

Greensborough Road

Information Sheet 2011



303-311 Greensborough Road, Watsonia
Ph. (03) 9434 0205

The Greensborough Road MS Respite Unit is a service provided by MS Australia – ACT / NSW / VIC.

The following information has been provided to assist you in answering any questions you may have about the service and to clarify the level of support that is available.

To make a booking, change a booking or confirm a booking to Greensborough Road, please contact the Respite Coordinator at MS Australia – ACT / NSW / VIC on 03 9845 2700.

Location:

The Greensborough Road MS Respite Unit is located on the site of the Watsonia Accommodation Service. The respite unit is one of 7 units located on the site and is the first unit when entering through the front gate. Although it is on the same site, the respite unit is managed largely independently from the Accommodation Services.

The other units provide long term accommodation for residents who live with the progressive symptoms of MS. One of the units has been converted to a staff office as there is access to 24hrs staffing. This is the unit in the centre of the site.

Accessibility of Area:

The service is located in a suburban street within a short distance to some local shops including cafes, IGA supermarket, butcher, green grocer, post office and a variety of other stores. The terrain is flat in the immediate area with some steep rises closer to the shops. Access is clear on the pathways.

The accommodation site is fully wheelchair accessible.

Respite Accommodation:

- **Bedroom:** There are three bedrooms in the respite unit; Clients have their own bedroom which has a built in robe (wheelchair accessible), wall to wall carpet, ceiling hoist tracking, television, high / low bed, bedside chest with lockable drawer for personal valuables.
- **Bathroom:** The bathroom has recently been renovated and is fully wheelchair accessible with a shower and toilet. There is also one separate toilet in the house. The three respite clients are required to share the bathroom.
- **Laundry:** The laundry is fitted with washing machine and dryer. Residents are assisted by staff to do their washing. Each resident is allocated a separate washing time however it is recommended that all clothing be well labeled.
- **Kitchen:** The kitchen is fully equipped with some accessibility for clients

- **Living area:** The living area comprises of a lounge and dining areas adjoining the kitchen which leads out to a rear private courtyard and garden.
- **Other:** The site also has a community / recreation room accessible to residents, their family and friends. The area is also used for weekly home based group activities

Air-conditioning / Heating: The unit is centrally heated and cooled maintaining a temperature between 21-23 degrees Celsius.

Personal Alarm: Clients will be provided with a personal alarm to alert a staff member when requiring assistance.

Fire Services: All units are fitted with fire sprinklers and smoke detectors with fire extinguisher and fire blanket in the kitchen. Monitoring and maintenance of the fire services is outsourced with weekly fire safety checks conducted by staff within the service.

Equipment Provided:

- Overhead hoist in every room
- High low single beds
- Commodes / shower chair
- All Linen

Staff:

The respite service provides an active staffing roster across 24hrs of each day.

During the day and evening there are 2 residential care workers rostered on at any time to assist with the needs of respite clients which includes a Team Leader during the day to provide general support for the unit.

Overnight, there are two active staff members rostered on who work across accommodation and respite services and oversee the entire site.

Cost:

\$30 a day GST inclusive covers the cost of basic food, household consumables, and amenities including the use of the phone.

This will be invoiced after the respite stay. If you have a specific diet or prefer specific brands of food, it is advised that you bring this in with you.

Additional Costs and Personal Spending Costs:

Clients can be supported to access shops to purchase personal items or purchase on their behalf. Clients are required to pay for these items at time of purchase.

All recreational activities incurring costs will be the responsibility of the client. Transport, chemist requirements and specialised food requirements will be at the client's expense.

RDNS, Medical and Allied Health:

It is requested that clients who are currently using RDNS services, advise RDNS of their respite stay, including place of respite and the dates.

Should you require medical locum services they are available but cannot be obtained until after 6pm and often much later. *For any emergency requirements an ambulance will be called.*

All costs incurred will be the responsibility of the client seeking the service. Please note that it is not always possible to be taken to your preferred or specific hospital, this is entirely up to the Ambulance service.

