



**Maranatha House**  
AGED CARE FACILITY

**Where living my life is made easy**

**Maranatha House  
Consumer Information  
Pack**

# PERSONAL DETAILS

Name: \_\_\_\_\_

Date Moved in: \_\_\_\_\_

Room Number: \_\_\_\_\_

Manager/Supervisor: \_\_\_\_\_

Company Details Management / Administration

Phone: (02) 68453088

Fax: (02) 68453087

Email: [admin@maranathahouse.com.au](mailto:admin@maranathahouse.com.au)

The management and staff of Maranatha House consider each resident as an individual with individual needs. Each resident is unique and regardless of their capacity to contribute to society or those around them, are of unmeasurable worth. Each resident is to be treated with dignity and respect and care for their needs does and will take precedence over all other tasks.

**OBJECTIVE:** To listen to the resident to learn their emotional, social, and spiritual needs and to assist and support these needs through continual assessment and review and adjusting of their care needs as required. Encourage independence by assisting residents to continue doing as much for themselves as they are capable of and encourage participation in activities. Keep up to date on caring trends and other developments important in the care of the elderly and disabled.

A total commitment exists to the provision of care and accommodation to meet consumer needs and with this as a priority and using the principles of consultative and consumer-focused liaisons, this association will endeavor to fulfill needs through constructive and objective planning and service delivery. To conform with requirements as set down by the Aged Care Act 1997.

**MISSION STATEMENT:** The Management and staff of Maranatha House take pride in the quality of care given to the residents and are proud of the environment in which they live. We believe that nothing is so good that it can't be bettered. Our purpose is to provide quality care in a caring environment for the aged and disabled, both now and in the future. Vision: Our vision is to continue to grow to meet the needs of both current and future residents and the community as a whole and to continue to provide quality care in a caring environment.

**WELCOME MESSAGE:** - Welcome to Maranatha House. We hope that your stay with us will prove satisfying and rewarding. Maranatha House aims to bring care, comfort, and companionship to all who choose to live here.

The purpose of this handbook is to help you settle into your new home and assist you to find your place of comfort. The handbook is a general guideline for action. It is a living document, which will change. Management reserves the right to implement change as required. These could be due to a change in legislation or from input from you, staff, or any of your representatives. If altered, you will be consulted and notified of changes.

We trust you will settle into your new home and the staff employed at Maranatha House will assist you in any way possible to make your settling in time as pleasant as possible. The only essential requirements for eligibility for admission to Maranatha House are:

- A current aged care assessment for care (ACAT)
- Liability to pay a weekly fee which includes the provision of motel-style accommodation, all meals, maintenance, laundry, and cleaning services.

Residents are expected to respect their privacy of each other.

**ACCOMMODATION:** - The resident's right to occupy the room shall be non-exclusive as failing health or care needs may require a change of room. Maranatha House has adopted the "Ageing in Place" philosophy and every effort will be made to ensure that a move from Maranatha is not required; however, a move internally may be required to ensure all your care needs are met to the fullest.

- All staff are required to knock before entering a residents' room for any reason other than in an emergency.

**GENERAL INFORMATION:** - Electrical equipment: - Jugs, toasters, electric blankets, bar fridges, TVs, etc whilst permitted are to undergo safety tests every twelve months.

- Visitors: - Are encouraged to visit at all times suitable and are also encouraged to stay for meals (a small fee is payable). If requiring a meal please notify the office or the kitchen staff as early as possible.
- Family or friends wishing to stay overnight, arrangements can be made for a fold-out bed for use to be placed in your room.
- Relatives and friends are encouraged to visit and stay for a meal or a cuppa, visitors' meals are available at \$6 for lunch and \$4 for tea, prior notice is advised.
- Young children are to be supervised whilst visiting.
- Money and valuables: - No responsibility is accepted by management for money or valuables kept in hostel rooms. Personal property insurance is the responsibility of residents.
- Building Security: -The administration building will be closed and all external doors locked at 7 pm each night, if you require entry after 7 pm, the front doorbell is located on the right-hand side of the main door.

Residents are to be aware of the security of their own rooms at all times and are encouraged to lock their doors when away from their rooms.

- Sign in and out register: - Residents are free to come and go at will. You are required to sign the resident/visitor book located at the front of the facility when you leave and on return, to enable management in case of emergencies to know at all times who is in or not in the facility. (This is a fire regulation).

- Smoking: - Smoking is permitted, but must be confined outdoors at all times.
- Clothing: - All clothing and linen are to be marked for laundering purposes.
- Public areas: - Lounge rooms, laundries and verandas are for the use of all residents regardless of where they reside within the facility.
- Parking space: - Is available for cars. The safety and security of your car is your responsibility.
- Pets: - Are allowed after consultation with management as to the suitability of the pet you are wishing to move in with you.

**ROOMS:** - Are allocated for the sole use of the occupant and will not be withdrawn in case of illness, hospitalisation, holidays, etc. without the consent of the occupant, provided that conditions of occupancy are maintained. - Fees are not refunded to you if you are in hospital for any length of time.

