



# Pennwood Village

Quality Care with European Flair

## 10 Questions – Cultural Diversity

### 1. Are there bi-lingual staff that can speak your language?

Residential aged care homes may have staff employed who can speak your language to assist you with your daily communication needs if your preferred language isn't English. Ensure that there are staff who can speak your language available on each shift.

'Pennwood understands the importance of culture, traditions, faith and language. Pennwood Home Care strives to exceed your cultural expectations by delivering cultural services in your language with appropriate partnerships support workers.'

Pennwood understands the importance of daily communication, culture, traditions, faith and language. Our residential facility and Home Care has bilingual staff available 24 hours/7 days per week, including hospitality services to provide communication and cultural support. Interpreting service can also be arranged for important meetings.

### 2. Are cultural food choices catered for?

The choice to eat a variety of food that is nutritious, balanced, prepared fresh and acceptable within a given culture is important for your health and wellbeing. Ask if the home has different menu choices suitable for your cultural dietary needs.

Pennwood recognises food as an important part of culture and as such we ensure our culturally knowledgeable staff are trained in food handling and traditional cooking which is often passed from generation to generation.

Our menu choices are informed by our own residents (regular surveys) taking into account individual nutritional requirements and providing a variety of choices at every meal with likes and dislikes are respected and recorded.

Cultural aspects such as fasting days are honoured and supported at Pennwood with special cultural days and multicultural events also celebrated with residents and the wider community ie. St Patricks Day, Slava Day and Harmony Day.

**3. Are there specific house rules that you need to be aware of that may differ from your routine?**

Some residential aged care homes may have rules that determine bed times, meal times and when personal care is provided. Find out how much choice is available with your daily activities to ensure they meet your cultural needs.

Pennwoods' Home Care is flexible, culturally considerate and negotiated with you. Staff are available to provide choice and preferences in regards to timing of personal hygiene services or other services (washing not done on religious special days).

In RCF meal times are a times of social interaction and maintaining friendships. Meals are served at set times to ensure freshness and the highest standard is delivered. Breakfast is served at 8am, Lunch 12md Evening meal 5pm Morning and afternoon tea is in activity room or in rooms as needed. This meal service also includes medication administration as needed.

Sleep and personal care routines are discussed and negotiated with staff on an individual basis and are routinely reviewed.

**4. What are the fees and charges for the services and will there be any additional costs?**

Your income and assets will determine what you will need to pay for your care. It will also determine if you are eligible for any type of subsidy. Some residential aged care homes may also have extra charges for specific items or a basic daily fee. Ask the home what your care is going to cost.

Pennwood Home Care will provide you with all the information about fees and charges. The coordinator will explain services available and arrange a home visit to negotiate a care plan with you prior to signing up for a Home Care package. These services are individually billed and clearly set out on the statement that you will receive monthly.

We also have private services available for clients awaiting for a government funded package or not wishing to enter the aged care system.

Generally speaking fees are determined by DOH. The daily fee charge is 85% for full pensioners and then either a bond or a deposit. Prices vary dependent on house, room, your assets and income. Our prices are outlined on our website and My Aged Care website. We also have Extra Services currently is \$16.50 per day - we have brochures setting out these services.

**5. Are cultural needs being acknowledged?**

Understanding and valuing cultural diversity is essential as culture is a defining feature of a person's identity. Many organisations now cater to specific cultural needs, whatever your background. Ensure that the service can meet your cultural needs.

Pennwood encourages cultural diversity through individualised care planning and conversations to ensure your cultural preference is accommodated. All staff are trained to understand and value different cultures their beliefs and needs. Through different programs and activities Pennwood provides opportunities to participate and immerse in all cultural activities and events.

**6. Are religious practices and spiritual beliefs accommodated?**

Religious practices and spiritual beliefs are vast and varied across the multitude of cultures in our society. Find out how the residential aged care home assists its residents with their religious and spiritual needs.

