



## **Steps to enter an aged care home**

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You can find this product at [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

Information is current as at June 2018.

**Aboriginal and/or Torres Strait Islander people are advised this brochure may contain images of deceased people.**

## Is this booklet right for you?

This booklet explains how older people can access care in an aged care home, the process for moving into an aged care home and what to expect when you are there.

You should read this booklet if you (or someone you care for) have been assessed by an Aged Care Assessment Team (ACAT) member for care in an aged care home.

Otherwise call My Aged Care on **1800 200 422** or go to [www.myagedcare.gov.au](http://www.myagedcare.gov.au) for information on the assessment process and eligibility for the different types of government-funded aged care:

### Short-term and flexible care

Short-term care services in the home or residential care settings for situations such as restorative care (return to independence), transition from hospital or recovery from an accident or illness.

### Entry-level support at home

Ongoing or short-term care and support services through the Commonwealth Home Support Programme including help with housework, personal care, meals and food preparation, transport, shopping, allied health, social support and planned respite (giving your carer a break).

### More complex support at home

Four levels of consumer directed coordinated packages of services through the Home Care Packages Program including personal care, support services and nursing, allied health and clinical services.

### Residential aged care

Personal and nursing care in aged care homes for older people unable to live independently in their own homes. This also includes residential respite for short stays in an aged care home.

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## Care in an aged care home

An aged care home (sometimes known as a nursing home or residential aged care facility) is for older people who can no longer live at home and need ongoing help with everyday tasks or health care.

Living or staying in an aged care home is all about making sure you receive the care you need. Aged care homes can help you with:

- day-to-day tasks (such as cleaning, cooking, laundry)
- personal care (such as bathing, dressing, grooming, going to the toilet)
- clinical care (such as wound care and medication administration) under the supervision of a registered nurse
- other care services.

Residential care in an aged care home can be provided on a permanent or short-term basis. Short-term care in an aged care home is called residential respite care (see page 9).

Aged care homes are owned and operated by people or organisations that have the approval of the Australian Government to care for you. They must meet certain accreditation standards.

Privately funded housing options, such as retirement villages or independent living units, offer a range of services for independent older people. They are regulated by state and territory governments and do not require Australian Government approval to operate.

These privately funded services may also be approved to provide Australian Government funded aged care services such as home care packages in their facilities. If eligible, you can choose to receive aged care services from them or from another approved provider.

## Eligibility

You may be eligible for care in an aged care home if you are:

- an older person who can no longer live independently at home
- a younger person with a disability, dementia or other special care needs that are not met through other specialist services.

## Care and services available

Care and services that must be provided to you, if you need them, include:

- Accommodation services such as furnishings, maintenance of buildings and grounds, meals, basic toiletries and social activities in the home.
- Personal care assistance such as bathing, eating, help with taking medications and carrying out health treatments.
- Care and services according to your care needs, including:
  - special bedding materials
  - mobility goods such as walking frames and wheelchairs (excludes motorised wheelchairs and custom made aids)
  - incontinence aids
  - nursing services
  - medication management
  - therapy services such as speech therapy, podiatry (foot care) and physiotherapy.

This is not an exhaustive list. You should discuss your needs and preferences with your preferred aged care home.

Some aged care homes have extra service status meaning they offer places with a higher standard of accommodation, greater menu choice and non-care services such as daily newspapers, at an extra cost.

## Call My Aged Care and have an assessment

If you have not already been assessed for care in an aged care home, including residential respite, you (or your nominated representative) need to call My Aged Care on **1800 200 422**. My Aged Care staff will ask you questions about your current needs and circumstances so they can refer you for an assessment.

If your care needs show that you might be eligible for care in an aged care home, you will be referred for a free assessment with a member of your local Aged Care Assessment Team (ACAT) (or Aged Care Assessment Service (ACAS) in Victoria).

Your local ACAT member (usually a nurse, social worker or other health care professional) will make a time to come to your home and talk to you about your current situation and assess you for government funded aged care services.

You may feel worried about being assessed by someone you don't know and what the assessment may mean for you. The assessor is trained to talk to people in your situation and will understand how you are feeling. Tell them honestly about your situation and any concerns you or your family may have.

You are encouraged to have someone else such as a friend, family member or carer with you for your assessment.

If you have concerns about your assessment, try talking to your ACAT assessor or manager in the first instance. If you do not know the ACAT organisation's details, the My Aged Care contact centre can give you this information.

If you cannot first resolve the issue with your ACAT, ask them to give you the contact details of your state or territory government department manager.

## Outcome of your assessment

After your assessment, an assessor will make a formal decision about your care needs. If you are assessed as eligible for entry into an aged care home, you will receive an approval letter and support plan from your ACAT that sets out the care you are approved to receive. The support plan will include a unique referral code that you give to your chosen provider if and when you choose to go into an aged care home. Decisions about entering an aged care home must be made with your agreement.

If you are not approved for entry into an aged care home, you will receive a letter stating why and who to contact for more help. You may be eligible for other care and services and if so, this information will be included with your letter.

If your care needs change at any time, you can ask for a new assessment by calling My Aged Care.

If you don't receive an approval letter explaining your assessment decision, you should first contact your ACAT or call My Aged Care and ask for a copy.

### Concerns about the outcome of your assessment

The letter you receive from the ACAT will include further information about how you can make a complaint or appeal the decision.

If you do not agree with the assessment outcome in your letter or want to discuss any concerns about the decision, you should first contact your ACAT.

If, after you have spoken to your assessor, you still do not agree with your assessment outcome, you can ask for a review of the decision by writing to the Secretary of the Department of Health outlining why you think it should be changed.

You should write to the following address:

The Secretary  
Department of Health  
Attn: Aged Care Assessment Program  
GPO Box 9848  
Sydney NSW 2001

You must write to the Secretary within 28 days of receiving your letter. There is no charge to ask for a review of the assessment outcome. If you are not satisfied with the outcome of this review, you can go to the Administrative Appeals Tribunal. There is a charge for this. Find out more on their website at [www.aat.gov.au](http://www.aat.gov.au) or call **1800 228 333**.



## Residential respite care (short stays in aged care homes)

If your carers at home are unable to care for you for some reason, or you would like a break from caring for yourself, you may be able to have a short stay in an aged care home. This is called ‘residential respite care’, and can be sought on a planned or emergency basis.

### Care available

An aged care home may provide a range of care and services, depending on your needs. These should be the same as what you would receive if you moved into the home permanently.

You can access residential respite for up to 63 days each financial year. You or your provider can ask to extend this time in lots of 21 days by contacting your local ACAT.

### Access to residential respite care

You will need an ACAT assessment for respite in an aged care home. The availability of services varies from region to region, and the assessment will determine your needs in line with what help is available in your area.

If you need emergency respite care, phone your local Commonwealth Respite and Carelink Centre on **1800 052 222** during business hours or **1800 059 059** outside business hours.

See also **residential respite care costs** on page 14.

## Pathway to accessing care in an aged care home

After you have had an assessment and received a letter to say that you are approved for entry into an aged care home, follow the pathway to enter an aged care home and manage your services:

- 1. Work out the costs**
- 2. Find an aged care home**
- 3. Apply to an aged care home and accept an offer**
- 4. Enter into agreements with your aged care home**
- 5. Manage your care and services**

## Help accessing aged care services

If you need extra assistance, an advocate can support you to access Australian Government funded aged care services. Advocacy services can give you information about your rights and responsibilities when accessing aged care services.

Advocacy services are free, confidential and independent. Call the National Aged Care Advocacy Line on **1800 700 600**.

## 1. Work out the costs

The Australian Government subsidises aged care homes to keep costs reasonable and affordable. Subsidies based on your care needs are paid directly to the home.

On average, the Australian Government contributes about \$65,000 yearly for each permanent aged care home resident. This amount increases each year.

If you are eligible, you are expected to contribute to the cost of your accommodation and care if you can afford to do so.

My Aged Care can give you an estimate of your likely fees. To get an estimate you can call **1800 200 422** or use the aged care homes Fee Estimator on the website at: [www.myagedcare.gov.au/fee-estimator/residential-care/form](http://www.myagedcare.gov.au/fee-estimator/residential-care/form)

### Costs you may need to pay

There are various fees you may be asked to pay including:

- [basic daily fee](#)

This covers daily living costs such as meals, power and laundry. Everyone can be asked to pay this fee and for some people, this is the only fee they need to pay.

The Department of Veterans' Affairs (DVA) will pay the basic daily fee for eligible former Prisoners Of War (POW) and Victoria Cross (VC) recipients.

- [means-tested care fee](#)

If your income and assets are over a certain amount, you can be asked to contribute towards the cost of your care. The Department of Human Services (DHS) will tell you if you need to pay this fee and the amount will be based on your income and assets assessment.

Eligible former POWs and VC recipients are exempt from paying a means-tested care fee.

- [accommodation costs](#)

This is for your accommodation in the home. Some people will have their accommodation costs paid in full or in part by the Australian Government, while others will need to pay the accommodation price agreed with the aged care home. DHS will tell you which applies to you based on your income and assets assessment.

- fees for extra and additional services

You may have to pay extra if you choose a higher standard of accommodation or additional services that are above your assessed care needs or the care and services your aged care home must provide you.

Staff will assess your care needs within four weeks of you moving into your aged care home using a tool called the Aged Care Funding Instrument (ACFI). Talk to your home about how they have classified your care needs using the ACFI. This will help you to understand what care and services the home can and cannot charge you for. If you have lower care needs you may need to pay extra for some services. If you have high care needs, your home cannot ask you to pay for certain services.

These fees vary from home to home so check with your aged care home provider for details of these services and the fees that apply.

