

Carers ACT – Deakin Cottage

Carer Handbook



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About Deakin Cottage

Deakin Cottage is a welcoming home away from home which provides professional and personalised care for people who are ageing and / or living with dementia, including early onset dementia.

We have four bedrooms for overnight or short stays and we also operate a popular day program.

Deakin Cottage enables carers to have a short break from their caring role and is attractive alternative to a short stay in an Aged Care Home.

Contact Us

Deakin Cottage

| | |
|---------|---|
| Phone | 1800 052 222 for bookings and information 6285 2082 to contact the Cottage directly. Use this number to speak with or enquire about your family member. |
| Address | 117 Denison Street, Deakin ACT 2600 Open 7 days and nights per week |

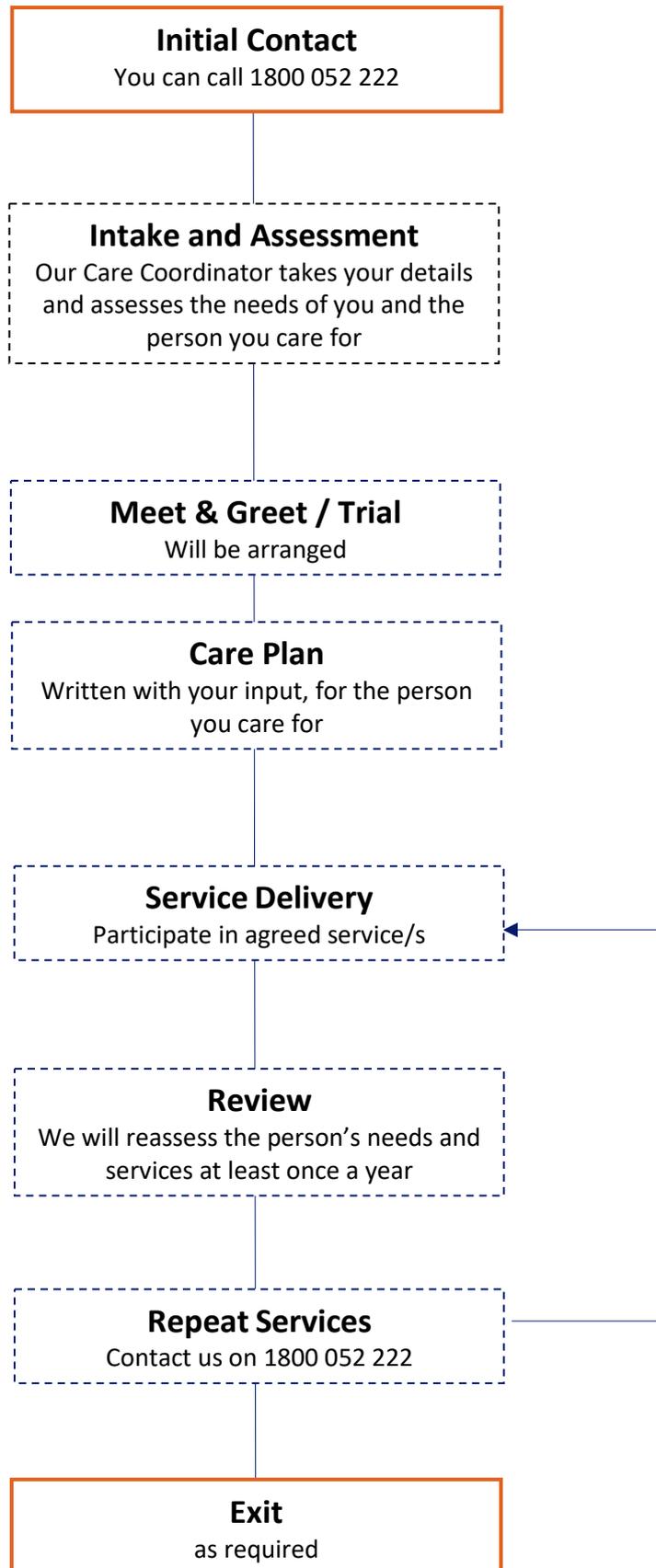
This Handbook

This handbook contains information for carers about Deakin Cottage and should be read in conjunction with our **Carers ACT Client Services Policies**.

Please note that in this handbook we use “you” to refer you the carer and we use “family member” or “client” to refer to the person you care for. We acknowledge that not all carers care for family members or relatives, however, the vast majority do, or consider their cared for person as a member of the family.

