



PENINSULA HEALTH

# **Transition Care Program at Benetas Corowa Court.**

## **Orientation Guide for clients and families.**



**Benetas Corowa Court  
752 Esplanade, Mornington, 3931  
Phone number: 5975 9633**

## **GENERAL INFORMATION**

The Transition Care Program (TCP) provides care and restorative services for up to 12 weeks for older people who have been in hospital. By offering low level therapy and support it allows people to continue their recovery out of the hospital system, while their appropriate long term care plan is determined.

Peninsula Health currently has 11 beds at Benetas Corowa Court in Mornington. Benetas Corowa Court is a residential care facility with 60 beds. It provides care to its residents at low level of care, with Ageing in Place.

The Peninsula Health Transition Care Program works with the Corowa Court staff to provide nursing care and allied health support for the duration of the program for up to 12 weeks.

There are 2 teams of staff working with you; Corowa Court nursing staff provides the daily care needs such as showering/dressing, toileting, meals and medication.

The Transition Care Team consists of a Geriatrician, nurses, social workers, physiotherapists, occupational therapists, Allied Health Assistants, dietitian, and speech therapists. We will work with you and your family to decide if you are able to return home or require supported residential care. Your main contact person is your case manager.

**TCP is not a rehabilitation program and is not unable to offer the same level of therapy as your previous hospital setting.**

**Geriatrician** – weekly medical review

**Nurses** – Assist Geriatrician with medical round and follow up any medical appointments.

**Case Manager** – Is your main contact person and can provide support, information and assist you and your family to make decisions about your future care needs and accommodation.

**Physiotherapist** – Initial assessment and recommendation to groups appropriate for your needs available at Corowa Court e.g. referral to one on one physiotherapy program designed for your particular requirements.

**Occupational Therapist** – Initial assessment of assistance needed for personal care and recommendation of appropriate therapy.

**Allied Health Assistant** – Assist you with recommendations from your physiotherapist, Occupational Therapist, or Speech Therapist.

**Dietician** – Initial assessment of dietary requirements and will review your nutritional intake.

**Speech Therapist** – Assess as required for speech/swallowing difficulties.

The TCP team meets on a weekly basis to monitor and review your progress and make recommendations for your care needs and options for the future. A family meeting can be arranged with you, your family and the team if you wish to discuss the care needs and options in further detail.

## MEDICATION

- Medications are supplied by Mornington Soul Patterson Pharmacy
- **Please ensure your account paid prior to discharge** so that discharge medications can be supplied.
- Payments can be made by:
  - Cheque and left at the facility (made to Mornington Soul Patterson Pharmacy).
  - Unfortunately, cash can not be accepted by facility staff.
  - Credit card. Please contact the pharmacy on **59763010** for this option.
- When you leave Benetas Corowa Court please check you have all your medications and scripts.

## SECURITY

For the security of all residents in the facility, external doors are security coded. Please speak to a member of staff regarding this. Please be mindful when leaving the facility that there are no residents behind you.

## **VISITORS SIGN IN BOOK**

- **ALL** visitors to the facility must sign the book on entry and exit to the facility. You will find this book located opposite the main reception desk.
- Residents leaving the facility on outings or appointments need to sign out and sign in upon their return.

## **PARKING AND TRANSPORT**

If you require a taxi, the main reception can call a taxi for you. Taxi No: 9786 3322

Visitors can park in the parking bay outside Corowa Court. However if there are no spaces available you may need to park in the street.

## **TELEPHONES / TELEVISIONS**

Residents are welcome to bring in their own electrical equipment but equipment must be checked and tagged by an electrician prior to bringing it into the facility.

Benetas Corowa Court has a pay phone for resident use. However the phone may not always be available when required. Residents are welcome to bring in their own mobile phones.



## **MEAL TIMES**

Breakfast	7 - 9am
Morning Tea	10.00 – 10.30am
Lunch	12 noon
Afternoon Tea	3 – 3.30pm
Dinner	5.30pm
Supper	7 – 7.30pm

We encourage residents to have lunch and dinner in the dining room.

Family members are welcome to have a meal with residents. Please let Reception know by phone or in person, at least 2 hours ahead of time. The cost is \$5.



## **HAIRDRESSER**

Hairdressing services are available on site Tuesday, Wednesday and Thursday. Appointments can be made directly with Leanne either by dropping into the salon or giving her a call (0438 597 724). Alternatively see reception to arrange an appointment.



## **LAUNDRY**

Resident's laundry is done by Benetas Corowa Court at no extra cost.

**PLEASE ensure all clothes are named.**

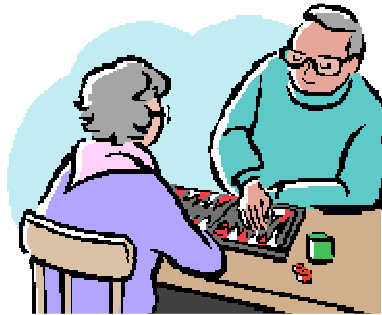
If you prefer, relatives or friends can do this for you.

## **NEWSPAPERS**



If you would like to order newspaper delivery, please arrange through Benetas Corowa Court Reception. A bill will be sent to you at the end of each month.

## **RECREATIONAL ACTIVITIES**



There is a resident/family recreational area situated in the day room.

TV, books, videos and board games are available for resident, family and visitor use.

Activities such as movies, concerts and day trips are provided by a Diversional Therapist. Please speak to staff if you are interested.

## **WHAT TO BRING WITH YOU**

While families and friends are strongly encouraged to provide some personal belongings, TCP is a short term program so it is suggested that large items are not brought in to Corowa Court.

As this is a therapy program, all residents are encouraged to participate in life as normal. Therefore comfortable day clothing is required.

This may include:



- Tracksuits, skivvies, cardigans, socks, loose dresses and underwear.
- Comfortable, supportive shoes.
- Pyjamas, nightgowns, dressing gowns & slippers.
- Hearing aids and glasses as required.
- Toiletries, eg deodorant, toothbrush, toothpaste, hairbrush, comb, shampoo, conditioner and an electric shaver (please note electrical items must be tagged by an electrician).

**PLEASE ENSURE ALL ITEMS ARE CLEARLY LABELED.**

**NO RESPONSIBILITY IS TAKEN FOR LOST CLOTHING.**



## **VALUABLES**

- **The care of valuable items is the responsibility of the resident.**
- It is advisable not to keep large amounts of money in the facility.
- The arrangement of personal property insurance is the responsibility of the resident.

## **DAY LEAVE**

If you would like to take day leave please notify nursing staff.

Medical and Allied Health approval is required for leave, in addition to preparation of medications.

Please ensure we are given enough time to organise this.

- Please note – overnight leave is **NOT** permitted.

## **WE VALUE YOUR FEEDBACK**

We welcome your feedback about your experience on the Transition Care Program at Benetas Corowa Court. Please let us know about your concerns, suggestions or compliments regarding any of the services provided.

Please ensure you complete a 'Suggestions, Concerns, and Compliments' before you leave the Transition Care Program.