



RESIDENT SERVICE DIRECTORY

Version: 08/2024



St Joseph's Service Directory

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Welcome to St Joseph's House

As a resident of St Joseph's House, you are very special!

Our values state that each person is unique, loved by God, and worthy of respect, dignity and inclusion. St Joseph's House mission is 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.

We trust that as you spend each day at St Joseph's House you will be very aware of God's peace and love and our care for you.

When you apply to live at St Joseph's House you receive this Service Directory, which contains detailed information about the care and services we offer to you and covers all areas as you may have questions about when moving into a residential care facility. Information regarding your rights and responsibilities as a resident is also in this directory.

We endeavour to introduce and familiarise you with 'local' areas of interest at St Joseph's House and after you have read this directory feel free, at any time, to speak to the Clinical Nurse Consultant, or any of the St Joseph's House employees regarding any aspect of the contents of the directory.

May we encourage you to provide any type of feedback at any time? Communication is the key to ensuring an open and transparent partnership, so please take advantage of any opportunity to share with us so we can work together to meet your care and service needs.



Location

Facility Name: St Joseph's House Port Pirie

Address: 22 Norman Street
Port Pirie SA 5540

Phone Number: 08 8632 1450

Fax Number: 08 8633 0790

Contact Numbers

St Joseph's House Contact Numbers:

Role	Name	Phone	Details
Residential Services Manager	Sharon Ley	8632 1450 8:00am – 04:30pm	Responsible for the operations management of Residential services
Clinical Nurse Consultant	Therese Johnson	8632 1450 7.00am –04:30pm	Responsible for the clinical management of the Residential services
Registered Nurse	Varies from shift to shift	8632 1450 Available from 7:00 am – 03:00 pm 7 days per week	Responsible for your day-to-day individualised care needs
Catholic Priest	Father Jimmy Pantin	0434 517 920	Available at any time
Hospitality/Lifestyle Manager Resident Liaison Officer	Marra Pearn	8632 1450 0407 300 497 8:00am – 03:00pm	Responsible for day-to-day operations of hospitality services and Resident lifestyle choices
Administrative Manager	Kathy Redman	8632 1450 9:00am – 05:00 pm	Responsible for Finance inquiries
Infection Prevention and Control Lead/ Administration EN	Karren Bourke	8632 1450 Monday to Wednesday 9.00am – 4.00pm	Responsible for infection prevention and control processes and admission enquiries
Pharmacist	Priceline	8632 1306	
Reception		8632 1450 09:00 am -05:00pm Monday to Friday	Initial point of call for general enquiries



Fees and Charges

Fees and Charges are outlined in our Key Features Statement. This is provided upon admission, as requested and is available at all times on our website. Information sheets on our fees policy for respite or permanency are provided during agreement discussions, as required and upon request.

Paying Of Accounts

St. Joseph's House are pleased to be able to offer Direct Debit facilities to Care Recipients for paying their monthly accounts.

This is where authority is given to St. Joseph's House to directly draw amounts owed from the Care Recipient's bank account, on the 28th day of each month or the last business day prior to, if this happens to fall on a weekend.

Please speak with Administration staff for a form to commence direct debit payments.

Residential Care Agreements

A residential care agreement is offered to both permanent and respite care residents. An accommodation agreement will be offered to permanent residents. The Accommodation Agreement is required to be signed before permanent admission.

If you or your representative decide not to sign the agreement, it will be noted on the agreement and in the Administration File that it was declined to be signed. However, it is in your best interest to agree to the arrangements that cover your rights and responsibilities.

Privacy

An information sheet on the Privacy Policy is provided as part of the admissions process and is available upon request. This outlines how we manage information that we collect about you and how we protect your privacy.

Chaplaincy

St Joseph's House provides the services of a Catholic Priest within the facility. The Priest is available for all denominations for both residents and staff.

Friends and family members visiting are most welcome to attend any of St Joseph's house devotions and services should they wish to.

All Chapel Services are interdenominational.

The services are advertised on the notice board.



Elections

The Electoral Office visits St Joseph's House to provide voting facilities.

If a resident needs to vote by postal vote:

- A change of address form needs to be obtained from the Post Office
- If a person is no longer able to vote for themselves, they can/need to be taken off the electoral roll

Electoral Enquiries telephone number is 13 23 26.

Activities / Lifestyle

A number of activities are available throughout the week for you to take part in should you wish to do so. The activities program is developed through resident input with consideration to promoting health and wellbeing. Examples of these include art and craft activities, bingo, bowls and chapel services.

The facility celebrates special events such as Melbourne Cup Day, Music Appreciation, Mother's Day, Father's Day, Easter, Christmas Day, Australia Day and any other celebration of choice. There are monthly Resident meetings, and we have several entertainers visit monthly.

