

*Serving the Town of Narrogin, Shire of Narrogin
and town sites of Cuballing and Highbury*



Narrogin Homecare Client Handbook



love the life



Town of **Narrogin**

Narrogin Homecare Client Handbook

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love the life

NARROGIN HOMECARE IS FUNDED BY:

- The Commonwealth Department of Health and Ageing
- The HACC Home and Community Care program. A joint Commonwealth and State/Territory program.
- The Department of Veterans' Affairs (Veterans' Home Care)

Narrogin Homecare is Governed by The Town of Narrogin as part of the Community Services Directorate.

OUR VISION

To provide and operate a service of the highest quality for the aged community and younger members of the community with disabilities.

OUR MISSION

To support residents within the Town of Narrogin, Shire of Narrogin and the townsite of Cuballing, who are frail aged, or have a disability, to live safely and securely in their own homes.

STATEMENT OF PURPOSE

The purpose of Narrogin Homecare is to maintain frail aged and younger people with disabilities who are at risk of premature or inappropriate institutionalisation, in their own homes.

PHILOSOPHY OF NARROGIN HOMECARE

Services are available to all people within the target population, without discrimination.

We believe all Narrogin Homecare clients, or potential clients, regardless of their age or disability, have a contribution to make to the community.

They have the right to live where they choose and be supported in a manner that enhances their independence and maintains their dignity.

All clients have the right to have services provided with privacy, respect and without discrimination of their gender, marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, age, sexual preference, inability to pay or circumstances of their carer.

Narrogin Homecare follows documented processes that comply to the requirements of current Department of Health and Ageing Guidelines.

Narrogin Homecare believes that success is achieved by:

SERVICES PROVIDED

Narrogin Homecare provides the following services under the HACC Program:

Centre-Based Day Care:

Wattle Group: Meets one Monday every month and provides opportunities for clients to enjoy trips around the region and to share lunch with family members and friends.

Banksia Group: Meets every Monday. Recreation and social support for younger adults with disabilities. The focus is to provide a supported environment where people are encouraged to be involved in challenging fun activities that assist with skill development.

Carer's Support Group: The group meets monthly on the first Monday of each month.

Jarrah Group: A Group for men. Meets on the second and the fourth Tuesdays of the Month. The focus is on providing men with opportunities for social contact and to meet with other men to share knowledge and memories of past employment, sport and friendships.

Nail Clinic: An opportunity to have nails cut on the third Tuesday of every month in the afternoon.

Elders Craft Group: Meets every Tuesday. Art and Craft skill development and social interaction for Aboriginal and non-Aboriginal people to encourage integration, and prevent social isolation.

Rivergum Group: Meets each Wednesday. The focus is to provide nutritious, affordable meals to those who might be experiencing difficulties in preparing their own meals, or wish to have an alternative to meals on wheels.

Coolabah Group: Meets every Wednesday to swim, walk or just play in the heated indoor pool, providing an opportunity for exercise and social interaction.

The Cottage: Provides Person Centred Care in a warm, welcoming, comfortable environment to enable carers to have a break for a day.

Domestic Assistance:

- dishwashing
- house cleaning
- clothes washing
- shopping and bill paying

Home Maintenance:

- minor repairs
- garden maintenance
- wood chopping

In-Home Respite Care:

Respite carers are available to provide care in the home during the daytime when the usual carer is unable to be present or needs a rest.

Personal Care (CACP):

Assistance with self-care tasks

May also include medication monitoring

Transport:

To medical appointments

Shopping

Social activities

Social Support:

Support is provided to an individual. It includes keeping a person company, helping with paperwork, taking a person shopping, banking or attending an appointment.

STAFF

Narrogin Homecare employs the following staff:

- Manager
- Client Services Officer
- Administration Officer
- Day Service Assistants
- Home Carers
- A Handyman
- Volunteers

VOLUNTEERS

Narrogin Homecare maintains a pool of volunteers to assist in Centre Based Day Care activities and companionship to clients.

HOW DO I GO ABOUT GETTING SERVICES?

If you would like assistance or further information ring our Manager on 08 98814455.

ASSESSMENT

Before you can receive services you must be assessed to see if you are eligible.

The Client Services Officer will arrange to visit you (normally in your own home) and will complete an assessment form with you. If you are seeking a Community Aged Care Package, the Aged Care Assessment Team assessor will be asked to visit you, to assess if you are eligible for care at home. Both of these assessments will identify the services you require to stay living at home. If Narrogin Homecare is not able to assist you, the Client Services Officer will let you know of other available services and arrange a referral if required.

WHAT IS A CARE PLAN?

The Client Services Officer will offer you a range of services which will meet your needs. If you agree, these are developed into a care plan which sets out what services you will receive and when and the cost of these services.

