

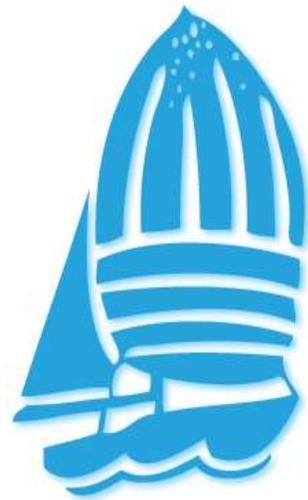


# Staying at MAINSTAY

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*Creating an environment of individual, flexible and timely respite to families.*

## *Family INFORMATION BOOKLET*



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## INTRODUCTION TO MAINSTAY RESPITE SERVICE

### WHAT IS MAINSTAY

The nautical term mainstay was chosen as the house is situated in the harbour city of Gladstone. Mainstay also means support, and the Gladstone Community Linking Agency aims to provide support to people who have a disability and their carers.

Respite accommodation for guests is provided in a modern, six-bedroom house allowing for up to five guests at a time and room for one emergency placement. The house is designed to give each guest privacy, as-well as having indoor and outdoor living areas complete with a covered barbeque area.

Mainstay has a car which allows guests to visit all the tourist spots and important places. While staying at Mainstay, guests can choose activities that interest them. Emphasis is always placed on the individual's choice.

The service will be as flexible as possible to enable the individual needs of each guest to be met. Above all a friendly, caring and supportive environment will be maintained to ensure people feel secure in using the service.

### WHAT SERVICES DOES MAINSTAY OFFER

Mainstay offers:

- Twenty-four hour assistance by trained staff with an awake night shift staff person. Depending on the support needs of our guests, our staffing is usually two support staff to four guests.
- Continuation of day to day routines including school, work and recreational activities.
- Continuation of home therapy and training programs whenever possible.
- Confidentiality and privacy will be respected at all times.
- Assistance to guests wishing to extend their community involvement.
- Response to emergencies.

### ALLOCATION OF RESPITE AND BOOKING

Respite is allocated on the basis of need and available resources. Preference booking requests are sent out to families at the beginning of February, May, August and November for the appropriate three month booking period. These preferences are to be returned to Mainstay and respite care will be allocated. Letters will be sent out to families notifying allocation of respite.

For short-notice respite, bookings may be made with the Mainstay Coordinator during office hours if vacancies exist.

Guests are able to receive 16 nights of respite per year for varying lengths of time throughout the year, depending on vacancies.

Guests may choose to plan their respite on a regular basis or use it occasionally, or they may call upon it in an emergency only.

The Mainstay Coordinator is to be notified at the earliest possible time any cancellation of allocated bookings.

The Mainstay Coordinator will contact all guests prior to each visit to confirm the following details

- Changes to support needs
- Medication/Dr letters
- Emergency contact details
- Any concerns and other relevant information
- Planned activities at Mainstay

## EMERGENCY RESPITE

An emergency placement is available for guests whose needs for support have become critical and urgent or who have unplanned support needs. Where the emergency bed has already been allocated, information will be provided on other suitable service providers.

Applications for emergency respite can be made by telephoning the Mainstay Coordinator who will then assess eligibility.

Mainstay acknowledges their duty of care and responsibility for the guests who are pre-booked for respite in accepting or declining a request for an emergency placement. The needs of the guests in the service at any given time determine the outcome of a request for emergency placement.

## DAY RESPITE

Provision of day respite will be at the discretion of the Mainstay Coordinator, and will depend on guests already at Mainstay and the availability of staff.

## FEES AND COSTS

The following fees cover 24 hour care and are payable on entry to respite:

- Adult (16 years and over)                      \$25 per night
- Children (under 16 years)                      \$18 per night

Day Respite Fees                                      \$25 per day

Invoices will be sent to the families/carers. In circumstances where some are experiencing hardship, they may negotiate with the Mainstay Coordinator for more flexible payment of fees.

Alternatively on receipt of your invoice at the beginning of your respite you can pay cash to the keyworker. In all situations a receipt will be issued.

The service fees do not cover recreational outings or personal spending by guests. Therefore it is necessary for guests to bring an amount of spending money which is additional to the service fee.

Staff can take responsibility for spending money when the guest is unable to do so or it is requested by the family.

If parent/carer has nominated for the guest to take responsibility for their spending money, the guest then has their money on their person or with their personal belongings. This money is not receipted on an official receipt.

Where the service is responsible for the safe-keeping of guests personal spending money, a record will be kept of all monies spent. A copy of this record and the balance of monies not spent will be returned to the parent/carer on departure of the guest.

## ARRIVAL AT RESPITE

It is necessary to provide an estimated arrival time so as to ensure your visit is well catered for. It is also important to advise the house as soon as possible when your booking is no longer required.

Family/carers need to arrange the transport of the guests to Mainstay.

On arrival at Mainstay, guests are introduced to staff and other guests who are accessing respite.

