



# Resident Handbook

## Our Vision

Quality of care means quality of life.

## Our Mission

To provide a high standard of care, a strong sense of community and the highest possible quality of life for the frail and aged of the Murray District.

Bedingfeld Park is pledged to providing a secure, stimulating and affordable environment for its residents.

## Our contact Information

Phone: (08) 9531 1622

Address: Bedingfeld Park, 4 Bedingfeld Road PINJAARA WA 6208

Postal: Bedingfeld Park, PO Box 762 PINJAARA WA 6208

Website: [www.bedingfeld.com](http://www.bedingfeld.com)

Email: [care@bedingfeld.com](mailto:care@bedingfeld.com)

## Welcome to Bedingfeld Lodge

Thank you for choosing to live at Bedingfeld Lodge.

This information package has been compiled to assist you to become familiar with Bedingfeld Lodge.

You will notice that we have recently expanded our facility to provide a further 25 beds, entry lobby, laundry and administration section.

Please ask any staff member for assistance if you have any questions or concerns.

We hope you enjoy your stay at Bedingfeld Lodge.

### ➤ Visitors & COVID 19 Restrictions

Visitors are welcome and encouraged to visit between 9am – 11am and 1pm – 3pm each day (or at other times by arrangement). **Bookings are essential** and visitors wishing to enter the facility need to provide documented proof of having received the influenza vaccine in 2021 and proof of Covid Vaccination including the booster. Visitors will also be asked to complete a pre-entry questionnaire at the initial visit only.

**Please contact reception during weekdays to arrange bookings prior to coming to the facility**

**All visitors are asked to undertake a RAT test prior to visiting the facility.**

At each visit visitors are required to:

- Visitors are limited to X2 visitors per resident per day as per WA health directive
- Sign in at reception and record their temperature and telephone number for contact tracing purposes).
- Use the hand sanitiser provided.
- Practice social distancing.
- Stay in resident's rooms or they may wish to take a walk outside.
- Sign out when leaving the facility.

### ➤ Doctor

You are welcome to have the doctor of your choice attend to you at Bedingfeld Lodge. Pinjarra Doctors, situated in Pinjarra conducts a clinic Monday, Wednesday and Friday each week. If you wish to see the Doctor please notify a Registered Nurse or Enrolled Nurse to arrange an appointment.

### ➤ Medication

Your medication is managed by staff at the facility. All medications are packed in a special dispensing system, which is the responsibility of the Lodge.

Lodge nursing staff are responsible for organising scripts. You will be charged for the dispensing of any medications prescribed. Pharmacy Help dispenses the medications to Bedingfeld Lodge. The Pharmacy charges an initial set up fee of \$40 to set up a new resident's dispensing system.

A direct debit form will be provided on admission and residents or their representative are requested to liaise with Pharmacy Help Mandurah on (9581 4833) about their monthly account.

### ➤ Afternoon, Morning Tea & Supper

Morning tea is provided by staff at 9.30am and is served throughout the facility. Afternoon tea is served at 2.45pm.

Supper is provided and served by staff in the evening at approximately 7.30pm.

### ➤ Meals

Meals are served in the dining room at the following times:

Breakfast	8.15am - 9am
Lunch	12pm - 1pm
Dinner	5pm - 6pm

If you are a late riser you may wish to have your breakfast served in your room. This will be discussed with you on admission. A tray can be provided in your room if you are unwell.

### ➤ Appliances

Please be mindful of the size of your room when deciding what appliances to bring with you. Most people like to have a radio/CD player, television and bed-side lamp. Some residents wish to have a small bar fridge in their room. Men may need their electric razor.

All equipment brought into Bedingfeld Lodge must be checked and tagged by an authorised electrician. Equipment cannot be used without first being tagged. Testing and tagging of equipment is required every 2 years. Bedingfeld may be able to arrange to have an electrician test

and tag resident's equipment for them. There may be a nominal charge. Please speak with the Manager to arrange this.

Kettles and other cooking appliances are not permitted in resident rooms due to fire and safety concerns. If hot beverages are required (outside of normal meal and tea times) please seek the assistance of staff.

### ➤ Furniture & Fittings

Each resident suite is fitted with built-in wardrobes and drawer space, window treatments and the ensuite has a shower curtain provided. Electronic beds are provided.

