

The Whiddon Group Condobolin – Residential Care

Welcome to Whiddon

This compendium contains all you need to know about your new home. It also includes your Client Information Handbook and details about the care, lifestyle and wellbeing services available here at Whiddon Condobolin.

whiddon.com.au



1300 738 388

Life is a journey



The **Whiddon** Group

Contents

Useful information	2
Administration and contacts	2
Cleaning	2
Client committee	2
Communication	2
Hairdressing	2
Kiosk	3
Laundry	3
Leisure and lifestyle programs	3
Library	3
Mail	3
Maintenance	3
Meals	3
Newsletter	3
Newspapers	5
Nursing and medical assistance	5
Office hours	5
Outings	5
Pastoral care	5
Pets	5
Pharmacy	5
Religious services	5
Resident meetings and feedback	6
Television and radio	6
Visiting hours	6
Meals and refreshments	8



Useful information

Administration and contacts

Our Administration Team can assist you with several services such as answering questions, statements and accounts queries, mail, requests for transport, maintenance requests, organising labelling of clothes for the laundry or appointments.

Administration Team

02 6895 6500

Available Monday – Friday 9 am – 4 pm
for all general enquiries.

Out of hours

The main line has an automated assistance program which provides options for you to be transferred to a particular area.

Comments and compliments

02 9895 6500

Emergencies

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Cleaning

Client rooms are cleaned on a weekly basis, or as needed. Linen is changed once a week or refreshed as needed. The weekly cleaning includes a full service with dusting, vacuuming, mopping and cleaning of the ensuite bathroom where applicable. Common areas around the home are cleaned more frequently.

Client committee

Our Client committee meets regularly to discuss any concerns, changes or to provide feedback. We encourage you and/or your family or representative to attend these meetings. Dates and times of the meetings are published on the notice board and in the monthly activities calendar. All suggestions to improve the day to day running of the home are appreciated, and a copy of the meeting minutes is displayed on the notice board.

Communication

Telephone numbers

Our phone number is 02 6895 6500.

It is manned during office hours, Monday to Friday. For after hours calls, the line will be transferred to the nurses station.

Personal telephone

If you wish to have a personal telephone connected to your room, please speak to our administration team. Costs associated with the connection and use of personal telephones is passed on to the client.

Hairdressing

We have an onsite hairdressing salon and a hairdresser who visits [every week](#). For appointments and enquiries, please see the nursing staff or contact one of the administration team.

Kiosk

Our kiosk, located in the Lachlan lounge area, is open on [Wednesdays](#). Please contact one of our team members if you require items outside of the scheduled opening times.

Laundry

Personal clothing is laundered onsite by our care services team. To arrange ironing and personal laundry, please see our administration team at reception. Dry cleaning can be arranged through our home and is at the clients' expense.

Leisure and lifestyle programs

We offer an extensive range of leisure and lifestyle activities, from bus trips and musical performances, to knitting and craft groups and the Play Up humour therapy program.

Please see the monthly activity calendar for more details or speak to our leisure team.

Library

The Whiddon Group Condobolin has a small onsite library for clients to borrow from. We have regular visits to the Condobolin Library which clients are welcome to join or, alternatively, one of our team members can hire books on your behalf. Please speak to one of our staff members for more information.

Mail

Personal mail can be sent to you at the following address and will be delivered to you daily from Monday to Friday. Outgoing mail can be posted at reception. Assistance with reading and writing mail is available on request.

[The Whiddon Group Condobolin](#)
[Madline Street](#)
[Condobolin NSW 2877](#)

Maintenance

Please talk to a team member or the Director Care Services if you have any maintenance requests or, alternatively, please contact our Administration Team on [02 6895 6500](#). Please note that some services may incur an additional fee.

Meals

Please see the meals and refreshments page for details and times.

Newsletter

A service newsletter is produced bi-monthly for clients, family members and employees to stay up to date on our latest news and events. If you would like to submit an article, poem, recipe or similar to the newsletter, or if you have any questions, please speak to our administration team.



