



*Rembrandt*  
living

## Rembrandt Court Resident Handbook

info@rembrandtliving.org.au [rembrandtliving.org.au](http://rembrandtliving.org.au)  
Residential Care | Home Care | Dementia Support | Respite

living  
your  
best *life.*

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# Welcome from the CEO



**Paul Shields**  
Chief Executive Officer

It is with genuine pleasure that I welcome you to your new home, Rembrandt Court. We pride ourselves on offering high quality down-to-earth Home Care, Residential and Respite Services that have been enjoyed by people of all cultures, not just the Dutch, for over 25 years.

We describe our organisation's philosophy using the Dutch word "Gezellig" which means warm and welcoming. It is where people are friendly and use straightforward language and old-fashioned manners. Everyone is known by their name and family-like. Welcome to this family!

We are proudly small, not-for-profit and only employ staff who are truly dedicated to the wellbeing of our Residents - I am proud to work for an organisation like this. I am confident that the level of service you will receive will be second-to-none and will exceed your expectations. Despite this however, trying, we don't always get it right so please let us know (no matter how minor) and we will do everything in our power to fix it and stop it happening again.

As you will read later in this document, Rembrandt Living (formerly Dutch Aged Care) was established over 20 years ago by an inspirational Dutch woman and a group of helpers. Whilst everything we do today retains its Dutch-flavour, our services have proved desirable to people of all cultures. The current Residents of Rembrandt Court are people from over 15 different cultures. Our staff group reflects this cultural diversity and is celebrated!

I am available to speak with you personally at any time - my office is located next to the Rembrandt Court front door or on telephone 8198 0300 or 0427 000 573.

I wish you well on this exciting new chapter at Rembrandt Court.

Warmest Regards

A handwritten signature in black ink, appearing to read 'PS', followed by a long horizontal line.

**Paul Shields**  
Chief Executive Officer

# Senior Leadership Team



**Timara Poulish**  
General Manager

I take this opportunity to introduce you to Rembrandt Court's Senior Leadership Team. Timara Poulish is our General Manager Residential Services, Cristyl Koller is our Clinical Manager, Nicoline Munday is our Dementia Care and Training Manager and Amy Sutton our Wellbeing and Engagement Manager.

Timara's role is to manage all aspects of Rembrandt Court Residential Home (including hotel services, maintenance, quality and safety).



**Cristyl Koller**  
Clinical Manager

Cristyl's role manages all aspects of Residential Care (including the daily running of our home incorporating nursing and care).



**Amy Sutton**  
Wellbeing and Engagement Manager

Amy's role is to manage all aspects of resident wellbeing and engagement, which includes a team of staff and volunteers. The team develop and deliver the Rembrandt Court Live, Love, Laugh Social Program, which includes a range of daily activities, large events and one on one social and emotional support in consultation with residents and their families.



**Nicoline Munday**  
Dementia Care & Training Manager

Nicoline is accredited in the Teepa Snow, Positive Approach to Care® techniques and practices. Rembrandt Court is proudly one of only a few organisations in Australia accredited in Teepa Snow techniques, which is recognised worldwide.

Other key staff involved with the development and delivery of care include:

- » Lisa Foster, our Clinical Advisor specialises in Clinical Admissions, Care Planning and individualised Goals with our residents.
- » Our Allied Health team, led by Davina Hart, plays a key role in supporting residents health, mobility and independence. The team works closely with residents to identify individual care needs and develop personalised goals that promote wellbeing and quality of life.
- » Residential Admissions team work closely with our residents and families to ensure their transition to Rembrandt Court is smooth and successful as well as providing ongoing support as required.



**Lisa Foster**  
Clinical Advisor



**Davina Hart**  
Allied Health Manager

# Charter of Aged Care Rights



All Australian government funded aged care recipients have the right to:

1. Safe and high-quality care and services.
2. Be treated with dignity and respect.
3. Have my identity, culture and diversity valued and supported.
4. Live without abuse and neglect.
5. Be informed about my care and services in a way I understand.
6. Access all information about myself, including information about my rights, care and services.
7. Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk.
8. Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions.
9. My independence.
10. Be listened to and understood.
11. Have a person of my choice, including an aged care advocate, support me or speak on my behalf.
12. Complain free from reprisal, and to have my complaints dealt with fairly and promptly.
13. Personal privacy and to have my personal information protected.
14. Exercise my rights without it adversely affecting the way I am treated.

For more information visit the Aged Care Quality and Safety Commission's (ACQSC) website [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

## The Rembrandt Difference



The Rembrandt difference comes directly from our Dutch roots and values which we describe as 'Gezellig'. You need to be Dutch to pronounce it but you don't need to be Dutch to love and want it! You can sense, see, feel, touch and taste it in everything we have, we do and we are - everything Rembrandt!

There is no English word for Gezellig; however, it means warm and welcoming. Our rooms are homely, and our halls are filled with trinkets and things that are reminiscent of our residents' homes and days gone by. Our food is seldom fancy, always comforting and not often eaten alone. Life is celebrated enjoying each others' company with fun and frivolity.

Rembrandt Living exists today due largely to one woman's unsuccessful search in the 1980s to find culturally appropriate aged care services. The realisation that there were lots of people in this difficult situation following the mass European immigration post-World War II drove this woman to set about changing this. This woman is Tinie Nieuwenhoven.

