

## **Respite Information**

### **St Martins Court - 92-96 Pellatt St, Beaumaris Victoria**

#### **Site Environment**

Located in a quiet residential street approximately 500 meters from the local shopping strip, St Martins Court consists of 13 one-bedroom independent living units around a central courtyard. There are 11 permanent residential units and 2 units available for people wishing to access respite services. The support at St Martins Court is provided by Australian Home Care Services (AHC), a not for profit wholly owned subsidiary company of the Multiple Sclerosis Limited (MSL)

#### **Respite Accommodation**

There are 2 fully furnished self contained units. The units are wheelchair accessible and include general equipment that may be required for individual support requirements. Both units have direct access to the shared open court yard in the centre of the property.

Each unit is fitted with emergency call points located in the lounge, bathroom and bedroom as well as an integrated hard wired smoke alarm and sprinkler system.

Both units have a local information folder which provides details on public transport (including timetables), maps, emergency phone numbers, taxis, local shops and restaurants.

All linen requirements are supplied including sheets, towels and pillows.

Pets are not permitted.

Bedrooms: Each unit is equipped with a single electric high/low bed, a fixed overhead ceiling hoist, built in robes, bed-side chest with lockable draw for storage of valuables, television, bedside lamp and a telephone point.

Kitchen and Living area: The kitchen is fully equipped for light meal preparation and is wheelchair accessible. The adjoining living area is furnished, including a recliner arm chair, television, a DVD and video player, reverse cycle air conditioning for both heating and cooling and hands free telephone.

Bathroom/Laundry: Both units have a step-less shower, are wheelchair accessible and are fitted with support rails. There is a standard commode/shower chair available if it is required. Toilet soap and washing powder are provided. The units have a washing machine with a clothes line at the rear of the unit; residents can be assisted to use this if required. One of the units has a clothes dryer and respite clients are able to access the communal dryer located in the office.

Other: The site has a communal recreation room which includes a communal kitchen, television, DVD player and games are accessible to respite clients, their family and friends.

Also see list of equipment and fixtures at the end of this document.

There are occasional group functions, including afternoon and morning teas, BBQ's, video evenings etc ... at different times throughout year which respite clients and family are welcome to participate.

Meal and food preparation: Staff support respite clients with planning a menu for main meals during the period of their stay, this includes assistance with meal preparation and determining preferred mealtimes.

Cleaning: All respite rooms are thoroughly cleaned after each stay. Spot cleaning will be provided on a daily basis. If at the conclusion of a respite period it is apparent that floor coverings or furniture require significant professional cleaning the cost may be transferred to the respite client. You will be notified of this requirement if it is considered necessary.

### **Staff**

There is 24-hour staff support with an inactive sleepover person, who may provide support for emergency purposes.

Day staff are available for assistance, prompting and supervision with personal activities of daily living including personal care, transfers, meal preparation, and domestic assistance.

The support model for the respite service is based on a person centered approach that involves individuals in the planning and delivery of their support requirements. The plan may be modified to accommodate changes in individual circumstances.

All AHC staff are trained in areas such as manual handling techniques, including familiarity with hoists and slide sheets.

The service has a manager who is based at the site and can provide assistance if it is required.

### **Medication & Laxatives**

If AHC employees are required to provide assistance with medication administration it must be provided in a Webster Pack.

The Webster pack must contain the details of the person it is prescribed for and details of the dose and medication.

No AHC employee is able to dispense medication from a bottle or packet.

If medication is not packed in Webster Pack, the medication will be taken to the local chemist to be packed; the respite client will be required to pay the appropriate fee for packaging.

AHC employees are not permitted to use or administer medication that is injected.

All laxative must be either provided in a Webster Pack or in the case of suppositories or micro enemas must be clearly labeled with the person name and dose.

### **Cost**

There is a daily client contribution fee. Details of this can be provided upon request and are detailed in the Residential Respite Statement. This fee covers daily general groceries and amenity expenses.

If specialist grocery items are required it may be advisable that these are brought when respite clients arrive; requests for specific grocery items can be purchased at the respite clients personal expense.

Take away meals can be arranged however will need to be paid by the respite client; expenses for take away meals will not be paid by AHC from the contribution fee.

The contribution fee is invoiced by and payable to AHCS; this will be mailed out following the respite stay.

### **Additional supplies for personal use**

Any items that are required for personal use should be brought when respite commences. If additional items have to be purchased the respite client will be charged for these.

### **Telephone usage**

Local phone calls are included at no charge. The telephone service for each respite unit has been barred for international, STD and mobile telephone calls.

