

# Karingal

Seymour



Proudly celebrating  
57 years of care: 1964-2021

## Information Booklet

2022



*Seymour Elderly Citizens Hostel Inc.*

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# Welcome to Karingal Seymour

On behalf of the Board, management and staff of Seymour Elderly Citizens' Hostel Inc., it is a pleasure to welcome you to Karingal Seymour.

Karingal Seymour is a fully accredited, government funded aged care facility, which has been in service for over 55 years. In mid-2013, we relocated to our current 60 bed facility.

We recognise that it can be a difficult time for you, your family and friends when the decision has been made that residential care is required. Please be assured that Karingal Seymour staff will encourage and support consumers to maintain their independence for as long as possible and provide the necessary assistance as required when the need arises.

Socialisation is also a very important part of life, and the lifestyle program that takes place in Karingal Seymour is designed to ensure all residents have the opportunity to be involved to the extent that they wish, and are encouraged to make suggestions to improve the existing program.

It is very important that consumers feel a sense of homeliness at Karingal Seymour, and to assist in this process, your room can be personalised with familiar possessions, such as small items of furniture, a comfortable chair or bookcase and those familiar items that make a room a home, pictures and special small items.

This Welcome Book has been developed to provide you with a range of information about our organisation. This includes staff, services and events that are available, along with general information about residential care and ways that you can discuss with Karingal Seymour management or staff any concerns you may have.

If you are moving into Karingal Seymour, we hope that you settle in quickly and trust that you will be very happy here.

Please remember our staff are here to help you and should be your first point of contact for all enquiries.

If you have any further questions, please do not hesitate to contact the CEO/ Director of Nursing or the Corporate Services Manager.



**Elizabeth Duggin**

Chief Executive Officer/Director of Nursing



**Larissa Deeble**

Corporate Services Manager

# **Mission, Vision and Values:**

## **Mission:**

That the consumers of Karingal Seymour lead rich, fulfilling lives with dignity, respect and independence in a friendly, supportive atmosphere.

## **Vision:**

Karingal Seymour will provide high quality residential care and support for people of Seymour and the wider community.

## **Values:**

Teamwork; Respect; Patience; Inclusiveness; Compassion; Empathy; Honesty.

## **Statement of purpose:**

Karingal Seymour provides residential accommodation and care, encouraging consumers to lead rich, fulfilling lives with dignity, respect and independence in a friendly, supportive atmosphere.

## **Philosophy of Care:**

To ensure each consumer is treated with respect and dignity, whilst being encouraged and supported to optimise their health and wellbeing, as well as being given the opportunity to enter partnerships in their own care and acknowledging their wider family support network.





# Our Service

Seymour Elderly Citizens' Hostel Inc. (SECH Inc.) is a stand-alone, not-for-profit, community based organisation that is governed by a voluntary 10 member Board, trading as 'Karingal Seymour'. SECH Inc. has been providing aged care to the Seymour and surrounding community for over 55 years.

The new Karingal Seymour is a purpose built facility, specifically designed for people with low, high and specialist dementia care needs, where residents can age-in-place, without having to relocate should their care needs change over time.

Karingal Seymour has 60 single fully ensuited rooms in total, all generously proportioned with garden views. The communal areas include several large and smaller lounge/sitting rooms, a library, lifestyle areas, cafe/bar, Wellbeing Centre, hairdressing salon and a theatrette.

Karingal Seymour has three main residential wings:

- '*Robinson Wing*' is a u-shape design, and has 30 single rooms, all with private en-suites and access to walking paths, porches and courtyard areas. Two sets of adjoining rooms are available for couples. The *Robinson Wing* has two sitting rooms and a dedicated care hub and treatment room. The main dining and lounge/sitting rooms are adjacent to the *Robinson Wing*, with hairdressing salon, family/private dining, library, post office and kiosk close by.
- '*Mitchell Wing*' is specially designed for 15 residents with higher level care needs, and the '*Acacia Wing*' for those residents who need special care in a secure environment. The '*Mitchell*' and '*Acacia*' Wings have individual dining and lounge areas, and share a care hub and treatment room. The '*Acacia Wing*' also has an internal courtyard and dedicated walking paths through a secure garden.

External doors to public areas have key padded locks to ensure the safety of residents.

Karingal Seymour's rear garden is a secure area that is easily accessible for residents, to wander around the paths and enjoy the beautiful gardens. There are seats located throughout and shady areas to rest out of the sun.



# Introducing the Board



**Pat Bath, B.Ec. LL.B. Dip Tax Law, Board President** joined the Board in 2010. Pat's commercial experience provides invaluable support to the Board on financial and risk management.

**John Thompson** joined to Board in 2021 and has worked as an Economist in the public and private sector. At a local level John is involved with Landcare, the Seymour Agricultural Society, Light Horse Park and Mitchell Community Energy.

**Paula Britton, B.Sc.** Paula is one of our longest serving Board members, joining in 2004. Paula's background is in service quality management.

