

The Whiddon Group Grafton – 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 Grafton.

whiddon.com.au



1300 738 388

Life is a journey



The **Whiddon** Group

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Useful information

Cleaning

Client rooms and common rooms are cleaned on a daily basis. Linen is changed once a week or refreshed as needed. The cleaning includes a full service with dusting, mopping and cleaning of bathrooms and the ensuite bathroom where applicable.

Client Committee

Our Client Committee meets bi-monthly 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.

Communication

Telephone numbers

Our phone number is [02 6644 2400](tel:0266442400)

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 contact Telstra to make arrangement for connection. Other costs may be incurred if an electrician is required.

Hairdressing

We have a hairdresser to cut clients hair on a 6 weekly basis at a cost. A volunteer gentlemen's barber visits regularly. Each Friday morning, the ladies from the Red Cross volunteer their time to set the ladies hair.

Laundry

Personal clothing is laundered at our Maclean facility and returned 5 days a week.

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.

We have a facility pet for client's pet therapy and entertainment.

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

Library

The Whiddon Group Grafton has a small onsite library for clients to borrow from. Grafton Library has a fortnightly service which all clients are welcome to borrow anything from books, large print books, magazines, CDs, talking books and movies. Just let our activities team members know if you are interested.

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, please speak to one of our staff members.

The Whiddon Group Grafton
125 Crown Street
Grafton NSW 2460

Meals

Please see the meals and refreshments page at the back of this compendium 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

Daily local newspapers are delivered for clients to read. Clients may also choose to have their own copies of the paper delivered at an additional cost, please see reception for more information. We also have a weekly delivery of a free local paper.

Office hours

Our administration office hours are
Monday – Friday 8 am – 4.30 pm.

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

Outing

We have a community bus available for client outings and regularly take trips to local areas of interest such as surrounding towns, CBD, local museums, art galleries, clubs and shopping centres.

Pastoral care

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

Pets

Visits by family with clients' personal pets is permissible. We also have our own pet therapy dog who is available for cuddles 5 days a week. Please speak to a staff member for more information.

Pharmacy

GoodPrice Pharmacy is our contracted pharmacist and delivers client medication orders daily.

Personal items can be ordered and delivered through GoodPrice, please speak to a Whiddon Registered Nurse 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 Grafton has a number of regular visiting services:

Pastoral carers

Visit each Sunday morning.

Anglican services

Fourth Wednesday each month (Courtyard).

Presbyterian services

Third Wednesday each month (Courtyard).

Catholic services

Second Wednesday each month (Courtyard).

Additional services

Available by request. Please speak to our activity officer for more information. Check activity calendar for changes.

Television and radio

Televisions, DVD players and sound systems are available in our lounge areas for client use. You are also welcome to use a personal television or radio. Please be mindful of other resident's 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 for safety purposes prior to use. We offer this service to you for free. Please speak to our staff at reception.

Vending machine

We have a drinks and a confectionery vending machine in the alcove located near the activities room for purchase of snacks.

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	12.15 pm
Afternoon tea	2 pm
Dinner	5–6 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 second Tuesday afternoon, drinks and nibbles are provided. We also have 'treat days' on Fridays, where we have coffees, milkshakes and sodas served with specialty cakes and biscuits