



Resident Information Book

Proudly part of



EST. in 1953

Blue Care is uniquely positioned as one of Australia's leading not-for-profit providers of aged care homes, community and in-home care, and retirement living.

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As at June 2022



Welcome to your new home

Thank you for choosing Blue Care as your new home. All of the residents and staff extend a warm welcome to you and we trust you will enjoy living with us as much as we will enjoy sharing your company.

We understand moving can be unsettling, so we have taken special measures to assist you to feel comfortable in your new surroundings. When you first arrive we will show you around and introduce you to other members of your new Blue Care community.

We will do everything we can to make you feel right at home but we do understand that it can take some time for you to feel settled and secure.

We hope you will soon feel ready to join in on some of the wonderful lifestyle opportunities we have here and begin to make new friendships.

We provide service and personal assistance in more ways than you imagine so please do not hesitate to ask the Blue Care team any questions or raise any concerns you may have. Whilst we will take the time to fully explain the services available in your new home, this booklet is for you to keep and refer to as needed.

Should you require translation, our team will arrange for an interpreter at no cost, to assist in your understanding.

We look forward to creating and delivering specially designed and personalised services that respond to your needs and aspirations.

About us

We are one of Australia's leading not-for-profit residential aged care, community care and retirement living providers.

We are founded on a compassionate approach to care and our reputation is built on our highly experienced team who work in more than 260 centres, in 80 communities across Queensland.

Together we are a partnership. We will work with you, your family or carer to develop a personalised care plan that is suited to your exact needs and your lifestyle goals; whether it is long term care or just until you're back on your feet.

Our team will support you through tailored care delivered by highly experienced professionals, using the latest research and technology.

Our history

A brief history of our journey so far:

- Blue Care began as the Blue Nursing Service. The Methodist Mission at West End, Brisbane, out of concern for older people and people with a disability in the community, began a nursing service which visited people at home. The first house call by a 'Blue Nurse' - so named because of the colour of her uniform - was made on August 24, 1953 when Sister Olive Crombie travelled by tram to care for a patient.
- In 1977, the Methodist, Presbyterian and Congregational Churches united, and the Blue Care nursing service became part of the Uniting Church in Australia, Queensland synod.
- In 1999 we became 'Blue Care' to better reflect the many services we now provide.
- In 2009, Blue Care was recognised as a Queensland Great by the Queensland Government, and was voted by the state's people as a 'Q150' Icon to mark Queensland's 150th anniversary.
- In 2010, we received a Queensland Government Reconciliation Award for Business, winning the Community Organisation category.
- In 2012, we launched our new service model Blue Care *Tailor Made*.
- In 2013, we celebrated our 60th anniversary.
- In 2014, we received the Organisation Award for the 2014 Aged and Community Services Australia (ACSA) Queensland Aged Care Awards, celebrating excellence across the not-for-profit aged and community care sector.
- In 2015, we were inducted into the Queensland Business Leaders Hall of Fame in recognition of our national leadership and outstanding contribution to developing world-class services in aged care throughout Queensland communities.

Our mission

To improve the health and wellbeing of individuals, families and communities as we:

Reach out to people in need
Speak out for fairness and justice
Care with compassion, innovation and wisdom.

Our values

| Compassion | Respect | Justice | Working Together | Leading through Learning |
|--|--|--|--|--|
| Through our understanding and empathy for others we bring holistic care, hope and inspiration. | We accept and honour diversity, uniqueness and the contribution of others. | We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society. | We value and appreciate the richness of individual contributions, partnerships and teamwork. | Our culture encourages innovation and supports learning. |

Our approach to your care

You are unique and our approach to your care is too. It's tailor-made for you.

Our service model, *Blue Care Tailor Made*, represents our approach to care and service provision. It guides the way we work with you in choosing the right services that support and respond to your individual needs and goals.

Blue Care Tailor Made places you at the centre of all we do. It is a person centred approach. The support we provide is designed around you, rather than you having to fit into our services.

Our *Blue Care Tailor Made* approach recognises that:

- everyone's individual uniqueness is to be appreciated
- it is an equal partnership between you and Blue Care
- your family, friends and/or a representative of your choice are an important part of this partnership
- the focus is on your skills and capabilities, wishes and needs.

Our standards

Blue Care is required to meet the Aged Care Quality Standards.

We are very proud that your new home has been accredited under these standards. This means you can be assured of the highest quality of care and services.

Regular visits to our services are conducted by the Aged Care Quality & Safety Commission and further information regarding the accreditation process is available in the service.

Blue Care services participate in the National Aged Care Quality Indicator Program (QI Program). The QI Program measures different aspects of care. Monitoring and measuring performance is vital to support our residents to receive quality of care and quality of life within a framework of continuous improvement.

Every three months, our homes collect and submit QI data to the Australian Government's Department of Health, which processes the data and generates a report about the indicators.

The QI Program complements, but does not replace, other resident safety, risk, quality improvement, accreditation and innovation activities.

The quality indicators are important measures that have a broad impact across a number of other care areas. The QI Program will expand over time to include more QIs and measures of consumer experience and quality of life.

To support the QI Program and the Accreditation program, the Blue Care quality system provides the framework for continuous improvement of the care and experiences for all of our residents. We are proud to demonstrate a commitment to ongoing monitoring and assessment of all facets of care delivery including understanding and responding to the experiences and feedback from our residents. All services maintain a continuous quality improvement action plan that ensures that we change and adapt to the needs of our residents.

