

Bethany Care Ltd

Permanent Accommodation Policy

Policy & Procedure 34

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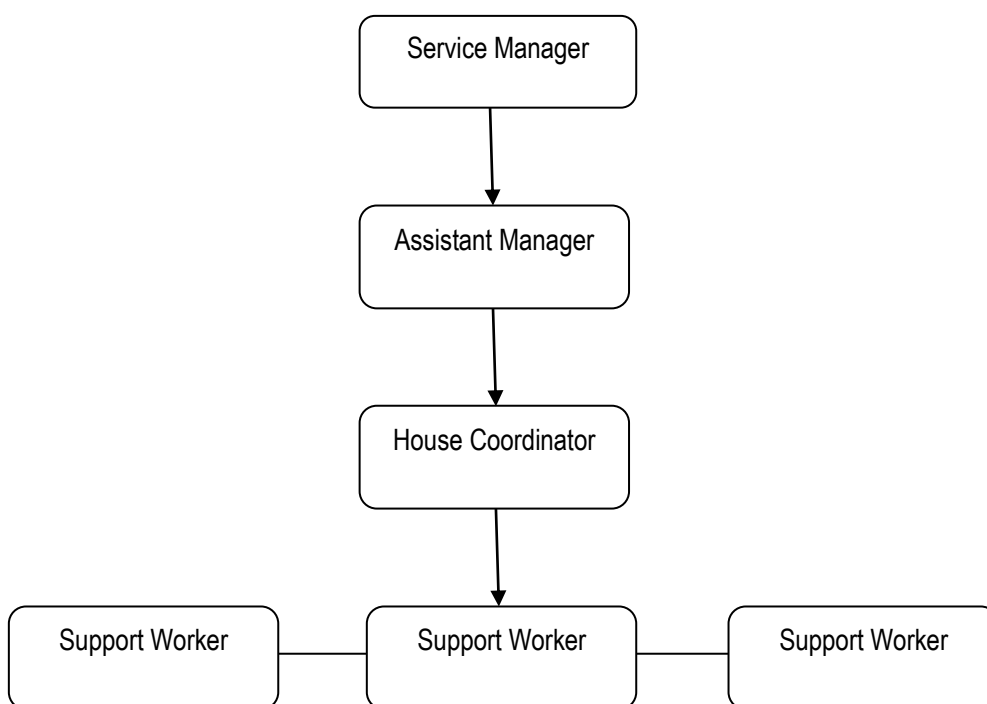
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Bethany Care Accommodation Support

1) Accommodation Staffing

- 1.1. The house will be staffed fulltime 24/7 to ensure support is always available to residents who may need it.
- 1.2. There is a separate room in the property for staff with office and sleeping facilities. This room will provide secure storage for client files, medications and petty cash.
- 1.3. A computer will be used for electronic storage and transmission of client notes and incident reporting.
- 1.4. House Coordinator will function as a general point of contact for family/advocate, staff coordination, client meetings (monthly), client issues, incidents, monitor restrictive practices, client personal plans, and family issues
- 1.5. Support workers –To provide support, follow policies, procedures, protocols, to follow Individual Program Plans.
- 1.6. Assistant Manager – rostering, staff issues, monitor service delivery,
- 1.7. Service Manager – Overall responsibility for Bethany Care Accommodation Support service delivery. Staff meetings to ensure consistency of service delivery.



2) Residents

- 2.1. Room allocation – Residents are allocated rooms initially based on the level of support required. Therefore a high care resident will generally use a high support room and adjoining bathroom.
- 2.2. Decor and furnishings – Residents may bring their choice of personal effects and furniture into the house. They may also donate items for common use if the other residents are in agreement e.g. cutlery and crockery.
- 2.3. Common furniture and whitegoods e.g. dinner tables, washing machines will be sourced by Bethany Care if needed. These may be donated by residents if they are all in agreement.
- 2.4. Full inventory of all personal belongings including furniture and fittings is to be completed upon entry to the house and updated as changes take place. Annual audit to be undertaken. This is to be stored safely in the appropriate administration office or area.
- 2.5. **Personal Care.** Wherever possible, there should be opportunities for residents to learn to manage independent toileting, washing and bathing, hygiene (including menstrual hygiene where appropriate) and shaving.
- 2.6. Residents will have their own toiletries, hair care equipment, soap and towels and are to be supported and encouraged to make the best of their appearance in choice of clothes, hairstyle, make-up and jewellery.
- 2.7. Residents are to be supported to choose clothing appropriate to the weather and season.
- 2.8. For those residents who require support for personal care, privacy and dignity must be respected at all times.