The registration process described in this handbook refers to a non-urgent situation. In the case of emergency, we will put services in place with whatever information we are able to obtain. We recommend all carers have an emergency care plan so that in the event of an emergency this can be referred to when services are put in place. An emergency care plan form is available on our website.

Carer Support Process – Deakin Cottage



Initial Contact & Bookings

All requests for bookings at Deakin Cottage are through 1800 052 222.

What happens when you first contact us

To use the Deakin Cottage, or any of our services, you will need to register with us. We can take registrations over the phone (takes about 40 minutes) or send you a form to complete (forms also available on our website).

To enable us to assess your needs and identify which of our services might be suitable for you we ask for information about both you and your family member, including

- Address and contact details
- Relationship to the cared for person and hours spent caring
- Health conditions and support needs for you and your family member

We also assess your eligibility to access our services and fee subsidies (see Eligibility & Fees).

Meet & Greet

For many people who are accessing Deakin Cottage for the first time, it can be a worrying time. To help you decide if Deakin Cottage is right for you, we believe it is important that you and your family member, visit the Cottage, meet our staff and see what we do. So, before we book any dates we will invite you, your family member and any other family members or friends to come and meet with us. We will show you around and explain how our service operates.

Bookings

Once you are feeling comfortable and ready to proceed, we will make a booking for your family member to join our day program or come to the Cottage for a short stay.

Care Plan & Review

If it is the first time you are using the Cottage, we will need to develop a Care Plan. We spend time talking with you and your family member about their care needs, interests and preferences. We record this information so that our staff can get to know the person they are caring for and we use this information to provide individualised care. We also ask you how we can help support your family member to maintain their independence. For example, we invite, encourage and support your family member to undertake simple daily tasks to maintain life skills in a supportive and error free environment, such as using a simple template to assist with setting the table at meal times.

Review

We operate the Cottage as a respite service and therefore have some clients who only attend when their carer needs a break, whilst other clients attend on a regular basis. We consider the Care Plan is a living document that changes as care needs change. For infrequent users of the Cottage, we will update the care plan for each period of attendance because care needs change. For frequent users of the Cottage, the Care Plan is reviewed when needed or at minimum every 12 months.

Guardianship

Carers ACT recognise your rights as a legal guardian.

You are responsible for supplying us with a copy of the guardianship order for each person you care for, and ensuring they are updated as required. We are not able to recognise guardianship without this evidence. This may affect decision making, consent and planning for the person. We will only recognise guardianship for the issues identified in the order – medication, legal, finances and so on.

Health and Wellbeing

Carers ACT Client Service Policies provide information on:

- Injuries and Incidents
- Infection Control and Infectious Diseases

For your copy of these policies please download from our website, or [contact us](#)

Medication

Your family member may need to take medications while attending Deakin Cottage.

We will ensure that Carers ACT staff are trained to assist with self-administration of medications where necessary. Carers ACT staff are not medically trained, and staff can only:

- prompt and assist your family member to take medications, not administer them
- check how many medications are given, not recognition of which
- dispense medications from the Webster Pak as provided, and
- keep records of medication given.

If you have any question about medication, you can speak to our staff

Your Responsibilities in Relation to Medications

We ask that you:

- provide us with all relevant medication information
- inform us of legal guardianship responsibilities for medication
- provide medications (including prescription medication, over the counter medication, herbal therapies and natural therapies) in pharmacist packed [Webster Paks](#)
- Provide pharmacist signing sheet with the [Webster Paks](#)
- Provide creams and ointments, labelled and authorised by the prescribing doctor

Upon arrival, please ensure that you give our staff the medication and any relevant information or instructions. Staff will sign in the medication and lock it away in the medication room.

NOTE: If a participant attends the service with medication not packed in the Webster Pak, Carers ACT staff are unable to dispense it. The following will be done with this medication:

- when possible, you will be asked to take it home
- if not, it will be locked up with the other medications
- you will be given the option of visiting to dispense it

Self-Administration:

Carers ACT staff are not able to administer medication, so if the client is unable to self-administer, you will need to arrange support for them at each scheduled dose.

Refusal of Medications and Medical Interventions:

Your family member has the right to refuse prescribed and other medications. They also have the right to refuse medical interventions such as first aid or emergency services.

Clients who are their own guardians have the right to provide informed consent over these decisions.