The Greensborough Road respite facility does not provide allied health services such as Podiatry, Dentist, Physiotherapy, Massage, Occupational Therapy etc. It is the responsibility of the respite client to organise such services including transport if required.

Meals / Meal Times and Food Preparation:

Staff will engage respite clients to participate in planning a menu on admission day and assist with all food preparation as required. Meal times are as determined by the respite clients.

Recreation:

Respite users will be able to participate in the current activities offered to the long term residents in accommodation. Respite services plans to expand existing social and physical activities to increase recreational options. Details of these will be provided with the referral form or respite update. One on one support for recreation can be planned through individual referral.

Times of Admission:

Between 11.00am and 1.00pm on Monday is the preferred admission time; alternate times may be arranged prior to clients' respite stay by contacting the MS Respite Coordinator.

Times of Discharge:

Prior to Midday on Sunday is the preferred discharge time unless alternative arrangements are organised at the time of booking respite and agreed to by the MS Respite Coordinator and the respite service.

On Admission:

A staff member will confirm some important aspects of your respite referral and negotiate a respite routine. They will also provide orientation of the unit and site to ensure individuals feel safe and relaxed in the environment.

Some important checks include: what time you wish to rise and retire, that you have all medication including any pain medication such as panadol, neurofen etc in a blister pack (not in the original package), that all necessary health supplies have been packed and money is provided for possible recreation or take away food.

On Discharge:

Staff will involve the client in packing clothes, supplies and personal items to ensure items are not left behind.

Transport to and from Respite:

To be arranged by the Client

Any appointments clients may have during their respite stay should have transport and a support worker organised prior to their stay.

Transport and Public Transport:

The site leases a large wheelchair accessible van that can transport wheelchair dependant people and has seating for non wheelchair dependant persons. With prior arrangement this van may be utilised from time to time by respite staff to support respite users to access the community. Residents living in the accommodation units will have priority use of the van to attend medical appointments, etc.

The service is located close to Watsonia train station and within an electric wheelchair ride or walk to the shops.

Parking of Clients own Vehicle during Respite Stay:

There is limited parking available onsite therefore clients must contact the service prior to their stay regarding availability. All visitors must park in the street.

Smoking and Alcohol Use:

The unit is a smoke free environment. Smoking must take place outside with appropriate disposal of cigarette butts. Clients must be able to fully support themselves when smoking.

Illegal substances are not to be brought into the service

If clients enjoy an alcoholic drink it should be noted in their care plan and will need to be purchase before admission. Staff are not permitted to purchase alcohol on behalf of a client. Intoxication from consumption of alcohol will not be tolerated

Pets:

Pets are welcome to visit the facility providing prior permission has been obtained by the Team Leader. Dogs should be kept on a lead at all times and kept outside with all mess cleaned up by the owner. Cats should be kept in a travel cage, again with all mess cleaned up the owner.

Companion and therapy dogs will be considered with prior discussion as to the support required to assist clients in the care of the dog.

What We Suggest You Bring For Your Stay With Us:

- Medication in a blister pack for duration of stay, clearly labeled,
- All clothing requirements – these should be marked with your name or initials,
- Urinary and Bowel Care requirements for the duration of your stay, as specified in your care plan.
- All personal care items e.g.: shampoo, toothbrush etc,
- Food additives e.g. thickener if required,
- Personal cutlery, eating and drinking aids if required,
- Airflow mattress if required
- Wheelchair,
- R.o.h.o etc,
- Personal Sling for hoist

Complaints Procedure:

If you wish to make a complaint, please contact the Respite Coordinator on 03 9845 2700, or let us know in writing by contacting us by email complaintsofficervic@mssociety.com.au or by mail 54 Railway Road, Blackburn VIC 3130.

Privacy and Confidentiality:

The information we collect helps us to keep up to date details about your needs so we can support you in the best possible way. Your information can only be seen by the professionals in this service who are involved in your support.

We comply with the:

Privacy Act (Commonwealth)
Health Records Act (Victoria)
And *The Freedom of Information Act.*

How do you Book Respite?

Contact the Respite Coordinator at MS Australia on **(03) 9845 2700** for all information about respite including:

- to make a booking
- to change your booking
- to confirm your booking.