Cohuna District Hospital

Residential Aged Care

HANDBOOK

Welcome to Residential Aged Care at Cohuna District Hospital

This booklet has been developed by the Cohuna District Hospital (CDH) to provide you with useful information for living in residential aged care.

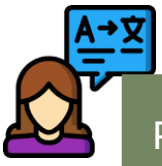
While there truly is no place like home, please rest assured that we are committed to helping you maintain your independence, comfort, and wellbeing throughout your stay with us. Your safety, security, and care are our highest priorities.

As a resident, you will have access to a wide range of services designed to support your health and lifestyle. These include residential care, our Acute Hospital, and a variety of primary health services such as physiotherapy, podiatry, dietetics, and occupational therapy.

Our dedicated Lifestyle Activities team is here to help you stay engaged in the leisure activities that are meaningful to you.

We take a person-centred approach to care, which means you—and your family—are actively involved in planning and making decisions about your care. Our goal is to support your independence in a way that aligns with your needs and preferences.

If you have any questions or concerns, please don't hesitate to speak with a member of your care team. We are here for you.



Please let any member of our care team know that you will need an interpreter and what language you speak.

Our care team can assist you to visit the Victorian Multicultural Commission website and print out an interpreter card in your language. This card can then be used with all services you access.

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About Us

Cohuna District Hospital Vision

At our Resident Aged Care, we are deeply committed to understanding and respecting the diverse needs of our community. We strive to deliver high-quality, inclusive, and person-centred care.

We believe that every individual deserves care that honours their identity, values, and life experiences. Our approach is guided by the principles of dignity, respect, and empowerment—ensuring that each resident feels safe, supported, and truly at home.

Cohuna District Hospital acknowledges the traditional Aboriginal owners of the land on which we operate. We pay our respects to them, their living culture and Elders past, present and future.

Vision Statement

We are recognised for Excellence in Rural Healthcare.

Mission Statement

To deliver the best of available health and wellbeing services to our community.

Our Values

At Cohuna District Hospital we share the following values:

Care

Accountability

Respect

Equality

C A R E

Residential care

Residential Care

Cohuna District Hospital Aged Care

Established in 1985, our facility was born from a remarkable community fundraising effort led by the people of Cohuna, Leitchville, Gunbower, and surrounding districts. This grassroots initiative reflected the deep commitment of our region to providing compassionate care for older adults.

In 1994, the facility expanded to a 16-bed residential aged care unit, enhancing our ability to serve the growing needs of the community.

There are large communal areas for gatherings and also discrete private area for those wishing some quiet times or to meet with family and friends.

Respite care

Respite care (or short-term care) is available for people with high or low care needs who have been approved for respite care by Aged Care Assessment. Services (ACAS)

For your comfort

Furnishings & personal belongings

Personalising Your Living Space

We invite you to make your room feel like home by bringing along personal items that bring you comfort and joy. Small furniture pieces, cherished photographs, and mementos are all welcome to help create a familiar and welcoming environment.

While our rooms offer ample space, they may be more compact than what you're used to. Our staff are here to help you decide which pieces will fit safely and comfortably.

Just as you expect a safe environment for yourself and your loved ones, it's also our responsibility to ensure safety for our team members and volunteers.

Please consider the following when selecting what to bring:

- Keep your space tidy and free from clutter to reduce the risk of falls.
- Avoid overcrowding—ensure furniture doesn't block walkways or hinder the use of clinical equipment.
- Make sure everything is in good condition and safe to use.
- Items should be easy to clean or launder.

Electrical appliances

- All electrical appliances brought into the facility will be safety tested upon admission and then annually—our team takes care of this for you.
- If you bring any devices that require testing, please inform a staff member so we can arrange it promptly.
- A smart TV is provided by the health service, allowing residents to enjoy personal streaming services if desired.
- With built-in heating and cooling throughout the facility, there's no need to bring personal heaters or fans.

Safety & Security

At Cohuna District Hospital Aged Care (CDH), we are committed to creating a safe and secure environment for everyone—residents, visitors, staff, and volunteers.

- While we take every precaution to safeguard personal items, residents are responsible for valuables brought into the facility.
- Residents have the right to take reasonable risk while ensuring safety is maintained.
- Exit doors have a security code: 3568E.
- The front door code is offered to all residents unless there are safety concerns.
- If concerns arise, a discussion with the Medical Practitioner, Nurse Unit Manager, and care team will take place to assess the risk.
- Comprehensive emergency procedures are in place and regularly practiced to ensure everyone's safety.

Quality & safety

Our residential aged care facility undergoes an evaluation conducted by an independent assessor at least every 3 years.

Accreditation

Our residential aged care facility is regularly evaluated by independent assessors appointed by the Australian Government.

