



Welcome to Manoah House.

Resident information brochure.



manoah.org.au



Welcome to Manoah House

The first part of our name stands for “Rest, Recreation and Consolation”, the second part of our name reflects our principal purpose: to provide a Christian home, “your home”.

In the coming days and weeks, you will meet new people, encounter a new daily pattern and adjust to a new environment. As each day passes, you will gain confidence and begin to “find your feet.”

The most important thing for you to remember is that this home exists for its residents. We strive to provide a Christian, caring, homely facility where you can establish a lifestyle that best suits you.

There are many adjustments to be made in any life change. It would be misleading to pretend that this transition is easy. As in every life development or change, we all encounter the “likes” and “dislikes”, “good days” and “bad days”, days of contentment and encounters with imperfections.

We cannot guarantee to make you happy here. But, we promise to help you, as we hope you will help us, to create and maintain a Christian home where each resident and each staff member can live, learn, communicate, and develop in a caring and sharing atmosphere. Together we will try to make each day a happy one.

Included in this information are the resident’s rights and responsibilities and Manoah House rules and regulations. Formal as it may sound, there must be guidelines for any group of people living together. Our principal guideline must be the consideration and mutual respect.

We strive to maintain direct, informal and open lines of communication with all our residents and their families. Please do not hesitate to speak to us if you have any concerns.



Thomas Woodage
Chief Executive Officer

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A close-knit
retirement community
that’s open to all.

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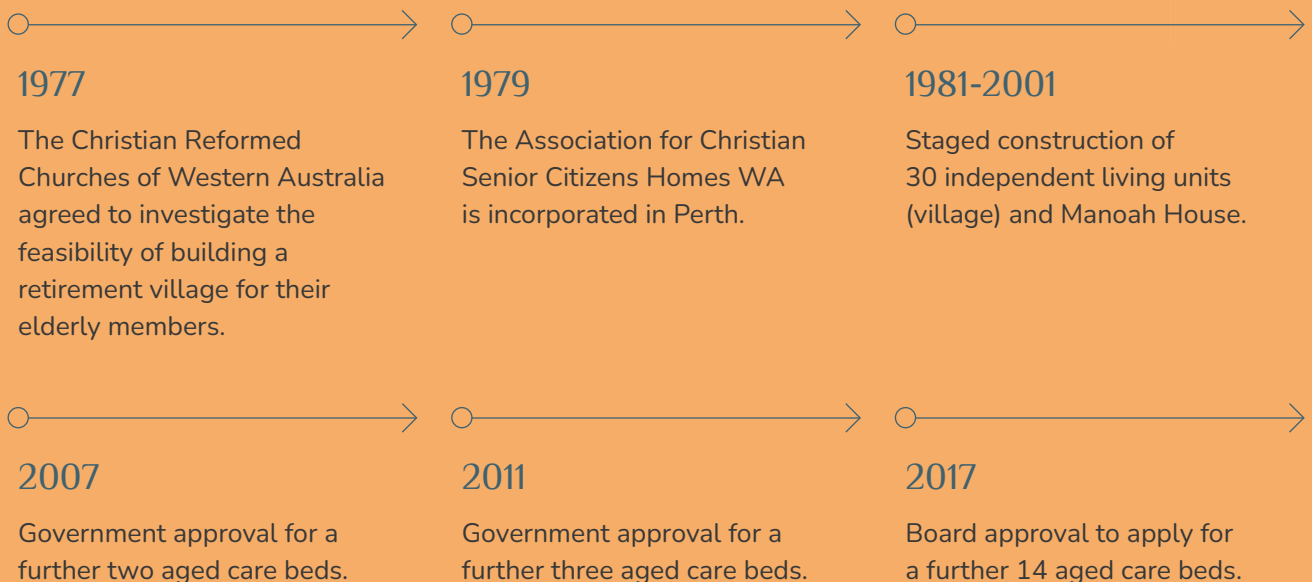
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Vision statement

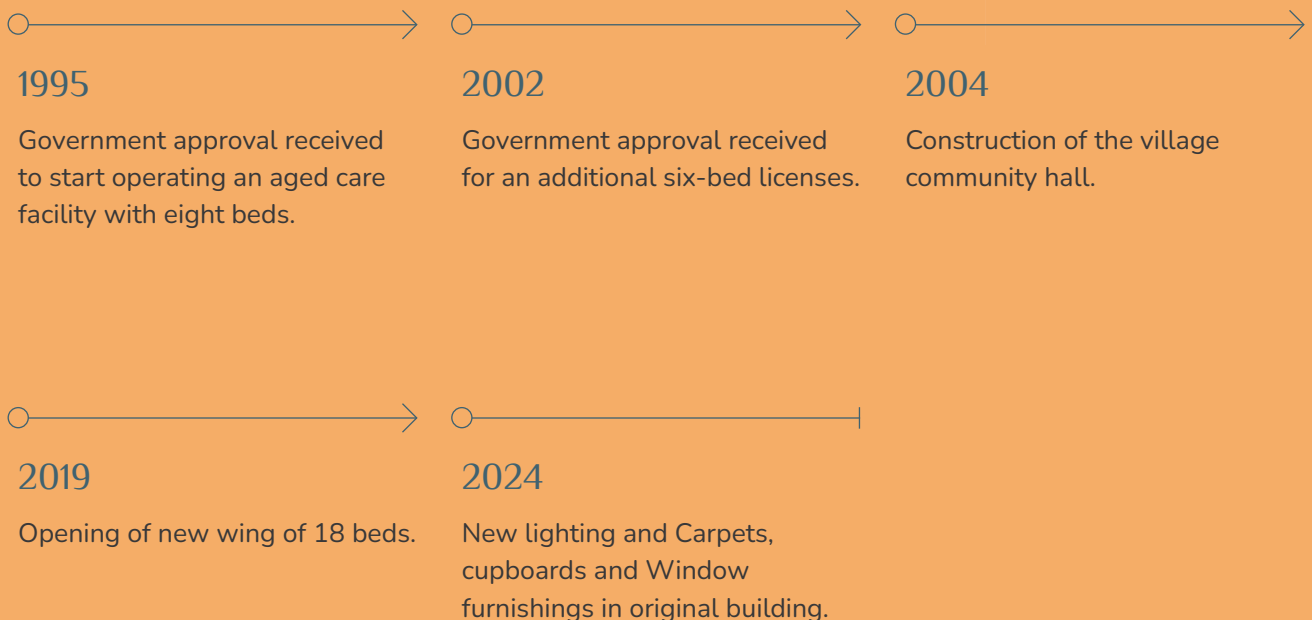
To be an organisation that provides exceptional aged care within a Christian framework.