In order to provide the most accurate data for the QI Program and therefore improve our quality of care, we will ask for your consent to share de-identified data with benchmarking platforms, for example Moving on Audits. This platform helps collate & provide data to the department of the QI Program.

Our services

Blue Care's aged care residences make you feel right at home, so you can continue life's journey with clarity and peace of mind. We provide service and personal assistance in more ways than you imagine.

Blue Care has been delivering compassionate care to Australians for over 60 years, making us one of the most trusted and experienced aged care providers in the country. Our professional service is the Blue Care difference.

Our homes include comfortable accommodation, delicious home-style meals and comprehensive lifestyle programs featuring excursions and entertainment. Blue Care also provides environments specifically developed for people living with dementia.

Our ultimate goal is for you to live in an environment that feels as much like home as possible, where you can still continue to live life as you choose and be all you can be.

Whilst all Blue Care homes are unique, it is the staff, residents, families and other health professionals that define our person-centred community. Blue Care acknowledges the importance of this uniqueness as well as operating within specific standards across all sites.

We recognise that moving into a new home can be an anxious time for you, but our team is here to help you make this transition as easy as possible by supporting you and the people important to you, every step of the way.

Our team are committed to promoting and maintaining your dignity, self-esteem and freedom of choice, with a special emphasis on building relationships and creating a sense of belonging. Our ultimate goal is to improve your quality of life in your new home.

To ensure all your needs are met, our team is made up of management, administration, nursing and allied health staff, personal carers, hospitality and maintenance, chaplaincy and volunteers - all highly skilled and trained to support you to continue the lifestyle you enjoy.

We also offer a variety of lifestyle programs that are individually tailored to ensure that there is always something to interest you. Our team will find out as much as possible about how you wish to spend your day, so you can continue to do the things you enjoy and have the opportunity to meet other like-minded people who share these interests. Our lifestyle programs are also geared around a healthy lifestyle and include exercise programs and holistic therapies. We also arrange various forms of entertainment which include celebrating important events, parties, films and outings.

Our hospitality services provide a choice of nutritious, tasty meals which are customised to your dietary requirements. Menus are reviewed regularly by a dietician and we always ask for your feedback so we can provide the best quality at all times. You can also purchase meals for the people who are important to you and we can arrange catering for birthday parties or family occasions if you wish. We also provide tea and coffee making facilities that can be used for visitors and in between the usual service of drinks and snacks that are provided to you throughout the day.

Our well maintained gardens come to life with water features, lighting, sensory plants, bird baths and feeders. These are an important part of your home which we encourage you to use as much as possible. We also encourage you and the important people in your life to be involved in the gardening if this is of interest to you or them. Many of our homes even have gardening clubs to enjoy. Our staff can also provide outside events such as BBQs which are very popular.

Your say in the running of your new home is important to us and we have regular resident and family meetings to keep you up to date with any changes and get your feedback on the best way to make these changes.

For more information about the services on offer at your new home, please speak to your Blue Care team.

How Blue Care services can help you

Blue Care works with you to create a program of services that supports you to achieve your goals and participate in life as independently as possible. We work with you to:

- design services to suit your individual needs
- stay connected to your community
- promote your active participation in achieving your goals
- enable you to live as independently as possible by building on your abilities
- obtain a satisfactory level of personal wellbeing.

Information about our services are available on our website: www.bluecare.org.au or by calling our Customer Service Centre on **1300 BLUE CARE (1300 258 322)**.

Charter of Aged Care Rights

We will ensure that your basic human, legal, moral and consumer rights are respected at all times. This includes the right to respect, dignity, and privacy and to have your concerns heard. A copy of our Charter of Rights and Responsibilities is available at your service and is also contained in the Residential Care Service Agreement that you signed at the time of your admission.

You have the right to:

1. safe and high quality care and services
2. be treated with dignity and respect
3. have my identity, culture and diversity valued and supported
4. live without abuse and neglect
5. be informed about my care and services in a way I understand
6. access all information about myself, including information about my rights, care and services
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. my independence
10. be listened to and understood
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. personal privacy and to have my personal information protected
14. exercise my rights without it adversely affecting the way I am treated.

Your responsibilities

As a valued resident of Blue Care you have a responsibility to:

To treat others with respect

All residents, family members, visitors and staff are expected to be respectful and considerate. They should make sure that their behaviour does not adversely affect others. Any kind of violence, harassment or abuse towards staff or others is not acceptable.

To respect the rights of staff to work in a safe environment

You are expected to maintain a safe environment for staff members and others.

To assist Blue Care by providing relevant information

It is important that you share information about yourself that will help us deliver you safe and quality care. This may include up to date information and any problems you have with your care or services.

To pay agreed fees on time

You are expected to pay any agreed fees on time. If you are unable to pay your fees, speak to your Service Manager to find a solution.

Diversity and Inclusion

There are many aspects that make us all unique and are a special part of who we are. At Blue Care, we recognise and celebrate all forms of diversity including diversity of religion, spirituality, sexuality, gender identity, culture, heritage and more. By understanding you better and what is important to you, we can better support you in a personalised way to continue to have the life experiences you want to have. Everyone is welcome at Blue Care.

We want you to feel comfortable with our staff and to be yourself at all times. We encourage you to be open and talk to us about what is meaningful to you, your preferences and anything that will make your experience with us better. The more we understand about you, the better we will be able to tailor our support to your personal, clinical, spiritual and social needs.

These are just some of the areas that we take an active role to ensure we have truly inclusive practices and environments:

Cultural, spiritual and heritage diversity

We aim to work with you to ensure we are always delivering culturally appropriate support and care. The more we understand about your background, experiences, spirituality, preferences and customs, the more we can tailor our services to deliver what you need and prefer from us.

