

PAKENHAM RESIDENCE

Respite Living

Thank you for considering this facility for your accommodation needs.

This booklet aims to provide you with information about services offered in this facility.

You are encouraged to read this booklet before making your decision to access our facility.



INTRODUCTION TO SHORT TERM ACCOMMODATION

We provide a Short-Term Accommodation service (also referred to as Respite or STA) for short to medium term periods. The Pakenham residence can support up to three participants at any one time.

The model of support offered is a sleep over model with a 1 staff to 3 participants ratio. Where required, an active night is also offered for participants who may require extra support.

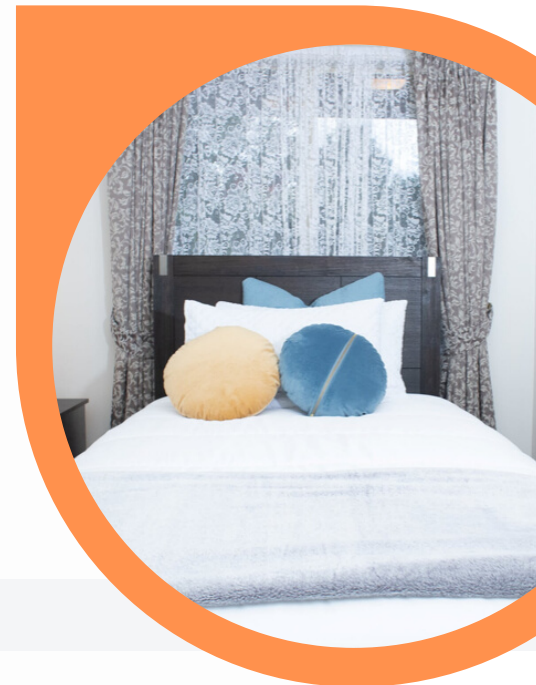
ACCESSING SHORT TERM ACCOMMODATION

Referral to the Short-Term Accommodation Service can be made by a representative or guardian of participant by email at info@ariescare.com.au

The Short-Term Accommodation Service is available to:

- participants currently accessing our services who are funded for Short Term Accommodation;
- Participants of the NDIS not currently using our services who have identified Short Term Accommodation in their core supports.

Prior to confirmation of any bookings, all required documents must be signed and returned to us as soon as possible. It is important for the Service Coordinator to provide us with detailed information regarding to the participant. This will ensure that we are able to provide the appropriate supports to participant.



REQUEST FOR ACCESS

The process to access Short Term Accommodation (STA):

- Contact the Aries Care Team on info@ariescare.com.au;
- Schedule a residence "walk-through" if desired;
- Service Coordinator to evaluate support requirements and ensure model can meet the participants needs;

If the participant is able to be supported within the established support model and wishes to access short term accommodation, the Service Coordinator will provide the family or primary carer with relevant documents to be completed by the participant or their nominated person. These documents need to be returned a **minimum of 14 days** prior to the booked dates of service.

Not every participant seeking STA will be able to be booked in residence. Where this is the case, the Service Coordinator will provide an explanation and information regarding other possible opportunities they may be able to explore.

DOCUMENTS TO BE PROVIDED BY US

Prior to accessing our STA service, we will provide you with the following documents to complete:

- Price estimate based upon the dates that the STA will be accessed by the participant;
- detailed participant information to ensure that our staff can meet duty of care requirements, and provide a positive experience;
- Medication Authority Forms to ensure that the participant receives the appropriate medication whilst in care;
- “All about me” booklet, which focuses on the participant’s likes and dislikes, communication needs, mobility requirements, etc.
- A list detailing “What to Bring” will be provided. Please note all items must be clearly labelled;
- Other forms or risk assessments as identified as appropriate

DOCUMENTS TO BE PROVIDED BY PARTICIPANT

The participant or representative is must provide current documents or copies of the following (where applicable):

- Medicare Card;
- Pension Card;
- Taxi Card;
- Companion Card;
- Passport Photo (electronic copy is preferred, and the photo must be less than 6 months old);
- Behaviour Support Plan – any behaviour/s of concern must be reported you must provide a Behaviour Support Plan or relevant behaviour management strategy prior to the booking.

Behaviour Support Plans may need to be modified for the STA environment and this will need to be completed prior to the commencement.

We have a responsibility to provide a safe environment for all people accessing the service as well as our employees.

Any other plans or documented strategies to enable staff to clearly understand the participant’s specific requirements and provide ongoing positive support.