## Our History

Tinie (and a willing group of helpers) established a service that would allow people to live together in a community designed for their physical and cultural needs. The Dutch (and other northern European) languages, festive days, food and other customs would be made accessible in a community atmosphere, improving the wellbeing of all. After years of fundraising, lobbying, hard work and knock-backs, Rembrandt Living's residential facility Rembrandt Court in Oaklands Park opened its doors to its first residents in 1993.

Tinie was very particular in that the home and any services provided had to be "Gezellig", a Dutch term meaning homely, warm and welcoming - there was to be nothing institution or hotel-like. Over the years, this homely, welcoming and straight forward "Dutch" way has been sought after by not just those of Dutch descent but Belgians, Austrians, Germans, Indonesians and even true-blue Aussies. We provide services to people from many different cultures and enjoy meeting all of their needs, including their cultural needs. Tinie's sheer tenacity, work ethic, empathy and strength of character lives on in the culture and values of our organisation today. We can proudly say that this is verified by Tinie herself as she is now one of our beloved residents.

## Our Vision

To be the leading distinctive provider of aged care services and dementia expertise in South Australia.

## Our Mission

Together with our clients and residents we provide a unique 'Dutch style' of service that enables them to live their best possible life, as they age.

## Our Purpose

To offer people an environment and the means to improve their health and happiness by providing high quality individual care and services.

## Our Guiding Principles

### Gezelligheid

This is our foundation guiding principle and is inherent in everything we do. There is no English word to describe it, however it means home is comfortable, warm, cosy where people are friendly, welcoming, almost family like and use old fashioned manners.

### People

Our clients and residents and their needs are at the heart of everything we do.

### Purpose and Independence

We encourage independence and everything we do has meaning and relevance for our clients and residents.

### Diversity and Equality

We celebrate our diversity and are committed to treating people equally regardless of race, ethnicity, sexual orientation, religious background, status or position.

### Pragmatism

We are straightforward, helpful, open and honest.

### Empathy and Agility

We show compassion, empathy, flexibility and are responsive.

### Celebration

We celebrate achievements, happy times, and special occasions.

## Governance



Rembrandt Living is governed by a Board of Directors who are accountable for the delivery of safe and quality care and services. The Board sets the strategic direction of the organisation and delegates the day-to-day responsibility of running the organisation to the Chief Executive Officer (CEO). The organisation has a range of corporate governance, clinical governance and risk management systems that support the delivery of safe and quality aged care services. To learn more about our Directors please visit our website [www.rembrandtliving.org.au](http://www.rembrandtliving.org.au)

## Your Involvement

Residents' involvement at all levels of the organisation is crucial to ensuring our services continue to meet the needs and preferences of our residents.

Residents are invited to participate in Weekly Informal Meetings to discuss anything on their mind and receive information about current projects or events. Please refer to the Activities Calendar for details on times and locations of scheduled events and check the weekly Windmill Newsletter for updates and minutes from the previous week.

In addition to these regular communications, Rembrandt Court also hosts resident and family meetings, information sessions, and an Annual General Meeting to keep everyone informed and involved.

The Residential Consumer Advisory Committee is an advisory committee reporting to the Board and chaired by a Board Director. The purpose of this meeting is to report to the Board on relevant consumer issues to ensure that planning, decisions, investments, and innovations are resident-centred, cost effective, locally relevant and aligned to care experiences and expectations.

The functions of the Residential Consumer Advisory Committee include (but are not limited to):

- » Advise Rembrandt Living on consumer, carer and community views so they are recognised and reflected in service delivery, planning and policy development.
- » Make recommendations from a consumer perspective, for Rembrandt Living to consider.
- » Advocate on behalf of the community, including cultural safety; and
- » Participate in the monitoring and evaluation of service quality and feedback.

Rembrandt Court residents are also encouraged to join the Residential Quality Care Advisory Group (RQCAG). Effective governance and strong leadership are essential to ensure safe, high-quality aged care services and positive experiences for older people. Our commitment to continuous improvement and the wellbeing of the people we care for drives everything we do.

RQCAG plays a crucial role in supporting and advising our Board. It provides valuable insights into how we can deliver better care and continue to improve our services.

As an RQCAG member, you will take part in quarterly meetings and discussions aimed at shaping the future of care at Rembrandt Court. The role of RQCAG is to support and inform the Board, help with problem-solving, and suggest improvements.

Rembrandt engages residents in a variety of other ways including our feedback system, ongoing regular surveys, audits and weekly Residents' Meeting.

## Accreditation



All aged care services in Australia must be accredited by the Aged Care Quality and Safety Commission to receive Australian Government subsidies. The Commission undertakes audits to assess performance against the Aged Care Quality Standards. Rembrandt Living is committed to meeting the requirements and employs a team approach to maintaining a high standard of care and services.  
[www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

# Strengthened Aged Care Quality Standards

Expectations for older people



## Aged Care Star Ratings

Star Ratings help older people, families and carers easily compare the quality of aged care homes, with each home rated from 1 to 4 stars. We're proud that Rembrandt Court has consistently maintained a 4-star rating since the system began.

## Understanding Care Minutes

As an Approved Provider of residential aged care, we are required to deliver a set number of direct care minutes to each resident every day. This includes care provided by our dedicated team of nurses and care workers, with a portion of that care specifically delivered by a Registered Nurse (RN). These care minutes are set by the Australian Government to ensure residents receive the right level of support for their individual needs.

At Rembrandt Court, we are proud to share that we have exceeded the government's minimum care minute requirements every quarter since the program began. This reflects our strong commitment to providing high-quality, person-centered care every day.