History



Mission statement

Manoah Homes exist to meet the physical, mental, emotional and spiritual need of the elderly in our community within Christian values.



Foundational pillars and philosophy of aged care

The goal of Christian aged care is all-encompassing; it addresses all residents' physical, mental, emotional, and spiritual needs. Along with providing the clinical and medical support our elderly residents require.

Compassion, understanding, patience and empathy are therefore essential qualities that all aged care staff need to display in our workplace

Christian residential aged care is not institutional care; instead, a Christian aged care facility acknowledges that its residents' residential environment is the home. A place where staff shall encourage all residents to maintain their independence subject to the constraints of community living and the limitations of their cognitive abilities.

Under the Aged Care Act User Principles, aged care residents have well-defined rights which recognise their dignity, lifestyle, religious beliefs and privacy.


However, a Christian Aged Care organisation shall go beyond just upholding the Charter, as it is required under the Aged Care Act. It shall actively foster a Christian culture within the facility.

This means, for instance, that meals shall be preceded by prayers, that the opportunity shall exist to participate in regular devotions or bible studies, that time will be spent talking and praying with residents, and that pastoral counselling shall be available on demand.

The focus shall be entirely placed on the holistic well-being of the residents, and staff will be nurtured, trained, and motivated to reflect sound HR principles and provide for the ultimate welfare of the residents under their care.



To deliver consistently aged care services within the understanding of this Christian philosophy, Manoah is guided by the following commitments:

- A commitment to resolve conflict and differences of opinion between the Board, management, staff, residents and residents' families through the teachings of the Bible.
 - A commitment to recruiting ONLY staff willing and capable of upholding our Christian ethos and philosophy of aged care. Recruiting firstly on attitude and secondly on aptitude.
 - A commitment to keep open channels of communication between staff and management. In particular, staff will be encouraged to share their concerns and have easy access to management.
 - A commitment to train staff and encourage and motivate them. Staff are encouraged to meet performance standards and provide the necessary training and resources to maintain a safe and effective working environment.
 - A commitment to refuse admission to residents who are likely to be disruptive towards other residents or have needs that we cannot provide for.
 - A commitment to excellence and continuous improvement in all we do. This means not only clinical excellence but excellence at all levels of operation.
 - A commitment to communicate with and seek the views of the members of the Association, to give them a preference of admission to Manoah House wherever possible.
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- A commitment to work closely with resident families/advocates, to consult them and keep them informed and factor their wishes wherever possible.
 - A commitment to continuing to offer the services of a qualified Christian counsellor as a critical position in the Manoah management team.
 - A commitment to manage the financial position of Manoah responsibly and to achieve sufficient surpluses, as consistently as possible, to provide for the long-term upkeep of all our facilities.

Privacy policy

Following our philosophy of aged care, we respect all people's worth and dignity.

Accordingly, our Association is committed to achieving best practices in adhering to the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Australian Privacy Principles.

Aged Care Providers are in a unique position of trust in providing personal, intimate, social and medical care to the Residents and Clients in their own homes.

This is a unique position of trust, and the right to privacy is regarded as a fundamental ethic of our Association.



Who is The Association for Christian Senior Citizens Homes (WA) Inc

Initiated by The Reformed Church of Perth and incorporated in 1979, The Association for Christian Senior Citizens Homes (WA) Inc was established to provide care and support for the ageing members of the congregation.

The Association for Christian Senior Citizens Homes (WA) Inc also provides care for the wider Christian Community. It trades as Manoah Homes.

We are a not-for-profit service and are controlled by our Board of Governance.

We provide a range of health services, including residential care and support services to the independent living units at Manoah Homes.

How to contact us

You can contact us in person, by phone, or by email.

Manoah House
86 Mills Rd West
Martin
WA 6110

Phone: 08 9398 5031

Email: admin@manoah.org.au

We are bound by the Australian Privacy Principles

As of 12 March 2014, we are bound by the Australian Privacy Principles (APPs).

We adhere to the following APPs:

- Open and transparent management of your personal information
- Anonymity if required
- Principles governing the collection, use and disclosure of solicited personal information
- Principles governing the management of unsolicited personal information
- Notification of the collection of your personal information
- Principles governing direct marketing activities
- Principles governing cross-border disclosure of personal information
- Principles governing the adoption, use or disclosure of government-related identifiers
- Principles governing the quality of your personal information
- Principles governing the security of your personal information
- Principles governing access to your personal information
- Principles governing the correction of your personal information

We are bound by all the regulations contained in the Australian Privacy Principles, a copy of which can be obtained from the Office of the Australian Information Commissioner: Your privacy rights | OAIC <https://www.oaic.gov.au/privacy/your-privacy-rights>

What kind of information do we collect or hold?