### **Medical services**

St Martians Court does not have medical staff; all medical matters are referred to local services.

#### Royal District Nursing Services (RDNS)

It is recommended that respite clients who access RDNS services advise RDNS of their planned respite including the dates and address. This will ensure local RDNS services are able to provide support if it is required.

#### Medical Practitioners

There is a local general practitioner who can be accessed if it is required, any respite client who accesses this service will need to pay for any costs incurred.

Locum doctor services will attend however this service cannot be obtained until after 6:00pm and may often involve lengthy wait times.

#### Chemist

There is a chemist in the local shopping precinct. Any purchases made will be at individual client's discretion and expenses will be that person's responsibility.

#### Urgent Medical Support

Should staff feel that urgent medical attention is required an ambulance will be called. If this is the case all cost incurred will be the responsibility of the client requiring the medical attention. It should be noted that ambulance services will take clients to the closest available hospital; it may not be possible to direct the ambulance service to go to a preferred or specific hospital.

It is important to note that in some cases individual support requirements cannot be met by the services provided at St Martins Court. Australian Home Care reserves the right not to admit clients who are considered to be unable to be safely supported in the service.

## **Public Transport**

St Martins Court does not have dedicated transport; however there is local accessible public transport.

### Train

Cheltenham and Mentone train stations are approximately 5 minutes car drive or 25-30 minute walk from St Martin's Court; both of these are on the Frankston line and are in zone 2.

### Bus

There is a regular bus service available on Balcombe Road which as is a short walk from St Martin's Court. This service does include a wheelchair accessible bus however it is requirement to contact the bus company for the daily schedule of those accessible buses that travel the route.

A regular bus service is also available from Tramway Rd which is the street parallel to Pellatt Street.

### Taxi

Taxis can be used to access the community; respite clients are advised to leave ample time between appointments due to taxi availability.

Details of contact telephone numbers, routes and timetables are located in the information folder in both respite units

## **Local Shopping Precincts**

### Balcombe Road

Is approximately 10 minutes walk to Balcombe Road and consists of a small supermarket, butcher, green grocer, hairdresser, post office, ANZ Bank as well as variety of café's and specialty stores.

### The Concourse – Beaumaris

Is approximately 20 minutes walk and has a variety a specialty shops, including cafes, restaurants including a post office and Westpack Bank.

### Mentone

Is approximately 30 minutes walk and includes a large variety of shops situated around the Mentone railway station.

### Cheltenham

Is approximately 30 minutes walk and is located on Charman Road and includes a large variety of shops situated around the Cheltenham railway station.

### Southland Shopping Centre

Is approximately 45 minutes walk and is located on the corner of Charman Road and Nepean Highway. There are a large number of shops and services including cinemas. Southland can be easily accessed using the local public bus service.

**Accessibility of Area**

The service is located in a suburban tree lined street. The terrain has moderate inclines but the footpaths are safe for walking and wheelchair use.

There is limited beach access which is approximately 15-20 minutes walk.

The entrance to St Martins Court is on a slight slope and residents are advised to use aids for stability.

**Personal Spending Costs**

Costs associated with any recreational activities a respite client arranges will be the responsibility of the respite client.

Transport, chemist requirements, specialist food requirements and take away meals will be at the respite client's personal expense.

**Personal Property – Security**

Each unit has a secure lockable drawer for valuables and money. Respite clients are advised that personal spending money and valuables are the responsibility of the individual and not that of AHC. Staff may provide limited assistance with accessing items if it is required but are in no way responsible for these items.

**Transport to and from Respite**

To be arranged by the respite client.

**Times of arrival**

Between 11:00am – 1:00pm. For clients arriving after this time provision can be made for a light lunch upon request.

Upon arrival:

- A staff member will confirm important aspects of the care plan and provide some orientation of the unit and site to ensure that your stay is a safe and secure one.
- Some essential checks will include, what preferred times there may be to go to bed or rise, ensuring medication is packed correctly in a Webster pack that is clearly labeled, orientation to fire emergency plans, evacuation points and emergency contacts.

**Times of departure**

Respite clients are asked to vacate the unit by 12:00 noon; this will allow suitable time for the units to be prepared for the next booking.

Upon departure:

- Staff are available to assist respite clients to pack their clothes and personal items to ensure nothing is left behind.

If different arrival or departure times are required, please negotiate these prior to the respite period.