There are certain things we will ask you about, including your language spoken at home and your background. We will also ask you about any spiritual days, events or customs that are important to you. These questions are so we can ensure we provide the best possible support to you in a way you most feel comfortable.

If you would like to see key documents translated into your own language or to use an interpreter, please let us know.

Lesbian, gay, bisexual, transgender and/or intersex (LGBTI) diversity

We recognise the unique needs and experiences that many people have had across their lives and how this has shaped them. There is no need for you to tell us about your sexual orientation or gender identity, however it does help us to get to know you better so that we can best support you and your lifestyle.

Many members of the LGBTI communities may have different family or social structures, often referred to as families of choice. We would like to work with you to understand your families of choice, what is important to you, your preferences, and how we can best assist you. We can work with you to keep you connected with local communities or attend LGBTI events.

LGBTI inclusivity is very important to us and we are working to ensure that all of our employees have an understanding of LGBTI communities and their lived experiences. You should never feel like you need to hide of these aspects of your life from us and we would like to hear from you if there is anything you feel uncomfortable about.

If you choose to tell us about any aspects of your identity, we will ask whether you wish for it to be recorded and you can be assured this information will be treated with respect and sensitivity.

Privacy and consent

The Australian Privacy Principles under the Commonwealth Privacy Act 1988 set out how organisations like Blue Care may collect, store, use, disclose and protect your personal information.

Blue Care is committed to ensuring your privacy is respected at all times. We have robust systems in place to protect your rights and we limit who can access your information. You can be rest assured that we will not disclose any personal or health information without obtaining your consent.

The information we gather is used to help us determine the best possible care and assistance required, which is tailored to your individual needs and goals.

We recognise the importance of protecting this information and are committed to ensuring that all personal information we collect is handled with respect, sensitivity and confidentiality.

Blue Care uses the latest computer technology to ensure our residents' information is stored in a professional and secure manner, with our dedicated staff, volunteers and contractors maintaining strict confidentiality and respect for our residents' privacy at all times.

What details does Blue Care collect about me?

To help manage and coordinate your care and services, we will maintain paper and / or electronic records that usually contain the following details:

- your name and contact details
- contact details including next of kin or legal guardians
- doctor / health care professional's contact details
- care and support services delivered by us
- health information including images and scans
- bank account details
- Pension, Medicare or Department of Veterans' Affairs numbers.

Who else may see information about me?

With your consent, and to support your care, Blue Care may need to share information about you and your care with other health care professionals, government agencies or companies and individuals who perform activities on our behalf.

This may include:

- Commonwealth Government agencies such as the Department of Veterans' Affairs, the Department of Human Services and the Department of Health
- Advice from lawyers or under legal authority of a Court such as a subpoena, Warrant, or through the Queensland Civil and Administrative Tribunal
- IT service providers or data support specialists
- Mail houses and printers who send out information on our behalf
- Authorised accreditation agencies and other aged care specialists who Blue Care engage to improve efficiency may view client records for service quality
- Research partners engaged by Blue Care to undertake research to improve the quality of our care and services (this is strictly controlled by ethical principles).

If you do not wish this to occur, you can speak to a member of staff who will assist you to indicate this on your consent form.

Can I see what information Blue Care holds about me?

You can request access to all your personal information held by Blue Care by contacting your Blue Care team. This request will be evaluated as per the requirements and conditions of the Privacy Act 1988. There may be instances where access is denied to certain records or aspects of records in accordance with the Australian Privacy Principles (e.g. impacts on the privacy of others, poses a serious threat to you or others).

We will ensure the request is handled in a timely manner.

How do I obtain further information?

For information about privacy issues associated with your care or to change your consent details, contact your Blue Care team.

Our Privacy Policy can be found on our website www.bluecare.org.au or please ask your Blue Care team for a copy.

If you believe we have breached the privacy of your personal information, please speak with your Service Manager or Blue Care team, or lodge your complaint with:

Blue Care Privacy Officer,
UnitingCare
GPO Box 45 Brisbane QLD 4001
privacy@ucareqld.com.au

**Office of the Australian
Information Commissioner**
Phone: 1300 363 992
Website: <https://www.oaic.gov.au/>

Alternatively, you may contact:

Advocacy

If you are concerned about the quality of your care and services, and want to speak to someone about this, or you need assistance in making informed decisions, an advocate or advocacy service may be able to help. We support and respect this decision and our staff, on your request, can assist with a referral to an appropriate advocacy service.

What is an Advocate?

An advocate is someone who will support you, who works and speaks out solely on your behalf. An advocate can be a family member, friend or someone from an advocacy service. An advocate can:

- Provide you information about your rights and responsibilities
- Listen to your concerns
- Help you resolve problems or complaints
- Speak with us on your behalf
- Refer you to other agencies when needed.

Who do I need to contact about advocacy?

Advocacy services are free, confidential and independent of Blue Care. Whether you live in the community or in an aged care home, OPAN is there to listen and identify solutions that put your needs first, supporting you to stay in control of your aged care. For alternative contacts, please refer to the details outlined

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| Older Persons Advocacy Network (OPAN) | P: 1800 700 600 W: www.opan.com.au |
| Aged and Disability Advocacy (ADA) Provides information, education and support to enable people to understand and exercise their rights and responsibilities when receiving aged care or community care services. ADA's services are free, confidential and client-centred. | P: 1800 818 338 (freecall) or 07 3637 6000 E: info@adaaustralia.com.au W: www.adaaustralia.com.au A: 121 Copperfield Street Geebung QLD 4034 |

Feedback and Complaints

We want to provide you with a positive Blue Care experience. Your feedback is very important to us. You may like the way a particular service is provided or believe we do something particularly well. Alternatively, you may be unhappy with the way a particular service is provided or believe we could do something better. We would like to hear about the Blue Care experience! Your feedback offers us the opportunity to learn more about you and how we can improve the Blue Care experience for all people accessing Blue Care services.