Cohuna District Hospital Aged Care are proud to hold full accreditation under the Aged Care Quality Standards.

Accreditation ensures we continue to uphold exceptional levels of safety, quality, and personalised care experiences for our residents.

As of July 2024: The Aged Care Quality Standards are made up of seven individual standards:

1. The person
2. The organisation
3. The care and services
4. The environment
5. Clinical care
6. Food and nutrition
7. The residential community

Quality & Risk Manager

Phone
03 5456 5313

Email
quality@cdh.vic.gov.au

Resident representatives

If you're passionate about shaping the future of our residential aged care facility, we welcome you to participate as a resident representative.

You can choose to join:

- The Partnering with Consumer Advisory Committee

If this opportunity interests you, please speak with our Quality & Risk Manager care team—they'll be happy to guide you on how to get started.

'What Matters to You?'

At CDH your care is shaped around your values, preferences, and life experiences. We're here to:

- Ask what's important to you—in your own words
- Listen, understand, and share your wishes
- Plan and care with you, not just for you

By focusing on what truly matters, we aim to make your care experience meaningful, personal, and respectful.

Advocacy

If you're receiving—or planning to receive—government-funded aged care services, you and your loved ones have the right to access advocacy services.

An advocate is a neutral and knowledgeable person who can help you:

- Participate in decisions that impact your care and wellbeing
- Explore options that meet your individual aged care needs
- Address and resolve concerns or complaints effectively

Cohuna District Hospital Aged Care encourages all families to attend resident and relative meetings. These gatherings are a chance to

- Share updates
- Raise concerns or suggestions
- Strengthen community connections

Your care & services

Our team undergoes regular training to maintain the highest standards of care, which is always:

- Evidence-based
- Personalised to your needs
- Focused on your health and comfort
- Guided by your wishes

Your Care teams

Your care team is ALL of the people involved in your care while you are living at CDH Residential Aged Care.

You care team includes:

- Visiting medical practitioners
- Nurses and Health Care Workers
- Primary health staff – Dentist, Dieticians, Physiotherapy, Speech Pathologist, Podiatrist, Occupational Therapists, Gerri connects, Optometrist, Aged Person's Mental Health Team
- Social Support Group
- Leisure, Lifestyle & Wellness
- Administration staff
- Volunteers

At CDH Residential Aged Care, qualified staff are available 24/7 to support your independence and wellbeing.

We work closely with you, your loved ones, and health professionals to ensure your care aligns with your preferences.

Planning Your Care & Services

Your care team will partner with you to design care and services that align with your personal goals, preferences and support needs.

This planning is ongoing and may include:

- What's important to you—your individual goals, preferences and choices.
- The people you want involved in discussions and decisions.
- Consideration of advance care planning.

You're invited to be as involved as you choose throughout the assessment and planning process.

Medication

When it comes to your medications, and we encourage you to actively participate in planning and decision-making around how they're managed.

To help us provide safe and effective care, please tell us about all medications you're currently using, including: • Prescription medicines • Over-the-counter remedies • Herbal and natural products—such as vitamins, tablets, patches, drops, and lotions.

Our care facility works closely with Terry White Chemmart pharmacy to support your needs. If you'd prefer to explore alternative arrangements, we welcome those discussions.

Please note our home follows the latest best practice guidelines to ensure all medications are managed safely and accurately. This means:

- Medicines are given at the right time and in the correct dose.
- Qualified staff record and check all medications carefully.
- Your doctor and care team review your medicines regularly.
- You are encouraged to ask questions and be involved in decisions about your medication.

To support this process Terry White Chemmart Pharmacy safely prepares and packs all medication doses for residents. This helps ensure accuracy, consistency, and quality in every dose you receive. *There is a small cost involved via your regular chemist invoice.

Care review

If you, or someone close to you—such as a family member or friend—have concerns about your health or notice any changes in your condition, you are welcome to request a care review at any time.

To arrange this, simply speak with any member of your care team and let them know you would like a review. You can notify staff by: • Pressing your call bell • Asking a nearby staff member to request nursing staff assistance.

Medical care

Our facility is well supported by visiting practitioners from Ochre Health Clinic Cohuna, providing consistent care and medical support for residents. However, you're also free to choose your own doctor if that better suits your needs and preferences.

This choice is a personal one and can be made in consultation with your family and your preferred doctor.

Please note: while aged care residents are responsible for their medical expenses, in most cases, fees are covered by Medicare.

If your concerns are not addressed, please ask to speak to

During business hours
Residential Aged Care Nurse Unit Manager (NUM), call 03 5456 5360

By appointment

The Director of Clinical Services – ask any member of the care team to arrange an appointment or call 03 5456 5306

Primary or allied health

To determine your individual care needs, our Primary Health Team will complete an initial assessment and continue to review your wellbeing over time. If it's considered helpful for your health, we may refer you to additional allied health professionals.