Fees are payable for every day you are in an aged care home. These are calculated daily but generally paid fortnightly or monthly.

### Arrange your financial assessment

You will need an income and assets assessment to work out if you are eligible for government assistance with your accommodation costs and if you need to pay a means-tested care fee. How much you pay depends on the result of this income and assets assessment.

**You should arrange for a formal income and assets assessment as soon as possible as this process takes time.**

Assessments are undertaken by the DHS, except for eligible members of the veteran community whose assessment may be undertaken by the DVA.

To apply for your income and assets assessment you need to complete the *Permanent Residential Aged Care Request for a Combined Assets and Income Assessment* (SA457) form.

You can get this from DHS either by calling on **1800 227 475** and asking for a copy to be sent to you, or downloading a copy of the form from the DHS website at [www.humanservices.gov.au/individuals/forms/sa457](http://www.humanservices.gov.au/individuals/forms/sa457)

If you do not complete an income and assets assessment, you won't be eligible for government assistance with your accommodation and care costs. The aged care home can then ask you to pay the maximum means-tested

care fee and an accommodation payment (up to their maximum published room price).

It will take at least two weeks from the date you submit the income and assets assessment form to receive information about your fees. After that time you should check the status of your assessment by contacting DHS on **1800 227 475** or DVA on **1800 555 254**.

### **Fee notification letter**

If you get a financial assessment before moving into an aged care home, you will receive a letter about the maximum fees you can be asked to pay. The advice will be valid for 120 days – unless there is a significant change in your circumstances. If there is a change in your circumstances, you will need to notify DHS or DVA who will reissue your fee advice letter.

You should take this letter with you to any discussions that you have with potential aged care homes to help you understand the cost of living in their home.

Once you have moved in, DHS will send you and your aged care home a letter outlining the maximum fees you may be asked to pay:

- basic daily fee, and
- means-tested care fee, if any, or
- accommodation contribution, if any.

DHS will send you and your aged care home a letter each time there is a significant change to your means-tested care fee or accommodation contribution.

### **Accommodation costs**

The amount you can be asked to pay for your accommodation will be one of the following:

- No accommodation costs: if your income and assets are below a certain amount, the Australian Government will pay your accommodation costs.
- An ‘accommodation contribution’: if you need to pay for part of your accommodation, the Australian Government will pay the rest.
- An ‘accommodation payment’: if you need to pay for the full cost of your accommodation, you will need to negotiate a room price with your provider.

DHS will advise which applies to you. Whether you have to pay towards your accommodation or not, everyone entering an aged care home needs to agree a room price in writing with their aged care home (up to the maximum published room price on My Aged Care). The room price you agree to must be included in the accommodation agreement given to you before you move in.

If you are required to pay an accommodation contribution or an accommodation payment, you have 28 days from the day you move into the home to decide on your payment method. You can choose to pay your accommodation costs by:

- a lump-sum ‘refundable accommodation deposit’ (RAD) or ‘refundable accommodation contribution’ (RAC)
- rental-style payments called a ‘daily accommodation payment’ (DAP) or ‘daily accommodation contribution’ (DAC)
- a combination of both lump-sum and rental-style payments (RAD and DAP or RAC and DAC).

You must pay your accommodation costs by the rental-style payment method until you decide how you want to pay for your accommodation.

If you have been asked to make an accommodation contribution, the maximum amount you can be asked to pay will be advised by DHS.

All aged care homes that charge an accommodation payment are required to publish their accommodation costs on the My Aged Care website in the aged care homes service finder: [www.myagedcare.gov.au/service-finder/aged-care-homes](http://www.myagedcare.gov.au/service-finder/aged-care-homes)

### **Do I have to pay the maximum published room price on My Aged Care?**

The advertised room price is the maximum price the aged care home can ask you to pay, however, you may be able to negotiate a lower price directly with the aged care home.

### **Residential respite care costs**

If you receive residential respite care through an aged care home, you won’t have to pay any accommodation costs or means-tested care fees.

You can expect to pay a basic daily fee and perhaps a booking fee.

DVA may pay the basic daily fee for eligible veterans and war widows/widowers. Contact Veterans' Home Care for an assessment by calling **1300 550 450**.

The booking fee is a pre-payment of residential respite care fees and not an extra payment. The booking fee cannot be more than either a full week's basic daily fee, or 25% of the fee for the entire stay, depending on which amount is the lowest.

You may also be asked to pay for extra or additional care and services.

### **Financial hardship assistance**

Help is available if you are having difficulty paying your care and accommodation costs for reasons beyond your control. [Financial hardship assistance](#) is available to help you with these costs. Depending on your personal situation, you may apply for financial assistance with your basic daily fee, means-tested care fee and/or accommodation costs.

More information about financial hardship assistance is available on the My Aged Care website, including how you can apply, or you can call My Aged Care on **1800 200 422**.

### **Financial information and education**

You can get basic information about managing your finances from the DHS Financial Information Service. This free confidential service can help you make informed decisions about investment and financial issues for your current and future needs. For more information about the Financial Information Service, call DHS on **132 300** and say 'financial information service' when prompted.

## 2. Find an aged care home

When deciding on an aged care home, it is important to find out if the home has the care and services you need, now and into the future. The best way to find a place that suits you is to visit a few different homes to check:

- what the accommodation is like
- what types of care, services and activities they offer
- how they can best meet your individual needs
- the fees you may need to pay for care and services
- accommodation prices
- any additional services they offer.

Find providers in your local area with help from your assessor, by using the aged care homes service finder: [www.myagedcare.gov.au/service-finder/aged-care-homes](http://www.myagedcare.gov.au/service-finder/aged-care-homes) or calling My Aged Care on **1800 200 422**. You can then contact them to arrange a time to visit.

### Meet providers

Before you visit any aged care homes, it's a good idea to make a list of the things that are important to you. You may want to take your:

- letter and referral code details from the ACAT assessor, as some homes will want to know that you have been approved to receive residential care and what services you need
- fee notification letter from DHS, if you already have the outcome of a financial assessment.

As you visit each home, you may also want to make notes about what you like, what you don't like and if you feel comfortable there. Your impressions of the staff and the environment will help you make a decision about which home is right for you.

Use the checklist at the back of this booklet to help you research and find providers that best meet your needs.

Questions you can ask providers:

- What type of care services are and are not provided? What services will I need to pay for?
- Can you help me with my medical needs such as help with taking medication or wound care?



- Can you meet my individual needs? These may include language and culture, religious beliefs, sexuality or gender identity, pets and access to medical visits.
- What are the meal arrangements? These include seating, times, menus, visitors, meals in your room and special diets.
- How do you ensure my privacy?
- How are social and cultural activities decided? How are my interests taken into account?
- What transport can I access for visiting shops, family and friends or medical appointments? How much will this cost?
- What training do the care staff have? Will I have access to qualified nurses if and when I need them?
- How many staff provide care overnight?
- How can my partner, family and friends be involved in my care? Can they stay overnight if needed? What if I want to stay with family members overnight?
- Can you arrange appointments and access to health services? Can I continue to see my own GP and other health practitioners?
- What checks are in place to ensure quality services?
- How did the home perform in its accreditation audit?
- What are you doing to improve the quality of care and services?
- What areas are you working on improving and what results have you seen?
- How do you involve older people, their families and carers in decisions or making quality improvements?
- Will I ever be asked to leave the aged care home or change rooms?

### 3. Apply to an aged care home and accept an offer

As you find aged care homes that meet your needs, you can start applying for a place. You can apply to as many homes as you like. It is a good idea to apply to a number of homes as your preferred home may not have a place available when you are looking. When a place becomes available, the aged care home will contact you or your nominated contact person.

#### Fill in an application form

All aged care homes have their own application process and may ask you to fill in a form. Talk to the homes you are interested in and find out what process they have and what information they need.

You will need to give the unique referral code you received from your ACAT to your chosen provider/s. This will allow them to view your client record and consider your care needs to help you enter an aged care home.

#### Accept an offer

When a place becomes available, the aged care home will contact you or your nominated contact person. Once you have accepted an offer of a place in an aged care home, the home will offer you formal agreements that cover things like services, accommodation costs, and your [rights and responsibilities](#).

<p>Use the checklist at the back of this booklet to prepare for your move. This includes organising your medical and financial matters, and who you'll need to tell about your move.</p>
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## 4. Enter into agreements with your aged care home

After accepting a place and before moving in, your aged care home must offer you a **resident agreement**.

You will also be offered an **accommodation agreement** with the home before you enter care. This agreement can be included as part of your resident agreement or it may be separate.

The resident agreement and accommodation agreement are legally binding documents between you and your aged care home. They set out:

- the care and services available
- what fees you will have to pay
- how fees can be paid
- your rights and responsibilities.

It's important that you understand everything in these agreements before you sign them. If you have any questions, you should ask your new aged care home. It is their responsibility to make sure the agreements offered to you are clear.

The proposed agreements may not include all the things that you think are important, so it is a good idea to check before you sign. You can also ask:

- your provider for extra information, such as the home's meal and visitor policy, and other details about living in the home
- your family, friends, carer, financial advisor or a legal professional to help you understand the terms of your agreements
- to get help from an advocate. Call the National Aged Care Advocacy Line on **1800 700 600**.

Use the checklist at the back of the booklet to help you negotiate your agreements with your preferred provider.

### Help negotiating your care and accommodation costs

You can ask someone to negotiate with the aged care provider about your fees and accommodation costs on your behalf.

You or the person helping you will need to discuss and formally agree to any accommodation costs and fees with your aged care home before you enter.

## Signing the agreements

There is no time limit or a requirement for you to sign the resident agreement or the accommodation agreement. It is, however, in your best interest to agree to the arrangement that covers your rights and responsibilities as soon as you can.

