



Residential Unit, Lidcombe NSW

Application for a Respite/Short Stay

This form is available electronically, by emailing kkuppanda@mssociety.com.au

Please indicate your preferred admission and discharge dates:

.....

Respite/short stays are usually up to 6 weeks per year (extensions are dependent on bed availability).

An opportunity exists for a "Transitional" stay, with duration of 3 – 6 months. This will be dependent on assessment by the Admission Committee and availability of those beds.

Please fill in all sections on this form.

Surname:

Given Name:

Address:

Post Code

Telephone No: (H) ()...

(W) (...)

(M)

Date of Birth:

Male

Female

Medicare Number.....

Expiry Date...

Pension Number.....

Expiry Date...

If you are not on a pension, are you covered for Ambulance travel?

Yes

No

Do you have Disabled Taxi Vouchers?

Yes

No

When were you diagnosed with MS?

	Address	Phone Nos:
<u>Contact person:</u>		H:
Name:		W:
Relationship to you:		M:
<u>General Practitioner:</u>		W:
Name:		F:
Address:		
<u>Neurologist (if applicable)</u>		W:
Name:		F:
<u>Case Manager/Worker</u>		W:
Name:		F:
Address:		M:

The cost of your stay will be: \$27.15 per day.

We understand that some people may have difficulty in paying all or part of this fee and may require special consideration. Please tick the box below and a form will be sent to you, or phone the Residential Unit Receptionist, during business hours for the form (phone no 02 9646 0632).

I require a Fee Reduction Form

Your goals for Respite may be for, please circle the most appropriate:

- Carer relief
- Social reasons
- *CRIS Program (see below), including education about MS

*During your stay, we are able to provide you with a consultation with our Specialists, should this be needed. These will require a referral from your GP and **please tick which you need, so that we can arrange an appointment:***

MS Clinic (is held weekly)

Onsite Urology Service (1 or 2 of these per month – depends on the Doctors availability)

*The Residential Unit has implemented a program to promote health and wellbeing called “Complimentary Restorative Immune System Program” (CRISP). The program includes: assistance with your current maintenance exercise program, immunotherapy education and training, continence & skin management, nutrition and a well-balanced diet, massage, aromatherapy, yoga, tai chi, assistance with sleep problems, recreation activities and outings.

List your **medications** (including any complementary/alternate treatments) in the boxes below:

List any known allergies:

IMPORTANT

A medication chart will need to be sent prior to your stay, which is to be completed by your local doctor. This has to be done for medico-legal purposes. If this is not done, you may not be able to receive your medication.

Please remember to bring this with you, so that the Rehabilitation Medicine Specialist and the registered nurses know what medications you are taking.

Please bring enough medications with you for the duration of your stay.

** Importantly - if you are unable to self-medicate you will need to bring all medications (excluding liquids) in Webster packs. The personal care staff is not permitted by law to dispense out of bottles.

Prior to your stay you will be sent a list of items to bring and a medication chart, which must to be completed by your local doctor.

We will phone you the week prior to your stay, to remind you of these items and to answer any of your questions.

Do have any special dietary requirements (please tick below)?

- | | |
|---|---|
| <input type="checkbox"/> Normal | <input type="checkbox"/> Diabetic |
| <input type="checkbox"/> Vegetarian | <input type="checkbox"/> Gluten Free |
| <input type="checkbox"/> Soft Diet | <input type="checkbox"/> Thickened Fluids |
| <input type="checkbox"/> Other – please describe: | |

Special foods that are not easily obtained may need to be brought in by you, so please explain here:

Our Chef (Sandy) will make contact with you prior to admission to determine specific needs.

- | | | | |
|--|------------------------------|-----------------------------|---------------------------|
| Do you weigh more than 100 kgs? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | If yes nominate weight... |
| Do you have pressure sores/skin breaks? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | ... |
| Are you currently or recently been in a hospital facility? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | ... |
| Are you returning home after this stay? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | ... |
| Are you taking any morphine-like medications? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | ... |
| Do you have any other medical conditions? I.e. diabetes, heart disease, epilepsy | <input type="checkbox"/> Yes | <input type="checkbox"/> No | |

List:.....