Additional furniture may be brought into your room being mindful there is sufficient space to walk around safely. This could include a comfortable favourite chair, bedside table, book-case etc or small table. Please discuss this with the Manager during the initial interview.

### ➤ Call Bell

All rooms in the Lodge are equipped with call bells which are located beside the bed and in the ensuite bathroom. All communal areas have call bells.

The call bell rings on the carer's pager indicating you need assistance. Please remember it may take a short time for someone to respond to your call as they may be attending to someone else's needs.

### ➤ Clothing & Personal Laundry

Resident's personal clothing is laundered at the Lodge. All personal effects need to have your name on them. Bedingfeld Park has a clothing labelling system to label clothing staff can assist with the purchase of name tags if required. Ask at reception for information. Our staff are able to tag clothing for a once off fee of \$75.

As much as we would like to assist our residents with the laundering of all their personal clothing, we are not able to effectively manage clothing that is made of or has parts of wool, leather (including faux leather), lace, beads or cashmere. We suggest delicate and dry-cleanable clothing is not sent to the laundry as it may be damaged due to the industrial grade machines and high temperatures used. Perhaps a friend or relative may help to have these laundered.

### ➤ Linen

Bedingfeld provides all bed and bathroom linen. Extra blankets and pillows are available on request. Residents are invited to bring their "favourite" bed-spread or doona cover to provide familiar surroundings. Please ensure they have your name on them. Knee rugs are also available on request.

### ➤ Room Cleaning

Bedingfeld employs support staff who are responsible for cleaning your room and changing the linen on your bed. Residents are requested to leave their room during cleaning (if possible) to enable staff to work safely and efficiently.

### ➤ Security

The entrance door to reception is locked at all times as we are in lockdown due to the COVID 19 situation. Please ring the front door bell and a staff member will assist with entering and exiting the building. All external doors are locked by staff at night.

If a resident is going out of the facility for any reason, the sign-out register located at reception is to be completed.

Upon returning to the facility please complete the time of return on the form to enable staff to know that you have returned.

### ➤ Privacy

Bedingfeld Lodge respects the privacy of our residents, staff and Board members. Bedingfeld has a privacy policy and a copy can be provided to you if you wish. Please speak directly with a Manager if you have any concerns re your privacy.

### ➤ Fire & Safety

Bedingfeld Lodge has a complete fire monitoring system with sprinklers fitted throughout the building.

If you detect smoke or fire please raise the alarm immediately by:

- Using the nearest break glass alarm point
- Notifying a staff member immediately

Bedingfeld Lodge is linked to the local fire service and the fire brigade will arrive shortly after the alarm has been raised.

Once an alarm is sounded please remain in your room until a staff member advises you of any action to be taken.

### ➤ Insurance

Bedingfeld Lodge does not have insurance cover for resident's personal belongings. No responsibility can be accepted for any valuables or large sums of money kept at the Lodge (except in trust accounts). It is advised that you refrain from keeping large amounts of money or any valuable items at Bedingfeld during your stay. If you do have valuables in your possession you may ask staff to secure them in the facility safe.

## ➤ Activities

Every month our activities team produces a calendar of upcoming events. Every resident receives a copy. Announcements are made over the public address system to alert residents to events before they commence.

Check the calendar to ensure you don't miss anything that interests you.

## ➤ Alcohol & Smoking

Your decision on the consumption of alcohol and smoking is respected.

Please remember that other residents may not smoke or drink and respect their rights also.

Smoking is not permitted within the building. There are designated areas outside. Please ask staff to direct you to these areas.

A "Happy Hour" is usually held on Friday afternoon in the main lounge; generally with entertainment. Alcoholic refreshments are provided.

## ➤ Kiosk

The Bedingfeld Ladies Auxiliary operates our Kiosk three times a week on Monday, Wednesday and Friday mornings at 9.30am. Opening times are announced over the intercom system. The kiosk stocks a range of goods and confectionary. These items may be charged to your trust account. The Auxiliary are looking for volunteers to assist them to raise funds for the Facility. Please ask at Reception for contact details.

## ➤ Entertainment

There are televisions throughout the Lodge. A large plasma screen television is in the main lounge. Residents are invited to use these televisions.

You may wish to have your own television in your room (if not already provided). All rooms are fitted with an antenna socket. You may need to purchase head-phones if you have difficulty hearing the television and require the volume to be turned up.