**Janice McCarthy** joined the Board in 2012. A retired Army Officer (Nurse) Janice currently works on voluntary basis with Legacy Returned and Service Nurses Club and is a Committee member of Light horse Memorial Park. (not pictured)

**Dr Reshan Godwin** joined the Board in 2018. Dr Godwin attends Karingal Seymour to provide medical care from Seymour Medical Clinic.

**Geraldine Bates** joined the Board in 2021. Geraldine is a retired Victorian Police Member and is very active in the community as a volunteer and as a member of the Lions Club of Seymour Goulburn.

**Barbara Moss** joined the Board in 2021. Barbara has a background in community nursing, management and community health. Barbara is experienced in working with various community groups in the local area and has recently retired from Nexus Primary Health.

**Vicki Kennedy** joined the Board in 2022. Vicki is a solicitor and specialises in recruitment and Human Resource Management.

# Leisure and Lifestyle Program

How residents spend their daily life at Karingal Seymour is very important to health and wellbeing, and our Leisure and Lifestyle Program is designed to offer a broad range of individual and group activities, with new ideas added regularly. Each resident is encouraged to nominate their preferred leisure and lifestyle interests, to enable program staff to provide access to suitable activities which promote their engagement.

Staff receive ongoing professional development, and are well qualified to design and deliver a comprehensive program, which aims to promote resident independence, whilst integrating and maintaining connections with family, friends and the broader community. Karingal Seymour has a small bus which is very popular for outings and accessing the wider community, particularly in warmer weather.

Karingal Seymour includes a broad range of special activities throughout the year, including celebration of significant events, e.g. Olympic Games, Melbourne Cup, AFL Grand Final, Australia Day, Anzac Day, Easter and Christmas. We also support community campaigns such as Australia's Biggest Morning Tea & Daffodil Day. Please see next page for a sample of our Leisure & Lifestyle Program on offer. We have close connections with the local schools and childcare services which allows us to participate in intergenerational programs.






















## LEISURE AND LIFESTYLE

(Sample calendar)

Monday	Tuesday	Wednesday	Thursday	Friday
<b>10:30- Hoy</b> 	<b>9:30- Hair Salon Open</b> 	<b>10:30- Pet Therapy with Winston</b> 	<b>10:00- Morning MELODIES</b> 	<b>10:00- Kiosk Open</b> 
<b>11:00- Exercise group with Jill</b> 	<b>11:00- Reminiscence Group fireplace</b> 	<b>11:00- CURRENT AFFAIRS</b> 	<b>2:00- BOOK CLUB</b> 	<b>11:00- CARPET BOWLS</b> 
<b>1:30- Active Games with Jill in Acacia</b> 	<b>2:00- OPEN Cafe</b> 	<b>1:45- BINGO</b> 	<b>2:00- OPEN Cafe</b> 	<b>2:00- HAPPY HOUR</b> 

Regular excursions include going out for lunch, morning melodies, picnics in the park, McDonalds for an ice-cream—just to name a few.



## ***CHURCH SERVICES***

Catholic Service: 1st Thursday of the month in the Chapel

Anglican Service: 2nd Thursday of the month in the Chapel

Other Services: by appointment.



## **Silver Memories**

Channel 1 on your television remote. Silver Memories is a music channel specifically designed for the Aged Care Services. The channel plays appropriate music coupled with beautiful pictures that complement the music being played to ensure the pleasure of the listener.

SILVER MEMORIES WEEKLY PROGRAM GUIDE (Australian Eastern Standard Time)							
Times for Qld all year round;		Times for NSW, VIC, ACT, TAS between April and Sept-end when there is no daylight saving time					
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6:00am 6:30am	6AM - Mainly Waltzing & Marching						Silver Memories Miscellany
7:00am 7:30am	7AM -Morning Melodies, (incl. Silver Memories Salutes at 7.00am and birthday calls at 9am)						
8:00am 8:30am 9:00am 9:30am	8AM - The Morning Show						
10:00am 10:30am	10AM - Home Grown Hits, incl. Your Requests	10AM - Dance with Me!	10AM - The Great Songmakers	10AM - The Year That Was	10AM - Silver Memories Singalong	10AM - Family Favourites from the Sixties	10AM - Our Favourite Hymns
11:00am 11:30am	11AM - Brunch Time, with repeated birthday calls at 11am						Peter Weston Remembers
12:00pm 12:30pm	12PM - Light Music for Lunch	12PM - Light Music for Lunch	12PM - Light Music for Lunch	12PM - Light Music for Lunch	12PM - Light Music for Lunch		1PM - Village Music Hour
1:00pm 1:30pm		1:30PM - Sing Along with Suzie		1:30PM - Sing Along with Suzie	1:30PM - Theatre Organ Memories	1PM - Silver Memories Miscellany	
2:00pm 2:30pm	2PM - Bill Weir's Featured Musical (Website resources for 3rd Thursday of Mth Musical)						2PM - Our Favourite Hymns
3:00pm 3:30pm	2:30PM - Down Memory Lane - Country Classics					2:30PM - Relaxation	Encore
4:00pm 4:30pm	3PM - Down Memory Lane - Best of the Crooners					Silver Memories Miscellany	3PM - Andre Rieu Half Hour
5:00pm 5:30pm 6:00pm	3:30PM - Down Memory Lane - Old Time Dance Music					Peter Weston Remembers	
6:00pm 6:30pm	4PM - Down Memory Lane - Singalong					4PM - Early Evening Melodies	4PM - Early Evening Melodies
7:00pm 7:30pm	4:30PM - Down Memory Lane - Beautiful Love Songs & Ballads						
8:00pm 8:30pm 9:00pm 9:30pm	5PM - Early Evening Melodies Weekdays						
10:00pm 10:30pm 11:00pm 11:30pm	7pm - Silver Memories Miscellany						
12:00am 12:30am 1:00am 1:30am 2:00am 2:30am 3:00am 3:30am 4:00am 4:30am 5:00am 5:30am	8PM - The Comedy Spot						
	8:30PM - Vintage Classics						8:30PM - Mainly Waltzing & Marching encore
	10pm - Silver Memories Miscellany						
	12am - After Midnight - Relaxing music						
	3am - Silver Memories Miscellany						

