



FACT SHEET – ST MARTIN’S COURT

92-96 Pellatt Street

Beaumaris Vic 3193

Telephone: 9589 4535

Where is it?

Located in a quiet residential street approximately 500 metres from the local shopping strip, St Martin’s Court consists of 13 one bedroom independent living units in a quadrangle arrangement. There are 11 long term residents and 2 units maintained for people wishing to access respite. There is a communal recreational space and full disability access kitchen facilities located on the property. The care and support at St Martin’s Court is provided by Australian Home Care Services (AHCS), a not for profit wholly owned subsidiary company of the Multiple Sclerosis Limited (MSL)

Accommodation / Access

Each respite unit is fully furnished and has one (separate) bedroom with built in robes, lounge area, a self-contained wheelchair accessible kitchen and separate bathroom with stepless shower. Each unit has direct access to the shared open space quadrangle in the centre of the property. Each unit is fitted with an integrated hard wired smoke alarm and sprinkler system and resident emergency call points located in the lounge, bathroom and bedroom. There are televisions located in both the living area and the bedroom, with a ceiling hoist and high low bed in the bedroom.

Included is the provision of 24-hour supervision and assistance. The support model for the respite service and the independent living units is based on a person centred planning approach and involves people in the planning and delivery of their service requirements. The plan may be modified to accommodate changes in individual circumstances.

The weekly respite service bed fee includes 3 hours per week of 1:1 attendant care support which may be used for community access, recreational activities or additional support to meet personal care needs.

On Site staffing

There are staff accessible to all residents 24hrs each day. 3 staff on-site during the day providing supervision and support and 1 staff at night. The residential care staff are available for assistance/ prompting/ supervision with personal activities of daily living (ADL's) including hygiene, transfers, meal preparation, domestic assistance and social support.

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 costs of these services are additional to the weekly bed fee. Prior to admission and as part of the individualised care planning process, respite residents will be required to participate in an assessment of care and support needs.

It is important to note that particular combinations of disability and support needs e.g. hoist transfers, incontinence and modified dietary requirements, may mean a client's needs cannot be met at the St Martin's Court site. The service provider reserves the right not to admit clients who, as a result of AHCS assessment, are considered to be unable to be safely supported in this environment.

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 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, 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. 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, The Transport Accident Commission. All AHC's policies and processes are accredited independently through ISO 9001/2000 standard.

Clients will have access to a plain language copy of the complaint and incident management policies and processes and residents will be encouraged if required to engage the assistance of residential staff, AHC

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

- Resident contribution of \$55 per week for meals which is required in cash on admission.
- Accommodation co payment of \$20 per day for utilities, phone, linen, laundry and cleaning services.

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.

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.