

## Rights and Responsibilities of guests of Woonona Cottage

### You have the right to:

- be treated with respect & dignity.
- have all matters concerning you (the carer) & the care recipient treated in a confidential manner.
- have a person of your choice involved in all discussions.
- have any grievances dealt with promptly by the appropriate person(s).

### Your responsibilities are:

- to advise the Cottage staff of any areas of concern.
- notify the staff of your care preferences/ concerns.
- participate, on a voluntary basis, in any evaluation of the program.
- payment of the agreed contribution to the program.



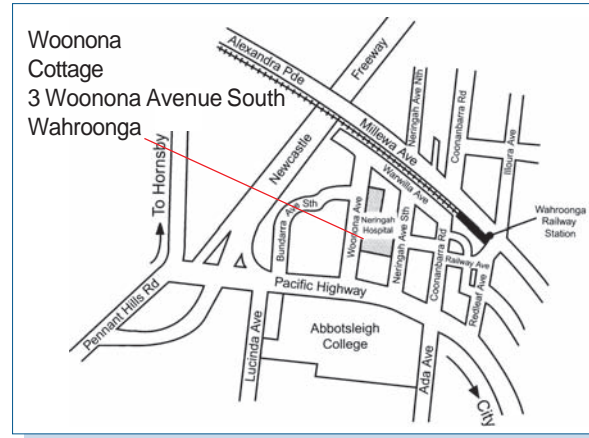
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### For Information or bookings:

Woonona Cottage  
3 Woonona Avenue South  
Wahroonga NSW 2076  
Phone 9488 2288  
Fax 9488 2305

*If a break is what you need... contact the Cottage staff for information and details.*



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# Woonona Cottage

## Information for Carers



Providing short-term caring respite for carers of the frail aged and those with dementia, in a community setting

An Australian Government Initiative

## Woonona Overnight Respite Cottage

Woonona Cottage is funded by the Department of Health and Ageing and is available to all carers in the Northern Sydney region.

Hope Healthcare has been providing quality services and care since 1907.

Woonona Cottage was established by Hope Healthcare to provide planned individual and group respite in a homelike setting to meet the needs of the carer and person in their care. We cater for people with dementia and those who do not have dementia and can provide the care required to manage people with challenging behaviours.

The Cottage staff aim to offer a safe and happy environment for our guests whilst reassuring the carer that our guests will be given every attention possible.

Our staff are experienced, caring and committed to Best Care.

The Cottage complies with all relevant standards ensuring quality service provision and accountability.

### Length of stay?

The Cottage is open from lunchtime Wednesdays and closes at 4.30pm on Sundays. Guests can stay from one to four nights.

The cottage caters for the individual's needs and these are established at an assessment prior to booking into a stay.

Our qualified staff will make suitable arrangements with the carer to either visit them at their home or meet informally at the Cottage.

### What happens during our guest's stay?

Within the homelike atmosphere guests are able to participate in a range of activities. These include cards, games, lots of reminiscence, gardening - if the weather permits (there is a lovely old garden), short walks to neighbouring sights and or shops. Outings are always available in the Cottage vehicle and many interesting destinations are on the 'tour' list.



### What is the cost?

We do request a nightly fee of \$30.00 per person. Please discuss this with the Woonona Cottage staff if you have concerns.

### Transport

We can in an emergency provide transport, however it needs to fit in with all the other guests and the daily running of the Cottage. Please discuss with Cottage staff, should such an emergency arise.

### Medications

As we do not employ a registered nurse, please ensure that necessary medications needed whilst staying at Woonona Cottage, are in a Webster Pack (or similar, packaged by a pharmacist). These are to be handed to the Woonona Cottage staff on arrival.

If you require more assistance on this matter please talk to the Cottage staff.

### What to bring?

We do encourage carers to name all items of clothing that they send to the cottage, in the event that sharing amongst our guests takes place.

We recommend that some familiar items are brought along with our guest (eg favourite shoes, or jumper).

We suggest that the carer discuss the amount of money that our guest may need, with the Cottage staff (out-of-pocket expenses are the responsibility of the client, eg entry to movies and special places of interest).