3) Rent Utilities & Client Contributions

- 3.1. All residents will be required to pay bond at the start of their tenancy.
- 3.2. Rent is payable on a fortnightly basis by direct credit to the Bethany Care account. The amount of rent will be agreed by negotiation with the resident or their advocate and the Service Manager.
- 3.3. Groceries and sinking fund contributions are also payable.
- 3.4. Residents are welcome to use the telephone and internet facilities responsibly. As the telephone bill is split equally 3 ways there may be occasion where it is just and fair that a particular resident pays more of the bill than another.
- 3.5. Internet – As both staff and residents use the internet, Bethany Care will meet these costs.
- 3.6. Other utilities bills i.e. electricity, water will be divided equally between the residents in the house.
- 3.7. There will be a small petty cash float at the house to help with sundry expenses.
- 3.8. An asset register will be held at the house which identifies the ownership of all house contents. This will be reviewed annually or and when there is a change of residents in the house.

4) Creating a Homely Environment

- 4.1. Most adults live in small groups in residential settings in the community. Residents should therefore be given every opportunity to contribute to the running of the residence as is the case in the general community. Decisions should be based on consensus with consideration given to the impact decisions will have on other residents and support staff.
- 4.2. Bethany staff members have a major role in creating a home environment for the residents. This can be done by;
 - Acknowledging and remembering that the property is the resident's home.
 - Encouraging residents buy their own possessions.
 - Involving and consulting residents about decisions regarding his or her home routine, and
 - Encouraging residents to feel that they are part of the household and have a valuable contribution to make.

5) Household Chores & Washing

- 5.1. All residents are expected to clean their rooms and do their personal clothes washing as required. These tasks will be supported by support worker assistance as necessary. Household chores will be performed using the least restrictive alternative principle (Policy & Procedure 5 – Changing Needs & Choices / Least Restrictive Alternative Principle).
- 5.2. **Household Routines.** Routines will;
 - Assist in maintaining stability and continuity for residents.
 - Make life for individuals less confusing and more predictable and measurable; and
 - Provide a sense of security.
- 5.3. Routines should also be flexible enough to accommodate changes in resident's needs.

6) Meals & Menus

- 6.1. During weekly house discussions, residents may have their say on the choice of meals they have been offered and whether they would like to eat separately or together. They may provide feedback on which foods they would like more of and which they would prefer to take a break from. Residents are encouraged to have an active participation in menu choice.
- 6.2. They also plan their forthcoming weekly menus with consideration of each other's taste and dietary needs.
- 6.3. Clients are encouraged to pursue healthier options to promote health and general wellbeing, i.e. plenty of fresh fruit and vegetables and reduction of processed foods.

7) Behaviour & Conduct

- 7.1. Noise can be a serious problem in areas where people live together. Residents should refrain from any behaviour likely to annoy or disturb other residents (including the greater community i.e. residential neighbours).
- 7.2. All residents are required to maintain peaceful occupation of the property by respecting the rights of other tenants and by keeping the noise down to a reasonable level.
- 7.3. Harassment, intimidation and threatening behaviour towards other residents is unacceptable.
- 7.4. Each resident is required to sign the Rules of Residency document which has been agreed to by all residents and outlines the responsibilities of the residents.

8) Alcohol, Smoking and Drugs

- 8.1. Alcohol consumption is permitted; however, residents should be aware of the dangers of mixing alcohol with medication.
- 8.2. Smoking is not permitted in the property at anytime, however, residents may smoke in the designated smoking areas.
- 8.3. All cigarette butts must be disposed of carefully and thoughtfully.
- 8.4. Residents are not allowed to consume, inhale, inject or otherwise take any illicit drugs

9) Medication

- 9.1. Residents are expected to take their medication at all times in strict accordance with their doctors' directions
- 9.2. PRN medication (medication that should be administered only as needed) should also be taken when directed by staff, in accordance with doctor's orders.

10) Outings

- 10.1. If any resident decides to leave the house for an outing, shopping, walk etc, they must notify a staff member prior to leaving. Staff must also be informed of the expected return time.
- 10.2. Residents are able to stay away from the home overnight, but only with prior staff consent and approval.
- 10.3. If for any reason a resident will not be returning home by the advised time staff should be notified by telephone with a revised return time.
- 10.4. Whilst away from the home, residents should have their phones with them all times as there may be appropriate cause for staff to make contact. Residents should use public phones, personal mobile devices or any other means to notify staff of whereabouts and changes in expected return times.