Photos:

It is necessary to take a photo of you on arrival, so that we can file it with your medication chart. We also may need to take a photo of skin lesions, pressure areas etc. Additionally, photographs may be obtained regarding care and activities, in the interest of quality and documentation. If you consent, please sign below or have your carer sign for you.

Client/Carer: Print Name:.....

Signature:.....

Date: ...

A letter is normally sent to your local Doctor and Case Manager following your stay with us, unless you indicate that you do not want the letter sent, by ticking in the adjacent box.

- No do not send the letter to my local Doctor No do not send the letter to my Case Manager

All applications are reviewed and you will be informed in writing.

Please return the completed forms to:

Manager, Residential Services

MS Australia – ACT/NSW/VIC
Studdy MS Centre
PO Box 210
LIDCOMBE, NSW, 1825

Ph: 02 9646-0632

Toll Free: 1800 042 138

Fax: 02 9646-0680

Email: kkuppanda@mssociety.com.au

rmaybury@mssociety.com.au

Returning this application will automatically mean that you understand and accept the conditions listed and that you agree to them.

Please tick the appropriate response that best describes your needs.

Meals *(please tick the most appropriate box below)*

- I can feed myself
- I require my food cut
- I require someone to feed me

Bathing *(please tick the most appropriate box below)*

- I am independent and need no assistance
- I need full assistance

Grooming *(please tick the most appropriate box below)*

- I am able to do my hair, teeth, shave or apply make-up
- I need full assistance

Dressing *(please tick the most appropriate box below)*

- I am independent, including doing up buttons and shoelaces
- I need some assistance putting on clothes including doing up buttons and shoelaces
- I require full assistance

Bowel Control *(please tick the most appropriate box below)*

- I have no accidents or need help
- I have occasional accidents & need help with my enema/suppository
- I need full assistance and/or have accidents

Bladder Control *(please tick the most appropriate box below)*

- I don't have accidents or need help, even with my catheter
- I have occasional accidents and/or need some help with my catheter
- I have frequent accidents either with/without a catheter

Toileting *(please tick the most appropriate box below)*

- I am independent (can wipe, flush & transfer)
- I need help with balance & with managing my clothes or toilet paper
- I need full assistance

Transfers – Chair & Bed & Back *(please tick the most appropriate box below)*

- I am able to transfer independently
- I need one person to assist my transfers
- I need two people for my transfers
- I need full assistance

Mobility *(please tick the most appropriate box below)*

- I am independent walking with or without a walking stick
- I can walk with or without aids for at least 45 metres
- I am unable to walk, but am independent with my wheelchair (manual or electric) for up to 45 metres
- I am unable to use wheelchair at all (bed bound)

Stair Climbing *(please tick the most appropriate box below)*

- I am independent negotiating stairs, either with or without devices
- I can get up stairs with assistance
- I cannot get up or down the stairs at all

MULTIPLE SCLEROSIS LIMITED
(known as the MS Australia – ACT/NSW/VIC)

Document No. **112**

POLICY ON SHORT STAY
RESIDENTIAL UNIT, LIDCOMBE (NSW)

Client Services

(Drafted in accordance with NSW Disability Service Standards – No 1 Service Access – 1993)

The primary aim for a short term stay is to provide “time out” for family and carers, and the person being cared for, from their regular care routines. It supports and assists people in care giving relationships to continue to live at home and fully and actively participate in the broader community. Short term stays also provide the opportunity for mixing with others, the development of friendships and ongoing peer support once the person returns home.

POLICY:

The MS Society’s Residential Unit is licensed by the NSW Department of Ageing Disability & Home Care (DADHC) as a ‘Supported Accommodation’ facility. The Residential Unit is not a rehabilitation facility attached to a public or private hospital.

