



# WHEATFIELDS

# INFORMATION





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## INTRODUCTION

Our Organisation:

Wheatfields Inc is a community owned not for profit organisation administered by a Board of Management elected from members of the community.

The facility is a 53 bed complex with 49 single rooms and 2 twin rooms. These provide residential care accommodation for aged people who the Aged Care Assessment Team has assessed as needing high or low level residential or respite care. Some of these beds may be used for respite care which is privately funded.

The staff of Wheatfields are dedicated to the well being of residents and will strive to make your stay here as comfortable as possible by endeavouring to provide quality care and support at all times.

Suitably trained staff is on duty 24 hours a day to provide this service.

## CHARTER OF RESIDENTS' RIGHTS AND RESPONSIBILITIES

**Each Resident of a Residential Care Service has the right:**

- To full and effective use of his or her personal, civil, legal and consumer rights
- Quality care which is appropriate to his or her needs.
- To full information about his or her own state of health and about available treatments.
- To be treated with dignity and respect, and to live without exploitation, abuse or neglect.
- To live without discrimination or victimisation and without being obliged to those providing his or her care and accommodation.
- To personal privacy.
- To live in a safe, secure and homelike environment, and to move freely both within and outside Wheatfields Inc without undue restriction.
- To be treated and accepted as an individual. Each resident's individual preferences are to be taken into account and treated with respect.
- To continue his or her cultural and religious practices and to retain the language of his or her choice, without discrimination.
- To select and maintain social and personal relationships with any other person without fear, criticism or restriction.
- To freedom of speech.
- To maintain his or her personal independence,
- To accept personal responsibility for his or her own actions and choices, even though these may involve an element of risk, because the resident has the right to accept the risk and not to have the risk used as a ground for preventing or restricting his or her actions and choices.

- To maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions.
- To be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service.
- To have access to services and activities which are available generally in the community.
- To be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service.
- To have access to information about his or her rights, care, accommodation, and any other information which relates to the resident personally.
- To complain and to take action to resolve disputes.
- To have access to advocates and other avenues of redress.
- To be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

**Each Resident of a residential care service has the responsibility:**

- To respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole.
- To respect the rights of staff and the proprietor to work in an environment that is free from harassment.
- For his or her own health and well-being, as far as he or she is capable.
- To inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and his or her current state of health.

From “Aged Care Principles” Reprint 4 September 2002

**RESIDENT AGREEMENT**

As an approved provider Wheatfields Inc. must offer a formal agreement to all new residents before they enter the facility, and may be entered into at any time during the resident’s stay. Residents may consider appointing a guardian or arranging a power of attorney when entering into an agreement. Both enable a third party to make decisions on the resident’s behalf, thereby providing protection for the resident in the event that they become unable to make their own decisions.

An agreement must be signed by both the provider and the resident. Where the resident is physically unable to sign the agreement, the resident may request a representative to sign on their behalf. Where cognitive impairment makes it impossible for the resident to understand and sign an agreement, the person, a legally authorised representative, should sign on the resident’s behalf.

Where a resident agrees to pay an accommodation bond or an accommodation charge, a written agreement must be entered into. If an accommodation bond or accommodation charge is payable the agreement is incorporated into the Resident Agreement.

Residents have the right to choose whether or not they wish to enter into the agreement. If the resident does not wish to have a formal agreement with the care facility, the facility must still abide by the legislative requirements, including the *'User Rights Principles 1997'* to continue to receive Commonwealth funding.

## **FEES**

Basic Daily Care Fees are payable by all residents and indexed quarterly.

Other possible fees may include;

- Income Tested Fee
- Accommodation Charge
- Accommodation Bond

## **SECURITY OF ACCOMMODATION**

Residents at Wheatfields Inc. are assured of continuity of accommodation and care as established by Wheatfields Inc Residents' Charter of Rights and Responsibilities. There may be circumstances in which either the resident or his/her representative, or Wheatfields Inc may wish to review the agreement regarding accommodation.