If you choose not to sign these agreements, the aged care home still needs to talk to you about your needs. This conversation is a verbal agreement of the type of care and services you will get and what fees will apply. You will still need to pay your daily fees and any relevant accommodation payments when you move in.

You have 28 days after moving into your aged care home to decide how you want to pay your accommodation costs and enter into an accommodation agreement. You must pay for your accommodation by the rental-style payment until you have made this decision.

## Rights and responsibilities

To make sure you get the best care, you and your provider have responsibilities under the [Charter of Care Recipients' Rights and Responsibilities – Residential Care](#).

The Charter will be displayed in your aged care home, or you can ask your home for a copy when they offer you your resident agreement.

## 5. Manage your care and services

### Visiting your doctor, dentist or specialist

You can keep your own doctor, dentist or specialist. Your aged care home must help you make appointments and access doctors or specialists of your choice if needed. You do not have to pay the home for arranging these appointments. You will, however, generally need to pay the consultation fee.

Your aged care home can also help you arrange transport to and from your medical appointments. You may have to pay for the transport and for a staff member to accompany you.

### Social activities

Your aged care home will organise social and other activities. Let them know about your hobbies and interests so they can help you continue with them while you are in the home. They might also be able to suggest other things to try.

### Community visitors

If you are feeling alone and don't have regular contact with family or friends, the Community Visitors Scheme (CVS) can provide opportunities for social contact.

If you would like a community visitor, you can let your aged care home know. Your family and friends can also let the home know if they think you would benefit from the CVS. Your aged care home may also approach the CVS directly.

Visit the Department of Health website ([www.health.gov.au](http://www.health.gov.au)) and search for “[CVS Network Members](#)” for contact details in your state or territory or call My Aged Care on **1800 200 422**. There is also a CVS to cater for the needs of [LGBTI elders](#).

### Taking leave

#### Can I go on holiday?

If you want to go on a holiday or visit family and friends you can use up to 52 nights of social leave from your aged care home in a financial year. You will still have to pay your usual fees and accommodation costs.

If you stay away for more than 52 nights in a financial year, the Australian Government will stop paying subsidies and your aged care home might ask you to make up the amount.

## **What if I need to go to hospital?**

If you need to go to hospital, the time away won't count towards your social leave, but you'll still have to pay your usual fees and accommodation costs.

## **Changing rooms**

If you are satisfied with your aged care home but want to change rooms, you can ask the manager of your home. They must consider your request, even if it isn't possible to offer you another room straight away.

You may need to negotiate a new accommodation agreement and accommodation price if you change rooms, for example, if you choose to move from a shared room to a single room. You may also be asked to pay extra or additional service fees associated with the new room.

## **Can the home make me change rooms?**

There are circumstances where you could be moved to another room without you asking for the change. If you have any concerns about being asked to change rooms or how your move is being handled, talk to the manager at your aged care home.

## **Raising your concerns**

If you are unhappy about the care or services you receive, you have the right to raise your concerns:

- It is often best to talk to your service provider about your complaint first to see if they can help as it may be something that can be easily resolved.
- If you like, you can have a family member, friend, carer or an [aged care advocate](#) with you when you meet with your aged care service provider.

If the complaint can't be resolved by the service provider, or you don't feel comfortable raising your concern with them, you can raise your concern with the Aged Care Complaints Commissioner.

This is a free service and you can contact them by:

- Phone – **1800 550 552**
- Online – [www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)
- In writing – address your written complaint to:  
Aged Care Complaints Commissioner  
GPO Box 9848  
(Your capital city and state/territory)

## Further assistance

### Translation and interpreting services

If you speak a language other than English, you can call the Translating and Interpreting Service (TIS National) for the cost of a local call on **131 450**. TIS National covers more than 100 languages. Call and ask for My Aged Care on **1800 200 422**.

### Help for people with hearing or speech difficulties

Contact My Aged Care through the National Relay Service (NRS). For more information, visit the NRS website ([www.relayservice.gov.au](http://www.relayservice.gov.au)) to choose your preferred access point or call the NRS Helpdesk on **1800 555 660**.

### Help for people with diverse needs

There are programs, information and support for older Australians of all backgrounds including:

- Aboriginal and Torres Strait Islander people(s)
- people from culturally or linguistically diverse backgrounds
- people who live in a rural and remote area
- people who are financially or socially disadvantaged
- veterans, their dependants and widows or widowers
- people who are homeless or at risk of becoming homeless
- people who are lesbian, gay, bisexual, transgender or intersex
- people who are Care Leavers (an adult who spent time in institutional or foster care as a child)
- parents separated from their children by forced adoption or removal.

Knowing about your individual needs helps your provider deliver care and support that is appropriate and respectful of your diversity.

### Help for carers

If your carer needs additional support, contact the Carer Gateway on **1800 422 737** or go to [www.carergateway.gov.au](http://www.carergateway.gov.au) to find out more about services to support carers.

### More information

Visit the My Aged Care website ([www.myagedcare.gov.au](http://www.myagedcare.gov.au)) for more detailed information including additional information on costs.

## Call costs

**13/1300 numbers** – Charges for calls to 13/1300 numbers from landline and mobile phones are different. Calls to 13/1300 numbers from a fixed landline are charged at a cost similar to a local call. Calls from mobile phones may incur a higher charge.

**1800 numbers** – Calls to 1800 numbers are free from fixed landlines and most Australian mobile phone providers now offer free calls to 1800 numbers – check with your mobile phone provider.



## Checklist - Work out the costs and find an aged care home

Use this checklist to help work out what you may need to pay towards the cost of your care and accommodation and find a provider that meets your needs.

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### Following your assessment

- receive approval letter and support plan from your ACAT.

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### Estimate costs

- estimate costs using the fee estimator for aged care homes on the My Aged Care website: [www.myagedcare.gov.au/fee-estimator/residential-care/form](http://www.myagedcare.gov.au/fee-estimator/residential-care/form)

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### Arrange a financial assessment early

- call DHS on **1800 227 475** and ask for the income and assets assessment form to be sent to you or download a copy from the DHS website:  
[www.humanservices.gov.au/individuals/forms/sa457](http://www.humanservices.gov.au/individuals/forms/sa457)
- submit the income and assets assessment form to DHS or DVA
- let DHS or DVA know if there is a change to your financial situation and they will reissue your fee advice letter
- you can appoint someone to act on your behalf with DHS about fees and accommodation payments: complete an [Appointment of a Nominee form](#) from your aged care home or the DHS website or call **1800 227 475** and ask for one to be sent to you.

---

### Short-list the aged care homes you are interested in

- use the service finder on the My Aged Care website or call My Aged Care on **1800 200 422** to find aged care homes in your area. The costs tab can give you an idea of accommodation costs.

---

### Contact/visit your preferred aged care homes to discuss what they offer and their costs

- take your approval letter from your ACAT
- take your fee notification advice letter from DHS with you  
**Note:** If you have not already arranged for an income and assets assessment, call DHS on **1800 227 475**
- list what's important to you and questions to ask
- make notes on each home you visit e.g. what you like/don't like and impressions of the staff and the environment

- ask about fees and accommodation payments
- ask about additional services they offer and their costs
- apply for a place in the home/s you like using the aged care home's application form.

## Checklist - Enter into agreements

Once you have accepted an offer of a place in an aged care home, the home will offer you a [resident agreement](#) and an [accommodation agreement](#). These may be combined into a single agreement.

You can ask someone to negotiate with the aged care provider about your care fees on your behalf. You can include this nominated person in your [resident agreement](#).

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**Agree on a room price in writing before you enter the home.**

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**Check that your resident agreement includes:**

- the name of your aged care home
- the care and services that the home will provide
- the policies and practices used to set your fees and accommodation payments
- the daily fee you'll be asked to pay
- the means-tested care fee if applicable
- any additional service fees for other optional care or services you have agreed to (in addition to those that the home must provide to you based on your care needs)
- rights and responsibilities of residents and the aged care home
- how the aged care home handles complaints
- any circumstances where you might be asked to leave and how the aged care home will help you find somewhere else to live
- any other matters agreed between you and the aged care home.

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**Check that your accommodation agreement includes:**

- the accommodation price that you have agreed to pay the home
- other conditions of your accommodation payment or contribution and, if applicable, the circumstances for refunding your lump sum balance if you leave or pass away
- any extra service fees for higher standard accommodation, meals and non-care services, if you are entering an extra service status place
- any additional service fees for other care or services you have agreed to pay
- the specific accommodation you will be provided with if you pay an accommodation payment, contribution or neither of these
- any services your accommodation cost covers
- conditions for moving rooms.

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**You have 28 days after moving into your aged care home to decide how you would like to pay for your accommodation.**

## Checklist - Prepare to move

Once you have been offered a place in an aged care home, use this list to check who you should let know about your move.

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### Family and friends

- your family and friends, carer/s and neighbours.

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### Health professionals

- your doctor/GP
  - if you need to change doctors, ask to have your medical history sent to your new doctor
  - make a note of your current medical treatments and medication so you can discuss this with your new aged care home as part of your care plan
- other health professionals you see regularly e.g. specialists, dentist, etc
- your community nurse
- your pharmacist.

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### Help at home support

- your gardener or lawn mowing person
- your cleaner or home help
- Meals on Wheels and other support services
- your home care package provider.

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### Government departments and agencies

- [Department of Veterans' Affairs \(DVA\) – 1800 555 254](#)
- [Department of Human Services \(DHS\) – 132 300](#)
- [Australian Taxation Office – 132 861](#)
- [Medicare – 132 011](#)
- your local office of the [Australian Electoral Commission](#)
- your local roads and transport authority (for your driver's licence)
- your local post office
- your local council.

