



## **FACT SHEET – OCEAN GROVE**

70 – 72 Dare Street  
Ocean Grove Vic 3226  
Phone 52554034

### **Where is it?**

Ocean Grove House is situated in Dare St Ocean Grove (approximately 20 mins drive from Geelong). The house is within wheelchair distance from the beach and the shops.

### **Access & Accommodation**

The house is wheelchair-friendly in the newer section both inside and out.

The Ocean Grove house has 5 bedrooms, 2 kitchens and 2 living areas. The house can be divided into 2 sections if necessary. The house has a sprinkler system, smoke alarm and has central heating and cooling.

Section 1 of the house has 2 bedrooms and is more appropriate for the independent client, this area of the house is also the older section. Section 2 of the house has 3 bedrooms available for clients with moderate to high level care and support requirements. The bathroom is fully accessible with a ceiling track hoist installed. Three of the bedrooms also have a ceiling track hoist. Each room has its own TV and DVD player.

### **On Site Staffing**

The house is staffed 24 hrs per day with one sleepover person at night. The Personal Care workers have obtained a Certificate III or IV in Aged Care and Disability and have a Level 2 First Aid Certificate. The Care Workers are also trained to support clients with managing their catheters, bowel care, skin care, condom drainage and peg feeds. In addition to providing support with personal care activities the staff support residents to engage in social and recreational activities when able.

### **Nursing Care**

Provision of nursing care is not included in the support model. If nursing assessment or intervention is required, a referral to the Royal District Nursing Service (RDNS) or other service is required. The cost of these services are additional to the weekly bed fee.

Prior to admission and as part of the individualised care planning process, respite residents are required to participate in an assessment of care and support needs or provide an update on care and support needs if frequent users of the service.

### **Individualised Planning**

At the commencement of the individual's respite stay the service provider will support the individual to plan their care and support requirements, and plan with the individual what they may wish to achieve, within reasonable expectations, whilst in respite. The plan will be individualised and will focus on client choices and decision making in relation to their daily routine including recreation and community access including menu planning, shopping, community and social activities.

Planning will be sensitive to the cultural and spiritual experience of the person.

### **Incident and Complaint Management**

Incident and complaints management combines both internal and external processes. Clients will have access to a plain language copy of the complaint and incident management policies and procedures. Clients are encouraged if required to engage the assistance of residential staff, site supervisors, managers, community visitors and advocacy groups in the complaint resolution process.

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. Our 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.

## **Respite client contribution**

There is client cost of \$25 per day to contribute to utilities, phone, linen, laundry, cleaning services and food. The daily contribution is invoiced after the respite stay.

The service has a wheelchair-accessible van that is sometimes available for outings.

## **What to bring?**

It is important that you use the attached checklist to ensure you bring all of your aids and equipment to ensure your respite stay is enjoyable.

## **Specific information relating to the Ocean Grove Service**

- **Electrical Equipment**

You are welcome to bring electrical equipment, such as hairdryers, electric shavers, radios and scooters. However, such electrical equipment must be “tagged” by a qualified electrician.

## **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.