Wheatfields Inc has the right to terminate tenure of accommodation if the residents' assessed physical or mental condition is no longer able to be managed at Wheatfields Inc, or residents' responsibilities are not being met. Wheatfields Inc. will endeavor to find other suitable accommodation for the resident

Residents do not change bed rooms within Wheatfields Inc. except at the residents own request (and providing a bed room is available) or due to medical grounds, or if there are Occupational Health Safety And Environment implications for staff.

## ITEMS SUPPLIED BY WHEATFIELDS INC

Prescribed Services are those basic services which a facility must provide to residents, based on their level of care, at no extra cost, above the resident's usual income tested fee. Where a low level of residential care resident requires any services required only for high care residents, they may be charged for the provision of these additional services.

Hotel services: to be provided to all residents who need them.

Administration	General operation of the facility including maintenance of resident documentation
Maintenance of all buildings and grounds	Adequately maintained buildings and grounds.
Accommodation	Utilities such as electricity and water
Furnishings	Bedside lockers, chairs with arms. Containers for personal laundry, dining, lounge and recreational furnishings draw screens (for shared rooms), resident wardrobe space and towel rails. <b>Excludes</b> furnishings a resident chooses to provide.
Bedding	Beds and mattresses, bed linen, blankets and absorbent or waterproof sheeting
Cleaning services, goods and facilities	Cleanliness and tidiness of the entire residential care service. <b>Excludes</b> a resident's personal area if the resident chooses and is able to maintain it him or herself.
Waste disposal	Safe disposal of organic and inorganic waste material
Toiletry goods	Bath towels, face washers, soap and toilet paper.
General laundry	Heavy laundry facilities and services: and personal laundry services, including laundering of clothing that can be machine washed. <b>Excludes:</b> cleaning of clothing requiring dry cleaning or another special cleaning process, and personal laundry a resident chooses and is able to do him or herself.
Resident social activities.	Programs to encourage residents to take part in social activities that promote and protect their dignity and to take part in community life outside the residential care service.
Meals & refreshments	(a) Meals of adequate variety, quality and quantity for each resident, served each day at times generally acceptable to both residents and management, and generally consisting of 3 meals per day plus morning tea, afternoon tea and supper.  (b) Special dietary requirements, having regard to either medical need or religious or cultural observance.

(c) Food, including fruit of adequate variety, quality and quantity: and non - alcoholic beverages, including fruit juice.

Emergency assistance. At least one responsible person who is continuously on call and in reasonable proximity to render emergency assistance.

Care and Services - to be provided for all residents who need them.

Daily living activities assistance. Personal assistance, including individual attention, individual supervision and physical assistance with: **Bathing**, showering, personal hygiene and grooming. **Maintaining continence** or managing incontinence and the use of aids and appliances designed to assist continence management. **Eating**, and eating aids and using eating utensils and eating aids, including actual feeding if necessary. **Dressing**, undressing and dressing aids. **Moving**, walking, wheelchair use and using devices and appliances designed to aid mobility, including the fitting of artificial limbs and other personal mobility aids. **Communication**, including addressing difficulties arising from impaired hearing, sight or speech, or lack of common language, (including the fitting of sensory communication aids) and checking hearing aid batteries and cleaning spectacles. **Excludes hairdressing**.

Meals & refreshments Special diet not normally provided.

Emotional support. Emotional support to, and supervision of, residents.

Treatments & procedures Treatment and procedures that are carried out according to the instructions of a health professional or a person responsible for assessing a resident's personal care needs, including supervision and physical assistance with taking medications, and ordering and recording medications, subject to requirements of state or Territory law.

Recreational therapy Recreational activities suited to residents, participation in the activities, and communal recreational equipment.

Rehabilitation support Individual therapy programs designed by health professionals that are aimed at maintaining or restoring a resident's ability to perform daily tasks for him or herself, or assisting residents to obtain access to such programs.