From time to time, we may ask you to complete a satisfaction survey or our 'Help us to Help You - Feedback Form' as a way of checking if there are ways in which we can improve. Please be assured that when you provide information, your rights to confidentiality will be respected at all times.

What support is available?

The Australian Government has services to assist you in providing feedback or seeking help. To lodge any complaints visit agedcarequality.gov.au

What can you expect?

We will handle your complaint fairly and as quickly as possible. We will treat your complaint in confidence and respect your privacy.

We will work with you to assess how best to resolve your complaint and advise when action may be expected. Please consider the outcome you would like and we will strive to provide it.

Translation Services

For translation services call the Translating and Interpreting Service (TIS) on **131 450** or **1300 655 820**.

How else can I provide feedback?

In person or by telephone:

We encourage you to speak with your Service Manager first as they are best placed to achieve a fast and suitable outcome to your satisfaction.

However, there may be some things you may not be prepared to discuss with the Service Manager or perhaps the resolution reached was not to your satisfaction. If you would like to pursue a matter further, contact:

- the General Manager of your service (refer to the Organisational Directory at the back of this book for your area's cluster office or ask your Blue Care team)
- call our Customer Service Centre on **1300 BLUE CARE (1300 258 322)**.

In writing:

You can:

- complete a 'Help Us to Help You – Feedback Form' at the back of this book and either:
 - + give it to your Blue Care team Service Manager
 - + place it in the locked suggestion box at your home or
 - + post it back to us using the reply paid option.

These forms are available from your Blue Care team or from the front office at the home.

External complaint agencies

If you do not feel comfortable raising a complaint directly with us or continue to be dissatisfied after raising your complaint with us, external assistance is available.

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| <p>The Aged Care Quality and Safety Commission</p> <p>For concerns or feedback about the quality of care or services received from aged care providers funded by the Australian Government. Concerns or feedback may relate to any care or services including personal or clinical care, choice of activities, catering, communication or the physical environment.</p> | <p>P: 1800 951 822</p> <p>W: www.agedcarequality.gov.au</p> <p>A: Aged Care Quality & Safety Commission GPO Box 9819 Your capital city and state/territory</p> |
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Financial information

Fees

Information relating to your fees is set out in the Residential Care Service Agreement.

Personal expenses and accounts

You are encouraged to maintain control of your personal expenses as much as possible. If you have any questions or queries in relation to your accounts or you are having difficulties meeting your financial commitments please contact your Service Manager or the Blue Care Finance Team on:

Phone: **1800 976 833** (free-call)
(Mon-Fri, business hours)

Address: **Blue Care Finance - Central Processing**
PO Box 375
Morayfield Qld 4506

Email: finance@bluecare.org.au

When something goes wrong

Everyone in aged care has the right to feel safe. Despite our best efforts, sometimes things go wrong or not as expected. We call this an 'incident'. This might be a fall, a mistake with medication, or a wound like a skin tear.

When something happens, we first make sure you are safe and okay, we talk to you about what happened and we work with you to sort out the issue.

At Blue Care, we must follow these steps:



Step 1 Safety

We make sure you're okay and get the immediate attention you need. Depending on what has happened, this might be giving you first aid, a registered nurse reviewing you, calling a doctor or sending you to hospital. We will notify your family or nominated contact person that something has happened as soon as possible. We will support you while we work through what's happened.



Step 2 Record

Blue Care staff must record the incident. At Blue Care, we record all incidents in our incident management system called Riskman. We use this centralised system to help us identify and understand where and when things go wrong, what we can learn from these incidents and how we can improve our practices.



Step 3 Manage

We'll then talk to you about what happened. We want to understand:

- What happened?
- How and why it happened?
- How do we reduce the risk of it happening again and make care safer?

We will talk to staff, talk to you or your family member, and review your care plan.



Step 4 Resolve

Depending on the findings, the service will put plans in place to reduce the chances of it happening again. It's important we learn from every incident and improve our practices.



Step 5 Report

Some incidents need to be reported to the Serious Incident Response Scheme (SIRS), the NDIS Commission (if you are a participant in the scheme) or even the police. We are required by law to make these reports and will tell you if we have done so.

What is the SIRS

You have the right to safe and quality care and to live without abuse or neglect. The Serious Incident Response Scheme is a new government initiative to help reduce the risk of abuse and neglect for people living or staying in a residential aged care home. The scheme requires aged care providers to identify, record, manage, resolve and report all serious incidents that occur, or are alleged or suspected to have occurred, in a residential aged care service.

For more information about SIRS, visit agedcarequality.gov.au/consumers/serious-incident-response-scheme or you can ask the service manager for an information sheet.

Open disclosure

Open disclosure is the open discussion that Blue Care has with you when something goes wrong, has harmed you, or has the potential to harm you while receiving services from us. It also applies in situations when your expectations have not been met.

At its heart, open disclosure is about open and honest communication. This starts from the time of the incident or complaint and may later involve your family, carers or support persons.