Newspapers

Local newspapers are delivered for clients to read and are available in the main lounge. Clients may also choose to have their own copies of the paper delivered at an additional cost, please see reception for more information.

Nursing and medical assistance

We have nursing staff available [24 hours a day, 7 days a week](#), with a registered nurse on duty 7 days a week.

Doctors regularly visit our home, please check with the registered nurse or a team member for more information or to request an appointment.

Office hours

Our administration office hours are [Monday – Friday 9 am – 4 pm](#).

However we have staff onsite at our home 24 hours a day, 7 days a week, to assist you.

Outings

We have a private bus available for client outings and regularly take trips to local areas of interest such as surrounding towns, Condobolin CBD, Gum Bend Reservoir, art galleries and shopping centres.

Pastoral care

We are recipients of the Community Visitors Scheme, pastoral care may be organised by request, please see our administration team for more details.

Pets

Please speak to management to discuss personal pets in the home.

Pharmacy

Parkes Pharmacy is our contracted pharmacist and delivers client medication orders daily. Personal items can be ordered and delivered through Parkes Pharmacy, please speak to a Whiddon staff member to arrange an order.

Religious services

The Whiddon Group is a non-secular organisation and encourages religious freedom for our clients. Ministers of all religions are welcome to visit as often as they or the client wishes.

The Whiddon Group Condobolin has a number of regular visiting services:

[Anglican services](#)

Second Wednesday of each month.

[Catholic services](#)

Third Wednesday of each month.

[Additional services](#)

Available by request. Please speak to our administration team for more information.

Resident meetings and feedback

Our residents meet regularly to discuss any concerns, changes or to provide feedback. We encourage you and/or your family or representative to attend these meetings.

Dates and times of the meetings are published in the monthly activities calendar. All suggestions to improve the day to day running of the home are appreciated, and a copy of the meeting minutes is displayed on the notice board.

Alternatively, you can provide feedback by speaking to an employee or a manager, writing a letter or completing a comment form. These can be submitted anonymously via our comments box at reception.

Television and radio

Televisions, DVD players and sound systems are available in many of our lounge areas for client use. You are also welcome to use a personal television or radio. Please be mindful of other residents' privacy and ensure that headphones are used afterhours or where the volume is high.

Please note that any personal electrical equipment, such as a radio, hairdryer or television, brought into the home must be checked and tagged by an electrician for safety purposes prior to use. We are able to organise this for you for a nominal fee.

Visiting hours

We are open [24 hours a day, 7 days a week](#) and, like in your own home, we allow visitors at any hour. We do ask that you are mindful of other clients and, if visiting early in the morning or late at night, are respectful of their privacy.

If you are visiting outside of office hours, please ring the doorbell to access the home.



Meals and refreshments

Breakfast		8–9 am
Morning tea		10 am
Lunch	Lachlan	12–1 pm
	Tilga/Kelly	12.30–1.30 pm
Afternoon tea		3 pm
Dinner	Lachlan	6–7 pm
	Tilga/Kelly	5–6 pm
Supper		7.30 pm

Our meal times are flexible, please speak to our catering team for more information.

We pride ourselves on providing a fresh, nutritious and seasonal menu, with choices at every meal. Our home has a spacious dining room where you can enjoy meals in a social setting.

A varied menu is offered and we welcome your feedback and contributions towards the menu. Individual preferences and dietary requirements are catered for, and consultation with a dietician can be arranged as required.

Our catering services provide for a wide range of dietary requirements, including: texture modified meals, gluten free, vegetarian or vegan, cultural diets, diabetic diets, and low or high fat diets.

Family and friends are welcome to join you for a meal, a cup of tea and special occasions and celebrations. Please let our administration team know if you would like a family member or friend to join you for a meal, there is a nominal dining charge for visitors.

If you are ill and require meals in the privacy of your room, please let a staff member know, we are more than happy to arrange this for you.

Tea, coffee, water, juices and supplement drinks are available throughout the day.

Happy hour

Our home has a regular happy hour every Friday afternoon. Drinks are provided.