## Food, Nutrition & Dining

We understand that a positive food and dining experience is essential to the health, wellbeing, and overall quality of life of our residents. When meals are enjoyable and tailored to individual needs and preferences, residents are more likely to eat and drink well, which helps prevent malnutrition, dehydration, and unplanned weight loss. We are committed to meeting the Aged Care Quality Standards by ensuring our food services are of high quality, nutritious, and respectful of each person's choices. If you have any specific requests or concerns, please raise this in the first instance with staff so that we can accommodate your preferences.

ACQSC has established a Food, Nutrition and Dining Advisory Support Unit and a dedicated hotline available on 1800 844 044, Monday to Friday, from 9.00am to 5.00pm. Residents and their representatives can call the hotline to ask questions, seek support, or raise any concerns or complaints about food and dining experiences in aged care.

## PAC Organisation



The Positive Approach to Care® aims to change the culture of dementia care and decrease the stigma around dementia with positive, educational training. PAC is for every individual connected to those living with brain changes and dementia. The PAC team believes every caregiver and person living with dementia is doing their best, and that when they know better, they will do better.



We understand that living with dementia brings many changes, not just for the person, but for those around them too. That's why we use the Positive Approach to Care®, created by dementia care expert Teepa Snow.

This approach helps us see the person behind the dementia. It gives our staff, families, and care partners simple and supportive ways to better understand what's happening, and how to respond with kindness, patience, and respect.

We're proud to say Rembrandt Living is the first aged care service in Australia to be officially recognised as a Level 2 PAC Designated Organisation. This means our team is trained in Teepa Snow's techniques, and we use them every day to make life better for people living with dementia.

PAC reminds us that everyone is doing the best they can, and that with the right knowledge and support, we can all do even better. It's about making everyday moments more meaningful, and helping each person feel safe, understood, and valued.

## Who is Teepa Snow?

Teepa Snow is a caring Occupational Therapist and a world leader in dementia care. She created the Positive Approach to Care®, which helps care partners understand and support people living with dementia in a kind and respectful way.

Her approach focuses on what the person can still do, and how care needs to change gently as dementia changes. It reminds us to meet the person where they are, with patience and understanding.

Teepa also developed a technique called Hand-under-Hand®. This is a gentle way to connect with someone and offer help without taking over. It allows the person to feel more in control, while the care partner gives just enough support. It might be used to help with brushing hair, eating, or getting dressed, always with comfort and dignity.

At Rembrandt, we proudly follow Teepa's approach. It fits our strong belief in how positive, supportive dementia care can make a real difference, for both the person and their family.

Hand-under-Hand is a better way to get connected with another person. It allows the person living with dementia to feel in control and for you, the care partner, to support them. In Hand-under-Hand®, the care partner can support the person to use what remaining skills they have and you can also add skill by using your own fingers when needed. For example, Hand-under-Hand® may be used to help a person brush their hair or hold a utensil.

Teepa Snow's positive approach fits Rembrandt's strong belief in the power of education, and how supportive, positive dementia care can change the lives of these individuals and their family members.

## About Your Care



A Care Plan outlines your care needs, the types of services you will receive to meet those needs and who and when the services will be provided. It includes your values, goals and preferences and provides direction to our staff on your individualised care.

A Care Plan is developed in partnership with you so that you get the care and services you need for your health and wellbeing. Care Plans are kept confidential on Rembrandt computers and are only accessible by our staff, other visiting health care providers, you and the people you nominate.

## Care Plans give clear direction on care

From Care Workers to nurses and everyone in between, a Care Plan makes it easier for staff to get to know you even before they meet you.

Because of this, Care Plans are very detailed. They contain information on what you want and need as well as procedures on how to provide your care. This includes:

- » Advice on medications you require and how they should be administered.
- » How much assistance you need with certain tasks.
- » What types of activities you may want to participate in.
- » Specifics about food including likes, dislikes and how finely food should be cut up so it's easier to eat.

## Your Personalised Care Plan

Every resident at Rembrandt Court has an individualised Care Plan developed upon moving in and reviewed regularly to ensure it continues to meet your changing needs.

Your Care Plan outlines the care and services you will receive, when and by whom they will be provided, and is based on your personal values, goals, and preferences. It includes things such as when you want to go to sleep, when you want to get up, if you prefer a morning shower, etc. It also includes options for advance care planning and end-of-life wishes, should you choose to include them.

Importantly, your Care Plan is developed with you - and anyone else you wish to be involved - so that you receive the care and support best suited to your health and wellbeing. Information from other healthcare providers and members of your care team may be included to ensure your care is coordinated and comprehensive.

While your care is reviewed continuously, a formal Care Plan Review is completed

every six months by a Registered Nurse. This involves reviewing your Care Plan, progress notes, any incidents or infections, and making recommendations in consultation with Allied Health and Lifestyle staff. The outcomes of your review are documented and shared with you and anyone you nominate to be involved.

## Common Questions about Care Plans and Reviews

### Do I have to be involved in my Care Plan Review?

Your participation is not required but is strongly encouraged. Being involved helps ensure your care reflects your wishes and needs. If you need support to participate, we're here to help.

### What will I be asked during a Care Plan Review?

We may ask if you have any concerns about your care, and whether there is anything you would like to add, change, or remove from your Care Plan.

### Can I view my Care Plan?

Yes, you are welcome to view your Care Plan at any time. Please ask a member of the care team and we'll provide it for you.

### Can I change my Care Plan?

Absolutely. Your Care Plan can be updated whenever your needs, preferences, or circumstances change. Please speak with a Registered Nurse to discuss any updates.