We also welcome visiting professionals offering:

- Physiotherapy
- Speech Pathology
- Dietetics
- Occupational Therapy
- Podiatry
- Optometry
- Dental Care
- Audiometry

If you already have an allied health provider you trust, you're welcome to continue seeing them—just speak with our team and we'll help coordinate visits.

Please be aware that some services may attract a fee depending on the care you require.

Dining & food

Meals are cooked fresh daily in the Cohuna District Hospital kitchen

Meals

Enjoy comforting, home-style meals that are both nutritious and tasty, prepared fresh each day in our CDH kitchen. Our five-week rotating menu is available in each unit, and residents are encouraged to help plan what's served.

Your personal dietary, cultural, and religious preferences are always respected—just speak with our care team. We also bake birthday cakes to make your special day even sweeter.

Special celebrations, themed meals, and BBQ luncheons are organised by our Activities Officers, with resident input guiding menu choices.

Loved ones are welcome to join you for a meal at a small cost—chat with our care team to arrange one.

Meal times

Generally, meal times are

Breakfast	7:50am
Morning Tea	10:00am
Lunch	11:50am
Afternoon Tea	2:00pm
Dinner	4:50pm
Supper	7:30pm

If you would prefer alternative meal times to suit your routine, please feel free to speak with any member of your care team. We're happy to work with you to find a schedule that fits your preferences and lifestyle.

If you have questions, feedback, or concerns about food, nutrition, or dining services in aged care, you're welcome to contact the

Food, Nutrition and Dining Hotline.

- **Phone**: 1800 844 044
- **Hours**: Monday to Friday, 9:00am–5:00pm

This hotline is available for residents, families, carers and advocacy services.

Celebrating Special Moments

Our on-site Essential Dining Experience team can help make your special events memorable, including milestone birthdays, wedding anniversaries, and more.

To arrange catering for a function, please speak with your care team at least one week in advance—we'll ensure everything is just right for your celebration.

Bringing in food

We warmly welcome home-cooked meals, understanding the comfort and connection they bring. However, as an aged care facility, we must follow health regulations and consider the wellbeing of all our residents.

To help us meet our responsibilities under the Food Safety Act, please keep in mind:

- Some residents may have medical conditions or dietary restrictions that prevent them from enjoying certain foods.
- To maintain safety and hygiene, all food brought in must be stored properly.

For detailed guidelines, please see our brochure 'Can I Bring Food for Patients & Residents', or speak with a member of our care team.

Alcohol

Residents who enjoy an occasional alcoholic beverage are welcome to do so—and you're invited to join our regular Happy Hour gatherings for a chance to relax and connect.
To ensure a comfortable environment for all, please be considerate of fellow residents, excessive drinking is discouraged.

Lifestyles, activities & wellness

At Cohuna District Hospital Aged Care, we're committed to helping you maintain your independence by encouraging you to continue enjoying the hobbies and interests that bring you joy.

We actively promote community engagement to enrich your experience at Cohuna District Hospital Resident Aged Care. Regular visits from school children, local clubs, and community organisations help foster meaningful connections and bring joy to our residents.

Valued Volunteers**:** Volunteers play an essential role in our community. Their contributions are thoughtfully coordinated by the Leisure Lifestyle Wellness Coordinator or Unit Manager to ensure activities are well-organised and enjoyable.

Activity Schedules**:**

- A monthly activity plan is displayed on the large notice board.
- A schedule is displayed on the Notice Board next to the Dining room daily so you can stay informed and involved.

Church services

All residents at CDH Aged Care have access to pastoral care, including personal visits and spiritual guidance. Local clergy visit regularly, and additional visits can be arranged upon request. Monthly church services are coordinated by the Leisure Lifestyle Wellness Coordinator.

Pets

We have a friendly pet visiting program where volunteers and their pets visit regularly. There is also a cat living in the Aged care facility.

Newspapers

Residents who enjoy newspapers or magazines can arrange delivery through the local newsagent. Please call 0354 56 2265. Residents are responsible for the cost of these.

Staying connected

Visiting

While there are no set visiting hours, we encourage visitors to plan ahead so residents can be prepared. To stay up to date with current visiting guidelines, which are available on the Cohuna District Hospital website. www.cdh.vic.gov.au

Phone

Residents can have their own mobile phone or every room has a pre-set phone connection for free local calls. Residents may also transfer their existing phone numbers but will be responsible for connection fees.

Email

The aged care facility can be contacted via email:

Cohuna District Hospital Aged Care
info@cdh.vic.gov.au

Online visiting and social media

Maintaining contact with family and friends is important. When in-person visits aren't possible, residents at the Cohuna District Hospital Aged Care can use messenger and iPads to connect online. Activity Officers and the care team are available to assist with these devices or help you use your own.