Open disclosure is part of our everyday approach to communicating respectfully and meaningfully with you. By talking openly about situations where things go wrong or where our service could be improved, you become a valued part of our efforts to continually improve the services we provide.

The information we gather from you in our incident management system helps us to:

- identify when and where incidents may happen
- understand how they happen
- learn how to prevent incidents
- improve our practices to keep everyone safe.

Need to know more?

If you have any questions, or would like to know more about our policies, please ask your service manager for more information.



About your room

Allocation of rooms

As your needs are important to us, every effort will be made to ensure your accommodation is suitable. If you do need to move rooms to better meet your care needs, we will first discuss this with you.

Furniture

Additional information on your room is contained in the Residential Care Service Agreement and we encourage you to review this document as it contains important information about the 'rules of occupancy' of your room.

We are happy for you to personalise your room as much as is safe and reasonable for you and our staff. Staff will assist you in arranging your room to ensure safety and access for you and those providing care.

If you notice any damage to furniture or the residence please advise us.

You are also welcome to bring in other small items such as photographs, bedspreads, ornaments and vases. We recommend any personal possessions be labelled. If you wish to hang photographs or pictures on the walls or make any alterations to your room, including painting, please speak with the Service Manager.

Electrical equipment

The use of certain types of electrical equipment in your room may be restricted. Please check with staff before bringing any electrical equipment into your Blue Care home. For safety reasons, before any new or used electrical equipment can be used it may need to be tested and tagged by a qualified electrician (please seek advice from your Service Manager). You will be asked to meet the cost of these tests.

Some rooms are fitted with individual air conditioning units. If your room does not have this you may install an air conditioner at your own expense. Please consult with your Service Manager if you wish to install your own air conditioner. On leaving the service you will be also be asked to meet the costs of uninstalling your own air conditioner.

Small 'bar' fridges may be allowed in your own room. The cleaning and maintenance of these fridges is your responsibility. If you wish to keep your own food in this fridge it will be necessary to ensure that the food does not spoil and items are within their expiry date.

Television (TV) and radio

TVs are generally found in lounge areas and in some of our homes, TVs are already installed in the room. You may wish to install your own TV, however we recommend a flat screen TV 32 inches or less. You will need to meet the cost of doing so. We ask that you use headphones in shared rooms in order to respect other residents' comfort.

You may wish to bring your own radio. We ask you to use headphones in order to respect other residents' comfort.

Insurance

Our insurance covers all furniture and items belonging to the residential community but does not include damage or stolen cash, personal items, and furniture belonging to you. We therefore recommend that you do not keep large sums of money, jewellery, or valuables in your room.

We recommend private contents cover for any personal items and furniture you may have in your room. Please be aware that you will need to meet the cost of any additional insurance cover.

Privacy

Each resident is entitled to their privacy. Therefore we request you respect the needs of others and do not enter another resident's room without their invitation or permission.

Care provision

Care team

Your care team may include registered nurses as well as enrolled nurses, personal carers, diversional therapists and activity officers, allied health professionals (e.g. speech pathologists, occupational therapists), chaplains and volunteers. You will be consulted and involved in the assessment and ongoing planning of your care needs.

Trained members of your care team are also able to provide supervision and emotional support where necessary. A member of staff is always available if emergency assistance is required.

Allied health services

We are able to arrange access to allied health services including:

- speech pathology
- occupational therapy
- physiotherapy
- podiatry
- dietetics
- music therapy.

These services are aimed at maintaining or restoring your ability to perform daily tasks.

Please note a referral from your care team may be required for some services and treatments. The allied health services available through the residential home do not include intensive, long-term rehabilitation services required following, for example, serious illness or injury, surgery, or trauma.

Please speak with your care team regarding access to these services and any charges that may be involved.

Doctors, dentists and other healthcare professionals

You are able to select a doctor, dentist and other healthcare professionals of your own choice. You may wish to consider a local doctor or one who will visit the home. Please speak with your care team if you need assistance with arranging visits.

Hospital leave

If you become unwell, it may be necessary for you to go to hospital in order to receive the appropriate care. You are entitled to unlimited leave from the residential home for hospital care. Please note though that your usual fee will continue to be charged during your absence.

Medications

The care team are qualified to assist with your medication if you are unable to, or do not wish to manage your medications. If you would like to keep managing your own medication, staff will observe you doing this to determine the level of assistance you require.

Your medications will only be used by you. You may choose to obtain your medications from a pharmacy of your choice. However, we can arrange for them to be obtained from our contracted pharmacy. There are advantages to this including:

- an accurate history of your medications
- pharmacy dispensing into pre-packed medication packs improves the safety of administering medication
- the cost of dispensing into pre-packed medication packs is covered by Blue Care
- 24 hour delivery in case of emergencies or sudden changes to medications.

If you make your own arrangements for medications, please speak with us about your responsibilities in relation to this. Please note the costs of any medications prescribed by your doctor remain your responsibility.

Any medications that you keep in your own room must be stored in the supplied wardrobe or bedside locker.

Nursing services

Nursing services will complete an assessment and planning session in partnership with you and your chosen representative to determine the type of nursing care you require to maintain optimal health and wellbeing according to your needs and preferences. Nursing staff will continually monitor your care plans with you and adapt them during your time at the home to suit any changes to the level of care that you require and will involve other health professionals and the broader care team as required.

Private Health Funds

You may choose to maintain membership of a private health fund. The cost of private cover is to be met by you. If you have private health cover, please provide your care team with the details.