These may include:

- Health Management Plan, Dietary Plan and Epilepsy Management Plan;
- Communication Plan;
- On admission the family/caregiver must indicate to staff any electrical equipment the participant may wish to use during their stay.

Arrival time for this residence is between 1500 and 1600. This allows for our staff on duty to welcome the participant and family or primary carer, review all documentation and complete a comprehensive handover.

Should you wish to arrive before 1500,, please inform the Service Coordinator at least 4 days prior.

Departure time is by negotiation.

MEDICATION REQUIREMENTS

Participants must have written authorisation of all medication. If a participant presents to the service without the required written authorisation of medication; and a decision is made to still provide the service, the staff will contact the participant's doctor to request copies of relevant medical information and prescribed medication.

This will be carried out prior to the first dose being administered.

Where written confirmation is unable to be obtained, verbal confirmation will be sought from the doctor or the participant's regular pharmacist where applicable. Verbal confirmation will need to be followed up in writing the next business day.

Any prescribed medication required by participant whilst accessing the service must be provided as follows:

- Blue Webster-Pak for breakfast, dinner and bedtime medications.
- White Webster-Pak for lunch medications.

The medication provided in Webster-Paks must be current and reflect the medication documented on the Medication Authority Form (provided to you).

If the participant representatives or primary carer is unable to provide medication in a Webster-Pak, prescriptions must be provided to the Service Coordinator in order for a Webster-Pak to be organised by a pharmacist. This arrangement must be carried out a minimum of 10 days prior to the planned stay.

Medications (tablet form) that have been provided in original packaging must not be supplied as the pharmacist is unable to put them in the Webster-Pak. The Webster-Pak and medication will be an additional cost to the person accessing service.

PRN MEDICATION

Prescribed PRN is medication that may only be administered as per the specific instructions of the participant's General Practitioner. These must be provided by the family/primary carer.

Any tablet medication that the service user requires as PRN must be provided in a Pink Webster-Pak.

Support staff must contact the Service Coordinator or After Hours Support Service to discuss the specific situation and seek guidance and advice accordingly. The administration of a PRN medication must be documented in the medication administration form, noted on the PRN register and recorded on the persons case notes.

BEHAVIOURS OF CONCERN

Participants who have a Behaviour Support Plan must share this plan with the Service Coordinator prior to the period of service.

The strategies outlined in the plan must be clear and concise in order for them to be implemented should a situation occur. All interventions steps will be carried out in accordance to the specific instructions and will be documented.

Should unknown behaviours of concern present, staff will, as a matter of priority, ensure the safety of everyone. As soon as possible, they will contact the family or primary carer for advice.

Where staff are unable to make contact with family and or carer, they will refer the behaviour of concern to the After Hours Support Service to obtain advice and guidance.

DIETARY AND MEDICAL REQUIREMENTS

Participants with specific dietary requirements, such as allergies, gluten free products, altered textured food requirements etc. must provide any speciality foods or drinks they require.

Where necessary, any relevant information and instructions must accompany these foods.

The family or primary carer may be requested to provide training or arrange for a competent person to train selected staff within the service.

MONEY MANAGEMENT

Families may provide spending money which may be kept in the staff office or kept by the participant.

PLEASE NOTE: Aries Care Pty Ltd will not accept responsibility for any amount of money held directly by the participant. This expenditure will not be documented, and receipts will not be kept or supplied.

VALUABLES

We recommend that jewellery and other expensive items are not brought to service. If items are brought to the service and subsequently lost, Aries Care Pty Ltd will not accept responsibility or liability.

DAY PLACEMENT

It is the responsibility of the family or primary carer to ensure the person accessing the service is involved in activities during the hours of 9.00am to 3.00pm Monday to Friday except holiday periods.

Our support staff are able to provide access to community or accompany participant to appointments if required. Where participant has no regular day placement, other activities may be organised with participant as authorised by participant or guardian.

HEALTH AND SAFETY

It is essential that the person accessing service has aids or equipment that are in working order to ensure the safety of the person, as well as other service users and staff.

All equipment must be clearly labelled.

Please ensure adequate supplies of continence aids, hearing aid batteries, etc., are provided. All equipment must have instructions to assist staff on how to operate the equipment safely and appropriately.

ILLNESS AND INJURY

Prior to a participant accessing our residence, you must inform us if the participant is unwell or has a pre-existing injury that requires regular treatment. If we deem the participant is too unwell to access the residence, alternative dates may be offered and an alternative booking made.

The family or primary carer will be notified as soon as practicable of any illness or injury the person sustains.

For non-emergencies, families will be given the opportunity to assist the person to see their usual doctor, or our staff may assist participant to be seen by a locum. The family/primary carer will be informed of the outcome of any medical attention.