## Dignity and Respect

At Rembrandt, we believe that being treated with dignity and respect is central to your wellbeing and quality of life. We are committed to recognising your strengths, supporting your independence, and ensuring you are always treated with courtesy, kindness, and respect. Your individuality is valued, and your voice will always be heard.

# About Your Care

## Identity, Culture and Diversity

Rembrandt is dedicated to providing care that reflects your personal background, beliefs, and needs - whether social, cultural, language-based, religious, spiritual, psychological, or medical. We welcome and support all residents, regardless of culture, ethnicity, gender, or sexuality. Our team is committed to culturally safe and inclusive care that honours your unique identity.

## Choice and Preferences

You have the right to make your own choices about how you live and the care you receive. We support your independence and your right to make informed decisions about:

- » Your care and services.
- » Involvement of family, friends, or carers in your care.
- » How your choices are communicated; and
- » Maintaining relationships and personal connections that matter to you.

Your preferences will guide your care, and we are here to support the life you choose to live.

Importantly you can change these decisions at any time. Rembrandt will take steps to meet your preferences for care wherever possible. For example, if you would only like to have your showers in the evening, rather than the morning.

## Supporting Your Right to Make Decisions

We support you to make, express, and be involved in decisions that affect your life - even when those decisions may involve some risk. We take a balanced and respectful approach, ensuring your rights and independence are upheld while also considering the safety and wellbeing of others.

Our team will provide you with clear information, guidance, and options so you can make informed choices that reflect your values and preferences. If a decision may impact



the safety of staff or other residents, we will work alongside you to find the best possible solution - one that minimises any restrictions and supports your continued independence and dignity.

## Your Right to Privacy

At Rembrandt, your privacy is treated with the utmost respect. Our staff are trained to uphold your right to personal space and confidentiality at all times. You will also be provided with a "Do Not Disturb" sign, which you can use whenever you wish to enjoy uninterrupted time.

To provide you with the best possible care and services, we may need to collect personal and health-related information. This information is handled with strict confidentiality and is only shared with the team members directly involved in your care. Your privacy is always a priority.

## Communication and Information

We are committed to keeping you well-informed so you can make confident choices and get the most out of your care and services. We use a variety of communication methods to ensure information is clear, accessible, and timely:

- » The Windmill – our weekly newsletter, delivered in print and by email every Friday. For those who prefer or need support, Lifestyle staff are available to read it aloud.
- » House Information Boards – displaying daily menu options, upcoming activities, and important updates.
- » Posters and signage – placed throughout the home to keep you informed.
- » Direct communication – through phone calls or in-person conversations with our staff.
- » Email – [feedback@rembrandtliving.org.au](mailto:feedback@rembrandtliving.org.au)

We also provide translators and communication aids, such as flash cards, to support those who speak a language other than English or who have communication challenges. Your ability to stay informed and connected is important to us.

### Nursing and Care

We put people before tasks. We understand that every resident is unique, and that good care means supporting not just your physical health, but also your emotional and spiritual wellbeing. Our caring team works flexibly to create a warm, home-like environment and

to engage with you in ways that respect your preferences and choices.

Your care team includes Care Workers, Enrolled Nurses, Registered Nurses, Wellbeing Assistants and a Clinical Nurse.

- » Care Workers support you with daily tasks such as showering, grooming, dressing, and personal hygiene.
- » Wellbeing Assistants are here to support your daily goals, assist with meals and hydration, and help you stay connected and engaged. Their focus is on enhancing your overall wellbeing and ensuring you feel supported throughout your day.
- » Nursing staff manage medications, monitor injuries, and provide wound care. A Registered Nurse is on-site 24 hours a day, seven days a week.

### Allied Health Services

Our Allied Health team offers a variety of therapeutic services to support your health, comfort, and independence. Our team is here to help you live well by providing care that is personalised, respectful of your choices, and based on the latest evidence.



## About Your Care

We work closely with each resident to understand your goals and abilities, tailoring support to suit your individual needs.

Our team includes Occupational Therapists and Physiotherapists, with regular visits from Podiatrists, Speech Pathologists, and Dietitians, among others. Allied Health and Office staff are available Monday to Friday.

### General Practitioner (Doctor)

Rembrandt Court is fortunate to have an on-site GP available three days a week. You are welcome to see our GP or continue seeing your own community doctor, provided they are willing to use our electronic medication system. We'll work with you to make sure your medical care is well-coordinated and meets your preferences.

### Medications

At Rembrandt Court, your health and safety are our top priority. Your medications are carefully managed by our trained nurses, who will give them to you at the right time each day. We store all medicines securely and follow your doctor's instructions to make sure you receive exactly what you need.



If you have any questions or changes in how you're feeling, just let our staff know – we're here to support you.

### Staying Informed

We understand how important it is for families to stay informed. That's why we provide updates—particularly following incidents or doctor visits – to one nominated next of kin.

To ensure communication is timely and consistent, we kindly ask that families nominate a single primary contact. It is then the responsibility of that person to share updates with other family members or loved ones.

This approach helps us focus on providing care while ensuring important information is still passed on.

### Pharmacy Services

Rembrandt Court receives daily medication deliveries from Terry White Chemmart in North Plympton. Residents using this service are invoiced directly on a monthly basis.

You are welcome to use a different pharmacy; however, we will need to confirm that your chosen pharmacy is compatible with our electronic medication system to ensure safe and efficient medication management.