### **What to bring**

- All clothing requirements – these should be marked with your name or initials
- Specific personal care items eg shampoo / conditioner, toothpaste etc....
- Contenance products (if applicable), including:
  - Urinary care requirements for duration of stay (if applicable)
  - Bowel care requirements for duration of stay (if applicable)
  - Please ensure there are enough to cover the period of the respite.  
If additional items are required to be purchased, the cost will be charged to the client.
- Medication in a Webster pack for duration of stay (this must be clearly labeled)
- Food additives eg thickener if required (if applicable)
- Personal cutlery eg eating and drinking aids if they are required (if applicable)
- Personal pressure care mattress or cushions (if required)
- Wheelchair charger (if applicable)
- Personal sling for hoist use (if applicable)

### **Smoking and Alcohol**

- Both respite units and the community room are smoke free. Smoking is only permitted in outdoor areas and all smokers are required to dispose of cigarette butts appropriately.
- If a respite client enjoys a social drink this will need to be purchased before arrival; AHC staff are not permitted to purchase alcohol on behalf of respite clients.
- Intoxication and any related disruption to other clients or to service delivery could result in the respite period being terminated.
- Under no circumstances can cigarettes or alcohol be shared with the permanent residents.

Any illegal activity or substances use will be reported to the police and the respite period will be terminated. This will impact the availability of accessing future respite services.

### **Visitors**

Respite clients are encouraged to enjoy visits from family and friends and are welcome to join in any group activities.

It is expected that all visitors respect the site and understand that they are entering a private area that is home to 11 permanent residents.

Any excessive noise or disturbances can not be tolerated and visitors will be asked to leave.

### **Incident and Complaint Management**

Incident and complaints management combines both internal and external processes. The method of reporting and resolution of complaints is dependent on the resident's source of funding.

Australian Home Care Services complaint management process meets the requirements of the Department of Human Services (DHS) and the Transport Accident Commission (TAC). All AHC's policies and processes are accredited independently through ISO 9001/2000 standard.

Respite clients will be provided with a copy of the complaint and incident management policies and processes with the Residential Respite Statement. If required additional support for these matters can be provided by AHC managers, community visitors and advocacy groups.

In addition, MSL as the broker of this respite service also has an incident and complaint process that clients can use to raise a complaint or to report an incident relating to any part of the respite process. A client can outline their complaint or receive a written copy of the Client Complaints procedure by contacting the MS Society's Intake department on (03) 9854 2700 or 1800 287 367.

### **Privacy**

Multiple Sclerosis Limited (MSL) collects information about all its registered clients. This information is collected and recorded either electronically or in hard copy in a personal client file. MSL requires personal and health information to assist in directing client assessment, personal plans and information and service provision. MS L programs are funded by both State and Commonwealth governments. The Department of Human Services requires the agency to release certain non-identifying statistical information about our service users as part of its service and funding agreement. This information is then used to assist in planning for improved service provision for people with a neurological condition.

MSL has partnerships with other accommodation services in order to provide a variety of respite options. The provision of a privacy statement is one of the requirements stated in the service partnership agreement with the MS Society. A copy of the privacy policy can be provided on request.

### **How do you book Respite?**

Contact the Respite Coordinator at the MS Society on **9845 2700** for all information about respite including:

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

## Respite Information – Equipment and fixtures St Martins Court - 92-96 Pellatt St, Beaumaris Victoria

Area	Equipment or fixture	Quantity per unit
<b>Bedroom</b>	Electric high low bed (king single)	1
	Air flow mattress	1 (one unit only)
	Pressure care – dimpled mattress	1 (one unit only)
	Monkey bar	1
	Bed stick/pole	1
	Over table bed	1
	Bedside lamp	1
	Bedside chest of drawers	1
	Wall mounted flat screen television (and remote)	1
	Fixed ceiling mounted electric hoist	1
<b>Living Areas</b>	Television (and remote control)	1
	DVD player	1
	Wall heater (gas)	1
	Reverse cycle air conditioner (heating and cooling)	1
	Recliner chair	1
	Small dining table and chairs	1
<b>Bathroom</b>	Generic commode chair	1
	Shower stool & shower chair (not wheeled)	1
	Urinal bottle and bed pan	1
	Clothes washing machine	1
	Clothes drier	1 (one unit only)
	Clothes horse	1
<b>Kitchen</b>	Small refrigerator	1
	Microwave	1
	General crockery, cutlery, cooking equipment	1
<b>Other</b>	Mobile hoist (access to hoist)	1
	Hands free telephone (direct dial with own telephone number)	1
	Portable fans	1