Assistance in obtaining access to specialised therapy services. Making arrangements for speech therapy, podiatry, occupational or physiotherapy practitioners to visit residents whether the arrangements are made by the resident, relatives or other persons representing the interests of resident.

Support for residents with cognitive impairment Individual attention and support to residents with cognitive impairment (e.g. dementia, and other behavioural disorders), including individual therapy activities and specific programs designed and carried out to prevent or manage a particular condition or behaviour and enhance the quality of life and

care for such residents and ongoing support (including specific encouragement) to motivate or enable such residents to take part in general activities of the residential care service.

Assistance in obtaining health practitioner services.

Arrangements for aural, community health, dental, medical, psychiatric and other health practitioners to visit residents whether the arrangements are made by residents, relatives, or other persons representing the interest of resident's, or are made direct with the practitioner.

Care and services - to be provided for residents receiving a high level of residential care.

Furnishings

Over-bed tables

Bedding materials.

Bed rails. Incontinence sheets, restrainers, ripple mattresses, sheepskins, tri-pillows and water and air mattresses appropriate to each resident's condition.

Toiletry goods

Sanitary pads, tissues, toothpaste, denture cleaning preparations, shampoo and conditioner, and talcum powder.

Goods to assist residents to move themselves.

Crutches, quadruped walkers, walking frames, walking sticks, wheelchairs. Excludes motorised wheelchairs and custom made aids.

Goods to assist staff to move residents.

Mechanical devices for lifting residents, stretchers, trolleys.

Goods to assist with toileting and incontinence management.

Absorbent aids, commode chairs, disposable bed pan and urinal covers, disposable pads, over toilet chairs, shower chairs and urodomes. Catheter and urinary drainage appliances, disposable enemas.

Basic medical and pharmaceutical supplies and equipment

Analgesia, anti-nausea agents, bandages, creams, dressings, laxatives and aperients, mouthwashes, ointments, saline, skin emollients, swabs, urinary alkalising agents. Excludes any goods prescribed by a health practitioner for a particular resident and used only by the resident.

Nursing services.

Initial and on-going assessment, planning and management of care for residents, carried out by a registered nurse.

Nursing services carried out by a registered nurse or other professional appropriate to the service (e.g. Medical practitioner, stoma therapist, speech pathologist, physiotherapist or qualified practitioner from a palliative care team). Services may include, but are not limited to, the following:

a) Establishment and supervision of a complex pain management or palliative care program, including monitoring and managing any side effects:

b) Insertion, care and maintenance of tubes including



intravenous and naso-gastric tubes:

- c) Establishing and reviewing a catheter care program, including the insertion, removal and replacement of catheters:
- d) Establishing and reviewing a stoma care program:
- e) Complex wound management:
- f) Insertion of suppositories:
- g) Risk management procedures relating to acute or chronic infectious conditions;
- h) Special feeding for care recipients with dysphagia (difficulty with swallowing):
- i) Suctioning of airways:
- j) Tracheotomy care:
- k) Enema administration:
- l) Oxygen therapy requiring ongoing supervision because of a care recipient's variable need:

Dialysis treatment:

Medications.

Medications subject to requirements of State or Territory law.

Therapy services, such as recreational, speech therapy, podiatry, occupational, physiotherapy.

a) Maintenance therapy delivered by health professionals, or care staff as directed by health professionals, designed to maintain resident's level of independence in activities of daily living.

b) More intensive therapy delivered by health professionals, or care staff as directed by health professionals, on a temporary basis designed to allow residents to attain a level of independence at which maintenance therapy will meet their needs.

Oxygen and oxygen equipment

Oxygen and oxygen equipment needed on a short – term, episodic or emergency basis.

## **ADMISSION PROCEDURE**

On admission please bring all tablets and medication that you are taking. Any repeat prescriptions you are holding. Pensioner health benefit card. Pensioner concession card. Medicare card. (if available) Ambulance fund membership card (if not a member, we encourage you to subscribe.