### Lifestyle and Engagement

Rembrandt Court offers a range of group activities and recreational programs, including social activities, outings, walks around the block, games and craftwork. Some activities are in groups, whilst others may be arranged for you on your own.

When you move into Rembrandt Court you will be asked by one of our Lifestyle staff to assist in completing a 'Key to Me' profile. This will provide our staff with information about which programs would best suit you and your preferences.



Our monthly calendar or activities is displayed throughout the home, larger events are advertised in the weekly newsletter and via posters around the home.

## Volunteering

Do you know someone who would make a wonderful volunteer? It may even be your family members! Whether it's sharing a craft, singing, reading a book, or simply offering companionship, we are always happy to welcome new volunteers into our Rembrandt community.

Volunteering is a rewarding way to connect with others and bring joy to the lives of our residents. If you or someone you know is interested, volunteer application forms are available at Reception.

Please note: To ensure the safety and wellbeing of our residents, all volunteers must meet Australian Government requirements, including undergoing a National Police Clearance before commencing.

## Meals

We are proud to offer freshly prepared meals cooked on-site by our skilled cooks and chefs. Our menu is designed to meet a wide range of dietary needs and preferences, with a four-week rotating seasonal menu offering plenty of choice, a long with a range of drinks including beer and wine.

We value your input and encourage residents to join our Residents' Menu Committee or share feedback through our regular feedback channels.

Mealtimes are a great opportunity to socialise and enjoy the company of fellow residents. Our staff will do their best to ensure you're seated with others you enjoy spending time with. While we encourage everyone to dine in the dining room, meals can be delivered to your room if you are feeling unwell or unable to attend. Should your family want to share a meal with you, please see our Residential Services team to arrange (a small fee applies).

If you'll be out during a meal or prefer to eat later, just let our staff know - your meal can be set aside and delivered to you at a more convenient time. Please note, for safety reasons, meals should not be kept or reheated later.

## Food Safety

At Rembrandt Court, your health and wellbeing are our top priority. We follow a comprehensive Food Safety Plan, as required by the South Australian Government, which is audited regularly to ensure the highest standards are maintained.

We understand that food is not only essential for good health, but also comfort and connection. Families often wish to bring food for their loved ones, and while this is welcomed, it must be done safely to protect our residents from the risk of foodborne illness.

## About Your Care



Below are answers to some of the most common food related questions:

### Where should food be stored?

Dry, non-perishable goods may be stored in the resident's room. Families are responsible for checking and removing any expired items.

Food from home cannot be stored in Rembrandt's kitchen or kitchenettes due to food safety regulations.

If bringing in a meal, it should be ready to eat and consumed within two hours. Meals that need refrigeration or reheating should not be brought in unless you can heat and serve them yourself.

### Can the kitchen heat and serve food from home?

No. Our kitchen and staff are not allowed to heat or serve food brought from outside. However, families are welcome to use the microwaves located in kitchenettes to heat food themselves. Please note that care staff are not permitted to reheat or serve home-prepared food.

### What kinds of food are suitable to bring in?

Shelf-stable, non-perishable items are safest (eg sealed snacks, packaged biscuits). Food should be prepared hygienically and free from ingredients that spoil easily. Please check the resident's dietary requirements before bringing any food, and consult a nurse if you're unsure.

### Why are there so many rules around food?

Our residents are more vulnerable to foodborne illnesses due to age and health conditions. Improperly prepared or stored food can pose serious risks. These precautions are in place to keep everyone safe.

### Foods Not Recommended

For safety reasons, please avoid bringing in the following high-risk items:

- » Deli meats, smallgoods, ham, fish, or raw seafood.
- » Soft cheeses, eg brie, camembert, etc, pâté, or milk products.
- » Foods containing raw eggs, eg homemade mayonnaise, hollandaise, etc.
- » Soft serve ice cream.
- » Foods with short expiry dates or that spoil quickly.

If you have any questions, please speak with a Registered Nurse or a member of our care team. Thank you for helping us keep everyone safe and well.

### Laundry Services

Rembrandt Living provides personal laundry services for all residents. To help ensure your items are returned to you, each piece of clothing will be clearly and permanently labelled with your full name.

Please note that while we take great care with all personal items, Rembrandt Living cannot accept responsibility for lost clothing.

For delicate or wool garments, we recommend that family or friends handle these items, as our commercial laundry equipment is not suitable for such fabrics.

### Religious and Spiritual Care

Rembrandt Court is committed to supporting the spiritual and religious needs of all residents. We recognise and respect the diversity of beliefs and practices within our community. Regular religious services are offered onsite, including Catholic Mass and Anglican Church services. All residents are welcome to attend, regardless of their individual faith or background.

### Furnishing Your Room

We encourage you to personalise your room to make it as comfortable and homely as possible. You are welcome to bring familiar furniture, décor, and belongings that help create a sense of familiarity and comfort.

To ensure items fit safely and appropriately, we recommend measuring them and planning your layout prior to moving items in. Please note that you or your representative are

responsible for the maintenance of any personal items brought into the home.

Rembrandt Court will maintain all equipment provided by the facility, such as wheelchairs and walking frames. If you wish to bring special items or furniture, please speak with the General Manager or Clinical Manager. Our staff will happily assist with arranging the safe installation of fixtures, such as paintings, and ensure all electrical items meet safety requirements.

### Other Service Providers

Rembrandt has a list of trusted, preferred service providers available for residents who wish to access additional services. These may include hairdressing, dental, hearing, or other specialised supports. You are welcome to use these providers or choose your own - whatever suits your needs and preferences best.