We collect Personal Information (including Health and Sensitive Information).

We do not collect information unless the information is reasonably necessary for one or more of our functions or activities.

We do not collect sensitive information about an individual unless:

- a) The individual consents to the collection of the information; and
- b) The information is reasonably necessary for one or more of our functions or activities; or
- c) The collection of the information is required or authorised by or under an Australian law or a court/tribunal order; or
- d) A permitted general or health situation exists concerning the collection of the information by us, or both of the following apply:
 - i. The information relates to the activities of our organisation; AND
 - ii. The information relates solely to our organisation members or individuals who have regular contact with our organisation in connection with our activities.



Personal information is:

“Information or an opinion including information or an opinion forming part of a database whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent or can reasonably be ascertained, from the information or an opinion”.

Health information is:

Information or an opinion about:

- The health or disability (at any time) of an individual.
- An individual's expressed wishes about the future provision of health services to them.
- A health service provided, or to be provided, to an individual that is also Personal Information.
- Other Personal Information collected to provide or in providing a health service.
- Other Personal Information about an individual is collected in connection with a donation of their body parts, organs or body substances.

Sensitive information is:

Information or an opinion about an individual:

- Racial or ethnic origin
- Political opinions
- Membership in a political association
- Religious beliefs or affiliations
- Philosophical beliefs
- Membership in a professional or trade association
- Membership in a trade union
- Sexual preferences or practices
- Criminal record

That is also Personal Information or Health Information about a person.



How do we collect your information?

We can only collect personal information by lawful and fair means.

By law, we can only collect personal information from you unless we are required or authorised by or under an Australian law or a court/tribunal order to collect the information from someone other than you or unless it is unreasonable or impracticable to collect the information from you.

What are the purposes for which we collect, hold, use and disclose your personal information?

We use your information to assist and guide us in providing health services to you. It is usual for us to disclose and share your Sensitive Information with others, such as an admitting hospital, the ambulance, the pharmacist, and you're attending health professionals. We do this within the professional code of conduct framework.

It is also normal for us to share your Personal Information, to a degree, with your family members and representatives.

This is an essential element of your privacy for us because we are very mindful that we are providing a health service to you in your home, be it in Residential or Community Care, and personal and professional relationships are fundamental to success in our working environment.

When we share your information, it is to assist us in providing a health service relevant to your needs. Please inform us if you do not wish us to provide your information to your family members or representatives.

Our basic philosophy is that we treat your Personal Information with the same respect we would like to see our Personal Information treated.

By law, we must not use your Personal Information that we collected for a particular purpose (the primary purpose) and use and disclose that information for another purpose (the secondary purpose) unless:

- a) You have consented to the use or disclosure of the information; or
- b) We are otherwise entitled to by law.

How can you access your personal information and seek the correction of such information?

If we hold some of your personal information, we must give you access to that information by law and at your request.

However, we can refuse to give you access to your personal information to the extent authorised by law.

We must respond to the request for access to personal information within a reasonable period after the request is made. We must give you access to the information in the manner you requested if it is reasonable and practicable.

If we refuse to give you access to your personal information in the manner you requested, we must take reasonable steps to give you access in a way that meets both your needs and ours.

To access your personal information, you need to request, in writing, addressed to the Chief Executive Officer of our organisation.

You can write to us to correct your personal information or to ask to associate it with a statement that the information is inaccurate, outdated, incomplete, irrelevant or misleading.

How can you complain about a breach of the Australian Privacy Principles, and how will we deal with your complaint?

If you have a complaint about dealing with your personal information, you will need to address your complaint in writing to the Chief Executive of our Association:

The Chief Executive

Association for Christian Senior Citizens Homes WA
PO Box 381
Gosnells WA 6990

A response will be given to you within 30 days. If you are not satisfied with the response, you can then appeal to the Board of the Association and direct your complaint to:

The Chairman

Association for Christian Senior Citizens Homes WA
PO Box 381
Gosnells WA 6990

Again, a response will be provided to you within 30 days of the date of receipt of your appeal.

If this response is still unsatisfactory, you can contact:

The Australian Information Commissioner

The Office of the Australian Information Commissioner
GPO Box 2999
Canberra ACT 2601

When we receive a complaint from you, we investigate it and usually arrange to meet you and any other parties involved.

Are we likely to disclose personal information to overseas recipients?

If you were born or resided overseas, we might receive requests, from time to time, to disclose your information to an overseas organisation or government agency.

We will not disclose this information unless you have given us consent or unless we are authorised by law to do so.

Before releasing your information to an overseas recipient, we must take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.

As most of our overseas-born residents are Dutch, the Netherlands is likely the country where overseas requests for personal information may originate.

Our policy regarding commercial marketing

Association for Christian Senior Citizens Homes (WA) Inc. has a policy prohibiting our Resident and Client information for any third-party commercial marketing uses.

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Peace of mind for you
and your loved ones.

Quality information

Our responsibility is to keep your Personal Information relevant, accurate, complete and up-to-date.

Therefore we do rely on you to assist us. We ask that you always inform us when there are changes to your Sensitive Information. You can do this by contacting our facility manager here at Manoah.

It is also our responsibility to ensure that your Personal Information is secure and not used incorrectly. We have confidentiality rules for our Staff, Contractors and third-party organisations.

When we no longer require your Personal Information, we destroy it under the terms of existing legislation.