The Residential Unit provides access to planned, time limited short term stays for eligible clients who require specialist accommodation support for the purpose of respite (for their family and caregivers), short holiday breaks, attending specialist medical appointments in Sydney, and/or pre-planned assessment with the Client Services Team. The Residential Unit is more suitable for clients who have moderate to high support needs.

The purpose of this policy is to outline the admission criteria, the application and approval process, and the services available for short term stays at the Residential Unit Lidcombe, NSW.

1. Admission Criteria

1.1. Applicants must:

1.1.1. have a diagnosis of Multiple Sclerosis or an approved allied neurological diagnosis

1.1.2. be able to be managed within the service capacity of the Residential Unit.

1.2. Applications will not be considered where there is an assessed ‘risk’. Examples of high risks include, but are not exclusive to the following;

1.2.1. when there are concerns about a person’s emotional or medical status

1.2.2. when there is a potential risk to staff, him/herself, and/or other clients, arising out of 1.2.1.

1.3. The Residential Unit is not available as a place to convalesce after hospitalisation with the exception of those applicants who meet the admission criteria and whose caregiver requires relief from their care giving duties and who can agree to a scheduled discharge date.

1.4. The Residential Unit is also not available to clients already accommodated in a residential Aged Care facility.

2. Application Process

- 2.1. Access to respite beds is through the Team Leader, Residential Unit.
- 2.2. Applications for respite beds may be made by the client, the family/carer, MS Australia – ACT/NSW/VIC staff and community based health service providers.
- 2.3. The applicant or authorised person is to complete the Application for Short Stay form and forward it to the Team Leader, Residential Unit with any other pertinent documentation as requested.
- 2.4. The client's application will be assessed by the Team Leader, Residential Unit to determine suitability according to the previously outlined admission criteria and the service capacity of the Unit. Further consultation may be required with any key stakeholders and the Admission Review Committee before a client may be admitted.
- 2.5. Services and dates will be arranged as quickly as possible taking into consideration client needs and requests, and the MS Australia – ACT/NSW/VIC service capacity.
- 2.6. The Manager, Residential Services will inform the applicant in writing as soon as possible, of the outcome of his/her application.

2. Service Capacity

- 2.1. The capacity of the Residential Unit to provide access to clients for short term stays is determined by the number of beds available and the number of clients who can be accommodated at any one time.
- 2.2. The capacity is additionally determined by analysing the appropriate staffing levels and the skill profiles of the staff.
- 2.3. The factors which determine the number of beds the Residential Unit is able to provide are:
 - 2.3.1. the level of staff support required to meet the needs of individual clients
 - 2.3.2. the level of staff support required to meet the collective needs of a group of clients who are using the service at the same time
 - 2.3.3. the appropriate skill mix of staff.

3. Priority of Access

- 3.1. Applicants who meet the admission criteria and who fit within the above stated service capacity, will be granted a date for admission as close as possible to the one requested. However, if the requested date is not available, the Team Leader, Residential Unit will make contact with the applicant to determine the next most suitable date.
- 3.2. Unplanned short term stays will be considered based on service capacity, at the discretion of the Team Leader, Residential Unit.

4. Services Available:

- 4.1 Health checks by nursing staff focusing on nutrition, continence, skin care, mobility safety, symptoms and management of medications
- 4.2 An Individual Plan developed in consultation with the client and/or family for maintenance of life skills, independence and for meeting of any stated goals for the stay
- 4.3 Information, education and specialist advice on symptom management
- 4.4 Social and recreation activities on and offsite (note: some of these activities have a cost attached to them)