Where guardianship is in place, consent must come from the guardian.

When a client refuses medication or medical intervention while at Deakin Cottage, staff may follow these steps:

- contact the guardian / carer for advice, or to visit and provide support
- in the case of medication refusal:
 - contact the person's GP or pharmacy for advice

- administer first aid or call emergency services as required
- notify and discuss with the on-call supervisor
- contact the guardian / carer for the person to be taken home, if necessary
- record all steps taken in the client notes

Medication dispensed from the Webster Pak and consequently refused, will be disposed of safely.

S8 Medications

We are unable to assist with [S8 medications](#).

If your family member needs to take S8 medications while attending a Carers ACT program, you will need to:

- request the pharmacist packs them separately to other medications
- attend, or arrange a friend or family member, to attend to administer them each time necessary

Where it is not possible for you to attend, Carers ACT **may** be able to assist with arranging other options.

Storage of Medication:

Carers ACT recognise the need for safe storage of medication, and at Deakin Cottage we will:

- lock all medication away at all times, to meet legislation
- keep medications that require refrigeration in a separate fridge. This fridge will be:
 - temperature controlled
 - audited daily
 - in a locked area
 - with medications kept in accordance with the instruction on the labelling displayed on the container
- return home all unused medications after each service, regardless of regular bookings
- safely destroy any medications left at the Cottage

Other Medical Information

Medical Management plans:

Where a client has additional medical needs such as Epilepsy, Diabetes, Asthma, or Allergies with risk of Anaphylaxis, we will need to assess the client care needs and may require a medical management plan from the Doctor so that we can manage this condition when at the Cottage.

Not for resuscitation:

Clients who are terminally ill sometimes indicate that they would prefer not to be resuscitated, however, we can only act on this where we hold a copy of the Not for Resuscitation (DNR) documentation. Where we hold such a document, our staff will not commence CPR. However, we will still call an Ambulance and we will provide a copy of the Not for Resuscitation documentation to the paramedics.

Falls

Carers ACT use an approach that increases client safety at Deakin Cottage, and within social and community settings, and aims to reduce the risk of falls.

Our approach is tailored to individual risks and needs and is based on those at risk of falls:

- are 65 years or older; or
- have a history of falls; or
- have a mobility impairment; or
- are in constant need of toileting, especially at night; or
- are agitated, confused and disorientated; or
- have sensory deficits e.g. vision, hearing, sensation; or
- are susceptible to neurological changes; or
- are prescribed medication known to affect balance/cognition or combination therapy.

Falls Risk Assessment (FRAT¹)

Carers ACT will conduct a FRAT is completed within the first 24 hours of a service being provided.

The following steps are taken:

- identification of the fall risk status
- completion of the risk factor checklist

¹ [Falls Risk Assessment Tool](#), Peninsula Health, used with permission

- preparation of the action plan
- update of the service recipient care plan

The FRAT is reviewed, in conjunction with the review of the care plan. The FRAT is also reviewed following each falls incident.

Reporting and Recording Falls Incidents

A fall must be reported as soon as possible once the client has received the appropriate physical and psychological needs, but no later than that shift.

Staff will report the fall to their supervisor, and you / guardian.

Safety at the Cottage

The safety of your family member is very important. Our staff make regular safety checks of the Cottage and ensure that the Cottage is well maintained. We also have a safety professional complete an annual safety check and we arrange for all electrical goods to be tested and tagged.

Our fire equipment, including smoke alarms, is checked and tested regularly and our staff are trained in emergency procedures and practise evacuations from time to time.

Despite that, it is possible that you might notice something of concern, and we ask that you let us know so that we can fix it.

Smoking

There is no smoking in or near the Cottage including verandas.

There is a designated smoking area in the grounds of Deakin Cottage. Smokers will be accompanied by a staff member.

Clients who want to quit smoking will be encouraged and supported by our staff. We recommend clients visit the [QuitNow](#) website for information.

When Things Go Wrong

On Call Support

Staff have access to an on-call supervisor at all times in the event they need urgent assistance, information or support – this number is only available to staff and will not be shared with carers.

