



FACT SHEET – MS WATSONIA RESPITE

**303 -311 Greensborough Road
WATSONIA Vic 3087
Telephone: 9432 0391**

Where is it?

The Watsonia MS long term and respite service is located at 303 Greensborough Rd Watsonia. It is close to Watsonia station and within an electric wheelchair ride or walk to the shops. The Watsonia service consists of 6 units. Five of the units provide accommodation for people who require long term accommodation with one unit designated for respite. A recreation / multi-purpose room is also situated in this village type of environment.

Access/ Accommodation

The house is fully equipped and accessible for people with a disability. The house comprises of two single rooms with a wall mounted television in each bedroom, shared bathroom, laundry and a kitchen with adjoining living area which leads into a private courtyard. There is ducted heating and cooling, fire sprinklers and smoke alarms are installed throughout the house.

On Site Staffing

The serviced is staffed 24 hrs per day. The Personal Care workers have obtained Certificate 3 or 4 in Aged Care and Disability and a current First Aid certificate. The Care Workers are also trained to support clients with managing their catheters, bowel care, skin care, condom drainage. In addition to providing support with personal care activities the staff, also support residents to engage in social and recreational activities - both on site and in the community.

The respite house is staffed by one carer in the morning and one carer in the afternoon. The service has two staff rostered on active duty overnight.

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 require, 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

- 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 your aids and equipment to ensure your respite stay is enjoyable.

Specific information relating to the Watsonia 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

Pressure Care

- If you use a pressure mattress overlay at home, there is one for respite but it is often in use. It is advisable to check before you come that it is available to save bringing your own from home. NB (*Please note on the checklist if you require pressure mattress overlay*)

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.