

PROSPECTUS

Carmel Court Rest Home

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GENERAL

Aims & Objectives

Carmel court is a Supported Residential Facility (SRF). Carmel Court aims to provide a home-like environment for the elderly, the disabled and individuals with mental illness in a safe, positive & non-discriminatory environment. Carmel Court provides its residents with the appropriate facilities to maintain a satisfactory level of living standards, and to promote quality of life whilst ensuring a high degree of care.

Nature & Number of Residents Cared For

The facility is licensed to care for a maximum of 24 residents at any one time.

Degree of Care Offered

Assistance with personal hygiene and self-care is offered.

ACCOMMODATION

The facility offers accommodation consisting of six single and nine twin share rooms, with Communal bathrooms and toilets.

The communal/shared facilities available are:

- Dining Room
- Lounge Area
- TV Room
- Pool Table
- Courtyard & Garden

SERVICES

The services that are offered permanently, includes:

- Provision of 3 meals per day
- Rooms are cleaned weekly
- Beds are made weekly with the changing of bed-linen.
- Residents launder their own clothes
- Supervision of medication

Services that are available on request, includes:

- Assistance with bath/showering
- Assistance with oral care
- Assistance with grooming
- Assistance with dressing
- Assistance with shaving
- Assistance with ironing
- Assistance with bed making
- Assistance with washing of clothes

Services that are available periodically, includes:

Hairdressing -	a visiting hairdresser, every six weeks
Podiatry -	a visiting podiatrist, every six weeks
Dry cleaning -	available on request from staff members
Toiletries -	available on request from staff members
Pharmaceutical Needs -	weekly delivery of medicines
Doctors -	a visiting doctor every two weeks, or whenever required
Dental service -	upon request, or whenever necessary

The individual residents' are responsible for the payment of the above periodical services.

MANAGEMENT OF RESIDENTS' PERSONAL FINANCES

If full financial management is required, residents are encouraged to seek the assistance of relatives or the Office of the Public Advocate. Assistance from staff members to seek these services are also available on request.

The facility is able to offer residents, assistance in managing small amounts of money, although the facility encourages residents to take control of their own financial affairs. Any amounts received on behalf of a resident are kept in a locked cabinet in the office. Written records, including signed authorisation by residents will be kept of all transactions made. Residents may access information regarding their personal finances at any reasonable time by making a request to management.

MANAGEMENT OF RESIDENTS' MEDICAL & FINANCIAL RECORDS

Medical and financial records are kept safely in a locked filing cabinet in the office, to ensure the privacy and confidentiality of the residents' personal information. Only authorised members of the management and doctors are allowed access to these files.

SAFE-KEEPING OF RESIDENTS' VALUED POSSESSIONS

The facility provides a locked cabinet located in the office for residents to store their valuables. Whilst this keeping facility is available, management accepts no legal liability for resident's valuables and residents are urged to make their own insurance arrangements.

STAFFING

The facility has rostered staffs that stay overnight and all hold a current Senior First Aid Certificate. The facility also employs on a part-time basis, the assistance of cleaners, cooks, & a handyman. In addition, the Manager is present at the facility during business hours, from Mondays to Saturdays.

TERMS AND CONDITIONS

Amount Payable Upon Residency

There is no entry fee/contribution required to enter this Supported Residential Facility.

Recurrent Fees and Charges

Care and accommodation charges are not more than 79% of residents' pension and rental assistance, combined. Services provided for this fee are detailed in Section 3(1). Payments are required on a fortnightly basis in advance. Residents are free to discuss other payment arrangements with the Manager of the facility if this not suitable.

Extra Care Fee & Charges

In accordance with the subsidy increase, there are no charges for the extra care provided. If in a case where a resident requires a higher grade of extra care, it would be negotiated with the Management, client and the support worker.

Variation of Fees & Charges

The Management will review fees and charges every six months. Charges may also be reviewed due to changes in the residents' personal circumstances.

Retaining Places at Facility

Residents may choose to temporarily vacate their rooms for any personal reasons. It is preferred that a 48 hour notification is made to the Management. For the first fortnight, the rental fee is the full payable amount. After an absence of more than a fortnight by the resident, a bed holding fee of 70% from the full fee will be charged.

Temporary Vacation of Residency

Residents are able to vacate the residence on a temporary basis due to reasons such as hospitalisation or vacation. Management should be informed promptly of any intentions and on any period of likely absence by the residents.

Cessation of Residency

A notice period of a fortnight to the Management, or in lieu of this (one) fortnights' rent is required when ceasing residency at the facility. On completion of the usual fees to the cessation date, no further fees shall be payable by resident.

