higher quality of care and services for our clients.

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