## HOTEL SERVICES

### Catering

Karingal Seymour is proud to offer an extensive range of quality home cooked meals, snacks and refreshments. Choice of menu is offered with the advanced collection of the weekly selection on a Thursday.

Our catering staff include qualified chefs – with specialised training in texture

modification and special diet preparation.

Karingal Seymour utilises the 'Souped Up Catering Program', a menu system which is nutritionally balanced and dietician approved. The rotational, seasonal menu is specifically designed for residential aged care, to be appetising whilst ensuring adequate variety. Consumer consultation occurs for input into the seasonal menu as the menus rotate through the seasons.

Staff are trained in specific preparation of food for residents with cognitive or physical impairment, to stimulate appetite through careful selection, presentation and texture modification where required.

Fresh foods are utilised as much as possible, to maximise nutritional and health benefits. Karingal Seymour appreciates the support of several local food suppliers for items such meat, bread and fruit and vegetables.



### **Café Kringles:**

Our in-house café is open Tuesdays and Thursdays from 2-4pm. Everyone is welcome to enjoy a range of cakes & slices with freshly brewed restaurant quality coffee!

### **Cleaning and Laundry Services**

Karingal Seymour uses experienced cleaning and laundry staff to ensure continuous high standard of service and prevention of infections. Staff provide personal laundry services, but please note cleaning of personal trinkets, statues, photo frames, collectibles etc. is not included in the cleaning services.

### **Maintenance and grounds**

Maintenance staff ensure the living environment at Karingal Seymour is safe, secure and well maintained. All staff are encouraged to report any faults or matters which require attention, to facilitate prompt service, repair or replacement.



# SAMPLE WEEKLY MENU

**Karingal Seymour**

**Autumn 2019**

**MENU - WEEK 3**

WEEK3	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
BREAKFAST CHOICES							
BREAKFAST CHOICES	Continental	Continental OR Savoury Scrambled Eggs on Toast	Continental	Continental	Continental OR Baked Beans on Toast	Continental	Continental OR Raisin Toast
MORNING TEA	Chefs selection of homemade sweet and savoury scones, cakes,biscuits and slices. Fresh fruit available at all times						
LUNCH CHOICES							
LUNCH CHOICES	Beef Lasagne OR Salad of the Day	Crumbed Fish Fillet OR Salad of the Day	Roast Pork and Apple Sauce or Gravy OR Salad of the Day	Lamb Hotpot OR Salad of the Day	Summer Fish and Chips OR Salad of the Day	Cottage Pie OR Salad of the Day	Classic Roast Chicken OR Salad of the Day
VEGETABLES	Chefs selection of seasonal assorted vegetables						
DESSERT	Fruit Salad	Apple Crumble	Apple Rhubarb Crumble	Golden Syrup Dumplings	Apple Pie	Bread and Butter Pudding	Peach crumble
AFTERNOON TEA	Chefs selection of homemade sweet and savoury scones, cakes,biscuits and slices. Fresh fruit available at all times						
DINNER CHOICES							
SOUP	Minestrone Soup	Tomato Soup	Mushroom Soup	Country Vegetable Soup	Pumpkin Soup	Cream of Tomato Soup	Chicken Noodle Soup
DINNER CHOICES	Cornish Meat Pasties OR Assorted Sandwiches	Egg and Bacon Pie OR Assorted Sandwiches	Creamy Chicken and Potato Bake OR Assorted Sandwiches	Ham Steak and Pineapple OR Assorted Sandwiches	Omelette OR Assorted Sandwiches	Pickled Pork OR Assorted Sandwiches	Crunchy Fish Fingers OR Assorted Sandwiches
VEGETABLES	Chefs selection of seasonal assorted vegetables						
DESSERT	Pears In Jelly	Lemon and Lime Cheesecake	Fruit and Custard	Fruit Salad	Pavlova	Creamed Crushed Pineapple Rice	Dutch Apple Cake
SUPPER	Tea, Coffee, Milo, Sweet Biscuits, Dry Biscuits with Cheese and Sandwiches.						