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### Finances and insurance

- your health insurance company
- your superannuation company
- your bank, building society or credit union.

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### Other

- utilities such as phone, gas, electricity and water

- other aged care homes you've applied to, if you no longer wish to move there (although you might choose to keep your application open if you're still interested).

For help visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or phone **1800 200 422**.

All information in this publication is current as at June 2018.



# Residential Aged Care Information Pack



**1 Chapel Street North,  
Maldon,  
Victoria 3463**

Tel: (03) 5475 2000

[admin@maldhosp.vic.gov.au](mailto:admin@maldhosp.vic.gov.au)

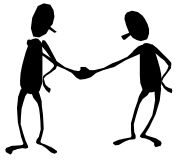
[www.maldhosp.vic.gov.au](http://www.maldhosp.vic.gov.au)

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## Welcome to the Residential Care Services of Maldon Hospital:



### Jessie Bowe House and Mountview Home

This handbook provides information about Maldon Hospital's residential care facilities, aims, activities and services and is intended to be a helpful guide for you, your family and your visitors.

Your care and comfort are our primary concern and the staff of the residential care facility will do all they can to ensure that your stay with us is as pleasant as possible. We welcome any suggestions from you as to how we can improve our service.

Our residences Jessie Bowe House & Mountview Home accommodate residents requiring both low care and high care (previously known as hostel and nursing home care). There may be changes from time to time during your stay and any changes will be notified. Please feel free to contact the Director of Nursing / Manager or Clinical Care Co-ordinator with any queries.

The management and staff trust that you and your relatives will make full use of all the services and facilities.



### Administration Hours

The Director of Nursing (DON) is available Monday to Friday from 8.30 am until 5.30 pm most days. If you want to speak to her you do not need to make an appointment, you may either go to the office or ask for her to come to your room. *Some days the DON may be away from her office at meetings, but someone will pass on the message you want to speak to her.*

Maldon Hospital Receptionist - 9 am – 4 pm Monday – Friday

Finance is available through Castlemaine Health on 54711 555.

The Finance Officer is available to visit on site to answer any queries or questions. Contact Clinical Care Co-ordinator or DON to arrange a suitable time.

### Admission Procedure

All admissions for residential care are arranged by the DON / Manager in conjunction with Aged Care Assessment Services at Castlemaine Health.

It is important to remember at all times that as a Resident you will still be in control of your life and that there is yet a lot of living to do even if you need help to do it.

Staff are here to assist you according to your needs and wishes. When you first arrive they will discuss with you your preferences and requirements. Your family may be involved if that is what you want.

Together you will plan for the type and level of your care as well as the lifestyle you wish to continue. But do remember that you will be able to change this care program at any time your needs or wishes alter.

Form filling is an essential part of the arrival process, but has been reduced by the pre-admission details you have completed.

Staff will ask you about your care needs, wishes and expectations and will document any other particular information which you may wish to have recorded for future use. Soon after admission the Clinical Care Co-ordinator will arrange a time with you and /or your representative to discuss your care plan and any specific needs you have.

We would like you to bring your Pension card, Medicare card, taxi card, Veterans Affairs card with you.

You will have your photograph taken to place in your records so we are always certain new staff put the right face with the name.

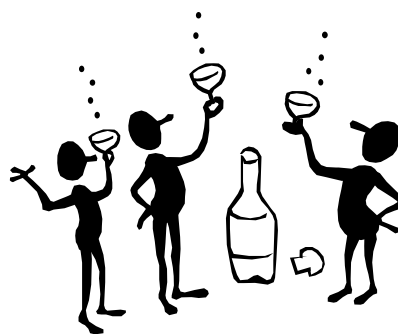
Your doctor will talk to the nursing staff about your medical condition and any special treatment you may need and the medications which have been prescribed.

Information relating to admissions can be obtained from the DON or Clinical Care Co-ordinator, telephone 5475 2000. For information regarding fees or ingoing charges *See Fees / Finance Information – page 7*

## **Alcohol**

Alcohol may be consumed after discussion with your doctor in regards to the effect / combination it may have with your medications.

Alcohol is purchased by residents or their relatives externally. Some soft drinks are available for purchase from the kiosk trolley.



## **Board**

The function of the Board is to govern the Maldon Hospital, which includes the residential facilities, and to ensure that the services provided by the Hospital comply with the requirements of the Health Services Act and the by-laws of the Hospital.

The members of the Board provide their time and advice on a voluntary basis. The Board meets monthly and is made up of members of the community.

**Clothing suggestions:**

Most Nursing Home Residents will have some problems with mobility, memory loss and possibly incontinence. Clothing that addresses these issues can make all the difference with Residents being able to maintain comfort, a level of independence and assists greatly with ease of movement.

Many Residents may require several changes of clothing daily that can be easily removed and washed frequently. A sufficient number of each item will be required.

Maldon Hospital does not have a Laundry on site. All clothing is sent to Mt.Alexander Hospital Laundry on Tuesdays, to be returned the next week.

It is not possible for Staff to wash Residents clothing.

**Should I label the clothing?**

NO.

All clothing is required to be labeled whether it is to be washed at home or in the Laundry. Labeling will have "Residents name, Maldon Hospital" attached at Mt. Alexander Hospital Laundry.

Clothing sent to Laundry will be frequently washed in an industrial machine which can result in shrinkage and fading. Iron-on labels purchased at supermarkets are not strong enough to adhere to clothing that is processed through industrial washers and dryers.

**Are there personal washing facilities?**

Woollen jumpers and delicate materials can be requested to be put aside for family members to launder.

If it is your preference to wash your family members clothing at home, a small linen basket will be required to collect any soiled clothing. This basket will need to be emptied frequently and clean clothing returned regularly.

Choose fabrics that stretch, clothes with elastic waists make getting dressed and attending to toileting that much easier.

Choose clothing that is comfortable and machine washable.

Shoes are recommended to have flat non-slip soles, well fitted and Velcro straps can be easier to manage.

Choose fitted slippers that can be washed if required.

**What about dry cleaning?**

Dry cleaning can be arranged by the health service (although it is not seen as necessary for day-to-day garments) and all costs associated are charged to the resident.

**If continence is an issue more items of clothing may be required.**

**Family members should use this list as a guide only.**

## What should be brought in?

WOMEN		MEN	
No	Item	No.	Item
4	Singlets	6	Trouser with elastic waist.
4	Trousers	4	Pairs Track pants
6	Shirts with buttons	6	Shirts with buttons (summer)
4	Cardigans	6	Long sleeve shirts
2	Pairs of slippers (washable – summer & winter)	4	Shorts (if preferred in summer)
10	Pairs of cotton underwear	4	Track pants
6	Pairs of socks/knee high stockings	6	or more pairs of socks
6	Tops (loose fitting)	10	Underpants
	Jumpers or Vests (with zips)	4	Cardigans
6	Nighties or pyjamas	4	Jumpers or vests (with zips)
4	Pairs of Track pants (summer/winter)	2	Pairs of fitted shoes
2	Dressing gowns	2	Pairs of fitted slippers (washable)
4	Dresses ( if preferred)	6	Singlets
4	Skirts (if preferred)	2	Dressing gowns (Summer/Winter)
NB	Pantyhose is not Recommended	6	Pairs Pyjamas (summer & Winter)

## Complaints / Grievance Procedure

There are several options in the way you might choose to make your complaint. Speak directly to the DON, complete a "Suggestion for Improvement Form" or direct your complaint to the Aged Care Complaints Scheme.

If you have a problem or complaint in relation to the service being provided, your accommodation, another resident causing you distress, a staff member treating you unfairly, or you have difficulty accepting a decision which affects you, please feel free to discuss your concerns.

## The suggested complaints/grievance procedure is:

The resident can contact the Registered Nurse on duty or the Clinical Care Co-ordinator to discuss the issue in the first instance. If it is not resolved to the resident's satisfaction, the matter shall be referred to the DON. If the matter remains unresolved, it will be referred to the Chief Executive Officer and / or the Maldon Hospital's Board of Management.

If you still feel unhappy you can refer your complaint or grievance to the Aged Care Complaints Scheme – Free-call 1800 550 552. If you wish to remain anonymous, comments/complaints forms are available in the foyer of the hospital and the lounge of Jessie Bowe House for you to record your issue and send it directly to the DON or Chief Executive Officer.

Remember, you have every right to direct your complaint directly to the Aged Care Complaints Resolution Scheme:

*Aged Care Complaints Scheme  
C/- Department of Health & Aged Care  
GPO Box 9848  
Melbourne 3001  
Free-call: 1800 550 552*



## Daily Schedule

You may attend to your hygiene whenever you prefer.

If you require assistance - staff are available and they will make every effort to provide that assistance at your preferred time, but we also ask for understanding from residents that this can not always be the case as some days emergencies happen and the staff may be required to deal with these before attending to the daily routine tasks.

Approximate meal times are:

### Mountview Home

8.00 am	– breakfast -
11.30 am	– lunch -
4.30 pm	– dinner -

### Jessie Bowe House

8.15 am
12.00 noon
5.00 pm

In Jessie Bowe House bells are rung before meals and at morning and afternoon tea. Supper is available in the evening. All meals are served in the dining room this encourages social interaction - or if you are feeling unwell you may have your meal in your own room.

Medications are issued at routine intervals, where necessary, and residents self-medicating are reminded to take their medications.

## JESSIE BOWE HOUSE – MEALS

All meals are served in the Dining Room. Residents select their menus in advance. If amendments to diet/ menu are required a Hotel Services staff member will notify the kitchen.

