

YOUR WELCOME PACK

FOR ADMISSION INTO RESIDENTIAL AGED CARE



AGED CARE

Australian
Unity 

HOW TO COMPLETE YOUR WELCOME PACK

We are delighted that you have chosen an Australian Unity aged care residence at this important stage in your life.

To ensure your transition into your new residence goes as smoothly as possible, please follow these simple guidelines. We have provided a handy checklist for you to tick off.

1. Review and complete all parts of this Welcome Pack



Step A: About you

- Complete all questions and write N/A for any questions which do not apply to you.
- Please use capital letters.
- Please place a tick in the box/es that apply to you.



Step B: Advance care planning

- Review and familiarise yourself with the enclosed **Advance Care Planning** information.
- We can organise this service for you if required.

2. Provide copies of the following documents in addition to the completed Welcome Pack

- A **Comprehensive Medical Assessment** (CMA) from your doctor.
- Detailed list of your **current medications**.

3. Submit your Welcome Pack

Hand-deliver your completed Welcome Pack to an Australian Unity staff member at your new aged care residence, or express post it to the residence. Postal addresses for each of the Australian Unity aged care residences can be found by visiting australianunity.com.au/aged-care



Should you require an interpreter or any assistance with completing this form, please contact the Australian Unity team member identified in the letter that accompanied this Welcome Pack, or phone us on 1300 160 170.



Step A
About you

Step A: ABOUT YOU

Personal details

Title: Mr Mrs Ms Other (please specify):

Surname:

Given name(s): Preferred name:

Residential address:

Street number

Street name

Suburb

State

Postcode

When is your birthday?

Date of birth:

What three special things do we need to know about you that will make a difference in your new home?

1.

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Step A: ABOUT YOU

Your food

What are your favourite foods?

What foods don't you like?

Are there foods you should be encouraged to have?

What foods should you avoid?

Do you have any food allergies? Yes No

If yes, please provide details:

Are there any culturally-specific or religious requirements in relation to your diet?

Your individual dietary requirements

Do you have a condition that requires special food preparation (e.g. having your food cut up)?

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Do you have special requirements to assist you at meal times (e.g. non-slip mat)?

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Alcohol

Do you drink any alcohol? Yes No

Average daily intake:

Medical practitioner

Practitioner's name:

Address:

Street number

Street name

Suburb

State

Postcode

Telephone number:

Email address:

Step A: ABOUT YOU

Details of external specialist services

Dentist

Full name:

Address:

Telephone number: Last visit: / /

Eye specialist

Full name:

Address:

Telephone number: Last visit: / /

Hearing specialist

Full name:

Address:

Telephone number: Last visit: / /

Podiatrist

Full name:

Address:

Telephone number: Last visit: / /

Other specialised medical services (e.g. Cardiology/Oncology)

Full name:

Address:

Telephone number: Last visit: / /

Full name:

Address:

Telephone number: Last visit: / /

Full name:

Address:

Telephone number: Last visit: / /

Full name:

Address:

Telephone number: Last visit: / /

Smoking

Do you smoke? Yes No

If yes, would you like to quit smoking? Yes No

If yes, how many cigarettes per day do you smoke?

Vaccinations

Date of last tetanus toxoid injection:

Do you normally receive the flu vaccine?: No Yes, date of last vaccine: / /

If no, would you like to receive a flu vaccine? Yes No

If no, is there a reason?

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Allergies

To medication:

Other:

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Hearing

Hearing: Normal Reduced
Aid worn: No Both ears Left ear Right ear
Aid controlled by: Self Staff
Approximate date of last audiology check: / /

Eye sight

Eye sight: Normal Reduced Blind
 Glasses Bi-focals Contact lenses
Date last seen by Ophthalmologist: / /



Step B

Advance care planning

Planning for the future

Advance care planning is a way to communicate your wishes to your care provider, family and/or medical staff so they understand your preferences in a time of need. It's a series of steps you can take to help you plan for your future health care.