You are welcome to take part in all of these events, and suggestions for new activities are very welcome.

A monthly lifestyle (activity) calendar is published and all activities, including outings, are noted on the calendar. There may be times due to health and/or safety reasons when you are assessed and advised not to take part in an outing. You will always be consulted in this decision, but please see the CNC or Lifestyle Manager should you have any concerns with the outcome.

Call Bells/Emergency Buzzers

All rooms are provided with a call bell system. Your en-suite bathroom also has a panel to press for assistance should you need it. You will be shown soon after your arrival how to use the system to call for assistance.

Other call bell panels / emergency buzzers are located at various points around the facility.



Care Plan

During your entry process and in the first few weeks of admission we will be discussing with you your individual care requirements. We will do this through a means of formal and informal discussions and assessments. From these assessments we will develop in consultation with you (and your family/carer if you choose or is necessary) your plan of care. This plan of care is also known as a Care Plan or a Care Management Plan.

From time to time we will review (again in consultation with you) your Care Management Plan as your care needs and treatments may change.

A review can be done in many ways such as a formal care conference, a phone call, an informal meeting with the Clinical Nurse Consultant or Registered Nurse or information we have received from your doctor or other health care professional.

You can request a formal care conference or call the Clinical Nurse Consultant or Registered Nurse at any time.

Chemist

Priceline Pharmacy Port Pirie is contracted to provide pharmaceutical services to St Joseph's House.

Contact the pharmacy directly should you have any queries on 8632 1306.

Cleaning

A cleaner is employed 5 days per week, to service all bedrooms and communal areas.

Your room will be cleaned as required and spot cleaned frequently.

Shopping

St Joseph's House is in the heart of Port Pirie and surrounded by several shops, including cafés and general purpose shops.



Continuous Improvement

We pride ourselves on working with consumers to improve our services. We welcome your feedback on any aspects of our service and invite you to follow our feedback process (as below). You are encouraged to participate in our surveys, which are conducted regularly.

Feedback

We encourage feedback, comments and suggestions at St Joseph's House and use all of these to help us to improve the service that we offer.

There are feedback forms located outside each lift and one in each bedroom letterbox located just inside the door. These can be used for any type of feedback, be it a concern, comment, complaint or compliment. You may also wish to bring any issues to the monthly resident meetings.

If you have a concern relating to any aspect of the care and services provided, we encourage you to speak immediately to the person in charge. If you are not satisfied with the outcome in the first instance, then the Clinical Nurse Consultant or Residential Services Manager will be happy to assist you. Any complaint received is handled in the strictest confidence.

Should you have concerns that you feel have not been managed effectively by the facility you can contact the Aged Care Quality and Safety Commission on 1800 951 822 or the Aged Rights Advocacy Service on 1800 700 600. Information for both services can be found in the front foyer.

Fire Safety

In the event that the FIRE ALARM sounds, please stay where you are. If you are able and you are in your room:

- Stay in your room
- Close your door but leave it unlocked
- Close any windows

Then:

- Await further instructions from staff
- Listen to staff or fire brigade for directions
- Press your buzzer if you are concerned; and
- Remain calm!!



Hairdresser

A Hairdresser is available at the salon located on the ground floor, and by special arrangement in your room. You may also request your personal hairdresser to provide services to you in your room. All hairdressing costs are incurred and paid for by the individual care recipient.

Hairdressing appointments must be made by contacting the hairdresser directly on the contact details displayed in the facility. We encourage you to continue to use your hairdresser of choice externally.

Laundry Services

Your personal items can be laundered on site. To ensure we meet our infection control requirements all items are laundered in very hot water. Therefore, all woollens, silks and items for cold wash only will need to be laundered at home. Dry-cleaning items will also need to be taken and laundered by your family. Personal items are dried and folded to reduce creasing but are not ironed. All personal items must be labelled, and a labelling service is provided.

St Joseph's house sends its sheets, pillowcases, towels and other flat items to an external contractor. This is a commercial laundry which runs 5 days per week.

Should you have any problems with any laundry related issues our Hospitality Manager will be happy to assist you.

Mail

Mail is delivered each weekday to the lifestyle staff who will pass it onto you. Every effort is made to ensure that mail is delivered promptly and without delay.

You may prefer for non-personalised mail to be forwarded to a third party. If this is the case, please organise this with reception.

Maintenance

If you note any issues requiring routine maintenance, please tell the staff. They will alert the maintenance contractor for repair of the item/s in office hours. Maintenance do not repair personal items bought from home – these will need to be serviced by the store the equipment was purchased from.



Food Provided by Families and Friends

While food is one of the great joys of life, it can also cause significant problems particularly for your health and wellbeing, if not handled, stored or managed appropriately.

In order for St Joseph's House to provide an environment where you can enjoy the food of your choice in the safest way, we have the following requirements regarding food brought in by visitors.