Provision of Personal Items

Residents' are encouraged to bring with them smaller personal possessions. The facility will also try to accommodate smaller furniture items belonging to the residents. Should the resident desire to bring larger items of their own furniture, it will need to be discussed with the Management first.

Insurances

The facility provides the following insurance cover:

- **Building Insurance**
- **Contents Insurance** (This does not include residents' personal possessions)
- **Public Liability**

Residents' should arrange for contents insurance for their personal belongings, or any items of value that they may have at the facility. This includes any items kept on behalf of the residents' in the facility's safe keeping.

Termination or Change of Contract

Residents may terminate a contract at any time, provided that a fortnight's (two weeks) notice of termination in writing is provided to the proprietor. Any possible termination of a resident's contract by a proprietor shall be discussed with the resident and any other relevant parties.

Should the decision to terminate a contract be made, then the resident and his/her representative will be given a written notice of at least 28 days prior to the termination date. The written notice will outline the grounds for the termination of the contract. Residents are able to make application for review of any decisions made by the proprietor.

Complaints Procedure

In the event of a complaint or dispute, residents should, if appropriate, discuss the matter with the staff members on hand. Staff members will attempt to resolve matters in a prompt and reasonable manner. Should the matter not be resolved in the first instance, then the complaint or dispute will be brought to the attention of the Manager. It is the Manager's responsibility to address all matters in a prompt and reasonable manner and on a confidential basis. Residents are encouraged to involve an 'Independent Candidate' to assist or represent them in the resolution process should this be needed. The Manager is able to organise this representation for the resident if necessary.

All disputes, a summary of their proceedings and the outcome are recorded by the facility and signed by those involved. Matters of an urgent nature, such as those that may affect the health, safety or welfare of a resident, eg: physical safety, sexual or emotional abuse, will be investigated within a twenty four hour period. The Police will be involved if necessary.

Matters of a less urgent nature will be investigated within a 72 hour period. If the situation where it has not been possible to resolve a dispute adequately by the preceding process, or an internal resolution is not achieved, then an application to the Licensing Authority may be made requesting further intervention. The Licensing Authority can be contacted via telephone, in person or in writing at:

Eastern Health Authority Inc
101 Payneham Road St Peters
Phone: 81323600
Fax: 81323623

Circumstances in which a Resident Might be Asked to Leave

- Non-payment of fees
- Consistent disregard for facility rules and regulations
- Resident becomes in need of extensive nursing care

A request to leave the facility will only be made after extensive consultation with the resident and the relevant representatives and doctor if appropriate.

Death or unexplained Absence

Should a resident pass away whilst at the facility, the following procedures will be undertaken by the staff on duty or the management:

- Contact resident's private physician /locum doctor
- Inform the Police
- Inform the next of kin/relatives/representatives
- Inform the Public Trustee if necessary
- Contact the funeral directors if required

Eastern Health Authority will be informed if any untoward medical event occurs including the death of a resident. Should a resident be absent without notice, action taken by staff would normally include informing relatives, representatives, friends and/or the police, if necessary.

Rules/Policies

Rules and policies pertaining to the facility will be kept to a minimum, on the understanding that all residents have to respect each other's right to privacy and personal space. Smoking is not permitted anywhere inside the facility. Drugs and Alcohol are not permitted. Three appropriate smoking areas are available outside within the facility grounds.

Rights/Responsibilities

Residents' rights include:

- To be treated as individuals with dignity and respect
- To be given a reasonable degree of privacy
- To choose and maintain personal friendships while not infringing others
- To participate and be consulted about daily living arrangements
- To obtain assistance from outside the facility

Residents' responsibilities include;

- To treat property and furnishings with care
- To treat staff and other residents with courtesy and respect for their rights and privacy
- To observe all rules and policies that has been placed by the facility
- To inform staff if certain meals are not required
- To inform staff of intention to be absent overnight

GUIDELINES FOR THE OPERATION OF THE ACT

The Advisory Committee has produced guidelines in accordance with Section 17. (3) (a) (b) and (c) of the Act. A copy of these guidelines may be borrowed by a resident or representative upon request from the Manager.

CARMEL COURT IS A LICENSED FACILITY UNDER THE SUPPORTED RESIDENTIAL FACILITIES ACT, 1992.

THE LICENSING AUTHORITY OF THIS FACILITY IS:
EASTERN HEALTH AUTHORITY INC
101 PAYNEHAM ROAD, ST PETERS SA 5069
PHONE: 81323600
FAX: 81323624

SIGNED:.....

NAME OF PROPRIETOR:
Dr. Ravi Jain & Seema JAIN

DATE:.....