Commonwealth identifiers

Commonwealth identifiers include your Medicare number or your Tax File Number (TFN). We use those numbers only when it is necessary to provide and arranging health services for you.

Anonymity

When we take on the responsibility of providing care, we must identify you. However, if you are making a general inquiry about our services, we would offer you the opportunity to do this anonymously.

Data breach response policy

Data breaches of personal information are regulated by the Privacy Amendment (Notifiable Data Breaches).

What is a data breach?

A data breach occurs when personal information is lost or subjected to unauthorised access, modification, use or disclosure or other misuses.

What is unauthorised access?

Unauthorised access to personal information occurs when personal information is accessed by somebody who is not permitted to have access to it. This could include an employee or contractor to whom we have not permitted access.

What is unauthorised disclosure?

Unauthorised disclosure of personal information occurs when confidential information is disclosed to outside parties in a way that is not permitted under the Privacy Act.

What is loss of information?

Loss of personal information refers to the accidental or inadvertent loss of personal information held by us in circumstances that are likely to result in unauthorised access or disclosure. For instance, if one of our employees leaves personal information on public transport.

To whom do we report data breaches?

As required by the Privacy Amendment (Notifiable Data Breaches) , we shall report to the Office of the Australian Information Commissioner (OAIC) any data breach that, in the opinion of a reasonable person, is likely to result in serious harm.



How do we assess the seriousness of a data breach?

In assessing whether the data breach is likely to result in serious harm, we shall consider the following information:

- The kind or kinds of information breached.
- The sensitivity of the information breached.
- Whether one or more security measures protect the information.
- The persons or kinds of persons who have obtained or who could obtain the information.
- Suppose a security technology or methodology was used. Can we prevent it from occurring again, and if accessed, is the information encrypted so that it is incomprehensible to those who gathered it maliciously?
- The nature of the harm.
- Any other relevant matters.

What do we advise if we suspect a data breach has occurred?

- Any staff member who has reasonable suspicion or knows that a data breach has occurred must contact the **Facility Manager immediately**.
- The Facility Manager will investigate the seriousness of the breach, and if the breach is severe, contact the CEO at the earliest possible opportunity.

- The CEO will use his discretion in determining whether the data breach or suspected data breach requires to be escalated to the Board of Directors. In making this determination, the CEO will consider the following questions:
 - Are multiple individuals affected by the breach or suspected breach?
 - May there be a real risk of serious harm to the affected individuals?
 - Does the breach indicates a systemic problem?
 - Could the breach attract stakeholder attention?
 - The CEO will decide whether the breach is an “eligible data breach” that requires notification to the Office of the Australian Information Commissioner as per the *Privacy Amendment (Notifiable Data Breaches) Act*.

How do we respond to a data breach?

- In conjunction with the CEO, if necessary, the Facility Manager will take urgent steps to contain the breach as much as possible, investigate, and collect information about the breach. Including the date, time, duration, and location of the breach; the type of information involved in the breach, how the breach was discovered and by whom, the cause and extent of the breach, and a list of the affected individuals or possibly affected individuals; the risk of severe or other harms.
- In conjunction with the CEO, if necessary, the Facility Manager will determine whether to notify affected individuals and how to notify them.
- In conjunction with the CEO, the Facility Manager will consider whether security needs to be updated, make appropriate changes to policies and procedures and revise staff training practices if necessary.



Manoah House

Activities program

Daily activities are planned and implemented by our staff individually or in groups.

Residents are encouraged to participate in social, therapeutic, physical and recreational activities within and outside the facility.

Activities and special events are listed on the notice boards, and individual flyers will be sent to your room.

Manoah's environmental policies and practices attempt to ensure the safety of our residents. However, your rights to participate in activities involving a degree of risk are respected.

Accreditation

Manoah House is a fully accredited Aged Care Provider, receiving our last Accreditation in October 2023. This accreditation is valid till February 2027.

Admission

The various forms required from your doctor, the Aged Care Assessment Team and Centrelink must be fully completed and approved before any intending resident is admitted to Manoah.

Our Facility Manager/ or CEO and staff will give you every possible assistance to expedite admittance procedures, so if you require assistance, do not hesitate to request it.

Alcohol

Residents may exercise their freedom of choice about the consumption of alcoholic beverages providing that the rights of others are not infringed upon.

We ask that you notify the Facility Manager/Clinical Nurse of your intentions in this regard.

Suppose concerns arise relating to your safety and welfare. In that case, other residents or staff, the Facility Manager / Clinical Nurse, in consultation with you, has the authorisation to remove your alcohol supplies.

Appointments

Whilst our aim and endeavour are to cover all areas of care. Unfortunately, we do not have the human resources to provide transport to take residents to appointments. This is the responsibility of the resident or their family, where possible.

Should the need arise for staff to take residents to appointments outside the facility, this will be charged to the resident at \$80.00 per hour/or part thereof (covering our staffing cost for this time, this price increases over time).

Availability of residential care

Residential care is only available to those whom the Aged Care Assessment Team has positively assessed; in normal conditions, this is organised by your doctor or maybe organised by the hospital if you are in hospital and the staff do not believe you could manage home.

The aim of our Age Care Act is designed to make care available to everyone that needs it. Please talk to our Facility Manager/CEO if you do not believe you can afford it.

Being asked to leave

The arrangement for providing security of tenure includes that the provider may ask the resident to leave if:

- The service is closing.
- The service can no longer provide accommodation and care suitable for the needs of the resident.
- The resident no longer needs the care provided through the service (as assessed by an Aged Care Assessment Team).
- The resident has not paid any agreed fee to the provider within 42 days after the due date for a reason within the resident's control.
- The resident has intentionally caused serious damage to the service or behaves in a manner that could injure or be an injury risk to the provider, an employee of the service, or another resident.
- The resident is away from the service for a continuous period of at least seven days for a reason other than permitted by the Aged Care Act 1997 or an emergency.
- The provider must give written notice if the resident is required to leave the service. The provider must give the notice to the resident at least 14 days before the resident is to leave.