No Show for Scheduled Stay

Occasionally a client may not arrive at Deakin Cottage for a scheduled stay. If this happens, our staff will:

- report the situation to their supervisor
- attempt to contact you via all known contact numbers
- attempt to contact the emergency contact person
- repeat attempted contact - up to 3 separate times
- where there is no response the police may be called to make a welfare check
- note all actions on the client file

Illness while attending Deakin Cottage

We request that clients do not attend when sick (e.g. with colds, flu or stomach bugs). If a client attending Deakin Cottage becomes unwell, we may follow these steps:

- contact you and arrange for your family member to return home to avoid the spread of illness
- help arrange transport if required
- contact your GP or arrange for GP at home service, if required
- call an ambulance, if required.

Hospital Transfer

If a client attending Deakin Cottage has a medical incident that requires an ambulance to be called and transfer to hospital, the following will happen:

- you (carer / guardian) will be notified
- supervisor will be notified
- an information sheet and medication details and DNR if held, will be given to paramedics
- all actions taken will be noted on the client file

Death at Deakin Cottage

It is possible that a person might die during their stay at Deakin Cottage. If this happens, staff will ensure that the situation is handled with dignity and that your wellbeing and that of other clients is considered.

If a client dies while at Deakin Cottage, Carers ACT will:

- call for ambulance and police attendance – a doctor is required to attend

- perform emergency first aid and CPR except where a DNR is held
- contact a supervisor
- contact you (carer / guardian)
- ensure other clients are kept away and kept calm
- offer you and clients other supports such as access to counselling

Death of a Carer

It is also possible that a carer might die whilst their family member is staying at the Cottage. If this happens, we will assist with care and support of your family member. We may be able to help by:

- arranging an extended stay at Deakin Cottage
- arranging for care for in their home or other replacement care
- carer counselling
- other emergency support identified at the time.

Service Delivery

Operating Hours & Program

Day Program – Weekdays

Deakin Cottage's Day Program operates 8.30am to 5.30pm, Monday to Friday

Day Program – Saturday

We are currently trialling a Saturday Social Day Program operating 10am to 3.30pm

Note: There is no Day Program on Sundays nor on public holidays – if you would like respite over that period, please feel free to book the person you care for in the cottage for an overnight stay.

The day program includes:

- Morning tea, lunch and afternoon tea. Dinner is not included in the Day program on any day.
- Activities include:
 - outings in the local area
 - centre-based activities planned to meet clients' individual interests and needs

Note: Dinner is only for clients that have been booked into the Cottage overnight.

Note: If the person you care for is a part of the day program and needs an afternoon rest, we have some very comfortable recliner chairs that will be just right for that power nap they may need. We do not have capacity to allow sleep time in a bed unless you are booked into the cottage overnight

Overnight Stays

Deakin Cottage operates 24 hours a day, every day except for a Christmas – New Year shutdown. We are closed on public holidays, unless we have enough bookings to stay open.

Clients booked for an overnight stay will be allocated a bedroom for privacy. All meals, including dinner, will be provided. They are encouraged to participate in the Day Program, and may participate in other activities in the evening.

Our Staff

Our staff are experienced and qualified in aged care service delivery. We provide regular professional development opportunities for staff, ensuring their knowledge and skills are kept up to date. We also conduct background checks such as Working with Vulnerable People on all staff and volunteers.

We have both male and female staff.

Visitors

Visitors are welcome at any time. You are also welcome to take your family member on an outing or arrange for your family member to be taken to an appointment. To enable us to be prepared for this please let us know in advance.

If you have arranged for your family member to attend an appointment it is important that you tell us who will be taking them and give us the contact details as well as letting us know what time they will return.

How we work with our clients

People with dementia are often confronted with what they can no longer do or with the mistakes that they make. When engaging with our clients, we use the Montessori principles which are designed to focus on what they still can do, capturing interests, consider the person's life story and sense of purpose.

Montessori principles - Relate, Motivate, Appreciate

- Our activities have purpose and capture the person's interest.
- We always invite the person to participate.
- We offer choice whenever possible.
- We talk less and demonstrate more.
- We focus on what the person can do and their physical skills.
- We match our speed with the person we are caring for.
- We use visual hints, cues or templates.
- We start with simple tasks to and mover to more complex ones.
- We break a task down into steps that make it easier to follow.
- We adapt the environment to the needs of the person where possible
- We end by asking: 'Did you enjoy doing this?' and 'Would you like to do this again?'

We have some pre-planned activities, such as a gardening program, music, excursions, gentle exercise program, or other activities that are flexible and co-designed according to the individuals interest needs and abilities.