# Commonly Asked Questions

## Is Karingal Seymour an accredited service?

Karingal Seymour is fully accredited, as required under Aged Care Act 1997. The Aged Care Quality and Safety Commission granted three years accreditation to 2019.

Regular unannounced site visits are conducted by the Aged Care Quality and Safety Commission to ensure Karingal Seymour provides ongoing high quality care and services to residents.

As of 1 July 2019 the Aged Care Quality Standards have been changed. This is a summary of the New Standards.



# Commonly Asked Questions....

## **Who do I ask for help?**

The care staff are here to help, and should be your first point of contact for all enquiries.

## **What type of accommodation is available?**

All residents have separate en-suited bedrooms. The actual room allocation is dependent upon availability at the time of entry. Consideration is always given for the well-being and care needs of consumers. Every effort will be made to accommodate couples in neighbouring rooms, or adjoining rooms, if this will best meet their care needs.

After a room has been allocated occasionally bed movement may be required to accommodate resident's needs, however any change is always undertaken in full consultation with the resident and/or family.

## **Do I have security of tenure for my accommodation?**

Security of tenure is assured once an offer of permanent placement has been accepted. Please refer to the Resident Agreement for further details about rules of occupancy.

## **What are the Charges and Fees for my accommodation and care?**

The main fees and charges which may apply:

- Resident Daily Fee (for meals, laundry, cleaning etc.) - set by Australian Government.
- Means-tested Care Fee (contribution to care) - set by Australian Government.
- Refundable Accommodation Deposit (RAD) or equivalent Daily Accommodation Payment (DAP) - set by Karingal Seymour & payable by all non-supported residents.

An assessment by Centrelink/DVA is required to be completed to clarify what additional fees and charges will be payable and also whether a Refundable Accommodation Deposit is payable. Centrelink/DVA will make this assessment on the basis of the resident's income, assets and individual circumstances. Further information on aged care fees and charges is available on [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## **Additional charges that may apply for:**

- Personal assistance to appointments: charged as per opt in services selection form.
- Maintenance of consumer owned equipment: price available on request.
- Test & tag of resident owned electrical equipment: charged as per opt in services selection form.
- Hairdressing, Therapeutic massage, Pedicure, Manicure: price available on request.
- Charges may apply for some social activities including outings.



# Commonly Asked Questions....

## **When do I have to pay my fees and charges?**

Payments are preferred by direct debit. Your payment method will need to be determined and authorized prior to the first payment. Accounts are sent out regularly in advance to the nominated person.

Please note: The initial payment will be calculated on the basic fees and adjusted on receipt of confirmation of assessment by Department of Social Services.

If you have difficulties at any time with paying these charges and fees, we recommend that you contact the CEO as soon as possible to discuss your concerns.

## **What furniture can I bring for my room?**

Each room has built-in wardrobes with a lockable small cupboard; and has a purpose designed bed and a bedside table with a lockable drawer. Residents are encouraged to bring in a comfortable chair, preferably an aged friendly electric recliner.

Another small piece of furniture, e.g. bookcase or display cabinet may be permitted however, this must be discussed with Director of Nursing prior to entry.

Refrigerators are available for resident use in some of the lounges throughout the facility. Personal refrigerators must be benchtop style and a monthly service fee applies.

Due to safety reasons several items are not permitted within the rooms. These items include electric blankets, irons, kettles, toasters, hot plates/ovens or microwave ovens. If you have other electric items you would like to bring to Karingal Seymour but are not sure if you are able, please speak to Care Coordinator or Care Manager for clarification.

Many residents decide to bring doona covers to further personalise their room. The covers, however, need to be machine washable and flounce free, as it is imperative that we ensure a safe environment for both residents and staff.

## **Can my own doctor visit me and provide my care?**

If your doctor is willing to attend Karingal Seymour he/she can certainly provide your care.

All medical centres in Seymour provide care to residents of Karingal Seymour with regular scheduled visits.

## **Do I have a choice in my pharmacy service provider?**

Both pharmacies in Seymour and one in Wandong provide a courier service to Karingal Seymour. Your Pharmacist will provide your tablets and other items as ordered by your doctor, and will send you an account for the items supplied.

You will be requested to provide permission for an accredited Pharmacist to conduct a medication review from time to time in conjunction with your GP. The Pharmacist will then provide your doctor and Karingal Seymour with a written report.

# Commonly Asked Questions....

## **What if I need hospitalisation or have Leave/Temporary Absence?**

A permanent resident can take unlimited days of leave to receive hospital treatment. Residents may spend up to a maximum of 52 days per financial year on social leave from Karingal Seymour, e.g. family holidays. We do ask that advance notice is given so that staff can ensure everything is in place to maximise the enjoyment of your time away. Residents continue to pay the applicable government set daily fees at all times whilst on leave.

