



**WEST  
WIMMERA  
HEALTH  
SERVICE**

# **IONA DIGBY HARRIS HOME**

**YOUR HOME AWAY  
FROM HOME**



**Iona Digby Harris Home  
West Wimmera Health Service  
43-51 Nelson Street, Nhill, 3418  
(03) 5385 5700  
[wwhs.net.au](http://wwhs.net.au)**

# CONTENTS

- 02** WELCOME
- 03** YOUR HOME AWAY FROM HOME
- 03** THE LIFESTYLE
- 04** COMPASSIONATE ALL-INCLUSIVE CARE
- 05** HOME-STYLE MEALS
- 05** RESIDENTS & RELATIVES COMMITTEE
- 06** VISITING & LEAVE
- 06** ADDITIONAL FACILITIES & SERVICES
- 07** GUIDELINES & POLICIES
- 08** ADMISSION
- 09** OUT OF POCKET EXPENSES
- 10** FEEDBACK
- 10** USEFUL CONTACTS

## GREAT CARE, EVERY PERSON, EVERY TIME



### TOTAL CARE

Delivering care that is safe, effective and person-centred, always.



### SAFETY

Providing a safe workplace and services free from avoidable harm.



### UNITY

Working well together in a great place to work.



### ACCOUNTABILITY

Doing the right thing by our stakeholders and ourselves.



### INNOVATION

Using our imagination - if there's a better way we will find it.



## WELCOME

Welcome to residential aged care at West Wimmera Health Service, where we value and promote our residents' privacy, freedom of choice and confidence.

We are proud to offer a range of residential aged care options to suit the individual needs of residents, including respite care, all levels of residential aged care (low to high) and end-of-life (palliative) care.

Our residential aged care homes are located in six towns, including Jeparit,

Kaniva, Natimuk, Nhill, Rainbow and Rupanyup, enabling residents to remain close to home, their families and loved ones.

Our homes provide comfortable, well-maintained communal spaces, bedrooms and safe and secure outdoor dining, BBQ and garden areas with easy walking paths.

As a resident, you can keep active and pursue your interests and hobbies through our diverse daily leisure and lifestyle activity programs.

Our homes are staffed 24 hours a day, seven days a week, by highly skilled professionals who believe it is a privilege to care for others, delivering care with the upmost respect and dignity.

Complemented by our highly skilled nursing staff, our residents also have onsite and telehealth access to their own doctor and the full team of WWHS Allied Health Clinicians, ensuring that their health remains a top priority.

**Our philosophy is to enable all residents to live their life with dignity and comfort whilst encouraging them to pursue their own concept of a joyful and fulfilling life.**



## YOUR HOME AWAY FROM HOME

Welcome to Iona Digby Harris Home in Nhill, a 26 bed, ground-level facility designed to provide residents with a safe and welcoming environment where they can truly feel at home.

Room options consist of either a single or double room, featuring access to a shared bathroom, fostering a communal, family-like atmosphere.

While our rooms come furnished, we encourage residents to personalise their spaces with their own belongings and mementos, creating a cosy oasis that reflects their unique lives.

The rooms feature individually controlled air conditioning, allowing residents to customise the temperature for their comfort.

Communal areas include a kitchen, lounges, dining rooms, outdoor patio, sitting rooms, lawn bowls and putting green – all of which are available for residents and visitors to enjoy at their leisure.

## THE LIFESTYLE

Our vibrant leisure and lifestyle program encourages residents to stay mentally and physically active. It aims to provide a consistent and flexible daily routine tailored to each individual's lifestyle. Activities include cooking, gardening, art and craft, celebrations of special events, gentle exercises, visiting entertainment and group outings – all of which continue our resident's connection to their local community.

Residents are also encouraged to participate in our community based Social Support Group activities program which offers additional opportunities for social engagement, including luncheons, outings and various other activities.

We strive to accommodate the diverse religious practices of our residents by offering regular interdenominational church services.

We actively promote meaningful connections with families and friends by hosting regular events where residents' loved ones are invited to join for meals, games, and friendly conversation.

## COMPASSIONATE ALL-INCLUSIVE CARE

West Wimmera Health Service aged care homes are staffed by a team of professionals who are skilled, experienced and dedicated to providing the highest quality of care to older people.

They include:

- Doctor's
- Registered Nurses (available onsite 24 hours a day)
- Enrolled Nurses
- Health Care Workers
- Leisure & Lifestyle Activities Staff
- Allied Health Clinicians
- Hospitality Staff
- Environmental Staff
- Maintenance Staff
- Administrative Staff
- Volunteers

The nursing staff play a key role in our homes and are the point of contact for residents, relatives and visitors. They take the time to build meaningful relationships with residents, centred on trust and mutual respect.