Meal Times

Everyone at Deakin Cottage is encouraged and supported to participate in meal times as independently as possible. We promote respect for them by ensuring any supports necessary are discreet, and mealtimes are relaxed enjoyable occasions where staff and clients share the meal they have prepared together. In planning and preparing meals we accommodate client preferences and often have meals that are cultural specialities of staff or clients.

Personal Care

Our staff will provide help or can stand by for assistance as needed, during tasks such as:

- Showering
- Brushing teeth and hair
- Dressing

They will also support in a way that respects the person's privacy and dignity, and offer individual choice of when and if personal care will be done.

We supply linen, including towels and washers but you will need to bring the person's toiletries – shampoo, soap, toothpaste etc

Repeat Bookings

If you would like to book your family member in again, please contact our Carer Support Service line on 1800 052 222

Eligibility & Fees

We operate Deakin Cottage to enable carers of people who are ageing and/or have dementia who to have a short break. Deakin Cottage is a low care needs service. We welcome all ACT and Southern NSW residents who are ageing or have dementia, including early onset dementia, depending on care needs. Priority will be given to people with dementia.

Fees apply; however, clients may be eligible for the costs of the service to be subsidised.

Eligibility for fee subsidy – CHSP Funding

We primarily support clients through Commonwealth Home Support Program (CHSP) funding.

To access CHSP your family member must:

- be 65 or over, or 50 or over if Aboriginal or Torres Strait Islander
- have dementia or be frail aged, and
- require a low level of care
- be referred through My Aged Care for “Cottage Respite” for overnight stays and/or “Centre Based Day Care” for day activities program.

We can help you through the My Aged Care referral process.

Fees for clients accessing under CHSP

For clients accessing the cottage under CHSP, there is a minimum basic daily fee for overnight stays which is 85% of the single basic Age Pension.

Day activity fees are for either a full or half day. Additional fees may apply for excursions. Fees are included in our Fee Schedule available on our website

If these fees are unaffordable for you, Carers ACT is willing to discuss and agree on an affordable fee. You will not be refused access the Cottage based on your ability to pay.

What if you don't fit the CHSP criteria?

If your family member doesn't meet the criteria above, they may still be eligible to stay using funding from one of:

- Carer Respite funding accessed through Carers ACT (fees as per CHSP above)
- NDIS package
- Home Care Package (HCP), or

- you may be able to pay privately

Please [contact us](#) to discuss. Our fees are based on the NDIS Price Guide and will be provided after discussion with you.

GST

The fees above do not include GST and in most cases GST will not apply. GST will be applied in accordance with section 38-B of the GST Act. Services provided under NDIS are GST free. GST will be added to fees in business to business transactions related to Home Care Packages.

Changes to fees

The minimum basic fee will increase in September and March, with Pension increases. Day activity fees will be reviewed annually. Other fees will increase in line with changes to the NDIS Price Guide.

Cancellations

Cancellations with 48 hours' notice or more before start time will result in no charge. Cancellations within 48 hours will incur the full cost of the hours of support due to be delivered for the first two days of the stay.

Ceasing Service

We recognise that care needs change, and you may no longer require the support provided at Deakin Cottage. If we're no longer able to meet your needs, we will work with you to transition to other support, if desired.

You are welcome to use our services in the future. If you would like to discuss a possible transition, contact the supervisor or manager for the service you use, or [Contact Us](#)

Carers ACT Services

Carers ACT has a wide range of services available to carers of all ages, and the people they care for.

Services include:

- Information and linkage
- Services that assist carers to have a break
- Counselling, support groups, workshops and social activities
- NDIS Support Coordination
- Advocacy for carers

- Support for young carers; mental health carers and Aboriginal and Torres Strait Islander carers
- Living skills and community access program for people with disabilities

To find out more about any of our services, please visit our website or [Contact Us](#) on 1800 052 222

Read more about

Please see your **Carers ACT Client Service Policies**, to read more about:

- Client Rights and Responsibilities
- Access to services
- Intake and Assessment
- Assisting Carers to have a break
- Attendance at group activities
- Fees and Donations
- Using an Advocate
- Feedback and Complaints
- Health and Wellbeing
- Privacy and Confidentiality
- Guardianship
- Health and Wellbeing
- Privacy & Confidentiality
- Ceasing Service

For your copy of this handbook please download from our website, or [contact us](#)