Food Prepared or Cooked by Family or Friends

- Food preparation by visitors must not occur on site food must be cooked at another location (ie family members home) and brought on site pre-prepared.
- Food provided must be brought on site in appropriate containers to be stored and if required have the ability to be easily re-heated (ie in a microwave).
- Families must take care in food preparation to ensure good hygiene practices and a sanitised working environment
- Cooked food should be cooled quickly in the refrigerator and kept in a covered container to prevent contamination.
- Cold foods must be kept cool during the drive from family's home to St Joseph's House
- Hot food can be placed in a thermal container that retains the heat of the food for the journey to St Joseph's House
- Food brought into St Joseph's House must be labelled with the following information:
 - the name of the food item (e.g. banana cake)
 - the date it was prepared (may be an earlier date than the date brought in)
 - the name of the consumer it was brought in for
- If the food brought in requires refrigeration it must be placed in your refrigerator or one of the refrigerators available to residents as soon as possible. Ensure the food is labelled as per the above
- You are encouraged to discard any uneaten food 48 hours after preparation.

Food Purchased in Packaging

- Where the food item has been purchased and is in a package it must contain the manufacturer's label, including a 'use-by-date' or 'best before'
- If the food brought in requires refrigeration it must be placed in your refrigerator or one of the refrigerators available to residents as soon as possible.
- You are encouraged to discard any uneaten food once the 'used-by' or 'best-before' date has been exceeded.

Food Purchased – Not in Packaging

- Where the food purchased does not come in packaging (e.g. a purchased vanilla slice), it is your responsibility to either:
 - ensure that you eat the item at the time (i.e. while the family are present) or
 - to add a label to indicate the name of the food item, the date of purchase, and the place of purchase.



- You are encouraged to discard any uneaten food 48 hours after preparation.

Please ask reception for food labels.

In the interests of safety, food is not to be offered to any other residents without checking with nursing staff first. This is to ensure issues such as food allergies and texture modifications are safely managed.

Meals – Families and Friends

Families and friends are most welcome to join you for meals at any time. There is a nominal charge for visitor meals and payment for this can be made at reception 24 hours prior to the day the meal is required. Meals are not available on public holidays.

Meals and Dining Hours

All meals are served in the Dining room and prepared by the onsite Cook. Tray service is available; please let staff know prior to mealtimes if this is your preference on the day.

Breakfast is continental and is served in the dining room at 8:00 am

Morning tea is served at 10:00am and afternoon tea at 2pm in the lounge

Lunch is served at 12:00pm and dinner at 5pm.

There is a main course for lunch and dinner and additional choices provided if the meal is not to your liking, these will be displayed in the dining areas

Supper is served to your room and in the dining room from 7.30pm

Special dietary needs are catered for as required and our Hospitality Manager will meet with any resident with a specific dietary requirement at any time to discuss their individual needs.

Tea, coffee and juices are available at any time and are routinely served at morning tea and afternoon tea. Please see the Hospitality Manager if you have any concerns.

All meals are served in the dining room

- Breakfast from 8:00 am
- Morning tea from 10:00am
- Lunch from 12:00pm
- Afternoon tea from 2:00 pm
- Dinner from 5:00pm
- Supper from 7:30pm

From time to time other dining options may be available. These include:

- Happy hour
- BBQs



Restraint Free Environment

St Joseph's House practices a restraint free approach. This section aims to assist residents, and representatives to understand what restraint is, and how St Joseph's House practices a 'restraint free' approach.

What is a restraint free approach?

A restraint free approach means no words, devices or actions will interfere with a person's ability to make a decision or restrict their free movement. St Joseph's House residents are provided with restraint free options to ensure their safety. Restraint free approaches may include:

- Individual and group social activities
- Safe walking areas
- Appropriate signage and visual reminders to aid orientation.
- Alarm system can be used to alert staff of a resident's whereabouts, if there are concerns about safety.

St Joseph's House staff ensure that resident needs, such as hunger and thirst, continence management, or unrelieved pain, are promptly attended to and managed.

What is restraint?

Restraint is any restrictive practice, device, action, or treatment that interferes with the person's ability to make a decision, or which restricts their free movement. St Joseph's House practices a restraint free approach wherever possible. Examples of restraints may include:

- A mattress that prevents movement from bed
- A seat belt or chair that prevents a person from walking.
- A chair with a deep seat that is difficult to get out of
- Use of bed rails (St Joseph's House does not supply bed rails or Townsend poles)
- Medication used to control a person's changed behaviour by over-treating the condition, where the treatment is not necessary or when no medically identified condition is being treated.

How can bed rails become a risk?