A written notice must include the following information:

- The decision
- The reasons for the decision
- When the resident is to leave, and
- The resident's rights about leaving include access to the complaints resolution mechanisms, independent complaints processes, and advocacy services.

Care services

The need of the individual resident determines care support services.

The care planning process begins as soon as you move into Manoah House.

In consultation with you or your advocate, a care plan will be devised to meet your needs.

The Care Plan, which will be regularly reviewed, informs staff about meeting all your care needs.

We also like to include family members, your doctor and other health professionals such as the Occupational Therapist and Physiotherapist in the care planning process and reviews.

If you think your needs have changed, please make time to talk to the Facility Manager/Registered Nurse to review your plan.



Clothing

All clothing on your admittance to Manoah should be clearly labelled with your name.

It is recommended that only suitable fabrics be washed and dried in commercial machines be purchased.

Maintenance and replacement of your clothes is the responsibility of you and your relatives.

Comments, compliments and complaints

Advocate

You have the right at all times to use an advocate or representative in any or all of your dealings with the Association. The use of such an advocate or representative shall be at your discretion and at your cost.

Comments / compliments

We encourage residents and their representatives to share compliments and concerns with the Facility Manager or during resident meetings.

We also have a Comment & Complaints box situated at the entrance for anonymous submissions.

Have Your Say Forms are available from the office, front entrance through the facility or the staff.

We welcome and respect your ideas and opinions and will respond quickly.

External Complaint Mechanisms

Aged Care Quality & Safety Commission

www.agedcarequality.gov.au

1800 951 822

National Aged Care Advocacy Line

1800 700 600

Advocare

www.advocare.org.au

1800 655 566

WA Elder Abuse Helpline

1300 724 679

Ministry of Fair Trading

Telephone Advice Line 9222 0666

State Ombudsman

Phone 08 9220 7555 or Free call 1800 117 000

Commonwealth Ombudsman

Phone 08 9220 7541 or Free call 1300 362 072

Internal complaint mechanism

Manoah House has a formal policy and procedure for complaints handling.

This policy states that;

- Complaints concerning the quality of care and services provided should first be brought to the carer, staff member or manager concerned for speedy resolution.
- Where the resolution is not to the resident's satisfaction, or if the resident, for whatever reason, does not wish to discuss the matter with the staff member concerned, there are Have Your Say Forms which have been made available to all residents at the time of admission.
- Have Your Say Forms are also available to residents, family members, significant others and staff.
- These are located in the common areas throughout the facility.
- The completed Have Your Say Forms can be lodged anonymously with the Facility Manager or mailed to the facility manager's office at 86 Mills Rd West, Martin, WA, 6110.

- All complaints will be investigated, and the complainant will be advised of the proposed course of action as soon as practicable after the complaint is lodged (generally within 5-10 business days).
- The complainant will then be advised of the investigation results, and action is taken to avoid a recurrence of the circumstance that gave rise to the complaint being lodged.

Features within each room:

- Area in which you can make tea/ coffee or light snacks
- Reverse cycle air-conditioning
- En-suite
- Built-in wardrobe
- Bed and base with sheets, pillows and continental quilt



Financial matters

Refundable accommodation deposit – All Residents

The Commonwealth Government heavily regulates the operation and funding of aged care facilities under the Aged Care Act.

The Government wants to ensure that aged care facility operators provide a reasonable level of service and remain financially viable at all times.

Refundable Accommodation Deposit

The Government allows aged care facilities to request the payment of a refundable accommodation deposit (RAD) to some residents who enter care in an aged care facility.

The purpose of the RAD is to allow the operator to meet capital expenditure costs relating to residential care or improve the quality and range of aged care services.

RADs cannot be used for daily recurring expenditures such as wages and salary, meals and housekeeping costs or other general expenses.

Operators are free to use RADs for purposes lawfully permitted.

Operators must always refund the RAD within 14 days of a resident family showing probate or letters of probate.

Manoah's accommodation bond policy is currently set at \$460,000, and it is re-viewable annually by the Board.

The RAD must be repaid in its entirety upon departure from the facility once the facility has received letters of probate and an estate bank account to pay the money into.

Residents have 28 days from the date of entry to decide whether to pay their accommodation costs.

This can be either through a RAD (as described above), a daily accommodation payment (DAC), or a combination of both.

These options are outlined in the Residential Care Contract all residents are asked to sign upon entry.

If the Department of Human Services considers you cannot pay whole or part of your accommodation costs, it will pay an accommodation supplement to the aged care provider.

On the other hand, if the Department considers that you can pay some of the accommodation costs, it will ask you to pay an accommodation contribution.

The Department will then pay a minor accommodation supplement to the aged care provider.

Residential care fees

All residents in aged care facilities in Australia pay a basic daily care fee set by Commonwealth Government legislation.

This fee equals 85% of the basic single-person aged care pension. As the pension increases, the basic daily care fee increases to remain at 85% of the pension.

Some residents are also asked to pay a means-tested care fee, calculated by the Department of Human Services, depending on income and assets.

This fee will be calculated by the Department of Human Services and will vary depending on the residents' level of assets and income fluctuation.

The Department will inform the aged care provider of the daily amount of the means-tested care fee that can be charged.