Overnight Stay Packing List

NOTE: ALL items should be clearly labelled with the person's name

- Something special from home, for comfort. eg: photo, clock, pillow, blanket etc
- 1-2 sets of clothes per night booked
- 1-2 sets of underwear per night booked (depending on needs)
- Hat
- Jacket for cooler weather
- 2 pairs pyjamas
- Slippers and dressing gown
- Incontinence pads, if required
- Handkerchiefs, if required
- Toiletries
- Medication – packed in Webster Pak (see Medications)
- Medication Signing Sheet – provided by the pharmacist
- Medical Management Plans, as required
- Medicare Card, Pension Card, DVA Card if applicable
- Aids – such as Glasses, hearing aids, walkers, etc
- Mobile phone or tablet, if desired (note: there is no wifi at the cottage)
- Several Books, DVD's or magazines

Don't bring:

- Valuables, such as
 - Wallets
 - Large amounts of cash
 - Jewellery
 - Watches
- Linen – We will provide all bed and bath linen
- Medications and supplements not in a Webster Pak

Appendix 1

Charter of Care Recipients Rights and Responsibilities – Home Care

Download your copy here <https://agedcare.health.gov.au/publications-and-articles/guides-advice-and-policies/charter-of-care-recipients-rights-and-responsibilities-home-care>

Available in:

- PDF or Word
- Arabic
- Chinese Simplified or Traditional
- Croatian
- Dutch
- German
- Greek
- Hindi
- Hungarian
- Italian
- Korean
- Macedonian
- Maltese
- Polish
- Russian
- Serbian
- Spanish
- Vietnamese

Aged Care Act 1997, Schedule 2 User Rights Principles 2014 (amended on 27 February 2017)

1 Care recipients' rights - home care

General

- (1) Each care recipient has the following rights:
- a. to be treated and accepted as an individual, and to have his or her individual preferences respected
 - b. to be treated with dignity, with his or her privacy respected
 - c. to receive care that is respectful of him or her, and his or her family and home
 - d. to receive care without being obliged to feel grateful to those providing the care
 - e. to full and effective use of all human, legal and consumer rights, including the right to freedom of speech regarding his or her care
 - f. to have access to advocates and other avenues of redress
 - g. to be treated without exploitation, abuse, discrimination, harassment or neglect.

Consumer Directed Care - choice and flexibility

- (2) Each care recipient has the following rights:
- a. to be supported by the approved provider:
 - i. to set goals in relation to the outcomes he or she seeks from home care
 - ii. to determine the level of ongoing involvement and control that he or she wishes to have in the provision of the home care

- iii. to make decisions relating to his or her own care
- iv. to maintain his or her independence as far as possible
- b. to choose the care and services that best meet his or her goals and assessed needs and preferences, within the limits of the resources available
- c. to have choice and flexibility in the way the care and services are provided at home
- d. to participate in making decisions that affect him or her
- e. to have his or her representative participate in decisions relating to his or her care if he or she requests it or if he or she does not have capacity
- f. to choose the approved provider that is to provide home care to him or her, and to have flexibility to change that approved provider if he or she wishes.

Consumer Directed Care - care and services

(3) Each care recipient has the following rights:

- a. to receive reliable, coordinated, safe, quality care and services which are appropriate to meeting his or her goals and assessed needs
- b. to be given before, or within 14 days after, he or she commences receiving home care, a written plan of the care and services that
 - i. he or she expects to receive
- c. to receive care and services that take account of his or her other care arrangements and preferences
- d. to ongoing review of the care and services he or she receives (both periodic and in response to changes in his or her personal circumstances), and modification of the care and services as required.

Consumer Directed Care - individualised budget and monthly statement of available funds and expenditure

(3A) Each care recipient has the following rights:

- a. to receive an individualised budget for the care and services to be provided
- b. to have his or her individualised budget reviewed and, if necessary, revised if:
 - i. the care and services to be provided, or the costs of providing the care and services, change; or
 - ii. he or she requests the approved provider to review and, if necessary, revise the individualised budget
- c. to receive a monthly statement of the funds available and the expenditure in respect of the care and services provided during the month.

Personal information

(4) Each care recipient has the following rights:

- a. to privacy and confidentiality of his or her personal information
- b. to access his or her personal information.

Communication

(5) Each care recipient has the following rights:

- a. to be helped to understand any information he or she is given
- b. to be given a copy of this Charter
- c. to be offered a written agreement that includes all agreed matters
- d. to choose a person to speak on his or her behalf for any purpose.