### Maintenance Services

Our on-site Maintenance Team looks after all general repairs and the upkeep of our beautiful gardens and facilities. If you notice a maintenance issue, we aim to attend to it promptly once it's reported.



## About Your Care



You can let us know in any of the following ways:

- » Visit Reception and complete a Maintenance Request form.
- » Speak with the Registered Nurse at the Nurses' Station.
- » Ask to speak with our Admissions Coordinator.
- » Inform a Care Worker, who can pass the request on to the appropriate team.

### Transport

This may include a Care Worker accompanying you to provide support. Where possible, we encourage family members to assist with taking residents to and from external appointments. If this isn't an option, Rembrandt Court may be able to arrange transport for a fee. To request assistance, please speak with the Clinical Manager.

### Feedback and Continuous Improvement

We are always looking for ways to improve the care and services we provide. Your feedback helps us grow, learn, and make things better - for you and for others.

We welcome all kinds of feedback - whether it's a compliment, a suggestion, or a concern. This may come through conversations, surveys, meetings, or even a simple chat. Feedback can come from you, your family, friends, or carers - everyone's voice matters.

If you ever have concerns about your care, the way you're treated, your billing, or even the activities offered, we encourage you to speak up. If you're comfortable, please let us know using any of the following ways:

#### Speak to a staff member

- » Speak directly to the Registered Nurse In Charge (RNIC) - available 24 hours a day, seven days a week.
- » Phone: (08) 8198 0300

#### Contact our Leadership team

- » General Manager Residential: 0427 010 661
- » Chief Executive Officer: 0427 000 573
- » Email: [feedback@rembrandtliving.org.au](mailto:feedback@rembrandtliving.org.au)

All concerns are taken seriously, treated confidentially, and fully investigated. You will receive a response to ensure your feedback has been addressed.

If you feel uncomfortable complaining to Rembrandt Living or you feel your complaint has not been resolved, you may wish to submit your complaint to one of the following organisations:

#### Aged Care Quality and Safety Commission (ACQSC)

Telephone: 1800 951 822  
[www.agedcarequality.gov.au/making-complaint/lodge-complaint](http://www.agedcarequality.gov.au/making-complaint/lodge-complaint)

#### Aged Rights Advocacy Service (ARAS)

Telephone 8232 5377 / 1800 700 600  
Email: [aras@agedrights.asn.au](mailto:aras@agedrights.asn.au)

#### Aged and Disability Advocacy Australia

Telephone: 1800 818 338  
Email: [info@adaaustralia.com.au](mailto:info@adaaustralia.com.au)

## Connectivity Café

You don't have to navigate this journey alone, our Connectivity Café offers comfort, connection, and community for those who care.

The Connectivity Café is a welcoming space at Rembrandt for family members and friends who are supporting someone living with dementia.

Held once a month, the Café offers the chance to connect over a warm cup of coffee with others who truly understand what it's like. It's a space to share experiences, ask questions, learn from others, or simply enjoy a friendly chat in a relaxed and supportive environment.

## Open Disclosure

We are committed to honesty, transparency, and learning from our experiences. That's why we practice Open Disclosure—which means we will always speak openly with you (and your representative) if something goes wrong that causes, or could have caused, harm.

We see this as an important part of providing safe, respectful, and high-quality care. By identifying and discussing incidents, we learn how to improve and prevent them from happening again.

When something goes wrong, we will:

- » Communicate with you respectfully, recognising your individuality, background, and needs.
- » Provide clear, timely information in a way that is easy to understand, so you can make informed decisions.
- » Let you (and your chosen representative) know what happened, involve you in the conversation, and work together to find a solution.

Open Disclosure is part of our commitment to treating every resident with honesty, dignity, and care - every step of the way.



## Infection Control

Infection control is a vital part of keeping everyone at Rembrandt Court safe and well. In aged care settings, infections can spread quickly and may have serious effects. Older adults are particularly vulnerable, as the immune system becomes less effective with age.

To help prevent the spread of infection:

- » Please inform staff immediately if you feel unwell or have any symptoms such as fever, cough, sore throat, diarrhoea, or vomiting. This allows our team to take the appropriate precautions and care for you safely.
- » Visitors are kindly asked not to attend if they are unwell with any cold, flu, or gastrointestinal symptoms. This includes mild symptoms, as even minor infections can pose a risk to residents.
- » Hand hygiene is essential - hand sanitiser is available throughout the facility, and we encourage everyone to use it regularly.

# About Your Care

## Vaccinations

We strongly support vaccination as a key protection strategy. Residents and staff are encouraged to keep up to date with influenza and COVID vaccinations, in line with recommendations from SA Health and the Australian Department of Health and Aged Care.

We follow strict infection prevention and control procedures in accordance with SA Health guidelines and the Aged Care Quality Standards, including outbreak management protocols and regular staff training. These practices help us respond quickly and effectively if there is a risk of infection in the home.

By working together, we can keep our community as healthy and safe as possible.

## Fire and other emergencies

During your stay at Rembrandt Court you may hear alarm bells and/or sirens. This is our automatic fire detection system, which exists throughout the facility for your safety. These alarms automatically ring through to the Fire Service and fire fighters are dispatched immediately.

There are three reasons for the alarm bells being activated:

- » Regular testing (only very short rings).
- » False alarms. These might occur because the system is very sensitive and is set to respond to minimal stimuli, eg smoking in the building.
- » An actual emergency involving smoke and fire, somewhere within Rembrandt Court.