Vaccinations

All Blue Care residents are encouraged to be vaccinated against appropriate infectious diseases, for your protection and the protection of other residents and staff. We will consult with you and your GP to discuss which vaccinations are recommended for you.

General information

Diversional therapists and activity officers provide group activities and recreational programs including social activities, outings and craftwork. Some activities are in groups, whilst others may be arranged for you on your own. Staff will talk to you about the types of activities in which you may like to participate and your choice of activity is taken into consideration.

These programs may be designed to your needs including individual assistance. Our staff will provide any necessary equipment.

Families and friends are encouraged to take you on outings should you wish. For safety reasons, please notify reception before leaving and upon return. If you need medication provided during your outing, please notify the Registered Nurse on duty before you leave for your outing. Our team can work with your family and friends to ensure your outing is enjoyable and all your care and support needs are managed.

Visitors

Family and friends are able to visit at any time that is convenient with you and there is a car park available for your visitors. However, an outbreak may occur where a residential aged care home is required to limit number of visitors for the safety of residents. In this situation, Blue Care will follow Public Health Directions as provided by the Chief Health Officer. For more information on when these situations occur, ask your Service Manager.

Alcohol

You are welcome to bring your own alcohol. Please remember to take into account any medical condition you may have or medications you are taking (including prescribed or over-the-counter) before consuming alcohol or seek advice from your doctor. The rights of other residents and staff need to be respected, therefore some restrictions on alcohol consumption may apply and we request that you refrain from excessive drinking.

The use of illicit or illegal drugs is prohibited by law and their use or storage is not allowed.

Leave

We recognise that you may wish to stay with family and friends from time to time. The legislation that refers to living in a residential home allows you 52 days of social leave a year. If you require longer than the 52 days you will be required to pay the usual fee as well as the Commonwealth subsidy so that you maintain your place at the home.

Smoking

From September 1, 2016 the Queensland State Government has officially banned smoking at all residential aged care homes and for 5 metres beyond their boundaries (unless within a nominated smoking place). The law prohibits the use of all smoking products, including electronic cigarettes.

Whilst the majority of our homes are strictly 'non-smoking', we do have a few homes that accommodate people who identify as smokers, by providing a designated outdoor smoking area that complies with legislative requirements. We therefore ask for you to inform us if you identify as a smoker during the pre-admission process.

If you wish to reside in a Blue Care home that doesn't permit smoking and you identify as a smoker, you will be offered assistance to quit smoking. If you do not wish to quit, then we will advise you on an appropriate Blue Care home for you.

We will chat with you about your smoking needs and our team will discuss what help you need while you take smoking breaks. Should you require supervision/assistance from staff to smoke, please be aware that while all efforts will be made to assist you at agreed times, there may on occasions be difficulties associated with this. In these instances, our team will discuss this with you or your nominated representative.

All areas within your Blue Care home are fitted with automatic smoke detectors in line with Australian Standards.

Community commitments

We encourage you to maintain your community activities. Please speak with staff regarding any assistance you may require.

Next of kin / contact person

So we can better assist you, please ensure we have up-to-date details of your next of kin or contact person. Sometimes people move, go away for the weekend, or go on holidays. Please let us know if the contact details for your next of kin change.

Pets

Many of our homes have cats, dogs, chickens and other animals as pets for the entire home or pet therapy / visitation programs. Our residents love the opportunity to cuddle, pat and interact with the animals, without the added stress of being solely responsible for the animal's care.

We recognise that for many residents, your own pet is a part of your family. As such, it may be possible for arrangements to be made for your own pet to visit you here at the home. This would need to be discussed with and agreed to by the Service Manager and we would also need to consider the impact this may have on other residents.

Security of Tenure

During your time with Blue Care, we will provide support as best as possible and will depend on our ability to provide care and accommodation which meets your needs according to your Classification of Care. While in a Blue Care aged care residences, you may be asked to move location within the Service. This could be to help provide appropriate medical care or for room maintenance/repair. Or you may wish to move within the Service to better suit your preferences. In any case, written notice will need to be provided and Blue Care will discuss directly with you. More information on this is provided in the Residential Care Service Agreement.

Cooling Off Period

All permanent residents are entitled to a 14 day cooling off period as stated in the Resident Care. Service Agreement. You will only be charged for the Fees & Charges payable for the time you were in the Service. For further information, please refer to the Residential Care Service Agreement.

Housekeeping

Cleaning

We regularly clean and maintain your room and ensure the safe disposal of any waste. If you prefer to clean any personal items yourself please let our staff know.

If you have any special requests or concerns regarding cleaning please talk to your Service Manager.

Clothing and Laundry Service

A laundry service for your clothing is included in your fees. Clothing is washed in commercial machines using industrial strength washing powder and put through the dryer, to meet infection control requirements. Therefore it is important that your clothing be machine washable and able to be tumble dried. It is recommended that sufficient seasonal clothing be provided to allow for a minimum of five (5) days between laundering.

Clothes labelling

All personal items must be labelled. This ensures that we can return your items to you and to help ensure that items do not get lost. Your home offers a free service to label your clothing. The advantage of this is that the label is permanent and a specifically designed heat sealed label that will withstand the washing process. The label includes your name and the home's name.

Clothing Repair

Personal clothing that requires attention (e.g. damaged, stained etc.) will be returned to you with a 'red alert' tag indicating the need for repair or disposal. The mending and replacement of clothing is your responsibility. We appreciate replacement of worn clothing as soon as possible, including advising staff of new clothing so it can be labelled to safeguard against future loss.

