



PENINSULA HEALTH

Transition Care Program at Regis Shelton Manor.

Orientation Guide for clients and families.



**Regis Shelton Manor
93 Ashleigh Ave. Frankston. 3199
Phone number: 9789-6999**

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 has 35 beds at Regis Shelton Manor in Frankston. Regis Shelton Manor is a residential care facility with 106 beds. It provides nursing care to its residents at both low and high levels of care.

The Peninsula Health Transition Care Program works with the Regis 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; Regis 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.

The groups that we run are as follows:

- Age Strong
- Walk Tall
- Balance group
- Upper limb activity group
- Cognitive Stimulation Group
- Cuppa & Chat

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 of groups appropriate for your needs such as AgeStrong, Walk Tall, or Balance Group, or individual exercise programs with Physio or Allied Health Assistant

Occupational Therapist – Initial assessment of assistance needed for personal care and recommendation of appropriate therapy groups such as upper limb group or the cognitive stimulation group.

Allied Health Assistant – Run therapy groups and assist Physio, Occupational Therapist and Speech Therapist with individual sessions.

Dietitian – 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 Rowville Lakes 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 Rowville Lakes Pharmacy).
 - Unfortunately, cash can not be accepted by facility staff.
 - Credit card. Please contact the pharmacy on **9764 1133** for this option.
- When you leave Regis Shelton Manor 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 Regis. 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 such as a TV but equipment must be checked and tagged by an electrician prior to bringing it into the facility.

Regis Shelton Manor has a cordless phone for resident use. However the phone may not always be available when required. Residents are welcome to bring in their

own mobile phones; however, mobile phone coverage is limited within the building.

There is a bed side telephone which can receive incoming calls, but is unable to make outgoing calls. You will find the number located on the handset.

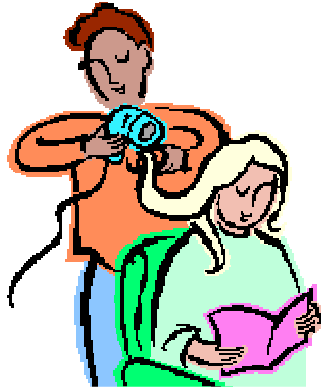


MEAL TIMES

Breakfast	8 am
Morning Tea	10.00 – 10.30am
Lunch	12 noon
Afternoon Tea	2.30 – 3.00pm
Dinner	5pm

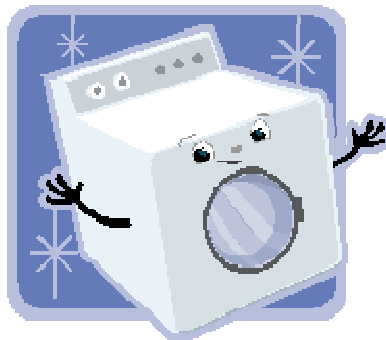
We encouraged residents to have lunch and dinner in the dining room.

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 \$8.50.



HAIRDRESSER

Hairdressing services are available on site Wednesday. To make an appointment, please see Regis Reception. Payment will be required at the time of making the appointment.



LAUNDRY

Resident's laundry is done by Regis Shelton Manor at no extra cost.

PLEASE ensure all clothes are named.

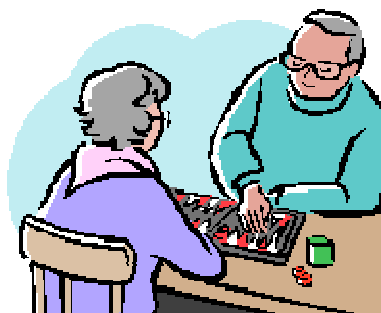
If you prefer, relatives or friends can do this for you.

NEWSPAPERS



If you would like to order newspaper delivery, please arrange through Regis Shelton Manor 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 Regis.

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. Regis has a safe where residents can store small sums of money. Money is then accessible during reception hours.
- 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 Regis Shelton Manor. 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’ form located in the foyer before you leave the Transition Care Program.