Visiting entertainment and other activities are signposted near the dining room and announced over the intercom system.

If you would like regular reading books or other items, the Pinjarra Library can arrange for the visiting Librarians to pick up and drop off books for you. Please see Activities staff to arrange.

## ➤ Hairdresser

A private hairdresser visits Bedingfeld weekly, generally on Friday morning. If you wish to visit the Hairdresser please ask staff to book your appointment. Payment may be made directly to the hairdresser or you may wish to include the charge on your trust account.

### ➤ Church Services

An interdenominational church service is held in the main lounge on the third Wednesday of every month at 10:30am. Catholic Church services are held once a month on a Friday morning. Please check the 'Activities Monthly Planner' schedule for details. Everyone is welcome to attend. Should you wish to speak with a particular religious provider, speak with one of the activity staff who may be able to arrange a visit.

### ➤ Newspapers & Magazines

Delivery of the West Australian newspaper can be arranged by contacting The West Australian Newspaper Subscription on 1800 811 855.

The Sunday Times can be arranged by calling Peel News Delivery on 9583 3188. Accounts remain the responsibility of the resident or resident's representative.

Please let reception know if newspapers or magazines have been ordered so that they can be distributed to the right person.

### ➤ Postal service

Administration staff can post on behalf of the residents (stamps can be purchased from reception). Our address for mailing purposes is Bedingfeld Lodge, PO Box 762, PINJARRA WA 6208.

### ➤ Companion Cards

Residents of Bedingfeld Park are eligible to apply for a Companion Card which enables them to have a support person (companion) accompany them to many eligible places ie movie theatres, venues, transport etc free of charge. For more information visit [www.wacompanioncard.org.au](http://www.wacompanioncard.org.au) or telephone 1800 617 337 during business hours.

### ➤ Social leave

Residents may take 52 social leave days once they have accepted permanent residency at a facility. Usual fees continue to apply during any absence from the Lodge.

Please advise staff of your intention to take social leave (preferably in advance) so arrangements for medications and other care needs, which may be needed, can be arranged in plenty of time.

### ➤ TELEPHONE & Wi-Fi

Each room has access to a telephone connection. If you wish to have a telephone you need to contact Telstra to arrange connection. You will have your own phone number and receive accounts directly from Telstra. Please speak with reception staff if you need further information or assistance.

### ➤ Therapy services

Bedingfeld employs the services of an occupational therapist, physiotherapist and therapy assistants to assist with providing therapy programs. The therapists initiate programs which are designed specifically for individuals and are facilitated by the nursing staff.

### ➤ Toiletries

Bedingfeld provides basic toiletries such as hair and body wash, toothpaste, toothbrushes, deodorant, disposable razors, shaving foam, moisturiser and tissues for residents. Please ask a carer for stock if required. You are welcome to provide your own toiletries if you have specific preference.

### ➤ Transport

Residents are required to make their own arrangements for personal transport to and from appointments.

St. John Ambulance is provided free of charge to residents being sent to hospital if they are a full aged pensioner.

Mandurah Taxis can be contacted on 131008 to organise a normal taxi. A wheelchair access taxi can be arranged by calling 9581 8999. These taxis can be pre-booked.

The Western Australian government provide a fuel card under 'The Country Age Pension Fuel Card Scheme'. Residents of Bedingfeld Park are eligible to access this card which assists with fuel and taxi costs to attend appointments. Application forms are available at the local post office.

Alternatively, residents may qualify to receive **TUSS vouchers** which will give you 50 – 75% off your taxi fares. <https://www.transport.wa.gov.au/On-demandTransport/travel-subsidies.asp>

### ➤ Voting

At voting times a mobile polling booth is provided at Bedingfeld Lodge by the Australian Electoral Commission. If you wish to remain on the electoral roll you will need to inform them of your change of address. Please speak with the CEO if you need further assistance.

### ➤ Bequests

Bedingfeld Park Inc. is a charitable public benevolent institution. Building improvements and amenities present a constant funding problem. Some assistance is available through Government grants. Bedingfeld also receives assistance from local service and recreational clubs, however it is never enough. We ask residents and families contemplating a charitable bequest in their will to give thought to this aged care facility. A pamphlet providing information about charitable bequests is available at reception.



