

Frequently asked Questions General

1. Why choose Chaffey?

At Chaffey we strive to provide our residents with comfortable and fulfilling lives in first class surroundings, ensuring comfort and security for both them and their loved ones.

2. Is Chaffey Aged Care accredited?

Yes, our facility has a three-year accreditation - you can read their reports on www.aqa.gov.au . All Commonwealth subsidised facilities must be accredited to receive funding.

3. How do I contact Chaffey ?

Contact our friendly and knowledgeable team at Merbein on (03) 50251 200.

4. Can I bring in some personal belongings?

We encourage you to bring in items to decorate your bedroom such as pictures, photos or a small piece of furniture. Often rooms are suitable for a small occasional table or small bookshelf. We are happy to accommodate this where possible. For the health and safety of all our residents and staff, other items such as recliners must be risk assessed and approved.

5. Can I take part in the decision making in the facility?

Your feedback is very important to us and there are several options you can take to give us your ideas, comments or complaints. There is a Resident / Relative Consultative Committee that meets monthly to discuss all current activities and plans for the home and this is a good venue to take an active part in the decision making process. We also have an Feedback form, which can be used at any time to give us any recommendations for improvement.

6. Can my family participate in the various activities in the facility?

We are more than happy to have family take part in any activity, outing or function that is taking place. We also encourage relatives to take part in any decision making processes, should you so wish. It is important to note that the facility is your home and we endeavour to ensure that the environment is conducive to a home like atmosphere. Contact with your family and friends is very important to you and to us in fostering that atmosphere.

7. Can I Relocate within the facility?

While the room offered may not be in a preferred location, the opportunity to relocate within the facility is only possible where it is appropriate to the care needs of the resident. If the resident is satisfied with the location, while the Aged Care Act allows for security of tenure, Senior Management reserves the right to relocate the resident to another area or room to enable the provision of more appropriate care. A full consultation process will ensure the reasons for this decision are discussed and parties are able to provide input.

8. What standard of personal care can I expect?

Chaffey unreservedly sees all individuals as equal and deserving of the respect, dignity and compassion of others. To the maximum extent possible they should be offered real choices for a healthy and stimulating lifestyle. Residents are assured of friendly, high quality care and support from a team of dedicated and professional staff. Chaffey Aged Care is always searching for ways to make our services and facilities even better with innovation and a person centred model of caring for the aged.

We have a Trained Registered Nurse on duty 24 hours per day and maintain a comprehensive call bell system. Residents can relax and indulge in a comprehensive range of therapy services, activities and regular outings.

9. Who will be caring for my loved one?

Chaffey employees are selected for both their interpersonal skills and qualifications. Their teamwork, dedication, loyalty and respect for our residents and each other contributes to a pleasant environment to work and live. We are proud of our employees.

All staff working at Chaffey are trained to the highest standard, we are committed to a continuing program of education and training centred on the needs of residents.

We strive to exceed the Accreditation Standards set by the Commonwealth Department of Health and Ageing. The application of care management systems and policies by our experienced staff and high standards expected of all external specialist consultants have combined to achieve the premium standard care for which Chaffey is renowned.

10. Is the Facility Safe and Secure?

We have security and safety related technology throughout so you can be assured your loved one is in safe hands. All doors are secured with keypads. Please do not share the pin codes with others and do not allow others to enter or exit once you have entered your code. If you see anyone acting suspiciously please contact a member of staff.

11. What Hospitality Services are available?

We offer a nutritious, seasonal, dietician-approved menu that provides a wide variety of homestyle cooked on site. We provide linen and personal laundry services. The facility provides regular cleaning services as well as spot cleans to ensure the facility maintains a comfortable and homely environment.

12. What are our visiting hours?

Visiting hours are flexible however the mornings are often quite busy in regards to resident care and breakfast until after 10am. Lunch and Dinner are 12noon, and 5pm respectively.

13. What do I have to do when I visit?

Each time you visit you must sign in the visitor's book. Information required is the date and time of your visit, your name and the name of the resident you are visiting.

14. Can I bring food for my loved one?

There is nothing like a food treat brought in from home or outside. It is important that all chilled food should be transported in an esky type container and hot food should be kept over 60 degrees celsius. Food from outside is signed in the food register at the back of the sign in book located at reception. We strongly recommend that you avoid bringing in high risk foods such as cream, eggs, seafood, rice and pasta.

15. Can I take my loved one out of the home for day or overnight leave?

We encourage and support residents going out on day leave and/or overnight leave. Please let the nurse in charge know ahead of time where possible so that medications can be arranged. Tell the staff when you are leaving and sign the resident out in the folder in each of the wings.

16. Can I bring a pet in to visit?

Bringing a pet in to the facility brings joy for the resident. Chaffey Aged Care is a pet friendly environment and already has a number of pets of our own including our own Resident Dog - Goldie. Pets should be clean, be free of fleas and must under effective control at all times and preferably be on a lead or held. Pets cannot wander freely in facility. No pets should be left alone unattended in the home.

17. What if I have questions about my loved ones care?

If you have any questions regarding the resident's care during your visit please direct them to the RN in charge or Team Leader on duty at any time or the Manager of Clinical Services (during business hours).

18. How to I provide feedback?

If you have any feedback or concerns please complete a feedback form, available throughout the home and at the reception area, or leave it in the secure box outside to the left of the reception office door.