Annual and lifetime caps limit how much a person will need to pay in means-tested care fees.

Once a resident reaches the annual cap, they will no longer have to pay any means of tested care fees until the next anniversary of their first entered aged care.

The Government will pay for means-tested care fees until the next anniversary.

The Department of Human Services will let the resident and their aged care provider know when the annual cap has been reached.

Food and drink in your room

The RN/EN may need to monitor food and drink supplies brought into your room for particular medical reasons.

We request that you check with the RN/EN regarding your choice in this matter.

If you require supplies for making additional drinks or entertaining visitors in your room, you must provide these items yourself.

Please note that Manoah House crockery and cutlery may not be stored in your room.

There is more on the requirements of the facility regarding food later in the booklet.

Funeral arrangements

Residents are requested to notify the Registered Nurse of any existing funeral arrangements or choices of the funeral director.

Gophers

Gophers may not be used in communal living areas. All residents will need to be deemed competent to drive their gopher by the OT on admission to the facility.

Any unsafe behaviour will be subject to review by the OT with the resident's GP and family.

Gophers must be maintained in a safe condition. Therefore, all costs associated with the gopher are the resident's responsibility.

Individual meetings

A meeting can be arranged with the Facility Manager / Registered Nurse should a resident or their family wishes to discuss any matter privately.

Insurance

Manoah House Insurance covers all Manoah House property and equipment but not residents' personal effects.

In the resident's interest, it is recommended that they privately ensure any valuables, electrical or personal mementos.

Leaving Manoah

Residents are entitled to have social leave away from Manoah.

Residents must consult the Registered Nurse about planned leave to organise medication arrangements.

If residents plan to go out, we request that you record your absence details on the leave forms in the lobby and inform staff on duty.

Staff must be aware of your absence.

Maintenance service

Manoah House is responsible for maintaining and repairing items under normal wear and tear conditions in your room and for any furniture or items supplied to you by Manoah House. This does not include any furniture or possessions you must maintain in a safe condition.

No alterations may be made to your room by family or friends.

All repair or maintenance requirements must be reported to staff and recorded on the maintenance log. Any maintenance emergencies are to be reported to staff.

Medications

For the safety of all residents, those who manage their medication must have an assessment and keep medication in a locked cupboard in their room. This assessment is done by the Registered Nurse, Occupational Therapist and General Practitioner.

When you can no longer manage your medications, the staff will dispense this for you. At this time, all medication will be removed from your room and stored by Manoah House.

Manoah House has a service agreement with an accredited pharmacy that delivers supplies daily. Should you choose to use another pharmacy, please discuss this with the Registered Nurse / Enrolled Nurse, knowing that any other pharmacy must meet the standards of Aged Care in the provision of pharmaceuticals and have access to our electronic medication management system; for recording and dispensing medications.

Self-medicating residents who require medication from the pharmacy must order through the Registered Nurse.

Pharmacy accounts are billed separately, and payment is the resident's responsibility.

Medical care

The General Practitioner of your choice will continue to provide your medical care. If they cannot do so, we will provide you with the names of General Practitioners who already attend Manoah House.

Personal mementos

You are welcome to bring small items of a personal or sentimental nature that we can accommodate, i.e. pictures, photos, wall hangings, a favourite chair etc.

The Registered Nurse / Facility Manager must agree to these items before they are brought into Manoah House.

Management may request that the residents remove excess clutter from a room for occupational safety reasons.



Pets

Residents are not permitted to keep pets in their rooms.

Visitors are permitted to bring small pets in to visit, providing that they remain under the direct control of your visitors at all times.

Should they pose a direct or indirect hazard to other residents, staff or visitors, they must be removed from the premises.

Plants

You are free to keep your favourite plants both in your room and on your patio. However, the care of these plants remains the responsibility of the resident or their relatives.

Private health cover

You are strongly encouraged to maintain membership in a private health fund, as this allows you more options in the event of an acute illness.

Radio and television

You may bring your radio and television if you wish. However, it is suggested that radios and televisions be fitted with earpieces to prevent disturbances to other residents in Manoah. In our Newer rooms TVs are provided.

Relatives participation

Relative's participation in Manoah House activities is both welcomed and encouraged.

Resident meetings are held in Manoah House regularly; see the Activities planner for dates and times. Residents and their relatives are encouraged to attend.

At all other times, feel free to approach the Registered Nurse/Facility Manager.

Room allocation

Every effort is made to accommodate a person in a room which suits their requirement.

However, in some circumstances, relocation may be necessary, for example, due to nursing care needs, incompatibility of residents, building upgrades etc.

The Aged Care Act and Residential Care Agreement specify how the facility manager considers such a room change.





Safety and security

Electrical Safety

All residents' electrical items must be tested and tagged before being used.

This can be arranged with Manoah House staff at a cost to the resident or privately by a certified contractor.

If an external contractor is used to provide test and tag services on admission and after that at legislative intervals, a certificate of compliance must be provided to the Facility Manager.

We ask that you maintain all approved equipment to an appropriate safety standard. Any items that do not comply will be removed from the property.

The Facility Manager must be informed of any additional electrical appliances obtained during your stay at Manoah House.

These items must also be catalogued, tested and tagged before use.

Electrical equipment in the bathrooms is prohibited, except electric shavers and hair dryers, and microwave ovens.

The following equipment and appliance
ARE NOT permitted:

- Hot water bottles
- Irons
- Bar heaters
- Toasters
- Double Adaptors
- Fan Heaters

The following items are permitted at the discretion of the Facility Manager on admission and with periodic testing:

- Electric power board with on and off switches for each socket And an overload switch.
- Fixed cord electric kettles with the automatic cut of a switch.
- Waterproof electric blanket with automatic cut-out.
- Therapeutic heat lamps – unprotected varieties are prohibited.