NDIS participants will not be supported in emergency situations to attend hospital; this arrangement will fall to the hospital system or the family to manage.

FEES AND CHARGES

Aries Care charges the following to access Short term accommodation:

- NDIS participants – according to the current NDIS price guide and via the NDIS portal
- Webster Pak \$5.00 per week (emergency supply only)

CANCELLATIONS

Notice of cancellation of any booking by the participant must be supported by notification in writing to the Service Coordinator, via email info@ariescare.com.au.

Service Agreement has details on Cancellation Policy.

DAY PLACEMENT

The participant, family or carer agrees that they will be liable for costs to cover any damage caused, additional cleaning and/or replacement of Aries Care Pty Ltd property damaged during their period of short-term accommodation.

QUALITY IMPROVEMENT

Short Term Accommodation users/family or primary carers will be asked to participate in an annual service evaluation of their experience with our respite STA service.

Your honest feedback will enable us to improve the quality of our services.

OUR RESPONSIBILITIES

The Short-Term Accommodation service aims to provide quality care and support for all users for the duration of their stay.

The hours of service are on a 24hr care schedule:

- Monday to Friday – 9.30am–10.00pm sleepover 10pm–9.30am or active night if applicable
- Saturday, Sunday and Public Holidays 24 hours.
- The participant will be provided with three balanced meals and snacks during the day.
- Staff will administer medications via a Webster-Pak.
- Some participants can self-administer medication after consultation with a GP that is known by the person and the required paperwork is completed and provided for Aries Care's records.
- A bed, linen, towels if needed and bedside table will be provided for use. If the participant has specialised requirements for bedding, these will need to be provided.
- Clothes washing facilities are available if required. Staff can assist the person to complete this task as required.
- Staff will support personal care if required; this will be based on the information supplied regarding a participants support requirements and assessed by staff in the first couple of days as accurate. The support requirements of the participant will be documented to ensure the service has accurate information.

VISITORS POLICY

Participants may receive occasional visits from family or friends between 1100 till 1600.

The frequency of these visits must not interfere with staff duties. It is always recommended to call the the residence first before visiting.

OUR CONTACT INFORMATION

Pakenham Residence (You may call this number to check up on your loved one whilst they are in our care)

PHONE: 03 5902 5545

Should you wish to write to use please email info@ariescare.com.au

LOCAL OFFICE:

ARIES CARE PTY LTD

Waterman Business Park

Suite 141/Level 2

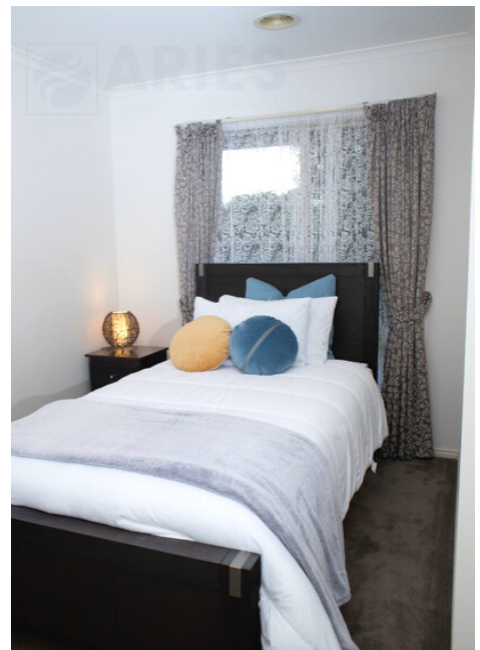
66 Victor Crescent, Narre Warren

VICTORIA 3805

TEL: 03 8782 3784 OR 0422 573 980

Pakenham, Victoria

Four bedroom SDA or STA approved property in quiet location



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Located in a quiet and friendly neighbourhood, this house perfectly blends elegance and functionality. With an excellent floorplan with 4 bedrooms, two open living areas and a large backyard, this home features an all new bathroom and toilet made with accessibility in mind.

This home can house up to 3 residents comfortably and is always staffed. It is open for SDA Basic or Improved liveability.

We also offer respite and short term accommodation.

The property is close to shopping centres and other convenient

If you would like to express your interest for this property you can do so by [clicking this link here](#) and fill out the form!

Contact Us

Mobile: 0422 573 980

Office: 03 8782 3784

Email: info@ariescare.com.au

Aries Care Pty Ltd

Waterman Business Centre

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66 Victor Crescent

Narre Warren, Victoria 3805

www.ariescare.com.au

