

Loch House

Information Sheet 2010

Loch
13 Clarence St Loch
5659 4323

Location:

Loch House, an accommodation setting based in Loch, 35 minutes from the Dandenong C.B.D. Rolling green hills surround the house providing a scenic vista and relaxing atmosphere. The area boasts flat and accessible walking tracks. Loch Village is 500m from the house and provides residents the opportunity to have a coffee at the "Hard Loch Café", a meal at the Pub with live entertainment or a wander through the shops and gallery.

Accommodation:

Loch House is a large facility with 10 bedrooms, three large living areas, and a pool table. The house has a mixture of young people who live there permanently as well as 3 respite rooms that are utilised by the MS Society. The house has a central garden area with a BBQ on the deck. The garden also has a vegetable patch.

All linen including, bedding and towels is provided to you. There is a flat screen TV and a DVD Player in the main area. A TV in your private room can also be provided, please advise us of your preferences prior to your stay with us.

Rooms:

Each room contains a high low bed, lockable bed side table and lamp.

Again please advise us of any other requirements you have for your stay with us.

Shared Areas:

The kitchen and living areas are commonly used by all residents and have a great social atmosphere. Join in on a game of cards, or pick your favorite movie to watch. The kitchen is wheelchair accessible and you can prepare snacks or coffee. Alternatively the staff can prepare them for you.

Equipment Provided.

- Portable standing hoist
- High low single beds
- Commodes
- Air mattress
- All Linen

Staff

Our experienced Carers hold many relevant qualifications and participate in regular training including:

- Personal Care skills
- Level 2 First Aid
- Cultural issues
- Privacy and confidentiality
- Occupational Health and Safety

Our staff will help you with all of the following tasks during your stay:

- assisting with personal care and transfers,
- preparing all meals & drinks,
- laundry services are provided as required,
- assistance with any other requirements you may have.

Coverage

Our Carers are in attendance 24 hours a day including an Inactive Sleepover from 11pm to 7am the next morning. Staff will always be available to assist you during the night if required, a buzzer system is in place.

If you require an active sleepover that service is also available on request. Please have your case manager arrange this prior to your stay with us.

Your own preferences and care plan will determine when you get up in the morning and retire in the evening.

Cost

\$30 a day GST inclusive covers the cost of food and amenities

Any items that are required for personal use will be purchased on your behalf. You will be asked to pay for these items at the time of purchase or alternatively an invoice for these items will be sent to you.

Telephones are available for your use.

RDNS and other medical needs

It is recommended that if you are currently using RDNS services please advise us of this prior to your stay with us.

All your currently prescribed medications need to come with you in blister pack form covering the entire duration of your stay with us.

Any prescribed creams need to come with you including clear instructions for their use from the prescriber.

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.*

There is a chemist locally.

All costs incurred for any medical needs will be your responsibility.

Range of Services

The facility covers disabilities from low care to high and complex care requirements. The residents who may be there may differ from respite stay to respite stay. There are some permanent residents that live at the house and have varying levels of ability.

Administration (Arrival and Departure)

We would appreciate it if your arrival could be after 11am – alternate times can be pre arranged if required.

Your departure at the end of your stay should be scheduled no later than midday but again alternative arrangements can be made on request.

Meals / Meal Times & Food Preparation

Your preferences for having breakfast, lunch and dinner can be accommodated. The house follows a menu designed by a nutritionist to promote health and well-being and the menu changes fortnightly.

Any special dietary preferences or requirements will need to be requested prior to your arrival.

Emergency procedures

Loch House and all our homes have house specific Emergency Evacuation Policies and Procedures. These are available at the house and comply with MFB requirements.

When you arrive our staff will

- ensure all your details are correct including your care plan
- complete an inventory of your belongings
- make sure your medications are stored securely
- place your valuables in the locked bedside table in your room
- take you through our emergency & evacuation procedures and familiarize you with evacuation points

When you leave our staff will

- make sure all your belongings are checked against your inventory and help pack your bags
- Discharge summary completed with client and support worker where applicable

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 & 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

What we provide

- Flat screen TVs' and DVD,
- All linen,
- All food,
- All items of necessity for daily living.

Date Dev 18/11/10

Date Updated 18/11/10

Authoriser : (to be signed by GM when approved

Date Authorised

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Air-conditioning / heating

Loch House is fitted with ducted heating and there are vents in each room. 2 respite rooms have individual air-conditioning units.

Alcohol/Illegal substances

Our policy is to follow your care plan which may include a drink of alcohol. Please advise us of your preferences.

No illegal substances are allowed on the premises.

Smoking policy

There are outdoor smoking areas to the rear of the property.

Accessing the community during your stay

There is no transport provided by us as a matter of course however transport can be arranged upon request at your cost.

The town is a five minute walk away and because this is a small community there is limited public transport available. There is a special V-line bus that leaves Loch post office twice a day costing \$9.00. This travels between Loch and Southern Cross Station in Melbourne.

You will have to cover any recreational activities that incur costs yourself.

Our Carers are available to help you access the community, prior arrangement is preferred.

We welcome volunteers; however we have no current volunteers within our services.

Miscellaneous

A newspaper is delivered at 9am every day.

Pets are welcome, at management discretion.

Grievance procedure

If you have any grievances, please contact the Team Leader, or let us know in writing by contacting us by email info@acares.com.au or by mail PO BOX 3191, Mentone East 3194 Victoria.

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.

We look forward to your stay with us.