- *Breakfast – 8.15 am*

Breakfast is available in the dining room. Residents are encouraged to attend to their own breakfasts (unless physically unable) at a time to suit the individual. Wearing your dressing gown to breakfast is quite acceptable (as in a private home) so please do not feel pressured to be up and dressed before breakfast.

- *Lunch – 12 noon and Dinner – 5.00 pm*

Lunch and dinner are provided from the kitchen in Mountview Home.

Residents are encouraged to come to the dining room for main meals as it provides an opportunity to socialize with other residents. Staff will serve you when you are seated at the table.

If you are not feeling well and would prefer not to go to the dining room on a particular day, please let a staff member know and your meal can be served in your bedroom. Staff assists those residents who are physically unable to manage their meal.

- *Morning and Afternoon Tea*

Morning & afternoon tea is served by staff. There is a choice of beverages & biscuits available.

## **MOUNTVIEW HOME - MEALS**

- *Breakfast – 8.00 am*

All meals are served in the Mountview Home Dining Room, but as breakfast is early in the morning, most people choose to have their breakfast served in their rooms. You might choose to stay in bed, or sit out beside your bed.

- *Lunch – 11.40am and Dinner 4.40 pm.*

Lunch and dinner are served in the dining room at Mountview Home and you are encouraged to join the other residents for these meals so you enjoy the company of other residents. Due to frailty some residents will not be able to sit at the table for meals, but staff will endeavour to make meal time as sociable as possible, whether you are in a special 'comfort chair' or have to remain in bed for meals.

Many residents in high care will require assistance from the staff to manage their meals; this is provided in the least intrusive manner possible. If you are having trouble cutting your food or chewing some food types, please speak to a staff member and strategies will be put in place to assist you and ensure meal time is a pleasant experience.

- *Morning and Afternoon Tea*

Morning & afternoon tea is served by staff. There is a choice of beverages & biscuits available.

## ***Family/Friends***

Family and friends of residents are invited to visit for morning and afternoon teas (as in a private home). Meals can be arranged, if the staff are contacted 48 hours prior to the time. A charge of \$10.00 per meal for friend / relative is levied.

## **Dentist**

You may wish to continue to see your own family dentist. You may arrange your transport, preferably with family or friends, or if unavailable contact staff so other arrangements can be made.

## **Doctor**

New residents of Jessie Bowe House may be admitted under their own general practitioner, as long as family / friends can offer transport for appointments otherwise it will be necessary to change to Dr Fowler as your Doctor. New residents

of Mountview Home have their medical requirements met by Dr Fowler from Maldon Medical Clinic.

### **Donations**

You are invited to assist this Hospital with its important work serving the community. Donations are earnestly sought and will be greatly appreciated. Enquiries regarding the donation of funds can be made with the Chief Executive Officer. Donations of \$2.00 or more are tax deductible.

### **Electrical Safety Checking**

All electrical items, including televisions and radios brought in or purchased for your use are to be checked by the Engineering Department Castlemaine Health prior to being used. Staff are able to organise this.

Items will be checked by the electricians and if found safe the electricians will fix a sticker to the equipment, dated accordingly. However, if the item is found unsafe, a red sticker will be attached and dated. Electrical items with a red sticker attached will be returned to the resident and **are not to be used in Maldon Hospital.**

### **Emergency Procedures**

Should you feel ill and you are alone in your room **please use the buzzer which is situated beside your bed or in the ensuite by the toilet** to summon help. Even if there is not a staff member in your immediate area at night, the nurse carries a beeper to alert him/her as to which area needs attention. The nurse will respond promptly.

Jessie Bowe House is staffed from 7.00 am to 1.00 pm and 4.00 pm to 8.00 pm. At other times, the nursing staff from the Hospital cover for their care needs.

Jessie Bowe House (low care) and Mountview Home (high care) have 24 hours of registered and enrolled nurse coverage.

### **Fees / Finance Information**

Please contact the Finance Department at Castlemaine Health for all information on fees and charges, or enquiries on accounts on 5471 1602, or inform staff, who can arrange a visit from the Finance Officer.

### **Freedom of Information**

Requests under the provisions of the Freedom of Information Act (1982) should be made to the Chief Executive Officer.

"Access Request Forms" can be obtained from the office for your use.

All applications must be made in writing and marked

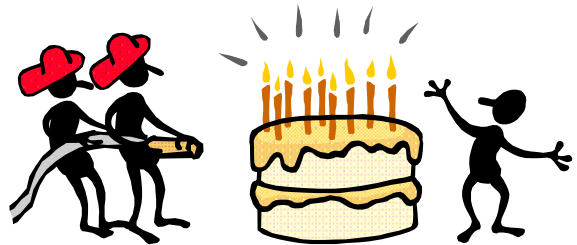
"Freedom of Information Request"



## Fire

All staff are well trained to deal with fire and emergency procedures. Nevertheless, please refrain from obvious hazardous practices such as smoking and/or using candles in your room. A clean air policy is applicable to all areas of the Maldon Hospital.

Take note of your **fire exits** and become familiar with these exits. Tell a staff member **immediately**, if you detect a fire or smoke. Alarm bells can be heard if there is a FIRE. All facilities are fitted with smoke detectors, which will alarm, and also have sprinklers to quench the fire.



## Garden

The gardens are for your pleasure whether walking along paths or participating in gardening activity groups. Visitors may also be taken out to the pleasant garden areas for privacy.

If you are interested in gardening, your involvement is welcomed. There is ample space for you to grow something, or bring in your own special plant with you. Discuss your needs with staff.

## Hairdressing

There is one hairdresser who attends Maldon Hospital. Haircutting is available every 6 weeks for a set fee. Prices vary according to the service provided. Payment for hairdressing is attached to monthly account. Ask staff to arrange an appointment for you.

Some residents may prefer to visit their own hairdresser. They may do so using transport arranged by themselves or family or the community bus on Tuesday afternoons.

Men are encouraged to maintain independence and shave themselves using their own equipment. If this is not possible, staff will assist where necessary.

## Hearing Aids

If you have difficulty hearing, please discuss with staff or your doctor and a hearing test can be arranged. The Speech Pathologist at Castlemaine Health will assist with hearing problems, hearing aids & hearing tests.



## Hotel Services

- *Linen*

Bed linen is provided by the facility, however an attractive doona cover / quilt is recommended to make your room more personal.

Clean linen is delivered daily and low care residents are encouraged to help themselves to clean linen as required. High care residents will have their bed linen changed by staff as necessary.

- *Meals*

All residents have access to a menu choice. Meals are individually plated and staff will assist all residents as necessary.

## Insurance

See Rooms and Personal Belongings

## Kiosk

A small trolley operates once a week on Fridays. Volunteers service this trolley which stocks toiletries, pens, soft drinks, greeting cards, sweets, papers/magazines etc.

## Laundry

Resident's personal laundry is done at Castlemaine Health Laundry, it is collected daily and returned to Maldon twice a week. The cost of personal laundry is included in your daily fees. A washing machine, drying facilities and an iron are located in Jessie Bowe House for use by those residents able to attend to their own laundry.

To help guard against loss of items of clothing when they are sent to the Castlemaine Health laundry, please ensure that all items are labelled by the Hospital. The Linen Room at Castlemaine Health names items of clothing with a special heat seal label. On admission, or when new clothes are purchased, please ask staff to ensure that this is done.

There is a dry cleaning service available for clothes that don't launder well, but this is at an additional cost to the resident or family. It is suggested that flannel and nylon garments are hand-washed and that woollen items should be dry-cleaned or washed by hand, not sent to the laundry.

*Due to time restrictions and available facilities / resources, staff are unable to do residents personal laundry on site – if you choose not to send laundry to Castlemaine Health you will need to make other arrangements for your laundry to be done.*

## Leave

Leave can be arranged through the Clinical Care Co-ordinator or DON. Social leave can be granted for 52 days each financial year. Hospital care leave is unlimited.

Day leave – in order to comply with the requirements for safety and duty of care to residents, all residents or family representatives should inform staff when leaving the premises and where possible their approximate time of return.

Family should notify staff of any person(s) who should not take a resident out of the facility and indicate they have informed the concerned person of that decision. Any resident who leaves the facility for longer than 72 hours without previous discussion with the Clinical Care Co-ordinator or DON / Manager may be discharged. The facility cannot be responsible for the resident's care whilst away from the residential care unit for the stated time.



### **Library Services**

Library is a volunteer service, free of charge. Volunteers exchange books, including large print books, regularly.

Talking books for print handicapped persons are also available through the Royal Victorian Institute for the Blind (R.V.I.B.).

There is a catalogue of book titles and the R.V.I.B. will post your choice of tapes to you, free of charge.

Address: Braille Talking Books,  
31 Commercial Road,  
South Yarra 3141

Telephone: (03) 9867 6022

A small collection of books, some with large print are available on the bookshelves in Jessie Bowe House lounge, please feel free to access this reading material.

### **Medication**

Medication prescribed by your doctor is obtained by staff from the local pharmacy and will be billed monthly to each resident. Some residents control their own medicines, while others have them given to them at appropriate times by staff.

If you have any queries or concerns, please tell staff and they will contact your doctor.

### Jessie Bowe House

Some residents are able to attend to their own medication regime. If this is the case, it is the resident's responsibility to ensure their supply of medicines is adequate and current and that the medications are housed securely for the safety of other residents, visitors and children. Residents may choose to use a pharmacy other than Maldon Pharmacy, in this instance residents or their family are responsible for the sending and collection of prescriptions and medications from their pharmacy.

### For residents not able to attend to their medications:

- the RN Division 1 or Endorsed EN on duty will administer medication for those unable to do so themselves.

- Staff and the pharmacist are responsible to ensure that the supply of medications is current and available.
- The cost of all medications is the responsibility of the resident.