There may be some circumstances where you would want all the treatments that can possibly be offered to you. In other cases, you may wish not to be treated with certain things like tube feeding, a breathing machine, antibiotics, blood transfusion, dialysis or cardiac massage.

These are the sorts of things to talk to your family about, to help them make decisions in your best interests if a time came when you were unable to decide.

Having a say about your future medical treatment is called Advance Care Planning. It enables you to clarify your values and choices, and gives your family, doctors, care staff and nurses the opportunity to respect your choices.

It may be hard for you and your family to face some of the questions and information, but thinking about the medical treatment that is important to you is no different to putting thought into your life insurance, your will or planning for many aspects of your future.

Talking about dying may make us feel uncomfortable, but we all eventually need to plan how we want to live near the end of our lives.

Take time to consider the following situation

You are diagnosed with a dementia, such as Alzheimer's Disease which may affect your capacity to make clearly logical choices. This may mean that you cannot understand what is happening to you, nor communicate the treatment you want if you developed a serious illness.

Think about the treatment you wish to receive if you're in hospital and you have a cardiac arrest. Making the choice about an important decision can take the stress out of the situation.

If something like this happens it is helpful for your family, carers, doctors and nurses to know your values in life, and your attitudes towards medical treatment.

A dilemma

Mary is an independent 84-year-old widow. She is quite healthy and enjoys the company of her children and grandchildren.

Since her husband died a year ago, Mary has tried to tell her family what is important to her regarding medical treatment. She just wants to "go quietly, no fuss and none of those machines". Her family respond with "Now, Mum, don't be talking like that," so she doesn't mention it again.

Then, Mary has a stroke at home. Her family are shocked by her sudden deterioration. She is unconscious and the doctors at the hospital talk about putting a tube down into her lungs and attaching her to a breathing machine. Mary's family members are hopeful that they will have her back at home soon.

Step B: ADVANCE CARE PLANNING

One of the doctors approaches them to talk about Mary's condition. He explains that Mary is unlikely to recover consciousness and, if she does, she will be unable to speak, feed herself or attend to the most basic personal tasks.

The doctor explains that it may be kinder to Mary if they take away the machines and provide comfort care, so that she dies peacefully. He is seeking the family's thoughts: did they know what Mary might have wanted? Had she ever talked about her choices if this sort of situation occurred?"

Mary's children are facing a dilemma - they had never really paid attention to this sort of discussion. Some of her children want everything done, while others believe that she wouldn't have wanted all this technological intervention.

Why plan in advance?

Planning your care in advance of any problems occurring gives those who will be caring for you the opportunity to respect your choices. Putting your family in a position of having to make decisions for you, without knowing what you would want, can be difficult for them. Discussing your choices can be a comfort to you now, and a comfort to your family in the future.

Advance Care Planning is talking about your choices.

Think about the treatment you would want and talk about it with your family and your doctor. Discussing these things with your family may not be easy for them because many people are uncomfortable talking about a time when you may be unwell. However, this planning becomes especially relevant if you are seriously ill and cannot make decisions yourself. Effective planning is the best way to make sure that your family, and the doctors and nurses caring for you, respect your wishes.

Advance Care Planning is writing down your choices.

An Advance Care Plan is one way of putting your plan into writing. The written Advance Care Plan helps people to accurately remember what you want and makes it easier to communicate these wishes to doctors and nurses who do not know you. It includes appointing a Medical Enduring Power of Attorney and a statement of your choices.

How to complete your Advance Care Plan:



CONSIDER

Take the time to reflect on your preferences.

Think about the values that are important in your life.



Think about your current health and possible future health problems.



Think about what you would want from future medical care.



DISCUSS

Host open conversations about important topics.

Talk to your family/next of kin about these issues.



Talk to your doctor about these issues.



Work with your Australian Unity contact and your agent to complete your Advance Care Plan.