REVIEWS

Reviews are carried out twice every year, or if your care needs change, to see if your need for services has changed.

If you feel your needs have changed please advise a staff member or contact the Client Services Officer.

HOW MUCH WILL THE SERVICE COST?

These cost of services is based on your income and set in line with The Home and Community Care National Safeguards Policy.

WHAT ABOUT SMOKING?

All of our staff and volunteers are asked not to smoke in people's homes.

We also request that you do not smoke when a staff member or volunteer is in your home (to ensure that staff are not exposed to smoke in their workplace) and that you do not smoke in Narrogin Homecare vehicles.

WHAT HAPPENS IF I'M NOT AT HOME WHEN STAFF VISIT?

It is important that you let the staff member or the Administration Officer know if you are not going to be at home for a set appointment. If you cannot contact the staff please ask a relative, friend or neighbour to contact us.

If we do not hear from you we may worry that something is wrong.

You can contact us by phone on 08 98814455.

Please leave a message on the answering machine if there is no one in the office.

WHAT ARE MY RIGHTS? HOME AND COMMUNITY CARE

You, your carer or advocate with your permission, have a right to:

- access all information about yourself held by Narrogin Homecare;
- be involved in decisions about your assessment and care plan;
- information on all the options available, and any fees to be charged;
- information on the standard of service that you can expect and that services are provided in a safe manner that respects your dignity and independence;
- services that are responsive to your social, cultural and physical needs and the needs of your carer;
- refuse a service without it prejudicing your future access to services;
- complain about the service you are receiving without fear of retribution and to have complaints dealt with fairly and promptly;
- an advocate of your choice to represent your interests;
- have your views taken into account in the planning and evaluation of the service; and
- privacy and confidentiality.

In cases where a client has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements.

WHAT ARE MY RESPONSIBILITIES?

As a client of Narrogin Homecare you also have some responsibilities.

These include:

- let the agency know if you are not going to be at home when a staff member is due to visit;
- act in a way which respects the rights of other clients and Narrogin Homecare staff;
- take responsibility for the results of any decisions you make; and
- play your part in helping Narrogin Homecare to provide you with services.

CAN I REFUSE SERVICES AND STILL GET THEM LATER?

You have the right to refuse any services at any time. If you refuse services you can ask to be reassessed in the future and the necessary services will be provided.

PRIVACY AND CONFIDENTIALITY

Narrogin Homecare is committed to the principles outlined in the Privacy Act (Amendment 2001) and has in place procedures that ensure compliance with the legislation. To protect your privacy:

- your files are kept in a secure place;

- information is collected in a way that makes it clear who it is collected for and what it is used for;
- all information relating to clients is confidential and will not be disclosed to any other person or organisation without the permission of the client;
- permission to share information will be sought only when sharing is necessary to ensure appropriate services are delivered;
- only information necessary for delivering effective services is collected. That is, only the information required on the assessment form is obtained;
- the provision of information to people outside the service will only be authorised by the Manager;
- staff receive ongoing training that they are not to discuss clients outside of the service;
- assessments and reviews of clients are always conducted in private with the Client Services Officer and yourself, and, if you wish, your carer or advocate;
- during assessments and reviews the Client Services Officer will note any particular privacy requirements you may have, e.g. a preference for a male or female carer and, if possible, we will try to meet these requirements; and
- any discussions between staff about clients are held in a closed office.

WHAT IF I'M NOT HAPPY WITH THE SERVICE PROVIDED?

Narrogin Homecare aims to provide a high quality service, so we would like to know if you have any concerns with the service. Your service will not be stopped if you complain.

If you do not feel comfortable with the Narrogin Homecare staff member who visits you, please let the Manager or the Client Services Officer know. A change of staff can be arranged if necessary.

If you feel your rights are not being respected or if you have any other complaint or concern about the services you are receiving you can try any of the following:

- if you feel comfortable about it, you could discuss the situation with the member of staff concerned - this may quickly clear things up;
- if you don't feel comfortable talking to the staff member or talking did not sort out the problem you can contact the Manager or the Client Services Officer in the office or on the telephone at: 08 9881 4455.

REMEMBER . . .

It is your right to make a complaint or to speak of any concerns you may have with Narrogin Homecare.

We have a Tell Us What You Think form that will be provided to you when you begin services - we encourage you to fill it out so that we can improve our services.

CAN SOMEONE ELSE SPEAK ON MY BEHALF?

Yes! You can ask a family member or friend to advocate on your behalf.

You can also contact:

- **Advocare - Phone: (08) 9328 3488 - 1800 655 566**
- **Complaints Resolution Scheme - Phone: 1800 550 552**
- **People with Disabilities - Phone: (08) 9386 6477**

These are free and confidential services which can assist you in working through any complaints or concerns about the service you are receiving.