### **Newspapers**

Daily newspapers, local newspapers and magazines are available if you wish to order them from the local newsagent. This can be arranged either by yourself, your family or the Receptionist if you are unable to.



### **Newsletter**

The residents' newsletter published monthly will give you up-to-date news concerning Maldon Hospital. If you have anything you would like to add to the newsletter, please talk to Jacinta (Health & Wellbeing Co-ordinator), Mandy (Volunteer Co-ordinator) or Margie (Receptionist), your input is always welcome.

Keep your eyes on the notice boards in your area for current bulletins, outings and reminders.

### **Nutrition, Menu and Diet**

The catering department at Castlemaine Health employs a dietician to ensure that all residents are able to achieve optimal nutritional status in order to assist in recovery from illness or injury and in the maintenance of good health and well being. This dietician oversees the menus and dietary requirements of residents at Maldon Hospital.

Should you require a special diet, staff will contact the dietician and an interview with you will be arranged.

The menu includes choices suitable for full diets, as well as special diets, including diabetic.

The menu runs for a four-week cycle and offers a wide choice of foods for residents. Staff will discuss your personal likes and dislikes on admission to ensure the menu is modified according to your wishes for your meals.



### **Other Services**

If a resident wishes to utilise any therapies, such as a chiropractor or masseurs, they are welcome to do so. Arrangements for these services are usually made by the resident or family, but the staff will assist to organize these appointments if you or your family are unable to. (It is recommended that you discuss your desire to use a chiropractor or masseur with your treating doctor in case such a service may be considered detrimental to your current treatment.) Some Aromatherapy is

available through the staff at the home and a Masseuse is available on-site by private appointment with a fee for service arrangement.

### Outings

Outings are arranged for residents as part of the activities program by the Activities Co-ordinator. The Maldon Hospital has a 12-seat bus that can accommodate people in a wheelchair, and this will be used to take residents on the outings. Family and friends are encouraged to assist in these activities.

Family and friends may take the resident for an outing at any time, just inform the staff prior to leaving and give an estimated time of return.

### Pathology Services

Residents may attend the Outpatients Department at the Hospital, or the RN Div I on duty will collect specimen in the privacy of the resident's room.



### Pensions, Bank Accounts, Fees

Relatives or designated Power of Attorney manage pensions and bank accounts for the resident. If no kin is available, the Finance Officer can arrange for State Trustees to manage the account.



### Pets

Pets are considered to have a positive effect on people and a visit from a special pet can be very therapeutic. All we ask is that the pet is house trained and is not too boisterous around the residents. Using a lead on a dog is recommended for the safety of the residents and the dog. Any pet should be supervised during visits.

**Phones** - see *Telephones* - page 17



### Physiotherapy

A physiotherapist visits Maldon Hospital twice weekly and will see Jessie Bowe House Residents on referral by either nursing staff or the doctor. Mountview Home residents are assessed by the physiotherapist on admission, with follow up being co-ordinated by the nursing staff. In the event of a change in needs or physical condition, residents will be referred to the physiotherapist for further treatment.

Should you have difficulty walking, have pain, or other problems, please inform the nurse on duty or discuss this with your doctor and it can be arranged for a physiotherapist to attend to you in your room.

For your own health and well being, it is important that you take daily exercise, especially walking, to maintain the strength in your legs. Those who wish to do leg exercises in their rooms should request the advice of staff.

All residents have access to regular assessment of their mobility needs from a qualified physiotherapist.

A fee for service applies for all residents classified as low care.

### **Podiatry**

Podiatrists are available for prevention and treatment of foot and lower leg problems and assistance with shoe selection.

An appointment is essential & fee for service is charged for all pension and health care cardholders classified as low care. Appointments can be made by informing a staff member.

D.V.A gold cardholders are able to make appointments with a private podiatrist, who visits the hospital every six weeks. Once again, appointments can be arranged by staff.

### **Postal Services**

Mail can be left at Reception up until 2.00 pm for posting.

Stamps, cards and writing paper are available to buy from Reception.

Incoming mail is delivered to residents from Monday to Friday.

If you need help to read mail or deal with matters arising, please ask staff to assist. Staff can also help with writing letters, addressing them & posting them.



### **Recreation and Hobbies**

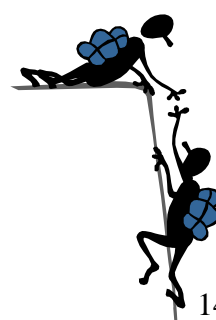
All residents of Maldon Hospital, Jessie Bowe House & Mountview Home are invited and encouraged to participate in the recreational activities provided.

People entering into residential care are encouraged and supported to continue with activities that they have been previously involved with in the community, eg. Senior Citizens, church etc.

Maldon Hospital's Health & Wellbeing Co-ordinator is involved with residents 4 days per week and can be contacted via a staff member.

The recreational activities provided by Maldon Hospital on a regular basis include:

- carpet bowls
- bingo



- word games (quizzes, crosswords etc.)
- day outings (counter lunches, tourist attractions, barbecues, etc.)
- scenic bus drives
- shopping trips
- community concerts and events
- craft
- cooking
- sing-along
- music therapy
- morning tea outings
- individual manicures
- group and individual newspaper reading
- hand, foot massage
- conversation
- wheelchair walks
- bi-monthly residential newsletter
- card games
- individual and group videos

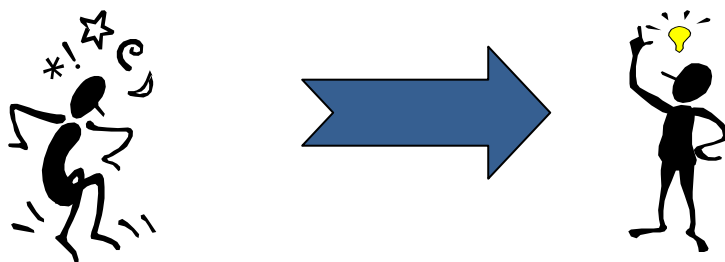


If you have other activities that you think could be enjoyed by yourself and fellow residents please speak to Jacinta the Health & Wellbeing Co-ordinator and she will see what she can do.



### **Residents / Relatives Meeting**

A combined meeting for both Jessie Bowe House & Mountview Home residents and their family representatives is held bi-monthly in the Jessie Bowe House lounge room. This group includes relatives, friends, Health & Wellbeing Co-ordinator and DON.



The Resident / Relative meeting is an opportunity to discuss issues both good and not so good in relation to life in the home. Any issue of concern or complaints raised at the meeting are seen as opportunities for us to find solutions to the problem and improve our service to you. So you will not be made feel uncomfortable for raising

an issue of concern, your issue will be taken on as a quality improvement project and will be dealt with as promptly as possible.

### **Restraint**

We aim for a minimal restraint environment and utilise restraint such as bedrails or lap belts on wheelchairs, only when other interventions have not been successful at maintaining safety. Full discussion with the resident or next of kin will occur, if the use of restraint is considered.

### **Rights and Responsibilities of Residents**

A Charter of Residents' Rights is displayed in all areas of the facility and booklets are available for residents and/or their family to familiarise themselves with its contents. An abbreviated version of the 'Charter' will be included in the Resident Information Package.

### **Rooms and Personal Belongings**

New residents are allocated a room according to availability. Any request for a change will be considered and discussed with the resident/relative, according to vacancies becoming available in the home. Under the Aged Care Act, management is not in the position to move residents from their room to accommodate the needs of another person. Room changes can only occur in extreme situations and only with full consultation and agreement of both parties.

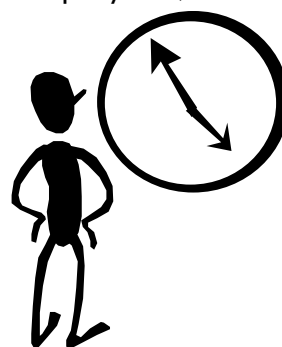
Personal property should all be named; especially clothing and you will be responsible for the care of your own belongings within your room, such as toiletries, jewellery, books etc.

Vacuuming of rooms & cleaning of ensuites is attended daily by Hotel Services staff however, the dusting and cleaning of personal items and ornaments on shelves can be attended to by the resident or family.

You are encouraged to add your own personal touch and decoration, to express your own personality and make your room comfortable. A favourite item may be brought in to personalise your room.

Depending on space, you may wish to have:

- comfortable chair, small bookshelf or cabinet
- radio, television, tape cassette, record player, CD player (electrical check required)
- standard lamp or desk lamp (checked)
- a clock
- a calendar
- cushions
- bedspread, doona, or quilt
- photos, vases, ornaments
- wall hangings, prints, paintings



Discuss items with staff, who will help you choose suitably. You are welcome to participate in keeping your room clean and tidy. Brooms and cleaning items are available for your use if you decide to maintain your own personal area in the home. It should be noted that 'personal contents insurance' will need to be obtained by residents or their family if they wish to have property covered by insurance. The hospital does not take out insurance to cover resident's personal property and cannot be held responsible for loss and/or damage of such items, this is why we recommend that personal valuables are kept to a minimum in the home.

## **Safety**

Maldon Hospital is committed to provide a safe and healthy environment to protect residents, patients, staff and visitors in accordance with the Occupational Health and Safety Act 2004.

Regular safety inspections are carried out by Hospital staff, and the Occupational Health & Safety Committee meets monthly to review safety issues. Residents are encouraged to be responsible for their own health and well being, as far as they are able. We must respect the rights of others and ensure our actions don't put others at risk. For every ones safety and comfort smoking is not permitted in any of the residential areas.

Should you have any safety issues or concerns please advise staff on duty.

## **Smoking**

Staff, residents and visitors will not be permitted to smoke inside the buildings of Maldon Hospital, as provided in a Health Department Victoria directive.