## **What times can my family visit me?**

Visiting times are unrestricted as is the number/s that can visit at one time. We request that family be reasonable when celebrating special events and remember that Karingal Seymour is also the home of other residents. If visiting outside normal sociable hours, a courtesy telephone call to staff prior to your arrival would be appreciated.

## **Can I, or my family members, have a say in my care?**

On entry, many assessments are completed and we encourage yourself and your family to partner with us in planning your care. This plan is reviewed regularly in consultation with you to ensure that the information available to staff and your GP remains current. Your care is based on this plan and is documented to ensure all staff are aware of your needs so that high quality care is provided at all times.

## **Can I or family members have a say in what happens at Karingal Seymour?**

We encourage residents and/or their family members to participate in planning and review of activities and services. Karingal Seymour holds regular *Resident Meetings*. All residents/relatives/support persons are welcome to attend meetings or read the minutes which are posted on notice boards.

All matters relating to choice and decision-making can be raised at this meeting, or at any time with any staff member, and are communicated to management for action. Improvement forms are available in the foyer and these forms can be dropped in the locked box in the foyer or another located in the library.

## **Do I wear my own clothing and footwear when I am a resident?**

Yes, consumers are encouraged to be dressed during the day. The provision of clothing and footwear is the responsibility of the resident. Clothing, nightwear and underwear needs to be of a minimal care type, and of design to allow ease of un/dressing. It also will need to withstand cleaning in a commercial laundry. Dry clean only items are the responsibility of each resident. Usually, a resident should have a minimum of 5 days' supply of clothing. Please discuss your needs with nursing staff. Footwear needs to be well fitting non-slip shoes and slippers. All items of clothing need to be clearly labelled. Karingal Seymour is able to label clothing items with a permanent label specifically designed to withstand commercial laundering for a small fee.

# Commonly Asked Questions....

## **Can I have money and valuables with me when I am a resident?**

It is recommended that only small amounts of money be held by the resident. A lockable drawer is available in each room. If the resident is not capable of caring for valuables, it is suggested that these remain in the safe care of family members.

Residents or family can make an arrangement with Karingal Seymour where incidentals such as hairdressing can be invoiced for payment at the end of each month.

## **Can my family members bring food for me?**

Families can bring in food for their relative but should discuss the suitability of items with care staff, e.g. lollies or sweets, to ensure the resident has no dietary restrictions.

All food must be logged in at the front sign in desk on the forms provided. This is part of our Food Safety Program and is a regulatory requirement and we request the food is not shared with other residents, unless it has been sourced from a commercial kitchen and transported appropriately.

## **Can my family members participate in activities and events?**

Family are encouraged to participate in activities or to spend time with consumers one on one. Please discuss with the Care Coordinator if you would like assistance to arrange an event with your family member e.g. meal alone, some private time to be arranged, or to go on an outing. If family members would like to participate in events that require catering, a cost is payable by the family member/s. We can only supply limited meals for family members, e.g. on Christmas Day.

## **Can my family members or others volunteer their services?**

Karingal Seymour welcomes volunteers to provide support in one-on-one and group activities, including outings, which is greatly appreciated by both residents and staff. Volunteers can be engaged either directly with Karingal Seymour, or through the Community Visitors Scheme. All prospective volunteers are required to satisfy a Police records check. Initial enquiries should be made to the Director of Nursing or Corporate Services Manager.





# Commonly Asked Questions....

## How does Karingal Seymour protect my privacy?

Karingal Seymour Privacy Statement:

*'Karingal Seymour only collects information that is relevant to the provision of your care, this information is only provided to staff on an as needed basis. Your personal information will only be released with your or your representative's permission.'*

All staff are educated in the need to respect each person's need for privacy, and must sign a confidentiality agreement. All resident records are kept in secure areas and not accessible to unauthorised persons. Staff knock before entering a resident's room and are mindful of consumer's privacy and dignity at all times.

## Transport Access

Local bus stop is at Karingal Seymour's front gate. A time-table can be downloaded by request at Administration and are also on display in the main foyer. Taxis may be accessed at any time and many residents have a taxi card. Karingal Seymour has a small bus for outings, to go shopping etc., but is not usually available for private use.

## Am I able to vote?

Yes you are, electoral office visit prior to elections and staff support residents to vote.

## Vacating a room at Karingal Seymour

It is requested that on leaving Karingal Seymour, the room be cleared within 24 hours. If this time frame is not workable, please discuss with Care Coordinator so that assistance can be arranged. A surcharge of \$200 per day is payable until the room is fully vacated.



# How can I make a Formal or Informal: Comment, Complaint or Compliment?

Consumers, advocates or support persons of those using Karingal Seymour's facilities and services have the right to make complaints and have a satisfactory resolution of same.