We recognise that every resident is unique and has different care needs. In collaboration with residents and their families, our team develops personalised nursing care plans to ensure that each individual receives tailored support. We regularly review these care plans to accommodate any changing needs.

Our experienced Allied Health team work closely with our nursing staff to ensure that all residents have access to a range of services, including physiotherapy, podiatry, occupational therapy, speech pathology, dietetics, continence nursing, diabetes education, and social work, as needed.

Driven by our commitment to 'total care', we assist in organising necessary healthcare appointments and transport for residents if family/friends are unable to provide transport.

We are proud to offer specialised telehealth trolleys at all our homes, allowing residents to access specialist services and a wider range of care providers in the privacy and comfort of their own rooms, without the need to travel.



## HOME-STYLE MEALS PREPARED ONSITE

Our qualified chefs and catering staff prepare all our resident's meals freshly onsite, providing residents with breakfast, lunch, dinner and snacks.

Our menus are designed to provide appealing, nourishing and nutritious meals, catering to individual dietary requirements and preferences.

Respecting our residents' freedom and choice, they can enjoy their meals in the dining room, in an outdoor dining space, or in the comfort of their own rooms.

Our friendly and accommodating hospitality team also prepare special meals for occasions like birthdays and Christmas. Relatives and friends are warmly invited to dine with residents at any time for a small fee.

## RESIDENTS & RELATIVES COMMITTEE

We strive to create a warm and inviting community where everyone feels welcome. To support this, our homes have active Residents and Relatives Committees made up of residents, their families, and friends.

Meetings are held regularly with the aim of:

- providing a space for residents to raise concerns and make suggestions
- liaising with management and staff to make any necessary improvements to the home
- fundraising for new equipment not supplied by the Service
- organising outings for residents
- improving the lifestyle and wellbeing of residents



## **VISITING & LEAVE**

We view relatives and friends as essential members of our team, contributing to the enrichment of residents' lives and providing vital emotional support.

We warmly invite friends and families to visit at any time. Our only request is that visitors intending to come after 9.30pm inform staff for security purposes.

Residents are encouraged to enjoy outings and overnight stays with relatives. They can use up to 52 days of social leave per financial year, along with unlimited hospital leave. Standard fee rates still apply during any leave taken.

## **ADDITIONAL FACILITIES & SERVICES**

### **VALUABLES & PERSONAL BELONGINGS**

Each resident has a lockable 'valuables draw' to ensure complete security of precious items and small amounts of money. The Director of Nursing or delegate keeps a record of deposits and withdrawals.

The staff take care of and respect the personal belongings and equipment of residents, however the Service takes no responsibility for any breakage, loss or damage incurred.



### **NEWSPAPERS & MAGAZINES**

We are happy to arrange for the delivery of a personal daily newspaper or other magazines, though residents and their families are responsible for any associated costs.

### **TELEPHONE**

Residents may use their own personal mobile phone or the home's phone to make and receive calls.

### **TELEVISION**

We can arrange for residents to have a television connected in their room, though it will be at the residents' own expense.

All televisions need to be mounted on the wall. West Wimmera Health Service will supply the aerial leads and the wall brackets for all television mounting which will remain on the wall permanently.

## TOILETRIES

We provide our residents with basic toiletries such as soap, toilet paper, sanitary continence aids, tissues, toothpaste, denture cleaning preparations, shampoo, conditioner, and talcum powder. Different types or brands of these items can be arranged at the resident's expense.

## CLOTHING & LAUNDRY

The home covers the cost of laundering personal clothing, however all delicate and dry clean only items are the responsibility of relatives and friends.

## HAIRDRESSING

A hairdresser visits the home on a regular basis and uses our onsite salon to provide services to residents. This service is provided at the residents own cost.



## GUIDELINES & POLICIES

### ALCOHOL

Alcohol may be consumed in the home in a responsible manner. Residents should consult with their doctor prior to consuming alcohol.

### SMOKING & VAPING

Smoking and vaping is not permitted anywhere indoors at the home. Designated outdoor smoking areas are available to residents.

### USE OF RESTRAINTS

Our homes focus on providing safe environmental practices that promote freedom of movement, quality of life and dignity of the resident. Our aim is to achieve an environment free of restrictive practices.

Restrictive Practices include any practice or intervention that has the effect of restricting the rights or freedom of movement of a resident.

Restrictive practices are only used as a last resort and with appropriate consent to protect the health, rights and dignity of our residents.

West Wimmera Health Service's policy *Restrictive Practices Minimisation in Residential Aged Care (Restraint)* outlines our approach to restraint in aged care.