Lost or Unclaimed Clothing

Occasionally clothing can be misplaced. We keep a list of misplaced clothing and unlabelled items of clothing will be kept for two (2) months following which time they will either be donated to charity or disposed of. If you lose any items of clothing please speak with your staff as soon as you identify the loss.

Toiletries

We provide you with basic toiletries such as bath towels, face washers, soap, shampoo and conditioner, moisturiser, deodorant, shaving cream, disposable razors, toothpaste and toothbrushes, denture cleaning preparations, toilet paper, and tissues. For further information on what is provided, please refer to your Residential Care Service Agreement.

Camera Use

There is no assumed right for residents or their families to install recording devices (such as cameras and phone recordings) in Blue Care aged care residences. The recording of persons and staff is subject to privacy and criminal laws within Queensland and Blue Care cannot facilitate a breach of these laws.

If you wish to record within the confines of your room, please discuss this with the Service Manager.

Moving in and moving out

Items to bring with you

We ask you to bring with you the following important documents and items where applicable:

- current personal medication and prescriptions
- Pensioner Concession card
- Pharmaceutical Benefit card
- Medicare card
- details of private health cover
- Department of Veterans' Affairs (DVA) pharmaceutical and health treatment cards (e.g. White or Gold card)
- copies of Enduring Power of Attorney and / or Advanced Health / Care Directives
- personal clothing
- personal items
- furniture as agreed.

Meals

Blue Care has been delivering compassionate care for over 60 years and our comfortable accommodation including delicious home-style meals. All meals are included in your accommodation and you will be offered a choice of meals each day. Our care team will discuss your dietary requirements when you move in - please let us know what your food likes and dislikes are, and any foods that you are allergic to or require for religious or cultural reasons.

Menus are reviewed regularly in consultation with residents and a dietician.

Your family and friends are welcome to join you for a meal. A small charge is requested to cover costs. For catering purposes, we ask you to let us know in advance.

Tea and coffee making facilities are available within your home.

Moving out

Our team is always there to help and assist you. If for any reason you no longer wish to live with us, you are able to terminate your Residential Care Service Agreement, giving seven (7) days' notice. Our staff will be able to let you know when your room needs to be vacated and can assist you with any moving out requirements you may have.

Safety

Your safety and that of other residents and staff is paramount. Many policies about the protection and safety of residents are detailed in your Residential Care Service Agreement. We are also required to adhere to other relevant government legislation in the area of safety and security.

Personal Safety

To reduce the risk of injury to both yourself and staff, an assessment will be conducted to determine if you require mobility assistance (e.g. moving from a bed to a chair). Assessments are conducted by fully trained staff in consultation with yourself, your family or representative, and your doctor.

All lifting equipment is maintained according to a maintenance schedule.

Walking and mobility aids

We provide you with physical assistance with moving and walking including wheelchair use and the use of devices and appliances designed to aid mobility, including the fitting of artificial limbs and other personal mobility aids.

For safety reasons, owners of motorised mobility devices, including wheelchairs, scooters or other aids which have motors and are battery powered, should be aware of the following:

- there may be limitations placed on the use of motorised mobility aids
- road rules apply and speed limits are in force within the home and surrounding footpaths / roads
- maintenance / servicing and repair is your responsibility
- we suggest insurance against theft, accidental damage, property damage and third party personal liability is obtained. Owners who do not have comprehensive insurance may find themselves being held personally liable for any injury to others and / or property damage relating to the use of their device. Major insurers or an insurance broker can provide advice.
- if a device is used on a footpath / road, it must be registered with Queensland Transport. Currently there are no fees for registration and free compulsory third party insurance is provided when registered (i.e. in the event the device injures someone, the owner is likely to be protected from having to pay for medical costs).

Please speak with the Blue Care team for further information.

Keeping in touch

Maintaining links to your community is very important and our staff will be able to assist you with this. They can help with transport options as well as assisting you to receive visits from members of the community or community groups.

Computers and internet access

Some of our homes have computer stations and internet access (Wi-Fi) available. You are advised of the following when accessing these stations and Blue Care's internet connection:

- Accessed information may not be accurate or valid
- Data shared with others may not be secured
- Occasionally offensive and objectionable material may circumvent the restrictions
- Exercise due care when disclosing personal information over the internet.

Residents should not:

- Access or hack others' information
- Use their personal software on Blue Care computer equipment
- Maliciously damage Blue Care computer facilities and equipment
- Ignore the values and beliefs of others when viewing potentially offensive or objectionable information/images on computer screens located in public areas.

Mail

It is advisable to contact Australia Post to ensure that your mail is redirected to your new home, or if you would like your mail to be sent to a family member or friend you just need to give us their address and we will ensure that they receive it.

Your mail will be delivered to you on the day it arrives and our staff will show you where to leave mail that needs to be posted.

Our team will also be able to assist you to purchase stamps.

Telephones

Your room may be fitted with a telephone; however, the costs of connection and ongoing charges are your responsibility. Please make arrangements for payment of these accounts directly with your telephone service provider.

A telephone is available on site for use by you and your visitors.

Visiting times

As this is your home, family and visitors are welcome whenever you wish. We simply ask that the needs of the other residents are considered. Parking is available for your visitors.

Voting

Please ensure your electoral address has been altered with the Australian Electoral Commission. Forms are available from Australia Post or online.

Some of our homes are visited by mobile polling booths for elections.

Other ways you can help Blue Care

Volunteers

We receive invaluable assistance from trained volunteers who donate their time and talents for the support of residents. This may include social contact, assistance with music, transport and outings. Any support you or your family and friends may be able to give will be greatly appreciated. Please speak with the Service Manager for further information.