Smoking is only permitted in the outside areas of Jessie Bowe House and the courtyard of Mountview Home.

As health care workers, we would encourage people not to smoke, but we also accept that the habit is hard to break and will assist you to ensure you are safe when you enjoy your cigarette. It may be deemed necessary for your cigarettes and lighter to be kept at the nurse's station and you be supervised when smoking, this would be for safety reasons only, for yourself and other people in the home. We ask that smokers respect the right of non-smokers to enjoy a smoke free environment. Tobacco is not sold on the premises.

## **Spectacles**

If your eyes are troubling you, or you think you need new glasses, please see staff who will organise for you to see an ophthalmologist. The prescription for glasses is then passed on to the spectacle maker who, after consultation with you, makes up the glasses. Where possible family/friends are requested / encouraged to take the resident to the appointment. 'Victorian Eyecare Mobile' currently use rooms at the hospital to provide eye care to the local community, Residents of Jessie Bowe House and Mountview Home are welcome to access this service. Please speak to a





member of staff to find out how to make an appointment. You are able to continue to use your own eye specialist/optometrist.

### **Speech Pathology**

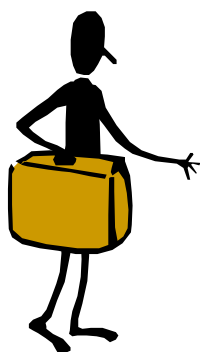
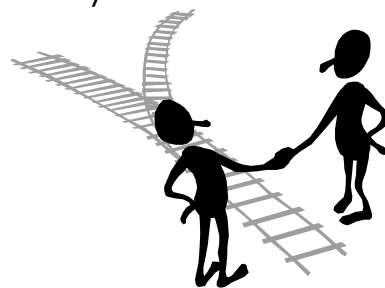
Your doctor or the nurse in charge will refer problems of speech, swallowing and hearing to the Speech Pathologist. If you feel you need help discuss this with your doctor or one of the nurses.

### **Spiritual, Religious & Cultural needs**

If you wish, you can attend your own church / place of worship with your family and friends. The Hospital has a visiting Pastoral Care Worker who visits weekly and can be called upon if requested.

Non-denominational Church services are held on the 2<sup>nd</sup> Wednesday of the month in the Jessie Bowe House lounge room. Members of the local clergy are rostered to conduct services on an ecumenical basis. Details of times and leaders for these services are on notice boards in each residential wing and everyone is welcome to attend.

Individual counselling on any matter of concern can be sought via staff, or contact the DON /Manager.



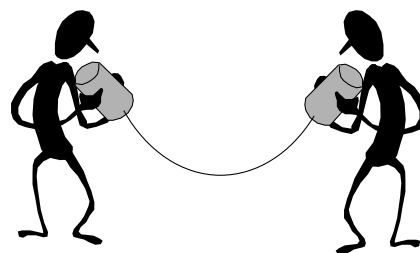
#### **Suitcases!**

We ask that all suitcases and bags be taken home by the resident's family/friends after admission as storage space is limited. One small overnight bag is encouraged.

### **Telephones**

All permanent residents are encouraged to install their own telephones in their rooms. They or a family member should contact whichever telephone agency they choose to make arrangements. The cost of installation and use is the responsibility of the resident and/or family. If a resident is moved to another room for reasons of care or choice and there is not a telephone outlet, provision of same will be charged to the resident.

Maldon Hospital phone number (03) 5475 2000



## Toiletries – what will you need to bring?

If you are taking up residence in Jessie Bowe House you will be required to supply your own toiletries.

NUMBER	ARTICLE / ITEM	COMMENT
1	Large toilet bag with handles	
1	Shampoo & conditioner	JBH only
1	Soap container	
1	Hairbrush / comb	
1	Toothbrush	
1	Toothpaste	JBH only
1	Toothbrush / toothpaste holder	
1	Electric razor (males only)	
1	Shower cap (optional)	

If you are taking up residence in Mountview Home shampoo, conditioner, toothpaste and soap are supplied by the health service. However, if you are not satisfied with the brand purchased by the hospital and you wish to purchase these items for your relative you are free to do so.

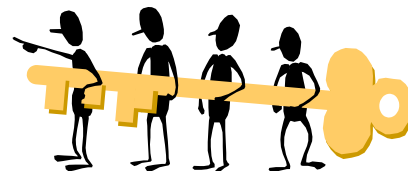
## Transport

There is no public transport servicing Maldon Hospital and no local Taxi Service. Residents who wish to see their doctor/health service in Castlemaine or elsewhere will need to arrange transport through family or friends. There is limited transport available for residents to external medical appointments, via the Maldon Hospital volunteer program, but this cannot be relied on for regular arrangements for appointments out of town.

## Valuables

It is appropriate that valuables and large sums of cash not be brought into the home on your admission. Small amounts of cash may be kept for purchasing of items from kiosk trolley and / or for when going out on outings arranged by the Health & Wellbeing co-ordinator.

Your relatives or solicitor should be contacted to arrange safe storage of these items for you.



## Visitors

*Visitors are most welcome* and there are no restrictions on visiting hours, although visitors are requested to be considerate of the needs of others.

*Children are very welcome* to visit and residents should feel free to make use of any facilities with their visitors, such as indoor and outdoor sitting areas, garden seats etc. Family may wish to bring in a meal to share with a resident but should check

with the nursing staff to ensure the resident does not have any special requirements when it comes to food, eating or drinking please.

Visitors are requested to wash, dry and put away any crockery or cutlery they may use, prior to departing the facility.

Family and friends are welcome to join in some activities and events, and to participate in some programs and become involved on a regular basis. These programs may include church services, social events, games, letter writing and outings. Please discuss this with the Health & Wellbeing co-ordinator or nursing staff.

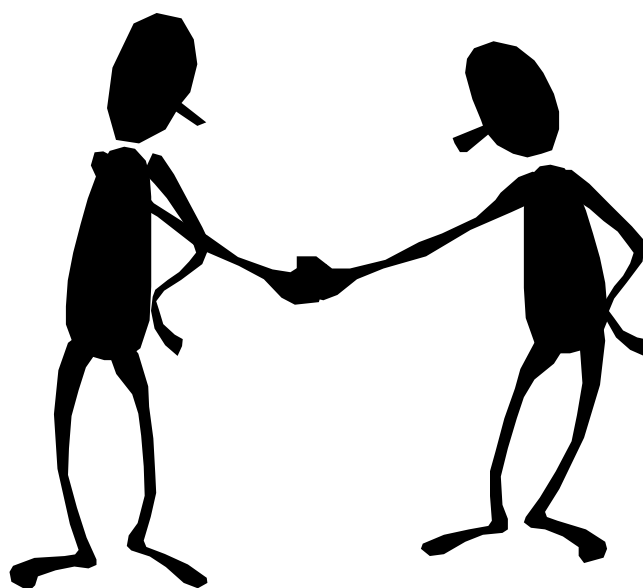
### **Volunteers**

The hospital has a wonderful volunteer work force, which works alongside the staff to provide a caring and enjoyable environment for residents. It is with their help that the residents have access to the mobile kiosk, books from the library and flowers in Mountview Home and beautifully maintained gardens and hospital grounds.

Enquiries regarding volunteer program – Volunteer Co-ordinator 5475 2000

### **Voting at Elections**

Arrangements are made with the Electoral Commission to have a Polling Booth set up at the hospital when elections occur so that residents will still be able to vote. You or your family will need to complete a change of address form to ensure you are enrolled at your new address at either Jessie Bowe House or Mountview Home. We hope you enjoy residing in Maldon Hospitals *Jessie Bowe House* or *Mountview Home*.





## **Residential Aged Care – Fees and Charges**

Pricing as at 1<sup>st</sup> January 2019

There are up to 3 types of fees payable in relation to Residential Aged Care at Maldon Hospital. Your Centrelink Income and Asset Assessment will determine the final fees applicable to your residency.

*You will be charged the maximum fees as outlined below, until Maldon Hospital receives your Centrelink Income and Asset Assessment. Any applicable adjustments will then be made to your account, backdated to your admission date.*

**1. Basic Daily Care Fee - \$50.66 / day**

This fee is payable by all residents, regardless of means. It is representative of 85% of the single aged care pension, and increases slightly each time pension rates increase

**2. Accommodation Payment – up to \$400,000, or \$65.09 per day, or a combination (applying MPIR of 5.94%)**

This fee is payable by *some* residents, depending on their assessment. This fee also depends on which room you are in. You can opt to pay a Residential Accommodation Deposit (RAD), or a Daily Accommodation Payment (DAP), or a combination of the two.

Further details are outlined below.

**3. Means Tested Care Fee – up to \$74.61 / day (average over 12 months). Annual and Lifetime caps apply.**

### **Accommodation Payment – further information**

Maldon Hospital has two residential facilities: Jessie Bowe Hostel and Mountview Nursing Home. Maximum room rates for these facilities are detailed on the following page.

Please note that the complexity of your care requirements will determine which facility can best accommodate you. This may mean that not all facilities will be offered to you.

Your Centrelink or DVA income and asset assessment will determine if you can be asked to pay accommodation costs, this is called an 'accommodation payment'. The maximum room price is the maximum accommodation payment that you can be charged for the room.

You have 28 days after entering a home to decide how you want to pay your accommodation payment. You can choose:

- A refundable accommodation deposit (RAD) which is a lump sum payment, the balance of which is refunded when you leave.
- A daily accommodation payment (DAP) which is a rental style payment that is paid on a regular basis, payable up to a month in advance, and is not refundable. To calculate the equivalent daily payment of a refundable accommodation deposit, the refundable deposit is multiplied by the maximum permissible interest rate (MPIR), currently 5.94% as at 1<sup>st</sup> January 2019
- A combination of the two. Options to draw-down the DAP from a part-payment of the RAD are also available.

