

CHL: Partners in Care

Working Together for Great Care

At CHL, we know that good healthcare happens when everyone works together. Older people and their families, as well as our employees, all contribute to delivering quality care and services. We want everyone who visits to feel safe, respected, and able to contribute to health and well-being. We focus on supporting older people to live the life they choose by upholding the Statement of Rights. <https://www.health.gov.au/aged-care-statement-of-rights-video?language=en>

Partners in Care

At CHL, families are important in helping us provide care. We work together with the individual and their families to make personalised plans for care and support that meet the needs and wishes of each older person. Families help us make decisions so that the care and services match what their loved ones want. By working together, we build trust and share responsibility, making care better for everyone.

[Partnerships in care – Partner information package | Aged Care Quality and Safety Commission](#)

Stopping Infections

At CHL, we work hard to keep everyone healthy by stopping the spread of infections. Here's what we do:

- Clean Hands: Everyone, including employees, Residents/Clients, and visitors, needs to clean their hands often. Hand sanitizer stations are everywhere in our building.
- Protective Gear: We give masks or other protective items to employees and visitors when needed to keep germs away; if there is an outbreak you will be notified and supported with how to wear any equipment.
- Cleaning Spaces: Our employees make sure shared areas and things people touch often are regularly cleaned.

- Checks and Tests: We regularly check residents, employees and visitors for signs of sickness and keep watch for any problems.
- Learning: We help employees, older people and visitors understand the best ways to stop germs from spreading.

Please watch [Your role in infection prevention and control when visiting an aged care service](#) for more information of what else you can do

By following these steps, we keep everyone safe and healthy at CHL.

Respecting Rules

At CHL, we want our Services to be a place where everyone feels safe and respected. That's why we have rules for behaviour. Here are the most important ones:

- Respect Everyone: Be kind and respectful to others. No rude or harmful behaviour is allowed.
- Privacy: Residents and Clients personal information is private. Visitors should also respect the space and privacy of others.
- No Harmful Actions: We do not allow bullying, violence, or any other aggressive behaviour.
- Follow Rules: Everyone must follow CHL's rules, including cleaning hands, wearing masks when needed, and accessing designated areas.
- Work Together: We uphold the right for older people to make their decisions, built on relationships with all who are involved in the planning and delivery of care.

These rules make sure CHL stays a safe, peaceful place for everyone.

It is essential for everyone, employees, families and visitors to uphold the Statement of Rights through the demonstration of the Code of Conduct.

[Statement of Rights](#)

[Visitors Code of Conduct](#)

Visiting

We know how important it is to maintain relationship and connection. Visiting our facilities is an important part of maintaining connections and providing support to residents. We have guidelines in place to ensure safe visitor access, especially during periods of outbreak. Essential care visitors, including partners in care, are allowed to visit and provide necessary support. Registered assistance animals are viewed as a partner in care for all visiting requirements. We ask all visitors to follow infection control measures, such as performing hand hygiene and wearing PPE, to protect themselves and others. Our goal is to maintain continuity of visitation while ensuring everyone's safety.

Please ensure you are familiar with:

- Checking in when visiting our Services- being honest with symptoms
- Register your loved one's exit and return so we are aware of who is in our care at any time
- Kids are always welcome under the supervision of a responsible adult
- Pets are able to visit on a lead, with vaccination details provided to our team and must always be handled by a responsible adult. Limitations on access to food preparation and service areas will be enforced by CHL.
- Food is able to be brought in and shared safely which is outlined here for you to be guided [Aged Care - food safety tips brochure continuous.pdf](#)
- Number of Visitors: Where there are legislated or recommended limitations, this will be communicated in advance to people.
- Visitor Rules: Visitors are to follow the Aged Care Code of Conduct and all reasonable directions which may include for infection prevention and safety, to ensure the well-being of everyone in our Services.

There may be circumstances where CHL will make adjustments to these processes for a reason which will be communicated at the Service and time the decision is made.

These small asks will help make visits enjoyable.

Working Together

By helping stop infections, following respectful rules, and following tips for visiting, we can together give the best care possible for your loved one.