Facilities

Laundry

We offer a free laundry service for labelled clothing that's machine washable and suitable for tumble drying. Items needing special care—like woollens or dry cleaning—can be taken home by family or sent to an external provider at your own cost. Repairs and minor alterations can also be arranged at your expense.

Hairdresser

A hairdresser regularly visits our facility, offering trims, cuts, and sets, and perms on request. Residents may also choose to visit their preferred hairdresser off-site. All hairdressing services provided at the facility are arranged by staff and billed to the resident's monthly account.

Mail

Personal mail is delivered to residents on weekdays. Outgoing mail is posted daily—please hand any mail to your care team for posting.

Newsletter

A bi-monthly newsletter keeps relatives and friends informed of past and upcoming events. Copies can be sent to family member on request.

Wi-Fi

Free Wi-Fi is available. To obtain the Wi-Fi details, please speak to a care team member.

Transport

CDH offers a bus to support resident outings and engagement in our activities.

Parking

Onsite parking is freely available with a car park located at the facility.

Smoking

Cohuna District Hospital is a smoke-free environment. Smoking is not permitted anywhere on the premises, indoors or outdoors, except in exceptional circumstances. If you have specific preferences or needs regarding smoking, please speak with our care team.

Support is available for residents who wish to quit smoking through the Quit program—*just let us know if you're interested.*

Your rights

If you're receiving Australian Government–funded aged care services, you have the right to be treated with dignity, feel safe, and receive high-quality care and support.

At CDH we adhere to following codes of Conduct:

1. Charter of Aged Care Rights
   These rights apply to all people receiving Australian Government funded residential care, home care or other aged care services in the community.

2. Code of Conduct for Aged care
   The code provides a set of standards for:
   aged care providers, their governing persons, aged care staff

These codes are displayed throughout the facility and accessible for reading or ask our care team for a copy.

Fees

As a new resident you will enter into a contractual agreement with us called a Residential Care Agreement. This agreement outlines the terms and conditions of your residential care, including fees, charges, and accommodation payments that apply to your individual circumstances.

Fees are determined by Services Australia through an asset assessment, which is included in your application pack.

Emergency preparedness

Emergency planning

Cohuna District Hospital Aged Care has trained staff and established plans to respond effectively in the event of an emergency. To ensure readiness, our team regularly conducts mock drills and tests emergency equipment. During these drills, you may hear alarms from time to time. In any emergency situation, staff will guide and advise you to ensure your safety.

Emergency communications

In the event of an emergency we will keep residents and their loved ones informed by:

Discussion

Talking with our residents

Phone

Phone calls to emergency contacts

Facebook

www.facebook.com/cdh.vic.gov.au

Emergency Colour Codes

CDH uses the following colours to communicate different emergency situations.

- Code Red
  Fire / Smoke
- Code Orange
  Evacuation
- Code Yellow
  Internal Emergency
- Code Blue
  Medical Emergency – Unresponsive Patient
- Code Purple
  Bomb/Arson Threat
- Code Brown
  External Emergency
- Code Grey
  Unarmed Aggression & Violence
- Code Black
  Personal Threat/Armed Aggression & Violence

Feedback

We value your feedback as it helps us improve the care and services we provide.

Your comments are shared with our Quality and Risk Team, where they can make a meaningful impact. Please let us know what we're doing well and where we can improve—your voice matters.

Ways to provide feedback

Talk

The fastest way to resolve a minor issue or meet a need is by speaking with your care team. They're here to help and can often address concerns immediately.

- Nurse Unit Manager: You can speak with them directly or arrange a time that suits you better.
- Director of Clinical Services: Reach out via phone, email, or schedule an appointment for a more in-depth discussion.

Concerns about your care or privacy?

We encourage you to speak with us directly. Resolving issues early helps us maintain a safe and respectful environment for everyone.

If your concern isn't resolved to your satisfaction, you can contact one of the following independent agencies:

Aged Care Quality and Safety Commission

Free call: 1800 951 822 | agedcarequality.gov.au

Victorian Health Complaints Commissioner

1300 582 113 | hcc.vic.gov.au

Federal Information & Privacy Commissioner

1300 363 992 | oaic.gov.au

Feedback Forms

Forms are available in foyer areas

QR Code Care Opinion/phone 1300 662 966

Contacts

General enquires

Phone

Aged Care Facility

03 5456 5361

Hospital

03 5456 5300

Email

info@cdh.vic.gov.au

Address

144-158 King George St Cohuna Vic 3568

Website

www.cdh.vic.gov.au

www.cdh.vic.gov.au