What you should do if you hear alarms:

- » Keep calm and stay in your room.
- » Do not go into the bathroom or toilet.
- » Await instructions from the nurse/s.
- » Return to your room, if not in it, when alarms sound. If it is not possible to return to your room, report to the assembly point for further instructions. Do not go through fire/smoke doors to get to your room.
- » If at any time during your stay you see fire or smell smoke please notify the nearest staff member immediately.

In the unlikely event that a major emergency occurs necessitating evacuation, our staff members are trained in such procedures and an evacuation plan is set up for each area of the



facility. There are several exits from each area, and we recommend that you take notice of where these are located at your convenience.

You will be notified by staff when the "All Clear" is given.

### **Staff Safety**

The safety of all Rembrandt Living's staff and residents is paramount; staff will not complete tasks outside the scope of their role or documented process, work procedure and/or care/service plan. We ask that you understand this in the event a staff member is unable to complete additional tasks. Please speak with a Manager should you have any concerns.

### **Finance and administration**

#### **Fee payment**

To make the payment process as simple and stress-free as possible, all accounts at Rembrandt Living are paid via Direct Debit. This arrangement will be established when you commence services with us.

Direct Debit is a secure, convenient, and cost-free way to manage your monthly care fees. Once authorised, Rembrandt Living will debit

your nominated bank account on a set day each month for the exact balance shown on your monthly statement.

You will receive an itemised statement prior to the debit occurring, allowing you to review your account in advance. If you have any questions or concerns about the payment process, please speak with our friendly Reception team, who will be happy to connect you with a member of our Finance team for further assistance.

#### **Insurance**

We encourage all residents to consider obtaining personal insurance to cover any valuable belongings. While every effort is made to ensure the safety of personal items, we recommend that large sums of cash, expensive jewellery, and items of significant sentimental value are not kept at Rembrandt Court.

Rembrandt Living holds insurance that may cover residents' personal belongings in certain circumstances. This includes coverage up to \$5,000, with a jewellery limit of \$1,000 where no other insurance applies. Please note that any claims are subject to a substantial excess fee.

If you have any questions or concerns regarding the safekeeping or insurance of personal property, please speak with the General Manager Residential.

#### **Witnessed documents**

Rembrandt Living staff are not permitted to witness signatures on legal or personal documents. If you require assistance or have any concerns regarding documentation, please speak with a member of our Management team, who will be happy to guide you appropriately.



# About Your Care

## Taking leave

### Hospital Leave

There is no limit to the number of nights you may take for hospital care leave. To ensure your place at Rembrandt Court is held during your time away, it is important that the assessed daily care fee continues to be paid throughout your hospital stay. If you have any questions about hospital leave or your fees during this time, please speak with a member of our team who will be happy to assist.

### Social Leave

You are entitled to take 52 nights social leave from the residence each financial year. In accordance with Federal Government regulations, you are expected to continue to pay the assessed daily fee which will ensure your place at the residence is maintained. For further information, please discuss this with the Manager. We strongly encourage you to take advantage of your leave entitlement to socialise with family and friends throughout the day or evening. For safety reasons we request you always inform staff of any absence from the residence as every resident must be accounted for in the event of an emergency.

### Residents temporarily leaving

Residents will at times leave the facility with or without accompanying family and/or friends. Residents are asked to ensure they fill out the "Resident Sign In & Out" form (including contact details) located in Reception.

### Discharge from the home

We are committed to supporting our residents with care, respect, and compassion. However, there are some rare circumstances where it may be necessary to ask a resident to leave the residence. These situations may include:

- » If the residence is closing.
- » If we are no longer able to meet your ongoing care and accommodation needs.



- » If you no longer require the level of care we provide.
- » If agreed fees are not paid within 42 days, for reasons within your control.
- » If serious harm or damage has been intentionally caused to others or the residence.
- » If you are absent for more than seven days for reasons not permitted under aged care legislation.

### Room clearance following a resident's departure

When a resident permanently leaves Rembrandt Court – including in the sad event of their passing – we kindly ask that all personal belongings and furniture be removed from their room within 24 hours.

We understand this can be a difficult time. If additional time is needed, please speak with us as soon as possible. A daily fee (or part thereof) will apply for each additional 24-hour period the room is occupied.

Our team is here to support you and can assist in making these arrangements as smooth and respectful as possible.



## About our home

### Call System

Rembrandt Court is equipped with a comprehensive call bell system to help keep you safe and supported. Each resident room includes a call bell point and handheld call bell, residents will also be provided with a personal pendant for additional peace of mind, particularly when using shared spaces. In some cases, based on clinical assessment, some residents may be provided additional devices such as sensor beams. The system is also equipped with an emergency function.

### Smoking

Rembrandt Court is a smoke-free environment in line with our commitment to health and wellbeing. For more information, please refer to our Smoke-Free Business Policy.

### Telephone

A landline handset can be installed in your room, allowing unlimited local and interstate calls for a small monthly fee. Charges will appear on your monthly account.

### Wi-Fi

Wireless internet access is available throughout Rembrandt Court. Unlimited usage is offered for a small monthly fee, charged to your account. Use is permitted in accordance with Rembrandt Living's Public Wi-Fi Access Policy.

Please note that your Wi-Fi access is for personal use only. We ask that you do not share your password, even with family members. If your family would like access, they are welcome to complete a User Form and agree to the internet use guidelines.

### Newspapers and Magazines

If you enjoy reading the paper each day, you can arrange for newspaper or magazine delivery directly to your room. This service is available at your own cost.