NB: All electrical appliances in the resident's room are at the discretion of the Facility Manager. They will be removed if they are deemed unsafe or a hazard to the resident.

Emergency call bell

Each room is fitted with at least three (3) emergency alarms that alert staff to attend to your call when pressed promptly.

Alarm switches are located:

- Between toilet and shower in en-suite
- Within reach of the bed
- In living area

Once this switch is activated, staff will respond to your call.

Please DO NOT TURN IT OFF until a staff member arrives to assist you. This service is available 24 hours per day.

Personal safety

The management and staff of Manoah House are committed to maintaining optimal security and safety within Manoah House and its surroundings at all times.

The following guidelines have been developed for your safety.

- Notify staff if you observe strangers loitering on the grounds.
- Do not open your door to strangers but rather refer all strangers to the office so that staff can confirm their identity.
- Do not leave money and personal valuables in view. *NB The management of Manoah House cannot accept responsibility for the loss of personal money or effects from your room. You should purchase a small safe to hold money and valuables.*
- Please ensure that your door is locked and windows closed when you leave your room.
- Staff will lock all windows and doors at 6pm as part of our Lock-Up procedure.
- Staff will also enter your room throughout the day and night to check on you. This is part of Manoah's Duty of Care.

Smoking

Manoah House is a smoke-free environment. With no legal areas on-site to smoke, we cannot accept residents who are currently smoking.



Services

Bed linen

Manoah provides bed sheets, pillow slips and towels. Sheets and pillow slips will be changed weekly (more often if required). Towels will be changed daily.

Hairdressing

A hairdressing service is available in the village hall each fortnight. A list of charges is available from the hairdresser. The cost of these services is to be met by the resident.

Laundry and mending

Full laundry service of washing and drying clothes is provided on the premises; however, you may prefer someone else to be responsible for laundering your clothes.

Every effort is made to specific manufacturer's laundry instructions. However, we have commercial-grade equipment, and Manoah House can take no responsibility for human error.

Dry cleaning can also be arranged, but this will be at your expense.

All residents' clothing items should be clearly labelled, and a list should be handed to the Registered Nurse on admission.

Regularly check your clothing and encourage family members to make any necessary alterations or to mend it as required.

Mending is the responsibility of families. If you cannot arrange this, please speak to the Facility Manager.

Mail

In coming up, the mail is distributed daily. Outgoing mail will be collected daily.

Meals

Meals are prepared and cooked on the premises daily. A rotating menu has been developed in consultation with the residents, and your suggestions are welcome.

Your meals are an essential factor in your well-being, and every attention is given to ensure a varied and nutritional selection.

Special dietary requirements can also be accommodated. Mealtimes are fixed but may be varied by special arrangement.



Paper delivery

The supply of newspapers and magazines can be arranged through your Occupational Therapist. The provider of this service will send the account to the resident.

Pastoral care

Manoah is very fortunate to have a part-time Pastoral Support Worker.

Staff will assist residents in accessing pastoral care services of their choice.

Your family can arrange transport to the Christian Reformed Church of Gosnells if you cannot arrange your transport.

The services are held at 9-30am and 6pm.

If you are unable to go to Church and would like to hear a service, the services are live streamed into the chapel room area.

We can also arrange visits from other faith representatives.

Podiatry

A registered podiatrist attends Manoah regularly. The facility meets the cost of these services unless you prefer to consult a Podiatrist elsewhere.

Room cleaning

Each room is checked daily. Showers, dusting and vacuuming are done once a week. In addition, a spring clean is carried out in each room every six months.

If you wish to attend to the unique treasures, dust and arrange, you are more than welcome.

However, should staff do them for you, no responsibility can be taken for accidental breakage.

Staff gifts

Staff are not permitted to accept significant gifts (without prior management clearance), including money, from residents, their families and advocates.

Staff are appreciative of a simple “Thank you” if you wish to acknowledge their efforts.

Telephone and internet

A telephone socket is available in each resident’s room. The resident or their family is responsible for arranging a private telephone service to be installed in their room.

The resident is responsible for the cost of the phone and the phone account.

For residents without a private telephone, arrangements can be made with the shift supervisor to make a short call from the office phone for the cost of a local call.

Residents are not permitted to use another resident’s private service without prior authorisation of the Facility Manager.

Internet access

As with telephone access, the telephone socket is available in each resident’s room.

The resident or their family is responsible for arranging a private Internet service installed in their room.

The resident is responsible for the cost of the account.

Valuables

All possible care will be taken with your valuables, but no responsibility can be accepted. Therefore, you are encouraged to keep only small amounts of money for incidental expenses.

Visitors

We encourage and welcome visits by members of your family and your friends. We do ask that they see staff as they arrive. Please keep in mind that some residents retire early and could be disturbed by excessive noise. Please also note that visiting during meal times is discouraged from assisting with the privacy and respect of all residents.

Currently, by law, all visitors are required to have certain vaccinations and provide evidence of these. The facility must follow these lawful directions as hefty fines are in place for non-compliance. If we do not have a copy of evidence of the required vaccination, we cannot allow entry unless you provide it. We will then copy this and keep it safe. We will facilitate as much as possible a meeting with the resident outside the facility, depending upon the weather and the resident’s ability, if you do not have the required vaccination or evidence of such.

Voting

Residents are encouraged to vote and take an active interest in government issues. Please remember to change your details on the electoral roll when you move to Manoah House. Postal voting can be done at Manoah House as arranged by the electoral commission. If you have a diagnosis of Dementia and Voting is no longer appropriate, you need to apply to have your name removed from the electoral role.