TRUST

Find trusted partners and share your wishes.

Appoint an agent through a Medical Enduring Power of Attorney.



Meet with your agent and Australian Unity contact.



Provide copies of your Advance Care Plan to your family, your agent, hospital and local doctor and anyone else whom you feel is appropriate.

If you have any questions or would like to discuss Advance care planning, please talk with an Australian Unity team member at your aged care residence.

Step B: ADVANCE CARE PLANNING

Frequently Asked Questions

Is it helpful to complete an Advance Care Plan?

Yes. It helps you to think about, and talk to your family and doctor about, future medical care if you become seriously ill. It also means that if you do become seriously ill, your family, or someone appointed by you, have something in writing for the doctors to follow.

Who do I talk to?

Talk to your family and to those most likely to be involved in making decisions if you are very ill. A close or loving relationship does not always mean that the other person knows or understands your wishes for future medical care.

Talk to your doctor. They may assist you to make sure your Advance Care Plan is clear and complete. Give your doctor a copy of your completed Advance Care Plan.

Talk to one of our team members and they will help you to discuss these issues with your family and doctor.

Who should I choose to make decisions for me?

The person(s) you nominate through a Medical Enduring Power of Attorney is called your agent (and your alternate agent). They should be someone who you trust, who will listen carefully to your values and wishes for future care, and someone who will be comfortable making decisions in difficult situations. Usually the nominated agent is a family member, but it can be anyone you trust.

Do I need a lawyer to complete an Advance Care Plan?

No. The law does not require you to have a lawyer to complete your Advance Care Plan.

Can my Advance Care Plan be changed or revoked?

Yes. You can change your plan at any time. Your Advance Care Plan can also be revoked.

When is an Advance Care Plan used?

It is only used if you are unable to make your own decisions. It would guide the decision making of your doctor, your agent and family.

What if I become ill or I am injured while I am away from home?

The best way to ensure that you receive the type of care you want is to discuss your choices with your agent and family. Also, make sure that they have a copy of your Advance Care Plan.

What happens in an emergency?

When there is an emergency, and your medical record is not available, life-sustaining measures may be started. Following discussions with your *agent* and family, treatment can be stopped if it is clear that it is not what you would have wanted.

Can I include my funeral wishes in my plan?

We welcome you to consider your wishes if you were to pass away, and document a funeral plan so you will be remembered in the way you would prefer. This can include your preferences of burial or cremation, preferred burial home, executor of your estate and other wishes.



1300 160 170

australianunity.com.au/aged-care

Australian Unity's Better Together[®] philosophy guides the way we provide support and services to you.



CONNECT

We genuinely engage with you and help you connect with others in the community.



RESPECT

We support your preferences and choices as an expression of your individuality.



MAKE IT POSSIBLE

Whatever your request, we will do everything in our power to make it happen.

The content of this document was accurate at the time of printing. However, information contained in this document should not be used or relied upon as a substitute for legal advice. Before signing a resident agreement to become a resident at an Australian Unity Aged Care residence, Australian Unity recommends that you discuss the agreement with your financial and legal advisers. Australian Unity and its staff are unable to provide you with any personal or financial legal advice. The actual amount of the fees and charges payable will depend on your personal situation, the time you enter care, the information you provide to the relevant Australian Government Departments and your personal and financial information. Note that some services are offered at additional cost to the resident. Australian Unity respects your privacy rights and is committed to complying with all applicable privacy laws including the *Privacy Act 1988* (Cth) and the Australian Privacy Principles. Your details will be used by Australian Unity to provide you with care and accommodation services and to record your wishes about the future provision of care and accommodation services. You may obtain a copy of Australian Unity's Privacy Policy from Australian Unity's website located at www.australianunity.com.au/privacy-policy. Australian Unity Care Services Pty Ltd ACN 065 558 143, Level 14, 114 Albert Road, South Melbourne, Victoria, 3205.