11) Groceries

- 11.1. Residents are required to make regular fortnightly grocery contributions. This normally occurs by direct debit.
- 11.2. Clients may request specific grocery items at their informal weekly house meetings.
- 11.3. Bethany Care will initially pay for groceries using the Woolworths store card. This will be reimbursed by client contributions which are collected on a fortnightly basis, as mentioned above.
- 11.4. If a resident wishes to shop independently and not make regular grocery contributions they are welcome to do so.

12) Furniture Damage

- 12.1. In the event of damage to furniture, i.e. not natural wear and tear, Bethany will assess who was responsible for causing the damage. This may come down to one resident or many, a Bethany member of staff etc. If the damage is covered by insurance, the excess is to be paid by the responsible parties.
- 12.2. Whitegoods - Replacement of common area whitegoods will be covered by regular fortnightly contributions by residents to the 'sinking fund'.

13) Transporting Residents

- 13.1. Whenever possible, residents should utilise public transport, accompanied by Personal Carers when required.
- 13.2. When public transport is not practical, personal carers should assist residents to utilize taxis, the Bethany or private vehicles.
- 13.3. Residents who exhibit challenging behaviour should be risk assessed prior to travelling in a car or on public transport.

14) Visitors

- 14.1. An important part of any home environment is the development of a range of relationships with other members of the community. Visitors, who come for a meal, a celebration, or to meet someone to go on an outing are all part of the day to day life of most households.
- 14.2. All visitors into the premises are required to sign a visitor's book.
- 14.3. Bethany Care personal carers promote the ability of clients to develop and maintain friendships by:
 - Being flexible in household routines to take into account the friendships of clients;
 - Making sure all clients have plenty of opportunities to mix with people of both sexes;

- Using celebrations such as anniversaries, birthdays and special achievements as opportunities for clients to invite friends or relatives into the house, or
- Inviting the friends and family members of the clients to share a meal.

15) Fire & Emergency

- 15.1. A fire drill is conducted every six months to ensure residents are best prepared for emergency situations.
- 15.2. In the event of the Fire Warning Bell sounding all personnel are to evacuate the premises immediately in a calm and orderly manner.
- 15.3. All personnel meet in the driveway at the front of the house.
- 15.4. Do not waste time collecting or going back for valuables.
- 15.5. Please see policy 33 (Maidenhair Fire Emergency) and policy 49 (Yodelay Street Evacuation Plan) for further information.

16) Personal Plans – Individual Program Plan

What is the Individual program plan?

- 16.1. The Individual program plan describes a person's goals and strategies, and explains how support from Bethany Care will address those goals.
- 16.2. The Individual program plan is developed under the direction of the person with a disability and their network (e.g. families, advocates) where appropriate. The plans are flexible and tailored to the needs and wishes of the person with a disability that are within the Bethany Care's policies and procedures.
- 16.3. The format, content and language of the support plan will be individualised to meet the needs of the person with a disability.
- 16.4. Goals and strategies should ideally be related to the list of interventions as outlined in the Individual Program Plan.

What is the purpose of the Individual program plan?

- 16.5. The purpose of a support plan is to:
- reflect the goals of the person with a disability
 - describe how the support from Bethany is intended to address the person's goals
 - include an exploration of the strategies and resources required to achieve the goals of the person; and,
 - how outcomes will be measured.

When is the Individual program plan required?

- 16.6. When a client becomes a resident in one of our Bethany permanent accommodation homes, the coordinator will set aside time to complete an Individual program plan with the client and their advocate.