It is preferable that complaints be received in writing but verbal complaints also noted as concerns will be recognised as a formal complaint and notes will be made / registered with respect to any conversation involving such adverse comments. These complaints/concerns will be managed as for a formal complaint. In the first instance, complaints can be made to the Person in Charge on the day, the Corporate Services Manager, Director of Nursing or Chief Executive Officer. There are Improvement forms in the foyer and a locked box, (an alternative box is located in the library), and improvement forms can be lodged in either box or can be hand delivered. Any staff member will be happy to help you fill these forms out if you wish.

Suggestions are encouraged as they help us to improve our service provision. They can be either verbal or written. There is a stand with information brochures at the hall and you are welcome to take any of interest.

We urge you to approach Karingal Seymour staff with any concerns that you may have but if you feel that you are unable to do this please use the services detailed below.

## **Alternative avenues available are:**

Aged Care Quality and Safety Commission

Free call: 1800 9510822

Website: [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

Write: GPO Box 9819, Melbourne 3001

Elder Rights Advocacy

Call: 1800 700 600

Ombudsman

Call: 1300 362 072

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Write: GPO Box 442, Canberra, ACT 2601

We all like to receive feedback when we have done a good job or an individual staff member has done those little extra things to improve resident lifestyle. We also appreciate your thoughts and ideas as to how our care and services could be improved.

The opportunity to provide this feedback can be taken anonymously or you can speak to care staff, or put your suggestion in the post box provided in the entrance foyer or in the library.

# **What Services are provided at Karingal Seymour?**

## **Who do I ask for assistance?**

The Care staff are available at any time to help you. The Care staff should be the main contact for all your enquiries - about your care and living at Karingal Seymour. The Care staff wear a red shirt for easy identification.

## **Dental Services**

Appointments may be made with local dentists, and we encourage a family member to accompany the resident. A Dental Technician is also available for repair and/or replacement of dentures or plates, and is happy to visit Karingal Seymour. All costs for dental treatment are met by the resident.

## **Dietician**

A visiting dietician consults with Karingal Seymour staff in menu planning to meet nutritional and dietary needs of residents. A dietician may visit residents from time to time to discuss their specific needs and provide advice and support to staff. Charges may apply for this service.

## **Electrical equipment**

All electrical equipment must have valid, regular electrical testing and tagging. Karingal Seymour can organise this for a small fee or alternatively this can be done by an accredited contractor of the consumer's choice.

## **Hairdressing**

The Hairdresser visits weekly. Full salon range at reasonable rates.

## **Kiosk**

The kiosk is open Friday mornings, selling a range of toiletries, biscuits, greeting cards, drinks, chocolates and other handmade goodies. A room to room service is regularly provided by Lifestyle staff.

## **Library Books**

Karingal Seymour has a small library on-site which also has access to computers. The Mitchell Shire library visits Karingal Seymour regularly. Individual requests and preference for authors or topics are provided if possible. Large print and talking books can be accessed through the local library.

## **Leisure and Lifestyle Program**

There is a program of activities provided to provide stimulation and interest or to meet special needs. The details are displayed on a plan on the notice board. We welcome visitors to visit Karingal Seymour to help residents maintain links with the wider community. One-on-one sessions are also provided by specialist staff. Small fees apply for some activities.



# **What Services are provided at Karingal Seymour?**

## **Laundry and Linen**

An on-site laundry is provided for clothing that can be machine washed and dried. Whilst every care is taken with items Karingal Seymour cannot take responsibility for damage to clothing items that need special care.

All items will be labelled with the individual consumers name with heat sealed identification labels. Staff return items to resident's room. Family members are encouraged to check condition of items from time to time and ensure that clothing is appropriate for the seasonal conditions. Cost and supply of clothing remains the resident's responsibility. Karingal Seymour supplies all sheets, pillowcases, towels, washers, bath mats.

## **Mail**

All mail will be delivered to the dining room once the mail has been sorted. Administration staff can assist with posting of items and stamps can be purchased at reception.

## **Meals**

On entry and as required, each resident's dietary requirements are assessed for individualised needs and special diet. 4-week rotating seasonal menu is offered with choice available at all meals. Specific likes, dislikes and allergies are noted. Karingal Seymour offers full in-house catering of 3 main meals, morning/afternoon tea and supper.

## **Meal Times**

Breakfast: 8.00 - 9.00 am	Morning Tea: 10.00 am	Lunch: 12.00 noon
Afternoon Tea: 3.00 pm	Dinner: 5.00 pm	Supper: 7.00 pm

## **Medical Services**

Consumers or family/support persons nominate their preference for local general practitioner (GP). Specialist and other service referrals are made by the GP as necessary. The resident meets all costs for medical services.

## **Newspapers/Magazines:**

Seymour Newsagency delivers daily. Residents arrange delivery directly with the newsagency. Magazines can also be delivered via subscription.

## **Nursing care**

Consumers have access to 24 hour care provided by Enrolled Nurses and Personal Care Attendants, who work under the direction of a Registered Nurse.

Residents' family/support persons are encouraged to be involved in the planning, implementation and evaluation of all aspects of care. Care needs are best delivered in partnership with the consumer. Nursing care plans are reviewed regularly in consultation with residents and / or family. Please feel free to discuss any issues with the staff.