Donations

Although much of the work we do at Blue Care is made possible through government funding and client contributions, we rely on additional support in order to deliver the services that do not receive any or are only partly funded.

All donations of \$2 and over are tax deductible. For more information, please call our donation hotline on **1800 001 953** or email fundraising@ucareqld.com.au

Remembering Blue Care in your Will

Some of our wonderful clients, residents, volunteers and donors generously support us by leaving a gift in their Will, ensuring their compassion and concern for the community becomes their legacy. For a confidential, no obligation chat about the difference you can make through a gift in your Will, contact our Blue Care Gifts in Wills team on **1800 001 953**. You can also download a copy of our Gifts in Wills brochure www.fundraise.bluecare.org.au/gift-in-your-will

Memorial program

Celebrate the life of a loved one or friend, with a memorial gift. This is a sensitive and practical way of expressing your feelings at this time of mourning. It is a special way of honouring a loved one or a cherished friendship, and at the same time may help ease your own grief by helping others in need. Many people choose to make a memorial gift to acknowledge the care and support their loved one received from Blue Care. If you would like to make a memorial donation, contact our Planned Giving Team on **1800 001 953**.



Blue Care directory

| | |
|---|---|
| <p>Regional & Remote North 489 Bayswater Rd, Mout Louisa QLD 4814 P: 07 4758 7100</p> | <p>Regional & Remote South 256 Stenner St, Toowoomba Qld 4350 PO Box 7294 Toowoomba South QLD 4350 P: 07 4636 9586</p> |
| <p>SEQ North Shop 100, Level 5 Caboolture Square Shopping Centre, 60-78 King Street, Caboolture Qld 4510 P: 07 5490 0300</p> | <p>SEQ South Elanora House 1 Pines Lane, Elanora 4221 P: Ph: 07 5581 3669</p> |
| <p>Pinangba 267 - 277 Hartley Street, Portsmith Qld 4870 PO Box 236 West Court QLD 4870 P: 07 4038 7601</p> | <p>Customers Service Centre P: 1300 BLUE CARE (1300 258 322)</p> |
| <p>Central Support (Corporate office) 192 Ann Street Brisbane QLD 4000 GPO Box 1265, Brisbane Qld 4001 P: 07 3253 4000</p> | |

Other useful contacts

| | |
|---|---|
| <p>Cancer Council</p> | <p>P: 13 11 20 (9am–5pm; Mon–Fri) W: www.cancer.org.au/aboutcancer</p> |
| <p>Carers Queensland Provides information and advice to carers' and their families about carer support and services.</p> | <p>P: 1300 747 636 W: https://carersqld.com.au/</p> |

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| <p>Department of Veterans' Affairs</p> <p>Provides support and information for veterans and their dependents, war widows / widowers. Services provided include: pensions and compensation, health care, rehabilitation, counselling services, home care assistance, subsidised loans for housing and other housing-related benefits, commemorative activities etc.</p> | <p>P: 1800 555 254 (freecall; 8am–5pm Mon-Fri) E: generalenquiries@dva.gov.au W: www.dva.gov.au</p> |
| <p>Elder Abuse Prevention Unit</p> <p>State-wide telephone information, support and referral service for anyone experiencing abuse or witnessing the abuse of an older person.</p> | <p>P: 1300 651 192 (cost of a local call) or 07 3867 2525 (interstate and mobile enquiries) (9am – 5pm weekdays) E: eapu@uccommunity.org.au W: www.eapu.com.au</p> |
| <p>My Aged Care</p> <p>A one-stop shop to help you navigate the aged care system, find information and services</p> | <p>P: 1800 200 422 W: www.myagedcare.gov.au</p> |
| <p>National Continence Helpline</p> <p>For information about residential and community care services available in your area.</p> | <p>P: 1800 330 066 E: helpline@continence.org.au W: www.continence.org.au</p> |
| <p>National Dementia Helpline (Alzheimer's Australia)</p> <p>The National Dementia Helpline is a telephone information and support service available across Australia. The Helpline is for people with dementia, their carers, families and friends, as well as people concerned about memory loss.</p> | <p>P: 1800 100 500 (9am to 5pm) E: helpline.qld@alzheimers.org.au W: www.fightdementia.org.au/services/</p> |
| <p>PalAssist</p> <p>Provides a 24-hour telephone and online service for palliative care patients, carers, family and friends seeking practical information and emotional support</p> | <p>P: 1800 772 273 (24 hr helpline) W: www.palassist.org.au</p> |
| <p>Seniors Enquiry Line</p> <p>Information and referral service providing access to information on topics of interest to seniors (e.g. concessions, social activities, household assistance, retirement accommodation, financial and legal matters, health, education, transport and many other issues).</p> | <p>P: 1300 135 500 W: www.seniorsenquiryline.com.au</p> |

Help us to help you Feedback Form

If required please complete the feedback form and either:

- give it to your Blue Care Service Manager
- place it in the locked suggestion box at your home or
- post it back to us using the reply paid option.

These forms are also available from your Blue Care team or from the front office at the home.

apply glue here


apply glue here

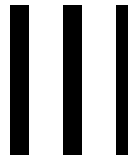
fold here

fold here

Delivery Address:
GPO Box 1265
BRISBANE QLD 4001

No stamp required
if posted in Australia

Your stamp will
save us postage 



Blue Care Customer Service Centre
Reply Paid 86734
BRISBANE QLD 4001

Notes

A series of horizontal dotted lines for writing notes.



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