Comments and complaints

- (6) Each care recipient has the following rights:
- a. to be given information on how to make comments and complaints about the care and services he or she receives
 - b. to complain about the care and services he or she receives, without fear of losing the care or being disadvantaged in any other way
 - c. to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

Fees

- (7) Each care recipient has the following rights:
- a. to have his or her fees determined in a way that is transparent, accessible and fair
 - b. to receive invoices that are clear and in a format that is understandable
 - c. to have his or her fees reviewed periodically and on request when there are changes to his or her financial circumstances
 - d. not to be denied care and services because of his or her inability to pay a fee for reasons beyond his or her control.

2 Care recipients' responsibilities - home care

General

- (1) Each care recipient has the following responsibilities:
- a. to respect the rights of care workers to their human, legal and workplace rights including the right to work in a safe environment
 - b. to treat care workers without exploitation, abuse, discrimination or harassment.

Care and services

- (2) Each care recipient has the following responsibilities:
- a. to abide by the terms of the written home care agreement
 - b. to acknowledge that his or her needs may change and to negotiate modifications of care and service if his or her care needs change
 - c. to accept responsibility for his or her own actions and choices even though some actions and choices may involve an element of risk.

Communication

- (3) Each care recipient has the following responsibilities:
- a. to give enough information to assist the approved provider to develop, deliver and review a care plan
 - b. to tell the approved provider and their staff about any problems with the care and services
 - c. before the care recipient changes approved providers, to tell the approved provider and their staff of the day the care recipient intends to cease to receive home care services from the approved provider.

Access

- (4) Each care recipient has the following responsibilities:

- a. to allow safe and reasonable access for care workers at the times specified in his or her care plan or otherwise by agreement
- b. to provide reasonable notice if he or she does not require home care to be provided on a particular day.

Fees

- (5) Each care recipient has the responsibility to pay any fees as specified in the agreement or to negotiate an alternative arrangement with the provider if any changes occur in his or her financial circumstances.

Definitions

| | |
|-------------------------|---|
| care plan | Created, based on the information we get from you, the Care Plan helps our staff to best support and meet the needs of the person during their stay at Deakin Cottage |
| CHSP | Commonwealth Home Support Program (CHSP) is a government program designed to help older people stay independent, and in their own homes and communities longer. CHSP funding helps subsidise or pay for most people's stays at Deakin Cottage |
| eligibility | The conditions you need to meet to use our services. Usually determined by our funding agreements. |
| fee schedule | Document explaining costs of using Deakin Cottage. Provided to you at intake, and available on our website |
| intake and assessment | When you first contact us, we will ask questions to decide if you are eligible for our services. We will also ask questions to assess what your needs are. |
| medical intervention | Any form of medical care, including first aid, doctor or emergency services. |
| medical management plan | <p>Completed by the GP, a Medical Management Plan is used for diagnosed conditions including:</p> <ul style="list-style-type: none"> • Allergy and anaphylaxis • Asthma • Diabetes • Epilepsy, etc <p>The plan will contain information to help staff support the person if needed.</p> |

meet & greet

When you and your family member visit Deakin Cottage for the first time. This gives us all a chance to see if our service is a good fit for the person.

montessori

“[Montessori for Dementia](#) is based on the educational philosophies of famed childhood educator Dr. Maria Montessori. Her philosophy and principles were discovered to be effectively adapted to dementia care.

Research has provided clear evidence of decreases in responsive behaviours and increased levels of engagement and participation in activities when Montessori approaches are implemented.”

NDIS

[National Disability Insurance Scheme](#) is a government program designed to help people with disabilities under 65 to access supports to live an ordinary life. NDIS funding may be able to pay for a stay at Deakin Cottage.

personal care

Having someone else help with personal hygiene – cleaning yourself, toileting, dressing and so on

S8 medications

A [government](#) term for a group of drugs also known as “drugs of addiction”. These medications require specific authority to be prescribed. Staff at Deakin Cottage are unable to assist with S8 medications due to associated legislation. Also known as “Schedule 8”

webster pak

[Webster Pak](#) are provided by most pharmacies for a small fee. The Webster Pak contains all the medications a person takes, packed by the pharmacist into the required doses, at the correct times. Use of Webster Paks make taking medications while at Deakin Cottage much safer