Maranatha House has adopted the “Ageing in Place” policy and will endeavor at all times to assist you to remain in your allocated room, however a time may come that a move internally may be required to continue with the care you require, this will only be done after consultation with both you and your representatives.

- Alcohol: - Is permitted within reason. - Happy Hour is held twice monthly - see the activities calendar for details
- Mealtimes: - Are flexible and can be served in your room. It is your responsibility to arrange your meal times and let staff know of your wishes, so they will be able to inform the kitchen staff of your requirements. - If you are going out or returning late you can arrange for sandwiches to take with you or have your evening meal kept by informing the kitchen staff directly.

Special meal requirements are catered for as likes and dislikes, these will be completed by staff shortly after your admission.

- Duplicate keys: - Are kept in the administration office; residents are not permitted to have extra keys cut for their rooms, should a key be lost, notify the administration as soon as possible and a replacement key can be supplied at a small cost to you.
- An emergency call system: - Is provided for use by you to notify staff immediately if you require their assistance.
- Doctors: - Residents are encouraged to maintain contact with their doctor of choice by visiting them at their surgery whenever the need arises. -You will be asked to take along with you a Doctor's note page so the Doctor will be able to communicate any special care needs required, or any changes to your regular medication regime.

If you are not well enough to attend to the Doctor, Doctors do visit the facility on a regular basis.

- Personal Care Needs: - Assistance is available for those residents, who require help with showering, dressing, toileting, etc.

Please let staff know as attending to your care needs is of the utmost importance and we can't help if we do not know.

- Confidential information: - Is collected on admission and remains in the administration office. - If you need to change this at any time, please inform administration staff as soon as possible.
- Personal washing: - Is laundered by a suitably qualified laundress; however, residents or relatives may attend to their own personal washing if desired.

Laundries are provided with washing machines dryers and clotheslines on the grounds.

- Newspapers: - Are delivered daily on request by the Newsagent to your room, a local paper is also available in the lounge area daily for use by all residents.
- Telephones: - All residents may install, at their own cost, telephones in their own rooms. - Residents that have problems operating telephones will be assisted by staff or messages can be taken for them.
- A phone is available for use in the dining room; calls can be paid for at the administration office.
- Shopping: - If residents require any type of shopping, a shopping service is available Tuesday and Friday. Residents only need to provide a list and money for purchases to the administration before 11 am and a volunteer will bring back your purchases and change by that afternoon.
- Letters may be left at administration and will be posted by the shopping volunteers also.
- Postage stamps are available for purchase from the administration office.
- Church Services: - Catholic services are held each Sunday at 10.30 am. - Anglican service is held on the second, third, and fourth Friday of the month. - Times are available on the monthly activity calendar. - Minister's fraternal service is held on the first Friday of the month, times are available on the monthly activity calendar.
- Transportation: - Taxis are always on call. - Community car service is available on request.
- Hairdresser: - The hairdresser is located in the cottage and is available every Wednesday and Thursday from 8 am; staff will be available, whenever possible to escort residents. - The financial arrangements for services are between yourself and the hairdresser, staff or family members can assist if required.
- Podiatrist: - A podiatrist visits Bi-monthly. Day and dates are advised on the monthly activity calendar.



- Audiologist: - An Audiologist visits monthly, the date is advised on the monthly activity calendar.
- Physiotherapist: - Is available on request or as assessed by staff.
- Alternative Therapies: - Complementary therapies such as heat packs, massage, and aromatherapy, are available on request.
- Medication Management: - Each resident has the right to manage their own medication, should the need arise, Webster packs are available and are supervised by the staff. - All medical services are available as assessed or requested - staff will assist residents where necessary to make appointments.
- Resident Records Policy: - Establishment of a confidential file on each resident is essential for the efficient management of care services. All resident records are securely located.  
Access to resident records is limited. Upon request, residents or representatives are permitted to access their own files.
- Complaints: - Procedure for making an internal complaint by you, or your representatives are as follows:
  - By verbally contacting Management or Administration staff who will take your complaint and record it in a complaints book for either immediate action or referral to the appropriate department for action.
  - By completing the affirmation or complaint form available at the front of the facility near the kiosk.
  - By writing to the Board of directors.  
All complaints are taken seriously and are investigated by management. Follow-up of all complaints with no reprisals taken on those making the complaint is assured.
- Should you wish to make a complaint without using the internal complaints mechanism, you have the right to use the:
  - Aged Care complaints Investigation Scheme:  
Free Call: 1800 550 552.
  - The Aged Care Standards and Accreditation Agency:  
Free Call: 1800 288025.

- Aged Care Commissioner:  
Free Call: 1800 500 294.
  - Consumer support can also be obtained by contacting:  
The Aged Care Rights service:  
(02) 92813600
  - National Advocacy Number:  
Free Call: 1800 700 600
- Consumer Support organisations are available for all sorts of assistance. You can see management at any time for assistance to contact the various agencies available to assist aged clients.
- National Continence Helpline.  
National Dementia Helpline.  
Palliative Care Association of NSW.  
Information on Disabilities Equipment Access and Services.  
Combined Pensioners & Superannuants Association of NSW  
Management can assist you to contact these organisations if the need arises.