## ADMISSION

### ASSESSMENT

The first step in accessing residential aged care is to undergo an assessment with the Australian Government's My Aged Care service.

Our Aged Care Administrator can help prospective residents through the process and answer any questions in relation to accessing our aged care services.

### WAITLIST

To be placed on our waitlist, you must complete and return an Aged Care Admission Pack, which is available from the Aged Care Administrator.

Once we receive your completed application, our Aged Care Administrator will contact you to assess your needs and provide further guidance on the next steps.

### ACCOMMODATION FEES

What residents pay depends on their income and assets and is determined by the Australian Government.

The Australian Government subsidises aged care homes across Australia to provide affordable, accessible care. The amount the government contributes is based on an assessment of your ongoing care needs once you have entered care.

In addition, if your means assessment shows you have less capacity to pay, the government will contribute more.

Care and accommodation costs

- **Basic daily fee:** An amount that everyone pays for the day-to-day services they receive at the aged care home.
- **Means tested care fee:** A contribution that some people pay toward the cost of their care, determined by a means assessment.
- **Accommodation costs:** An amount that some people pay to contribute towards or cover the full costs of their room, depending on their means assessment.

### RESIDENTS AGREEMENT

As part of the admission process, all residents will be required to sign a resident agreement. This agreement protects the rights and sets out responsibilities of the residents, staff and management of the home.

**If you are interested in admission, please contact our Aged Care Administrator:  
(03) 5391 4226 or email:  
aged.care@wwhs.net.au**



## OUT OF POCKET EXPENSES

Residents are responsible for providing and paying the cost of the following items:

- pharmaceutical items
- hairdressing and other personal beauty care
- dental, specialists, medical, prescribed rehabilitation therapy and other complementary services
- contribution or payment towards the cost of going to outside places of interest or other recreational activities
- telephone and internet charges
- television and television transmission cable services to the accommodation and all related charges in residents rooms
- personal clothing, furnishings and other personal belongings
- repairs or replacement costs of personal electrical goods and personal furnishings
- laundry or dry-cleaning of personal clothing and bedding which cannot be machine washed
- delivery of newspapers and other subscribed publications
- transport costs to and from personal appointments
- individual preferences of toiletries
- laundry services
- personal and recreational items and services chosen or arranged by the resident
- food and entertainment expenses for the resident's guests

## SECURITY OF TENURE

Residents will not be moved from the room they occupy without mutual agreement by the resident/relative and the management of the home.

There are limited circumstances in which the resident may be required to seek alternative more appropriate accommodation. The resident and their family will be appropriately consulted should these circumstances arise.

## END OF LIFE WISHES

As part of the admission process, we will discuss with residents and provide information on completing an Advanced Care Directive and End of Life Document. These documents help to ensure that the care we provide in the event of a sudden deterioration in health is in line with the resident's wishes.

## FEEDBACK

We welcome any suggestions, concerns or compliments from residents, families and friends. We view feedback as an opportunity to improve the service we provide. We love to hear what we got right, but it's just as essential for us to know what we didn't get right. Your input and ideas can make a difference.

There are a number of ways you can share feedback with us, including anonymously;

- Speak directly to a member of staff
- Complete a feedback form
- Complete the online feedback form on the WWHS website: [wwhs.net.au](http://wwhs.net.au)
- Send an email to [mysay@wwhs.net.au](mailto:mysay@wwhs.net.au)

- Write a letter and post it to Reply Paid, PO Box 231, Nhill VIC 3418
- Call our Communications and Customer Partner on (03) 5391 4293

Residents and families may also prefer to pursue complaints through an external complaint agency such as the **Aged Care Quality and Safety Commission:**

1800 951 822

[www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

## USEFUL CONTACTS

**Older Persons Advocacy Network (OPAN):**

1800 700600

[www.opan.com.au](http://www.opan.com.au)

**My Aged Care**

1800 200422

[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## NOTES

---

---

---

---

---

---

---



We, West Wimmera Health Service, acknowledge the traditional owners of the land, the Wotjobaluk, Jaadwa, Jadwadjali, Wergaia and Jupagalk people.

We pay our respects to the Elders past and present. We thank the traditional owners for custodianship of the land, and celebrate the continuing culture of the Wotjobaluk, Jaadwa, Jadwadjali, Wergaia and Jupagalk people.



West Wimmera Health Service is committed to providing a safe and welcoming environment for all people to participate, including those with diverse sexualities and genders.



West Wimmera Health Service provides translation services through the Victorian Translation Service (VITS) Language Loop.

If you require a translator, please let our staff know when booking an appointment.