## ➤ Accounts

Accommodation fees (board and lodgings) are billed fortnightly in advance. You may wish to arrange to have a direct credit paid fortnightly through your banking institution or arrange to have your pension credited directly into the Bedingfeld account. Please speak with the CEO, Leanne Hay or Administration staff for further assistance.

Each resident also has a trust account which is used for billing such items as hairdressing, purchases, continence aids etc.

Statements are issued fortnightly and may be sent to either the resident or a nominated relative/representative by email or mail.

## ➤ Accommodation Payment information

Please speak with CEO, Leanne Hay at admission time to discuss your payment options. Residents have 28 days to choose how they wish to pay for their accommodation. Residents can choose to pay for their accommodation by a refundable deposit, a daily payment or a combination of both.

- A refundable deposit is paid as a lump sum amount.
- A daily payment accrues daily and is paid periodically, for example fortnightly.
- A combination payment includes both a partial lump sum and daily payments.
- Current rates are available at reception.

## ➤ Banking

The Bendigo Bank is the only bank situated in the township of Pinjarra. An ATM is available at the Pinjarra Junction shopping centre. The Pinjarra Post Office is able to assist with some banking requirements

Alternatively, residents/relatives may wish Bedingfeld Park's administration to keep money for the resident in a trust account. Please speak with administration staff for further information about this service.

## ➤ Do you have a query or suggestion for improvement?

We welcome suggestions and ideas, so if you wish to comment on any aspect of your stay, please ask staff to provide our suggestions/complaints form for you to complete.

Bedingfeld Park continually seeks opportunities for comments and suggestions to improve the way that we operate to provide the best care and facility that we can.

If you have a suggestion or comment, please let us know by either raising the item at one of the regular Resident and Relative Meetings, completing a Continuous Improvement Form (available from reception) or having a chat with staff who will assist you in raising the suggestion.

## ➤ Complaints, Compliments & Advocacy

From time to time there may be a need to raise a concern formally. Bedingfeld has a policy and procedure which outlines our approach to handling a complaint. A copy is available from reception.

Complaints concerning the quality of care and services provided should first be brought to the attention of the CEO for a quick resolution.

The Aged Care Quality and Safety Commission provides the Australian Government with the capacity to investigate concerns raised and take action where an approved provider has breached their responsibilities under the Aged Care Act 1997.

The Commission can be contacted on:

Website: [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)  
Email: Complete an 'online complaints form' on the website  
Phone: 1800 951 822 (free call)  
Postal address: Aged Care Quality and Safety Commission  
GPO Box 9819  
IN YOUR CAPITAL CITY

The National Aged Care Advocacy Program (NACAP)

This program is funded by the Australian Government and provides free, independent and confidential advocacy support and information to older people (and their representatives) receiving, or seeking to receive, Australian Government funded aged care services.

Contact : [1800 700 600](tel:1800700600) or look at their website [www.opan.com.au](http://www.opan.com.au)

Advocare is an independent advocacy agency which seeks to advance and protect the rights and best interests of people living in residential aged care facilities.

They can be contacted on:

Email: [rights@advocare.org.au](mailto:rights@advocare.org.au)  
Address: Advocare  
The Perron Centre  
61 Kitchener Avenue  
VICTORIA PARK WA 6100  
Phone: 9479 7566 or 1800 655 566 (free call)

## Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

### ➤ Information about the Charter of Aged Care Rights

Residents and Respite admissions will be provided with a Charter when entering Bedingfeld Lodge. Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign. If you decide to sign the Charter, you are acknowledging that Bedingfeld Park has given you a copy of the Charter, and assisted you to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

➤ **Management of Bedingfeld Park Inc.**

Chief Executive Officer  
Facility Manager

Mrs Leanne Hay  
Ms Sandra Wilkinson

➤ **Board of Management**

Chairman:	Mr. Geoff Hayward
Vice-Chairman:	Mrs. Sue Gillett
Finance Chairperson:	Mr. Don McClements
Members:	
	Mrs. Penny Bennett
	Mr. Les Giles
	Mr. Scott Hambley
	Mr. Glen Willers
	Mr. Darrell Phillips-Jones
	Mrs Margaret Steel
	Mrs Tricia Briggs
	Mr. Merv Williams