- Bed rails can increase the risk of a person falling from bed, as they may try to climb over the bed rail.
- A serious injury/death may occur as a result of falling from a greater height.
- Entrapment between the bed rail and the bed can be fatal. St Joseph's House does not support the use of bed rails.

Restraint as a last resort

The decision to use restraint is not taken lightly and is only used as a measure of last resort. A comprehensive assessment is completed after exhausting all reasonable alternative options. Restraint will only ever be considered when a person may:



- Harm themselves or others
- Experience/cause loss of dignity or severe embarrassment to self/others.

If restraint must be used as a last resort, we take the following measures, to protect a person's safety and dignity:

- Any restraint used will be the least restrictive and be used for the shortest length of time appropriate.
- Staff will monitor the restraint while in use.
- Restraint devices, such as seat belts, will be regularly released, and activities of daily living and comfort measures will be maintained.
- The person's needs and the restraint used will be regularly reviewed and evaluated, in consultation with the resident, and/or representative.

Steps taken before using restraint.

Before using any type of restraint, we take the following steps:

- The Registered Nurse (RN) completes a comprehensive assessment, and restraint free options are implemented into the person's care plan.
- If these options do not successfully manage changed behaviour, the RN consults with other relevant health professionals.
- Consultation occurs with the resident/ representative to gain their consent for use of restraint.

St Joseph's House does not support any restraint action or device that does not have the consent of the resident/representative.

Please note: In an emergency, where it is necessary to act urgently to safeguard someone, consultation may not be possible immediately. However, it will occur as soon as possible.

Safety – General

Just to bring a few safety issues to your attention:

- No cleaning products / chemicals are to be brought into the facility by residents or their families.
- Please do not bring a lot of money or valuables into the home. A lockable drawer has been provided should you need it.
- We encourage you to make your room 'home' by bringing in any memorabilia or items you treasure. Please keep in mind however that clutter can be hazardous and that too much clutter can cause accidents for both you and the staff attending you.
- Use of 'piggyback' double adaptors / plugs pose a high risk of fire or electrocution and are not permitted.
- To ensure your safety in the case of an emergency no furniture or goods should be stored behind doors.
- Please do not hang pictures in your room – the maintenance staff will do this for you.
- A small refrigerator can be purchased for use in your room – this must be maintained by residents or families.



Your valuables

Can you please ensure all sensory devices, (e.g. glasses, hearings aids) are labelled prior to entry and when any new items are purchased. This is the responsible of the resident and/or family member.

To ensure the security of and access to your money and property we adopt the following rules:

- While we understand that you may want to show your appreciation to St Joseph's House, staff are not permitted to accept any gifts or loans. Please do not offer any.
- Staff are not permitted to undertake any tasks that involve money unless this forms part of your care plan.
- Unless related to service delivery (e.g. lolly trolley), we ask that you store your money and other valuables securely
- Do not provide you bank PIN to staff
- Please report to the CNC or RSM any instances where staff request or take any money or items of value.

***Donations to St Joseph's House are welcome and are used in the provision of services.
Donations can be made through Reception during business hours.***

Telephones and Televisions

St Joseph's House does not provide telephones in private rooms. We recommend contacting a telephone provider (such as Telstra) to arrange for the installation of a phone line should you wish to communicate with your loved one via telephone.

This is the responsibility of the resident or their families and can be arranged in the same way as you would commence with a new telephone service or change of address.

Landlines are recommended for telephone communication over mobile phones, which can easily become misplaced or not reliably charged.

Televisions are supplied in the lounge areas, if you wish to bring your TV to use in your own room it will need to be tested and tagged by our maintenance staff. All costs of testing and tagging electrical items will be charged back to the resident.

Allied Health Services

The regular services that are available include, physiotherapy, exercise physiology, speech pathology and podiatry. These services are as per an assessment by the nursing staff and provided onsite. Private appointments to be organised and paid by the resident.

Your GP will provide onsite visits as requested by the RN or CNC, this is not a booked or regular occurrence. You are encouraged to visit your GP at their clinic if your health permits.



Transport/Taxi

The bus stop is located on Florence Street.

Should you wish to book a taxi, our staff at reception will be happy to assist you.

Transport to medical specialists and other appointments will need to be organised by you or your family. Should you require assistance, please contact the Registered Nurse.

Visitors

Your visitors are welcome at any time, however in the interests of the other residents (as it is their home too) we prefer that visitors make use of the visiting times provided.

We do ask that any visitor to St Joseph's house signs in using the Nirovison Kiosk located in the foyer this is in case any emergency occurs whilst your visitor is here that requires evacuation.

Charter of Aged Care Rights

I have the right to:

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



Aged Care Quality Standards

All residential aged care facilities are audited by the Aged Care Quality and Safety Commission every three years. They also complete unannounced visits. The Aged Care Quality Standards are what residential aged care facilities are measured against.

There are eight 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