Electoral card if available, Health benefit fund booklet if applicable.

Department of Veteran's Affairs card.

## WHAT TO BRING WITH YOU / ACCOMMODATION

All of the rooms have built in wardrobes with drawer space provided. We also provide curtains and floor carpets in some rooms or other appropriate floor coverings. You may want to furnish the room yourself, or you can be provided with furniture from Wheatfields Inc.

Apart from your clothing and personal effects most people coming into a residential aged care facility bring such things as a comfortable armchair and a footstool, bed, bedding, bed-spread or doona. (Sheets pillow cases and blankets are provided) bedside table, lamp and clock, knee rug, television, radio, pictures, books, hobbies, and small favourite piece of furniture such as a desk or china cabinet, within the limits of practicality, and Occupational Health Safety Welfare and Environmental constraints

Hanging pictures on your walls should be discussed with the administration, and only on the hooks already provided. We ask that you do not put any other hanging hooks onto walls.

Bring in the things that are important to you personally, and things that you normally use on a daily basis.

Room allocation will be at the discretion of the Director of Nursing and following consultation with the resident and / or family.

Male residents (and female resident who require a shave) are asked to supply their own electric shavers as shaving with razors presents OH&S issues for staff.

## RESPIRE

Residential aged care respite or temporary residential aged care is available in our residential aged care facility at this time. This is designed to assist people who normally live at home and who for some reason need temporary care, but who intend returning home again. The same fee system applies as for permanent residential aged care.

## SERVICES OFFERED AT WHEATFIELDS

Laundry / Clothing	Personal Care Needs	Resident Assessment
Medical Services	Physiotherapy	Audiology
Dental Care	Dressings	Palliative Care
Podiatry	Challenging Behaviours	Complementary Therapies
Ambulance Services	Incontinence Aids	Shopping
Newspapers	Transport	Hairdressing
Church Services	Cultural Requirements	Memorial Service
Meals	Telephones	Security Area
Cleaning	Maintenance	Wheelchairs
Voting	Diversional Therapy	Volunteers
Bus Trips	Residents' Meetings	Car Parking

## **SMOKING**

Wheatfields Inc. is a no smoking site and admission to Wheatfields is on the condition that residents and their visitors do not smoke on site.

It will be necessary to find alternative accommodation if a resident fails to comply with the smoking restrictions.

## **ACCESSING CARE AT WHEATFIELDS INC.**

Before you are able to be admitted for care at Wheatfields Inc you will require an ACAT Assessment to be completed. This can be done through your local Aged Care Assessment Team. The number can be found in you local telephone directory.

Make contact with the Director of Nursing or the Business Manager and complete relevant information required to add your name to the waiting list.

Notify the Director of Nursing of the degree of urgency in relation to your application. Often people put their names on a waiting list and do not intend to come in until some time in the future. Others need to come in urgently.

When a vacancy exists the Director of Nursing will assess applicants for the person with the most need.

## **ELECTRIC BLANKETS AND HOT WATER BOTTLES**

Due to the safety concerns for residents neither of these items is permitted at Wheatfields Inc. If you have concerns about this please see the Director of nursing. All rooms have air conditioning and this may be sufficient.

## **BEQUESTS AND DONATIONS**

Bequests and donations to Wheatfields Inc. have a significant impact on our ability to improve capital stock and maintain the level of care and services provided to the community.

Tax deductible donations to Wheatfields Inc. may be directed to a specific cause or to the Wheatfields Inc. generally. General donations assist with major capital works programs and equipment purchases which improve the quality of life for resident.

If you would like to help Wheatfields Inc., please feel free to discuss your wishes with the Business Manager, or simply send donations to:

Wheatfields Inc.  
PO Box 26  
Freeling  
South Australia 5372

Your gift is appreciated!

**#### END####**