# **What Services are provided at Karingal Seymour?**

## **Optical Services**

Arrangements for optical services are made as required, with resident meeting all costs. Visiting services attend Karingal Seymour every 6 months.

## **Hearing Services**

Hearing Aid services visit Karingal Seymour regularly, and staff are trained to assist consumers with fitting and removal of aides.

## **Personal Belongings**

Consumers are encouraged to bring in personal items to make their room feel like home, e.g. photographs, pictures, and bedspreads/duonas etc.

Consumers need to provide their walking aids and equipment such as a stick or walker. The equipment remains the responsibility of the resident/representative for repair and maintenance. Karingal Seymour does have some spare walkers if a resident needs to borrow one.

Due to safety concerns, motorised scooters are not permitted within the facility.

## **Pharmacy**

Both pharmacies in Seymour provide a courier service to Karingal Seymour, as does Wandong Pharmacy. Your Pharmacist will provide your tablets and other items as ordered by your doctor, and will send you an account for the items supplied.

Karingal Seymour uses a sachet system for administration of medication. Charges may apply depending on the pharmacy providing this service.

## **Physiotherapist**

Physiotherapy appointments are made as required. The costs of treatment vary according to the care needs of each individual resident. Please check with nursing staff. Residents are encouraged to participate in regular exercise sessions to support maintenance of strength and flexibility. Charges may apply for this service.

## **Podiatrist**

A Podiatrist visits Karingal Seymour regularly and can provide services to all resident. Charges may apply for this service.

Limited foot care is provided by trained care staff.

## **Speech Therapist**

Appointments for speech therapy are made as required, e.g. to assist residents to remain at highest level of function with regard to swallowing and speech. Charges may apply.

## **Spiritual Care**

Regular church services are held in the private Sitting Rooms. All residents are welcome to attend services. Ministers of Religion, Pastoral Care and Pastoral Visitors are welcome to visit.

# What Services are provided at Karingal Seymour?

## Telephone — Residents

Consumers may choose to have a telephone in their room. The service is provided directly through Karingal Seymour. Charges apply. Please enquire at Reception.

## Telephone Calls to Karingal Seymour

For resident enquiries: 5735 2200. Care staff are happy to speak with you, but may ask to return your call when busy, or you may leave a message.

## Televisions

All lounges have TVs for community viewing, and are also installed in most residents' rooms. A small charge applies for the television, alternatively you may bring your own television in.

## Toiletries

Karingal Seymour supplies soap, toothpaste, toilet paper, sanitary pads, tissues, toothpaste, and denture cleaning preparations, shampoo and conditioner, for residents assessed as high care. Costs of items for special skin conditions and other needs are the responsibility of the resident.

Residents assessed as low care, however, must provide their own toiletries. Special items for individual use may be used, but it is advisable to check with nursing staff to ensure products are appropriate, as resident's needs change from time to time and product sensitivities may have also developed





# **Safety and security at Karingal Seymour**

The safety and security of consumers and staff is paramount at all times.

- A minimal lift policy is maintained throughout facility and specialised equipment is utilised to minimize the risk to staff and residents.
- Karingal Seymour also has zero tolerance to occupational violence and people who do not adhere to the policy will be asked to leave the facility.
- Secure areas are maintained and devices are located throughout the facility to assist in the provision of this security.
- A fire sprinkler system is installed. Staff training and equipment maintenance occurs to ensure that the emergency management plan can be actioned by all staff.

## **Alcohol Consumption**

Family members and visitors are requested to speak with staff before bringing alcohol into Karingal Seymour for the consumption by residents, for their safety and also the possible interaction of the alcohol with medications that are prescribed.

## **Bullying & Aggressive Behaviours**

Karingal Seymour has a zero tolerance to bullying and aggressive behaviours. This policy applies to staff, residents, family members and other visitors. When incident/s of bullying or aggressive behaviour occurs towards staff or residents, senior staff on duty have the authority to call police to have the perpetrators removed from the area.

All incidents are investigated and in most situations the perpetrators will be interviewed in person or by telephone. If the incident is found to be aggressive or bullying in nature, visiting rights may be withdrawn.

It is acknowledged that residents with reduced cognition and other behavioural concerns may sometimes be verbally or physically aggressive. When these behaviours are evident, nursing staff will commence behavioural monitoring charts and identify events and actions that may trigger these outbursts and instigate the 'Back off Policy'.

After regular behaviours have been identified, nursing staff will develop care plans to best manage these known behaviours either as preventative or interventional strategies in partnership with the consumer or their representative. This will be discussed with the GP and referral to the Aged Care Psychiatric Services or Dementia care services may occur to assist in providing the best outcomes for the individual.

On occasion the recommendation is made that Karingal Seymour is no longer an appropriate environment to best meet the needs of the resident and alternative long term accommodation is required. Karingal Seymour staff will assist family members in finding an alternative appropriate accommodation for the resident if this was to occur.