**OCCUPATION HEALTH AND SAFETY POLICY:** - Maranatha House is both a living and a working environment and while we aim to achieve the standards of care established by the Department of Health and Ageing, the needs of the residents can only be fully met when the occupational health and safety of employees is not compromised.

Maranatha House believes that all employees have the right to a workplace that is, as far as is practicable, safe, and without risk. While managing occupational health and safety systems is the role of management, employees, contractors, residents, and visitors all have a role to play in achieving a safe and healthy working and living environment.

As part of their role in achieving a healthy and safe working and living environment employees will be provided with a genuine opportunity to participate in decisions on matters with the

potential to affect their occupational health and safety. Our residents are at home at Maranatha House and have the right to participate in activities that involve a degree of risk. However, Maranatha House is a community, and as in all communities, no individual has the right to put other members of the community, including employees, at risk. The management of Maranatha House will implement strategies in line with Occupational Health and Safety legislation aimed at continuously improving the health and safety of the working environment. Information, instruction, and training will be provided to enable all personnel to carry out their responsibilities and effectively participate in the occupational health and safety program.

- Everybody at Maranatha House has a personal responsibility to work safely. Management, employees, and contractors recognise that no task is so important that time cannot be taken to find a safe and healthy way to complete it.

#### **OCCUPATIONAL HEALTH AND SAFETY RESPONSIBILITIES OF RESIDENTS AND THEIR REPRESENTATIVES:**

- Maranatha House provides residents with a supportive home environment enabling residents to lead a full and even risk-taking, lifestyle. However, the rights of residents to a home-like environment and the choice to take some personal risk shall not place employees or other residents at risk of injury or ill-health.

- To help ensure a healthy and safe environment for all: -Residents are encouraged to bring all of their ideas on Occupational Health & Safety issues at Residents' meetings. Appreciate that all Maranatha House policies and procedures will be designed with the well-being of both residents and employees in mind. Acquaint yourself and comply with the requirements of the Maranatha House emergency evacuation plan.
- Acknowledge that from time to time some activities and routines may be reorganized to take into account the Occupational

Health & Safety or rehabilitation needs of residents or employees. Acknowledge that all employees have the right to a healthy and safe working life and therefore should not be expected to place themselves at risk of injury in their day-to-day work duties.

Appreciate that Occupational Health & Safety considerations may mean that not all service requests can be accommodated immediately or as expected or preferred. Seek advice from the employees on the Occupational Health and Safety implications of the design of clothing, appliances, or other personal possessions before bringing such items into Maranatha House.

**CODE OF CONDUCT AND ETHICS:** - Maranatha House is an equal employment opportunity employer, committed to promoting an environment that is free from discrimination, bullying, and harassment based on sex, marital status, pregnancy, family responsibility, sexual preference, race, disability, political or religious belief and age. It is this company's expectation that all individuals are to be treated with dignity, courtesy, and respect. Therefore, Maranatha House will not condone any behaviour or actions that may offend, insult, humiliate, or result in the risk of violence to another person or group of people.

- The Charter of Residents' Rights and Responsibilities: - Each resident of a residential care service has the right to: - Full and effective use of his or her personal, civil, legal, and consumer rights;
- Quality care which is appropriate to his or her needs;
- Full information about his or her own state of health and about available treatments;
- Be treated with dignity and respect and to live without exploitation, abuse, or neglect;

- Live without discrimination or victimisation and without being obliged to feel grateful to those providing his or her care and accommodation;
- Personal privacy; - Live in a safe, secure, and home-like environment and move freely both within and outside the residential care service without undue restriction;
- Be treated and accepted as an individual and have his or her individual preferences taken into account and treated with respect;
- Continue his or her cultural and religious practices and retain the language of his or her choice, without discrimination;
- To select and maintain social and personal relationships with any person without fear, criticism, or restriction.
- Freedom of speech; Maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions and choices, even though some actions may involve an element of risk which the resident has the right to accept and that should then not be used to prevent or restrict those actions;
- Maintain control over and to continue making decisions about the personal aspects of his or her daily life, his or her financial affairs, and possessions;
- Be involved in activities, associations, and friendships of his or her choice, both within and outside the residential care service;
- Have access to services and activities which are available generally in the community;
- Be consulted on and choose to have input into, decisions about the living arrangements in the residential care service;
- Have access to information about his or her rights, care, accommodation, and any other information which relates to him or her personally;
- Complain and take action to resolve disputes;
- Have access to advocates and other avenues of redress;

- Be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights;
- Each resident of residential care service has the responsibility to:
- Respect the rights and needs of other people within the residential care service and respect the needs of the residential care service community as a whole;
- Respect the rights of staff and the proprietor to work in an environment that is free from harassment;
- Care for his or her own health and well-being, as far as he or she is capable;
- Inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and his or her current state of health.

Thank you for taking the  
time to read this  
information package. If  
you have any questions,  
please contact  
management at any  
time.