Any further questions regarding the individual needs of the guests are discussed with the family/carer at this time and noted in the guests file. Consent and medication forms are also checked for currency on arrival.

Personal belongings are unpacked and checked by staff on arrival.

Guests are involved in the normal routines and activities of the house, ie: recreation and leisure activities, meals etc.

## WHAT THE GUEST BRINGS TO RESPITE

- It is only necessary to bring clothes, toiletries and items you would take when going on a holiday ie. special toys, books etc. All other linen requirements are provided. Please ensure that all belongings are clearly named.
- Any necessary equipment eg. walking frame, utensils etc. that are normally used at home and are necessary for a comfortable stay at Mainstay.
- Special dietary foods, eg: cereals, milk etc.
- Medication required during the guests stay.
- Money for personal use.

While Mainstay takes all reasonable care of guests clothing and property, guests are discouraged from bringing valuable clothing and possessions to respite.

Due to mixture of guests who access the service no 'X' rated material, including videos, DVD's, magazines etc. are allowed at Mainstay.

## DEPARTURE PROCESS



The service needs to be notified of an estimated time of departure when a guest is leaving from the house.

The service is to be informed of alternative means of departure e.g. when a guest may leave from school or work to go home in the afternoon.

A personal property list is checked off as bags are packed to avoid loss of items.

Reviews of guests respite visit is given to families/carers it will include responses to goals, activities undertaken, diet, health and well-being by the Mainstay Coordinator.

This will be completed by phone, in person or by mail at the request of the family.

## REASONS FOR STAY BEING SHORTENED

Guests may have their stay cut short on occasions due to unforeseen circumstances such as:

- contagious illness;
- where the safety of other guests and staff is in jeopardy due to inappropriate behaviours and after all possible precautions have been taken. While respite care will not be withdrawn, other options may need to be put in place for the next visit.

## ABANDONMENT OF A GUEST WHILE ACCESSING MAINSTAY

Visits to Mainstay are designed to be time limited. Mainstay is not suitable for long term alternative care and cannot be used for long term accommodation.

## INTEGRATION

The association recognizes the importance of integration of the person who has a disability into the general community.

Guests are able to use community facilities such as shops, banking, transport, medical services, school, work, etc while at Mainstay. The maintaining of pre-existing community involvements will be continued where possible.

The service provides accommodation as close as possible to domestic arrangements as found in any family home.

## DECISION MAKING AND CHOICE

Mainstay offers decision making and choice in all aspects of day to day living. This may involve guests preferences regarding dress, menus, choice of bedroom and décor, and outing venues.

Guests can indicate a preference for a staff member. Every effort is made to arrange bookings for a similar age group, friendships and /or activity preference.

Mainstay has a high ratio of staff to customers and this allows guests to have more choice and flexibility in where they would like to go on an outing.

## VISITORS

Guests are encouraged to invite friends to the house, however Mainstay cannot cater for overnight visitors. Carers can visit guests, if desired, but with due regard to the privacy of other guests.

Phone calls can be taken in private if a guest so chooses. It is requested that guests pay for all private phone calls.

## SMOKING

While smoking is not permitted in the house, guests and visitors who wish to smoke may do so in the designated smoking area.

## ALCOHOL

Reflecting the situation of a typical family home, alcohol is allowed on the premises with the following provisions:

- No person under the age of 18 years will be allowed alcohol.
- Alcohol is consumed in moderation.
- If the consumption of alcohol becomes a disruptive influence, staff have the right to intervene.

## MEALS

Reflecting a typical family home, all food prepared is of a wholesome nature, well prepared and meets the needs of each guest. Guests will be offered a choice of meals. Mainstay can cater for guests on special diets. Guests have the opportunity to cook their own meal if they so desire. Staff can assist where necessary.

## MEDICATION

In accordance with the Health Regulations, Mainstay is unable to stock over-the-counter medications including those used for temperature or pain control (eg: panadol, aspirin etc.). Such medications will need to be supplied by families for each visit and recorded on medication form. It is necessary to ensure that guests have sufficient quantities of all medication to last the duration of their visit. All medication is secured in a lockable cabinet in the kitchen.

## TRANSPORT



It is the responsibility of the family/carer to arrange transport to and from respite for the customer.

Where possible, Mainstay transports guests to and from school and work at the appropriate times.

School principals should be notified by carers if Mainstay staff are to collect students from school.

Taxis' are only contracted by the school to take the student from home to school and return.

Staff are responsible for transporting guests to recreational and leisure activities.

## COMMUNICATION WITH FAMILIES/VISITS REVIEWS

In place are the following communication systems between family/carers and the service.

- The service is willing to liaise with the guests teacher, or any relevant others in the guests life, on request by the guest or family.
- Family or carers can request a meeting with the Mainstay Coordinator at any time, and can also telephone the service to discuss the guests' specific needs or issues.
- Family/carers/guests are encouraged to contact the service at any time with any complaints or concerns in respect to the service they are receiving.