# **Safety and Security at Karingal Seymour**

## **Entrance / Exit Doors**

All main entrance doors have security keypads and a code is needed to access. Other internal doors have keypad locks fitted. Staff will advise/assist with the code as required.

## **Hip Protectors**

To help reduce the likelihood of fractures when residents fall on their hips, many consumers choose to wear hip protectors. The costs of the hip protectors are the responsibility of the resident and staff will discuss the use of hip protectors as the need arises.

## **Wandering Alert devices**

This is a monitoring system to ensure consumers who are not suitable to access the community unescorted, can be identified when they enter the foyer area near the front doors. Staff are alerted and able to provide assistance the person.

## **Minimal Lift Policy, Lifting Machines and Other Devices**

One of the major Occupational Health & Safety risks to residents and staff occurs from manual handling activities. Karingal Seymour observes a minimal lift policy throughout the organisation. Ongoing staff education and manual handling aids/technique evaluation will continue throughout the resident's stay. Equipment that best suits the residents' needs will be explained, utilised and aids will be modified on an as needs basis.

## **Nurse Call System**

A nurse call button is located in each bedroom and toilet and within the lounges. Care staff will attempt to respond to your call promptly.

## **Resident Restraint**

We have a restraint free policy. Restraint is only implemented in conjunction with other behavioural management strategies and after referral and discussion with the treating doctor/specialist, nursing staff, resident and/or family members. Assessment is regularly reviewed to determine ongoing restraint needs.

## **Smoking**

It is our policy that there is no smoking within the buildings of Karingal Seymour. It is however recognised that residents who have been long-standing smokers have a need /preference for this activity and a designated outside area is available. Supervision may be necessary. For the welfare of themselves and others, residents can be assisted to reduce or cease their smoking habit. The GP or nursing staff will be very happy to discuss the latest programs and treatments. For those that continue to smoke safety assessments are conducted on a regular basis to ensure the persons safety.

## **Staff Identification**

All staff wear a name badge to identify that they are employed by Karingal Seymour.



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.

## Consumer

Consumer (or authorised person)'s signature (if choosing to sign)

Full name of consumer

Full name of authorised person (if applicable)

## Provider

Signature and full name of provider's staff member

Name of provider

/ /  
Date on which the consumer was given a copy of the Charter

/ /  
Date on which the consumer (or authorised person) was given the opportunity to sign the Charter



# Charter of Aged Care Rights

## Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

## Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.



# The History of Karingal Seymour

- 1961: Local committee formed to establish aged care hostel in Seymour.
- 1962: Competition for hostel name, suggesting peace, happiness and contentment. Demolition of old hospital, originally a private residence purchased by RSL in 1922.
- 1963: First stage of hostel building commenced.
- 1964: Hostel officially opened 21 September by Governor of Victoria, Major General Sir Rohan Delacomb, KCMG, KBE, CB, DSO. Ladies Auxiliary formed.
- 1966: First two single flats constructed.
- 1968: Mr and Mrs Frank Delaney in-charge for next 10 years.
- 1971: Second stage opened, 4 more rooms, 3 flats and dining room extension.
- 1975: RSL and Legacy contributed to 6 extra flats. Opened by Sir Alec Creswick of the Victorian Racing Club.
- 1983: RSL contributes towards extension of 10 rooms and extended living areas. Opened by John Brumby, Member for Bendigo. Officiated by Margaret Wallis.
- 1983: Bill Greenshields awarded life governor for service to SECH Inc. Committee.
- 1989: Citizen of the Year, Stan Wallis. 23 years on Committee.
- 1990: Margaret Wallis Wing officially opened by Mr Frank Delaney. Dorothy Miller and Marjorie Delaney Wings named in honour of their dedicated service.
- 1999: Garden state winner, best maintained and landscaped garden.
- 2002: Fire sprinklers installed throughout the building.
- 2003: Awarded initial 3 year Aged Care Accreditation.
- 2007: Capital grant received from Department of Health & Ageing for construction of a 60 bed facility, plus allocation of additional 24 bed licences.
- 2009: Purchase of bus from fete proceeds. Awarded further 3 year Accreditation.
- 2010: Service review in preparation for new building. Design finalised.
- 2012: First sod turned for new building. Further 3 year Aged Care Accreditation.
- 2012: New logo design and name change to 'Karingal Seymour'.
- 2013: New Karingal Seymour officially opened 15 July 2013, by the Hon. Catherine King, MP, Minister for Regional Australia, Local Government and Territories.
- 2013: First residents move in from 18 July 2013.
- 2014: Demolition of 'old Karingal Hostel'. SECH Inc. celebrates 50 years of care to the Seymour community.
- 2019: Karingal Seymour goes green as the Solar Panels are turned on.
- 2019: Karingal Seymour celebrates 55 years of providing care to the community.
- 2020: The COVID-19 pandemic changed the way we lived.
- 2021: Major upgrade of Robinson wing, all rooms fitted with state of the art lifting equipment (program started in 2019).