- 4.5 Computer and Internet access
- 4.6 Access to exercise equipment for continuation of home exercise programs
- 4.7 Access to exercise programs supervised by qualified exercise therapists –must be pre-booked
- 4.8 Access to physical skills maintenance programs supervised by qualified exercise therapists and physiotherapy assistants - must be pre-booked
- 4.9 Access to the MS Australia – ACT/NSW/VIC Urology Clinic – by pre-booked appointment
- 4.10 Access to the MS Society's Clinic for MS (neurological consultation) by pre-booked appointment
- 4.11 Referral to other services including Client Services Programs where a need is indicated (note: this does not guarantee services during the stay and may lead to a service plan being developed for follow up on return home)
- 4.12 Liaison and follow-up with a MS Australia – ACT/NSW/VIC Key Worker as required during stay and on return home, as part of an existing service or management plan

Specialist Lifestyle Service assessments/programs are not open to routine respite applicants. These are only provided to clients who have a pre-determined service plan (specific goals) formulated by the Client Services Team in advance of the stay. This is generally only available when it is determined that there are difficulties in accessing an assessment or program in the client's local community.

5. Care Management

- 5.1. Individual care requirements will be assessed upon admission and re-evaluated as necessary during the stay in consultation with key stakeholders
- 5.2. An individual service/support plan will be developed in consultation with key stakeholders

6. Length of Stay

- 6.1. The average length of stay is two weeks and up to six weeks per calendar year. This may be taken in one block or at separate intervals.
- 6.2. Longer or more frequent stays may be granted, but is dependent upon bed availability.
- 6.3. It is expected that clients will return home on the agreed date which is determined prior to admission.
- 6.4. If the client's health deteriorates and/or a medical need arises during the client's stay, relocation to a hospital or discharge options may be required. Every effort will be made to consult with the appropriate personnel, including the client's family and any external care providers, at the time of this occurrence or as soon as possible.
- 6.5. If the client's behaviour creates problems impacting on staff capacity to deliver care and/or the behaviour impacts on their own and other's safety, and/or is disruptive to other residents, relocation or discharge options may be required. Every effort will be made to consult with the appropriate personnel including MS Australia – ACT/NSW/VIC specialist staff, the client's family and any external service providers who are currently involved in the client's care.
- 6.5. In the event of an evacuation or emergency situation, the carer may be asked to take the client home. If this is not possible the client may be relocated to an alternate facility.

7. Fees

- 7.1. Residential Unit fees are advised in writing prior to admission
- 7.2. Full or partial fee waivers may be granted where there is an identified financial need. An application form is available upon request from the Manager, Residential Services.

8. Visitors:

- 8.1. Visitors of clients are welcome and the Residential Unit endeavours to have flexible visiting hours. Visitors are asked to be considerate of others at all times, especially when personal care is being carried out and during rest/sleep periods.
- 8.2. Visitors may be asked to leave at the discretion of the Team Leader, Residential Unit (or delegated authority).
- 8.3. Meals for guests of clients are available at a reasonable cost, with sufficient notice.

9. Satisfaction Surveys

- 9.1. Clients will be asked to complete a satisfaction survey, near the end of their stay. The intention of the survey is to assist the residential unit staff to better meet client needs and identify areas for improvement. The survey can be anonymous and will remain confidential.

10. Pets

- 10.1. Pets may accompany clients during their stay; however, approval will be at the discretion of the Team Leader, Residential Unit.

11. Application Refusal

- 11.1. Clients who are not eligible for a short term stay in the Residential Unit will be notified as soon as possible.
- 11.2. The client or advocate will be offered referral to a MS Community Support Worker or their Community Case Manager for further assistance with finding alternative accommodation and/or services to meet the client and their family's needs.

12. Grievance Procedure

- 12.1. If the client or their advocate is concerned about the service they are or are not receiving, a grievance process is in place as outlined in the MS Australia - ACT/ Policy on Consumer Complaint's handling. This policy and protocol will direct the client through the necessary steps in reaching a resolve.

This policy is supported by & should be read in conjunction with:

108 Policy on Consumer Service Access

Ms Robyn Faine
General Manager Services

Date: 16 February 2007

Mr Bill Younger
Chief Executive Officer

Date: 16 February 2007