### **Rates:**

**Jessie Bowe Room:** maximum refundable deposit \$400,000.00 or maximum daily payments of \$65.32, or a combination of these.

**Mountview Single Room with Ensuite:** maximum refundable deposit \$400,000.00 or maximum daily payments of \$65.09, or a combination of these.

**Mountview Single Room with Shared Ensuite:** maximum refundable deposit \$400,000.00 or maximum daily payments of \$65.09, or a combination of these.

It is the policy of Maldon Hospital to invoice the maximum charges for permanent Residential Aged Care until the income and asset assessment has been provided. Once this is provided any adjustments as applicable will be made to the account.

Further information about fees and charges are available on the My Aged Care website: [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

Prospective new residents and their families can also contact Tracey Archer, Finance Manager, at Castlemaine Health on (03) 5470 4225.

- Resident surnames beginning A - K  
Tracey Archer 54704225 / 54713225
- Resident surnames beginning L - Z  
Joshua Gundry 54711426 / 54713426

# Public Hospital Patient Charter



**You are entitled to expect and receive high quality services in public hospitals.**

This charter promotes a partnership between you and health service staff.

If you have any concerns you wish to raise, your hospital will have a Patient Representative to whom you may take your concerns. Ask the ward staff or at the Hospital Information Desk or Reception for more information.

**The following are your rights and responsibilities in public hospitals.**

## Your Rights

**You have the right to:**

### **A wide range of public hospital services**

Wherever you are in the State, you should have access to a wide range of services that provide appropriate care of high quality.

### **Treatment based on medical need regardless of your ability to pay or your health insurance status**

You have the right to receive treatment, as your medical condition requires, whether you are a public or private patient.

### **Choose whether you wish to have treatment as a public or a private patient**

You are able to decide if you want to be admitted as a public or private patient.

### **Treatment and care in a safe environment**

You have the right to feel safe, clean and comfortable while in hospital.

### **If necessary, to have access to an accredited interpreter**

You are entitled to request an accredited interpreter and use an interpreting service for essential information such as admission and discussion about your medical history and treatment.

### **Services provided in a culturally sensitive way**

You have the right to be treated in a way that respects your culture and beliefs.

### **Participate in making decisions about your treatment and care**

You should be fully involved in decisions about your care and be given opportunities to ask questions and discuss your treatment.

You may also appoint someone to make medical decisions for you if you are unable to at any point.

### **Participate in decisions and receive information about your discharge**

You have the right to participate in decisions about when you leave the hospital and to receive information about available services. You may leave the hospital against your doctor's advice, however, you may be asked to sign a form accepting responsibility for your decision.

### **Information about which hospital staff will provide your care**

You have the right to be kept informed about who is responsible for your care and how to contact them.



## Information about your health care and, if you wish, a second medical opinion

You are entitled to be fully informed about your medical treatment and seek a second opinion, if necessary.

## Access to your health records and confidentiality for your personal information

You have the right to see your health records. This can be done through your doctor or through Freedom of Information.

The hospital's Freedom of Information Officer can advise you on how to make this request.

Everyone involved in your treatment and care has a professional and legal duty to keep information about you confidential.

## Treatment with respect, dignity and consideration for privacy

As far as possible, health services will provide care and treatment in surroundings that allow privacy. You are also expected to treat the hospital staff with respect and consideration.

## Information on steps the hospital takes to improve the quality of care

Hospitals should be able to provide you with a report on how they are improving their quality. If you have ideas about how services could improve please let staff know.

## An opportunity to discuss any questions or complaints you may have concerning your stay in hospital

If you have questions or a complaint speak to your treating team or the Hospital's Patient Representative.

## Make a complaint to an independent complaints organisation

It is always best to try to resolve your complaint with the hospital. If you have tried this and are still unsatisfied, you can make a complaint to the Health Services Commissioner.

# Your Responsibilities

**You have the responsibility to:**

Work with your treating team by providing relevant information about your health and circumstances that may influence your treatment, recovery or stay in hospital.

# More Information

More information on the Public Hospital Patient Charter is available at:

[patientcharter.health.vic.gov.au](http://patientcharter.health.vic.gov.au)



Health Services Commissioner  
30th Floor, 570 Bourke Street,  
Melbourne 3000

Phone 8601 5200

Freecall 1800 136 066

Fax 8601 5219

Website [www.health.vic.gov.au/hsc](http://www.health.vic.gov.au/hsc)



# Plan for your future by making powers of attorney



You have the right to make your own decisions.

But in the future, you might have an illness or accident that means you can't make decisions.

You can choose someone now to make decisions for you if this happens.

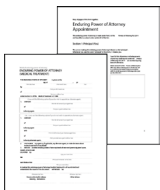


To do this, you can make **enduring powers of attorney**.

## How to make enduring powers of attorney

There are two forms for making enduring powers of attorney:

- the **enduring power of attorney** for financial and personal matters
- the **medical enduring power of attorney**.



You can only make powers of attorney if you understand what you are doing. This is the law.



You must sign the forms in front of two witnesses.

One of the witnesses must be someone like a doctor, lawyer or Justice of the Peace.

Your witnesses can't be family members.

### **If you change your mind**

If you change your mind and want to choose someone else, you can do this.

You need to fill out another form to cancel the enduring power of attorney.

### **More information**

If you have questions call the Office of the Public Advocate.

Phone 1300 309 337



If you need an interpreter:

Phone 131 450

Ask to be put through to the Office of the Public Advocate.



# Maldon Hospital

MALDON HOSPITAL

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## Mission

Building community health and wellbeing

## Vision

Our vision is to be a thriving health service contributing to a happy and healthy community.

## Values and principles

***Integrity*** - We strive for honesty, respect and compassion to reflect our sense of pride in our hospital.

***Safety***- Our aesthetic environment is secure and safe for both physical and emotional wellbeing. It is inclusive whilst being respectful of all people.

***Positivity*** -Creating an environment that is supportive, joyous and welcoming.

***Professional***- We provide a high quality of care with qualified staff that are accountable for maintaining best practice in a confidential environment.

***Service Driven***- Our services are accessible and delivered in a timely, flexible and approachable manner to achieve common goals



Handout Information - for Clients to be placed on the  
**RESIDENTIAL CARE WAITING LISTS**

If you require admission for Permanent Care or Respite at Maldon Hospital-

Please contact **Director of Nursing on 5475 2000** Monday to Friday between 8:30am to 3.30pm for an appointment to discuss the admission process and get the necessary paperwork.

**It is Essential to bring –**

- ☐ A copy of the current Aged Care Assessment (ACCR), or a copy of My Support Plan, or the referral code which Aged Care Assessment Service (ACAS) will have sent to you via mail
- ☐ A copy of the Power Attorney – Medical, Finance, Guardianship if applicable
- ☐ You must agree for Dr Chris Fowler to be your GP at Maldon Hospital

Thank you,

Katrina Sparrow

**Director of Nursing**

# DOWNSIZING

## A checklist to help



The thought of having to go through a lifetime's worth of memories is daunting, even if you know it's the right thing to do. Downsizing can be a positive and freeing experience and you don't have to do it alone. Be sure to ask your adult children or caregiver to help you, and be sure to have a few laughs along the way.

Follow this downsizing checklist for some guidelines on how to manage the process...

### Start downsizing early

Even if you haven't decided exactly where you'll be living in the next stage of your life, it's best to start the downsizing process early. By planning ahead, you can start reviewing your possessions and make the transition easier on yourself and everyone involved.

Since downsizing isn't a quick process, the earlier you can start going through your belongings the better. Once you find the right place, the downsizing may have to speed up considerably if your home sells faster than expected.

### Go through each room

In order to get a handle on exactly how much stuff you need to organise, go through each room with different coloured sticky notepads and a marker. Sort the items into categories:



- **Must have** - your most treasured items and important documents that you'll be taking with you.
- **Nice to have** - items that you like but are not that meaningful to you if there's no room for them in your new place.
- **Don't need** - these are items that you don't want, but you're happy to donate or give to friends and family.
- **Throw away** - old, broken, unusable items that can't be donated, but could be recycled i.e magazine/newspaper collections or glass housewares.

[www.maldhosp.vic.gov.au](http://www.maldhosp.vic.gov.au)



It's always easier to do the sorting part with an adult child or caregiver as they can give you an objective pair of eyes, and practical suggestions.



### **Distribute family heirlooms**

If you know that certain family members have their eye on a particular item, then offer to gift it to them now. Explain that you're downsizing and that they'll be doing you a favour if you take it off your hands. The more clutter you can clean out before you have a set deadline to move the less stressful it will be.

### **Know your dimensions**

Once you've given your house a good going over, it then makes it easier to know what will fit into your room. But you may still have to revisit the 'must have' and 'nice to have' categories to downsize further later. You don't want to have so much stuff crammed into your new place that you can't move about easily.

If you sell before you buy then you may have to store your furniture and household items in a storage unit. Since you'll be paying for storage per cubic metre, this can be good motivation for not being too sentimental.



### **Selling your home**

It's normal to feel like you're on an emotional rollercoaster when you're selling a beloved family home. But once your home is on the market, you'll feel a weight come off your shoulders. You can start looking forward to your new life.

### **Take time to settle in**

Once you've moved in, take your time to adjust to your new living situation. This might take a few weeks or a few months, but that's ok. Ask your family or caregiver to help you unpack when you first move in, so you can set up your favourite pictures and knick-knacks. Having familiar objects around you will help you to settle in and make things feel like home.