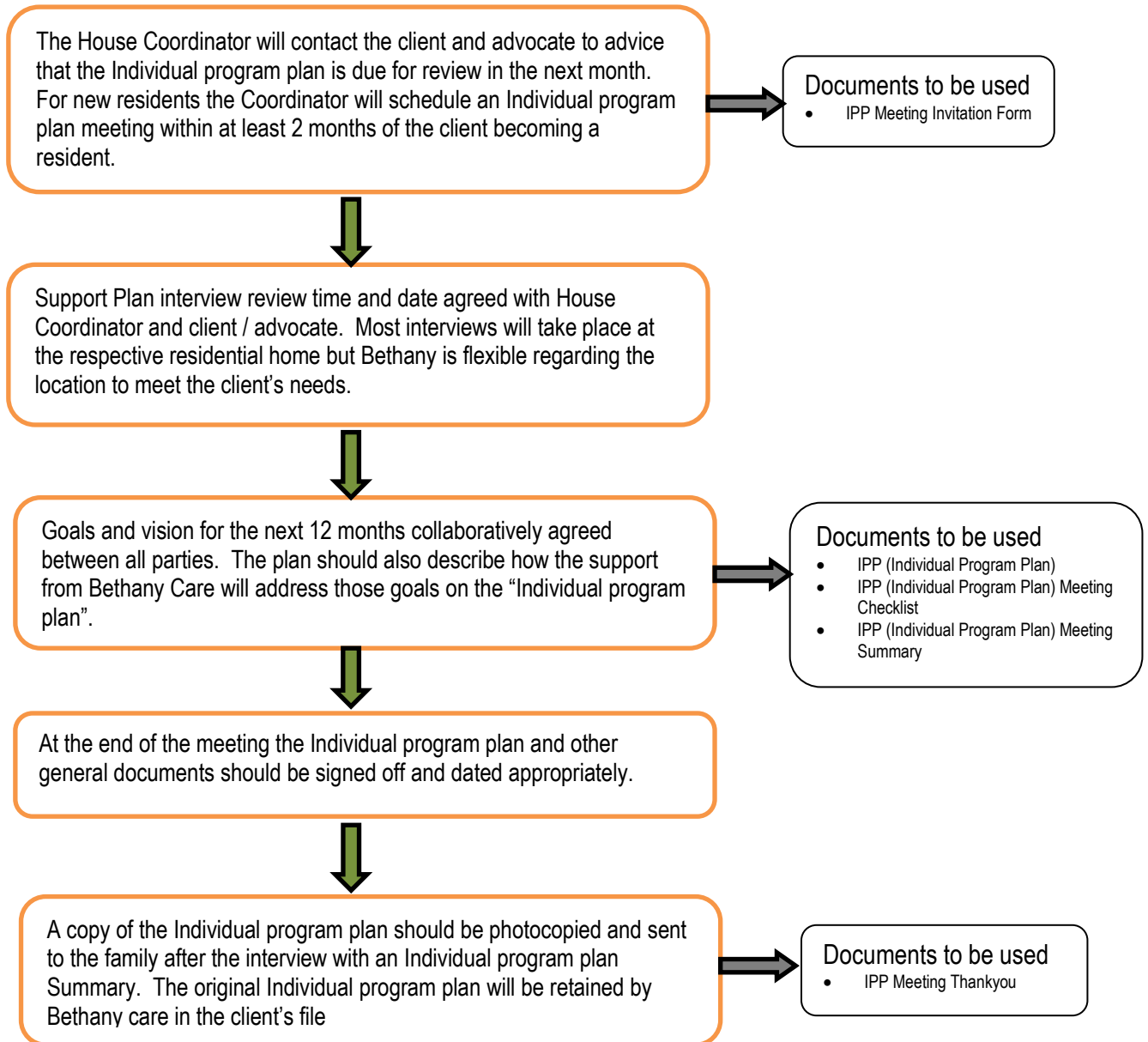
Who must ensure that the Individual program plan is in place?

- 16.7. The House Coordinator is responsible for ensuring the Individual program plan is completed and current.
- 16.8. The Individual program plan will be developed jointly by the person with a disability, the Bethany Care coordinator and direct support staff, who each have a role in following the agreed strategies.

When must a support plan be reviewed?

- 16.9. Individual program plans are to be routinely reviewed every 12 months. There is an Individual program plan checklist for this purpose.

17) Individual Program Plan Process Flowchart



18) Medication

- 17.1. Each resident will have a separate Client Medical File which will contain all their particular medical information.
- 17.2. This will include medical authorisation, a description of medication to be taken, amount and frequency, how medication should be administered e.g. whether the resident self medicates.

19) Other Policies & Procedures

- 18.1. Personal information is stored securely (Privacy & Confidentiality Policy 38)
- 18.2. Disclosure of information is controlled by policy and procedure (Privacy & Confidentiality Policy 38)
- 18.3. Client / advocate must agree to release of information to third parties
- 18.4. Staff Code of Conduct contains a Privacy and Confidentiality clause
- 18.5. Rules of residence should include a clause relating to personal space and belongings as agreed to by the residents

20) Miscellaneous

- 19.1. Pets are not permitted in any part of the building.
- 19.2. Living rooms and bathrooms are the responsibility of the residents and should be kept tidy. They should be left clean as a matter of courtesy.
- 19.3. All residents are collectively responsible to ensure that there is no wastage of electricity and hot/cold water and that furniture is not left outside.
- 19.4. All utensils, cutlery and crockery that are the property of the Bethany Care are NOT to be removed from the building.

Permanent Accommodation Intake Procedure

