



MEMORANDUM OF UNDERSTANDING

BETWEEN: Synovum Care Group - Wynyard Care Centre, Inglis House North
Cape House South

AND: Residents and their families living in Inglis House North and
Cape House South

Synovum Care Wynyard has implemented small scale living (houses) incorporating relationship based care and support to provide as normal a life as possible. The two houses, Inglis House North and Cape House South provide residential accommodation for seven people. Each resident has their own room with ensuite. The Houses incorporate a fully functioning kitchen and laundry along with a lounge and dining area, a sitting area and outdoor garden space.

The Synovum Care Group strategy and vision for our small scale living and relationship based care and support services is built on:

A new direction in aged care – “As normal a life as possible”.

We listen to you

We work with you

We support

For our customers this means:

- Listening to you, your family or advocate to understand about how you want to live your life'
- Working with you to determine how this can happen
- Providing support to enable you to achieve this



Our strategy supports the Synovum Care Group Vision – to “provide creative solutions for complex needs to deliver as normal a life as possible”.

Residents who make the decision to live in Inglis House North or Cape House South can expect the following:

- **To be involved in all aspects of their daily living activities to the extent that they are capable and wish to be involved.**
- **To be able to make choices about how you would like to live your life while a resident at Wynyard Care Centre – Inglis North or Cape South Houses.**
- **24 hours, seven days a week personal care and support through the House Companion and Registered Nurse coverage.**
- **A normal living environment.**
- **Support by House Companions who are multi-skilled and provide support and services in areas of daily living – preparing and cooking meals, cleaning of the house and laundry. Our House Companions are not required to wear a uniform.**
- **Little to no disturbance during the night once the House Companion leaves for the night around 10:00-10:30pm. Response to call bell for assistance and emergency situations will be the exception and the Night Team at the Centre have full access to the house if these situations arise.**
- **A safe and secure living environment with CCTV utilised at night in the hallway, lounge and dining and kitchen area to enable redirection and/or physical assistance if necessary.**
- **A House Liaison person in each house to support all levels of communication between the residents, their families and friends, other House Companions and the overall Centre team and management.**

In return we ask our residents, their families and friends to commit to working with us to achieve our strategy and our vision to provide creative solutions to complex needs to live as normal a life as possible. You can do this by supporting us with the following:

- **When you attend the Centre to visit please use the secure care park (a pin will be provided for access).**



- Please be mindful of residents and be aware of who is in the vicinity of the care park.
- Access is through the front door. Like and home please knock and wait for a few moments to allow someone to invite you in. The front door is open from *:00am – 7:00pm at night. At other times, the front door is accessible through the use of a card reader for security and safety purposes. A House Companion will be available to open the door if you are visiting prior to 8:00am or after 7:00pm.
- Always be aware that access other than an emergency is through the front door, even in inclement weather – this is a normal part of living.
- For the safety and security of all residents living in the house we request that all visitors leave the house by 10:00pm or when the House Companion leaves for the night. If a resident is seriously ill or palliating we are happy to work with the family to negotiate access at different times and overnight stays in the resident room. Please speak with the House Liaison and/or RN in charge.
- If a resident is returning from an outing and the house has been secured for the night, please advise the RN in charge so they can meet you at the house front door or make alternative arrangements for access.
- Ensure that the residents GP and any other support services they may have visited understand these requirements and all visits are made by appointment.
- Family and friends involvement is encouraged and we ask that you treat the house as you would if you were visiting the resident in their own home. You are welcome to join in a cup of tea or refreshments when visiting and/or occasionally come to dinner as long as this is pre-arranged with the House Liaison.
- Get to know the House Companions and understand the role they play in supporting your family member/friend to live as normal a life as possible.
- Residents and their family and friends continue to have access to the Centre for events, visiting of other residents and general use. The houses are part of the overall Synovum Care Wynyard.
- Recognise and understand that a resident is capable of undertaking an activity such as preparing or cooking a meal with the support and assistance of a House



Companion that this is part of living a normal life and not the House Companion not doing their job. This is their role.

- Provide as much information as possible to the House Companions about your family member/friend so that we can meet their needs as best as possible. For example, information relating to how they lived their life in the general community, their background, the things that are important to them, and anything that may trigger a bad memory.
- Encourage your family member/friend to take part in the planned events and activities that are run through the Centre which may include greater outings into the community and at times there may be additional costs that may be associated with these activities.
- Assist your family member/friend to complete the Motivaction Survey to assist us in ensuring they are placed in the most appropriate house that will meet their base value system.
- Communicate directly with the House Liaison regarding any comments, concerns or issues you may have. You are always welcome to raise any issues with the Operations Manager of the Centre, however we would request that in the first instance any issues are raised directly to the House Liaison team member in your house.

This is a living document and we ask that you advise us of anything that you believe should be included so that our residents are supported to live as normal a life as possible whilst living at the Synovum Care Wynyard.

Your feedback on how we are or are not meeting our objectives and achieving our strategy and vision is most welcome so please let us know.

Signed by: _____ Date: _____

Natasha Chadwick / Yvonne Hunter

Synovum Care Group Pty



IBIS (No 3) P/Ltd t/as Wynyard Care Centre

And

Signed by: _____ **Date:** _____

**Resident/Family Representative
Name:** _____