The following pages refer only
to Narrogin Community
Aged Care Packages

NARROGIN COMMUNITY AGED CARE PACKAGES

Provide the following services which are individualised to each client's needs:

- bathing, showering, or personal hygiene;
- toileting;
- dressing or undressing;
- mobility;
- transfer;
- assistance with preparing and eating meals;
- sensory communication, or fitting sensory communication aids;
- laundry;
- home help;
- gardening; and
- short-term illness.

In conjunction with these services, a CACP may also include:

- assistance with a special diet;
- control and administration of medication prescribed by a medical practitioner, subject to legal restrictions on providing the medication;
- rehabilitative support, or helping to get access to rehabilitative support, to meet a professionally determined therapeutic need;

- administration of treatment such as eye drops, back rubs, dressings and urine tests, subject to legal restrictions on providing the treatment;
- emotional support and direct supervision;
- having at least one responsible person or agency, approved by the organisation providing the community care, reasonably near and continuously on call to give emergency assistance when needed;
- transport to help the person shop, visit a medical practitioner or attend socialisation activities;
- temporary respite care in the home;
- home maintenance, reasonably required to maintain the home and garden in a condition of functional safety and provide an adequate level of security;
- arranging social activities, providing or coordinating transport to social functions at a reasonable frequency and other out-of-home services that help prevent social isolation;
- advocacy services to help protect the person's interests;
- support services to maintain personal affairs; and
- other services required to maintain the person at home.

WHAT ARE MY RIGHTS?

(Community Aged Care Package - CACP)

All recipients of care from the CACP Program have specified rights including a basic right to have a client agreement with the service provider. These rights apply regardless of whether community care subsidy is being claimed in their name.

In addition to a client agreement and security of tenure CACP recipients have the following rights:

- to be involved in deciding, and choosing, the care most appropriate to meet their needs;
- to be given enough information to make an informed choice about their care;
- to receive care that takes account of their lifestyle, cultural, linguistic and religious preferences;
- to be given a written plan of the services they will receive. This plan is included in the client agreement. Any changes to the plan are made in consultation with the client, agreed to by the client and signed where possible, and incorporated into the agreement;
- to take part in social activities and community life as they choose;
- to be treated with dignity, with their privacy respected;
- to complain about the care they are receiving, including the manner in which it is being provided, without fear of losing the care or being disadvantaged in any other way; and
- to choose a person to speak on their behalf for any purpose. If a client does appoint an advocate to act on their behalf, the approved provider must allow the advocate access to the service.

WHAT ARE MY RESPONSIBILITIES?

(Narrogin Community Aged Care Packages)

In the spirit of the client and the CACP provider having reciprocal responsibilities, the client's responsibilities include the following:

- respecting the rights of staff and the provider to work in a safe and healthy smoke-free environment free from harassment;
- caring for their own health and well-being, as far as he or she is capable;
- providing information to the provider about their wants and needs;
- notifying the provider of any special requirements, including any proposed leave dates;
- informing the provider about any required changes to the care plan or agreement;
- providing constructive feedback to the provider about the service's performance;
- taking responsibility for the results of any decisions they make; and
- playing their part in helping Narrogin Homecare to provide them with services.

HOW MUCH WILL THE SERVICE COST? (CACP)

The cost of services is based on your income and your ability to pay will be assessed when you meet with the Client Service Officer. As a general rule, 17.5% of your pension will be paid to support the delivery of your care package.

If you cannot afford to pay, services can still be provided - discuss this with the Client Services Officer.

PROCEDURE FOR APPOINTING AN ADVOCATE

Clients wishing to use an advocate should inform Narrogin Homecare in writing of the name of the person they wish to negotiate on their behalf. The client has the right to change their advocate at any time and should inform Narrogin Homecare in writing of any change.

CLIENTS RIGHT TO ACCESS INFORMATION

Clients of Narrogin Homecare have a right to read any personal information kept about them.

Request from clients (or authorised client representatives) to access information should be referred to the Manager who should ensure that assistance is provided to the client to access their information within two weeks.

The Manager or Client Services Officer will make the files available to the client to explain terminology or provide assistance.

AGREEMENT

For Community Aged Care Package (CACP) Clients Only

When you receive a CACP we ask you to sign an agreement that outlines all of the package details, fees, services you will be provided with and your rights and responsibilities. You can ask another person or advocate to review the agreement if you wish, and are not required to sign if you do not wish to do so.



Town of Narrogin

ly and caring, with human dimension and opportunities for everyone
safe and healthy, with traditional country values, a relaxed lifestyle and a sense of
e with fresh air open spaces - where you can see the stars at night

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