Wills and other documents

All residents are encouraged to have a Will. The name and contact details of the executor of your Will is to be made known to the Facility Manager.

No staff member is permitted to be involved in the witnessing of Wills or other legal documents. All requests in these matters should be referred to the Facility Manager.

Charter of aged care rights

As a resident of Manoah Homes residential care service, I have a RIGHT to:

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



Bringing food into Manohah

It's nice to show you care by cooking special favourite meals for the resident of an aged care facility — perhaps culturally-specific food or a family favourite which is not commonly available in that facility.

But if you do, you really wouldn't want to make them sick, so there are some things you need to know.

For your consideration

Our immune systems get weaker as we get older. Also, our stomachs produce less acid, making it easier for harmful germs to get through the digestive system and invade our bodies.

If older adults do get food poisoning, they are also likely to suffer more severe consequences. These can range from mild dehydration to neuromuscular dysfunction or even death. Older people also take longer than most of us to recover from food poisoning.

Some foods pose a higher risk than others, particularly of passing on a *Listeria* infection which is dangerous for the elderly.

What are the higher-risk foods?

Cold meats: Cooked or uncooked, packaged or unpackaged, e.g. roast beef, ham etc.

Cold-cooked chicken: Purchased whole portions, sliced or diced.

Pate: Refrigerated pate, liverwurst or meat spreads.

Salads: Pre-prepared or pre-packaged fruit, vegetables or salads, e.g. from salad bars, retail outlets etc.

Chilled seafood: Raw or smoked ready-to-eat, e.g. oysters, sashimi or sushi, smoked salmon or trout, sandwich fillings, pre-cooked peeled prawns such as in prawn cocktails and salads.

Cheese: Pre-packaged and delicatessen soft, semi-soft and surface-ripened cheeses, e.g. brie, camembert, ricotta, feta and blue.

Ice cream: Soft serve.

Other dairy products: Unpasteurised dairy products, e.g. raw goats milk, cheese or yoghurt made from raw milk.

Foods made with raw egg: homemade egg mayonnaise, hollandaise sauce, uncooked cakes and desserts and egg nog can also be dangerous for the elderly.

Remember

You should not provide these foods to an elderly resident.

The older person may also have special dietary requirements or restrictions of which you are unaware. Please check with the staff before providing food to an elderly resident.

When you bring food into an aged care facility for a relative or friend, you and not the staff are responsible.

Make sure you tell the staff if the elderly person has some perishable food in their room.

Some elderly people like to keep extra food in their rooms in drawers or bedside tables for eating later. Whilst this is an acceptable practice for shelf-stable foods like cakes, biscuits and chocolates, this can be very risky with perishable food such as cold meats, custard or cream-filled cakes and cooked vegetables and meat dishes. Leaving perishable food in the temperature danger zone for too long before being eaten can result in foodborne illness. Food that can cause food poisoning may not look or taste spoiled. Sometimes older adults can also forget how long the food has been there.

If you bring an unopened package of commercially prepared food.

Make sure the elderly person knows the 'best before' or 'use-by date on the food package.



How can I transport food safely for an older adult?

You will need to transport your food to the aged care facility, so take care that it is protected from contamination during transport; if it is chilled food, it is kept cool, or if you are taking it hot, you keep it hot during the journey.

Food should be kept at 5 degrees Celsius or cooler or, for hot food, at 60 degrees Celsius or hotter. Between 5 and 60 degrees is known as the temperature danger zone because harmful bacteria multiply to dangerous levels in food when kept between these temperatures.

Put cold food into a cooler with ice packs when travelling to visit your relative or friend. Don't pack food if it has just been cooked and is still warm. Coolers cannot cool food. They can only keep cold food cool. Always cover pre-prepared foods securely and pre-chill them. For example, keep it in the refrigerator overnight.

Other perishable foods and drinks, such as deli products, cooked chicken and dairy products, must also be cold when put in the cooler.

Hot food is difficult to keep hot and is best avoided if you are travelling long distances. It is best to chill the food overnight and reheat it at the residence.

If you must take hot food on a longer journey, an insulated jug, preheated with boiling water before being filled with steaming hot food, can be used.

If you are unsure whether the jug will keep the food above 60 degrees Celsius, try filling it with water at 90 degrees Celsius and seal and test the water temperature after the length of time you expect your journey to take.

If it is still above 60 degrees, then you can use the jug. You will need a food thermometer to do this test.

If any perishable food you bring is not eaten immediately, make sure it is refrigerated before you leave.

Last Word On Food

If food is brought into Manoah House by family/ friends, it must be recorded on the above food register, located on the sign-in sheet in the foyer.

It is not the responsibility of Manoah House staff to reheat any food that belongs to residents.

All food brought in is kept in airtight containers and stored in the resident's fridge.

Remember

The safety of this food, including temperature control, protection from contamination, hygienic handling and allergen control is the responsibility of the visitor and resident to manage the potential hazards that may be present.

Manoah House staff reserve the right to discard or refuse to accept food that is not specified or where we feel this may present a risk to the resident.

Be advised that under no circumstances is food to be shared amongst other site residents in the interest of their health and well-being.

We appreciate your support in this matter.



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Residential aged care
that feels like family.





Final thoughts

We welcome you to Manoah and pray that you find Manoah to be your new home, surrounded by friends and family with caring staff to support you in making the most of your time here. If you find anything that you think we can improve, please let us know.

Thomas Woodage
Chief Executive Officer
Manoah Homes



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