Pennwood encourages and actively supports all residents and clients to be able to practice their religious beliefs in the way of their choosing. Pennwood also supports religious events and celebrations (e.g. church service videos, food prep, home decorations etc.) by providing transport either by car or bus, visit from religious leaders and opportunities within the facility to participate. Privacy and dignity is provided during these times. Communion mornings at Pennwood is available as requested. Pastoral Care is arranged to meet spiritual needs at any stage with a chapel is on site with Peace Rose Garden for all denominations.

**7. Are family and friends visiting at the resident's convenience encouraged?**

Family and friends have an important role in many cultures. Find out if there are restrictions that might limit visiting. If your family want to share a meal or stay overnight, is this allowed?

Pennwood recognises and encourages family participation and inclusiveness throughout the admission, service delivery and review process. Pennwood partners with you and the people who you chose to be involved in your care. If you wish, Pennwood will liaise with family members to adjust any services you may need.

At our facility, Pennwood has no limitations to visiting hours. Families can order meals and overnight stays can be arranged especially in end of life stage and interstate visits. Please advise staff if your family would like to visit outside of daylight hours (late at night) to ensure your family feels welcomed on arrival.

Relatives Meetings are 3 mthly 1st Tuesday of 3rd month Feb; May; Aug; Nov  
Family and friend are welcome to celebrate milestones such as birthdays with a function room ion House 6 available for booking.

**8. Do you have a cultural activity that you do regularly?**

Are there any specific cultural activities in your daily routine or social interactions? Ensure that the residential aged care home is aware of the importance of having these activities included in your daily routine.

Pennwood has strong multicultural community connections i.e. Multicultural Aged Care -Café 94 in which we encourage participation and inform clients and resident via organisational newsletter, notice on the front door.

When negotiating your care for services directly in your home, your cultural needs are sought after and included in the delivery of your care.

In our residential setting, we promote cultural specific events through TV free to air TV programs events i.e. Anzac, Eurovision Song Contest, sporting events, food prep, home decorations, photography etc.

The lifestyle calendar incorporates activities from various cultures i.e. Polish, Ukrainian, Hungarian, Serbian and English. Adelaide tours of cultural significance with Pennwoods small bus promotes reminiscence and social interaction.

**9. What are the accommodation arrangements like?**

Being accustomed to living a certain way may be the deciding factor when you're looking for a residential aged care home. Make sure you are comfortable with the proposed living arrangements. Find out what you can and can't bring with you.

Residents are encouraged to bring items that mean a lot to them to their new home. Pennwood approach to care is personalised and breaks down the traditional clinical model of care into households, each with their own front/back door for privacy with a personal key provided to you. Supervised by clinicians, the facility offers comfortable dining rooms, living rooms, private gardens and plenty of extra spaces. Gone are the institutional ward type buildings and practices.

The households are furnished in comfortable homely décor, cosy sofas and personal belongings. Our households smell like home, look like home and most importantly feel like home.

Living spaces includes Large Single Room Ensuite and Kitchenette services are available to remain independent. Staff deliver regular cleaning and laundry services. Couples rooms are also available.

## **10. Making a complaint?**

You have the right to complain if you are not happy. Find out how you make a complaint in your residential aged care home. Interpreters can help if you call Translating and Interpreting Service (TIS) on 131 450

Pennwood encourages feedback as it provides us with an opportunity to continually improve our service to you.

We offer surveys, Feedback forms, Resident focus groups, Family conferences through our Behaviour Advisory Group. Our commitment to feedback handling is outlined in our Resident and Client handbook.

Feedback is managed quickly and confidentially with the involvement of the management team as required.

Brochures are available in the Admission Pack for HC and RCF which points out your Rights. The Staff will attempt to resolve the complaint as soon as possible, refer to CE and provide feedback on the process and check you are satisfied with the result, a mediator may be necessary if not resolved or refer to DOH or ARAS