➤ **Accounts Management**

Mrs Hayley Morgan  
Mrs Symone Softley

➤ **Reception**

Mrs Elaina Hatton

➤ **Life Members of Bedingfeld Society**

Mrs. Elizabeth Hogan	1993
Mrs. Rita Tatham	1998
Mrs. Edna Trickett	1999
Dr Peter Wallace	2001
Mr. Les Giles	2006
Mr. Don McClement	2011
Mr Geoff Hayward	2017

## Bedingfeld Park Inc. Bedingfeld Lodge & Jacaranda Court

Bedingfeld Park Inc. is a community owned Not for Profit Incorporated Body registered under the Charitable Collections Act 1946, and is a registered Public Benevolent Institution

### History

In 1997 the Aged Care Act was introduced through Government which changed aged care in Australia.

In 2000 Bedingfeld Park Incorporated (BPI) adopted the “ageing in place” policy allowing residents to remain at Bedingfeld even as their care needs increased.

In 2001 The Board of Management embarked on a capital fundraising program and raised enough money to commence an expansion and refurbishment program to increase the Lodge to 45 suites and upgrade the existing facility.

The refurbishment program included building a new kitchen and laundry, expanding the Administration area, a new wing with suites designed to care for High Care residents and a secure unit able to accommodate 8 residents. This Unit was then upgraded to accommodate 10 residents.

In 2004 the new wing was officially opened by the then Minister for Health & Ageing, Hon. Julie Bishop MP. In 2011, Bedingfeld Park Inc purchased 13 hectares of land on Bedingfeld Road.

In 2019 Bedingfeld Park received \$5.55M in government funding to support the Stage 1 expansion project. These grants enabled BPI to progress the construction in 2020 of a \$7.1M state-of-the-art 25 suite accommodation wing. This wing has been specifically designed to provide first class residential care for people requiring high care needs and memory support and will see our bed size increase to 70 beds.

Bedingfeld continues to provide quality care to the frail aged residents of the Peel Region.

## The Local Community

Pinjarra is a historic town established (c1834). The township is the central hub of the Shire of Murray and boasts many significant heritage sites such as Edenvale, which was the grand home of former WA Premier Sir Ross McLarty.

In 1974, an alumina refinery was established by Alcoa Australia Ltd, causing a boost in population of Pinjarra.

The beautiful Murray River flows all year and passes through the picturesque hills in Dwellingup, through the heritage town of Pinjarra, to peaceful Ravenswood and the Yunderup delta and into the Harvey/Peel estuary.

There is a large variety of community services and businesses in Pinjarra which makes this town a thriving community and an iconic attraction for visitors.

### ➤ Local Dining Options

Pinjarra has many dining venues you may wish to visit :

- [Pinjarra Bakery](#)  
6 Peel Street Pinjarra  
Ph: 95311413  
Renowned for mouth-watering gourmet pies, pasties, cakes and bread. Dine in or take-away available.
- [Dome](#)  
Pinjarra Junction Shopping Centre  
Ph: 95314996  
Open from early morning to late at night, the café offers a diverse menu.
- [Exeter Gallery & Café](#)  
Fairbridge Village  
South West highway, Pinjarra  
Ph: 95311177  
A lovely café adjacent to the Exeter Art Gallery in the Fairbridge village. Enjoy a pot of tea or a coffee whilst surrounded in local art.
- [Edenvale Heritage Tearooms](#)  
Corners George & Henry Street  
Pinjarra  
Ph: 95311438

- [Muffin Break](#)  
Pinjarra Junction Shopping Centre  
George St  
Pinjarra  
Ph: 95311211  
Offers a wide range of lunch items, cakes, slices and muffins.
- [Premier Hotel](#)  
1 Williams Rd  
Pinjarra  
Ph: 95311212  
Provides counter meals and pizzas for lunch and dinner.
- [Other cafes or take away meal establishments](#)
  - ✓ Chicken Treat, Pinjarra Junction Centre
  - ✓ Subway, Pinjarra Junction Centre
  - ✓ Dominos pizza
  - ✓ Sombrero
  - ✓ Kim Bakery
  - ✓ Jarrah Infusion
  - ✓ Simply Rustic
  - ✓ Flourish

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The Board of Management, staff and residents welcome you to your new home and we hope you enjoy your stay with us at Bedingfeld Lodge. If you have any questions regarding your care or any other problem, please feel free to discuss it with the Facility Manager or CEO.

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