### Rembrandt Balance (Gym)

Our on-site gym, Rembrandt Balance, offers group classes and individual programs run by our qualified Allied Health team. If you wish to use the gym, please speak with your doctor to obtain medical clearance and request a membership card. For further details, ask a member of our Allied Health team.

### Tinie's Café

The Café is the heart of Rembrandt Court – a welcoming place for residents, families, staff, and visitors. More than just a spot to enjoy food and drink, the Café is a vibrant gathering space to relax, socialise, or simply enjoy the atmosphere.

Open Monday to Friday from 10.00am to 1.30pm, the Café serves delicious coffee, light meals, snacks, and both hot and cold beverages. It also stocks a selection of Dutch favourites, including biscuits, sweets, pantry items, and the ever-popular Dutch liquorice – all at competitive prices.

## About Your Care



Whether you're meeting with family, reading the newspaper, or enjoying a quiet moment, the Café offers a cosy corner or sunny seat for everyone. Children, laughter, and light-hearted conversation are always welcome!

### **We Love to Celebrate!**

At Rembrandt Court, we believe in making every moment special. Whether it's a significant occasion or simply a good excuse to enjoy some food, drinks, and laughter—we're always up for a celebration!

We also make sure every resident's birthday is celebrated in a meaningful way. A cake is provided just for you, and we'll check in to see how you'd like to enjoy it - whether that's with fellow residents, close family, or a quiet moment just for yourself. It's your day, your way!

### **Hairdresser**

Looking and feeling your best is important at every stage of life. We are pleased to offer the convenience of an on-site, fully equipped hair salon.

Our much-loved hairdresser, Sue, has been part of the Rembrandt community for over 20 years – cutting, curling, styling, and listening with care and kindness. She offers a full range of professional salon services for both men and women, all within the comfort of your home and at very reasonable prices.

The salon is open by appointment and is available to all residents of Rembrandt Living. To make a booking or enquire about services, please speak with our staff or visit the salon directly.

### **Our Gardens**

Our beautiful gardens and courtyards offer a peaceful place to enjoy the sunshine, fresh air, and time with loved ones. These spaces are fully accessible and open for all residents and their visitors to use at any time. Whether you'd like to sit quietly with a cup of tea, read a book, or share a chat with family or friends, our gardens provide a lovely setting to relax and connect.



## Pets

While we understand the special bond between people and their pets, individual resident pets are generally not permitted at Rembrandt Court due to the shared living environment. In exceptional circumstances, special agreements may be considered.

That said, we warmly welcome visiting animals! We have regular pet therapy visits and encourage families and friends to bring their pets when visiting. For everyone's safety and comfort, we kindly ask that all visiting pets remain on a lead and are supervised at all times.

## Photographic and video consent

We love capturing special moments and celebrating the people who make our community so vibrant. From shared meals to activities, events and everyday joy - photos help us tell our story.

We will seek your consent to use photographs, audio or video footage in printed and electronic publications, including newsletters, social media, and promotional materials.

Your personal information is handled in line with the Privacy Act, and you can access this information at any time by request. If you'd like to learn more, our full Privacy Policy is available to view—just ask a staff member.

### Please note

As part of our care and safety requirements, photographic identification is mandatory for medication administration and personal care planning, in accordance with statutory regulations.

## Frequently Asked Questions

### Q. Can I bring my pet with me?

A. Unfortunately, **No**, imagine if everyone bought in a pet.

### Q. Can my hairdresser charge be added to my account?

A. **Yes**, of course we can add this.

### Q. Can items I purchase at the café be added to my account?

A. **Yes**, of course we can add this.

### Q. Can I still wear my Jewellery?

A. **Yes**, but we ask that you please do not bring anything that's valuable, either monetary or sentimental. Things sometimes get lost with so many people living together as a community.

### Q. Can I bring in a fridge?

A. **Strongly discouraged** - if approved (by CEO), it is the responsibility of families to clean weekly.

### Q. Can I bring in a kettle, toaster, sandwich press (other small kitchen appliance)?

A. Unfortunately **No**.

(Please note some residents have received permission prior to policy change in 2022).

### Q. Can I bring in an Electric Blanket, Portable heater / fan?

A. Unfortunately, **No**. These pose a serious safety hazard to the resident and others.

### Q. Can I bring a gopher or mobility scooter?

A. Whilst these are **discouraged** - if approved, you will need to have an Allied Health Assessment and medical clearance.

### Q. Does your Maintenance Department hang pictures, assemble furniture etc?

A. **Yes**, please leave wall hangings in your room, let Reception staff know and our friendly Maintenance team will assist with putting them up. Furniture assembly can be arranged - this will incur a small charge to your account.

### Q. Can I have a key to my room?

A. Yes, please speak to our Clinical team and they will arrange one. Please note the RN In Charge keeps a master key and may access your room for health and safety reasons.

### Q. What are the visiting hours?

A. **Anytime**, this is your home, and we encourage you to invite visitors as you would have in your own home.

### Q. How do my visitors get in after hours?

A. Our office is staffed 8am-5pm Monday to Friday and 10.30am-3pm Saturday, Sunday and Public holidays. For afterhours entry please ring the bell next to the front door, the RN in charge will let you in.

### Q. How do I exit after hours?

A. Press the intercom button on the right hand side of the exit doors. Await for a response from the nurse. Please ensure residents do not follow you out.





\* All photos in this publication are not models, but real current and passed (RIP) residents and clients. We thank them.

### Rembrandt Living

ABN 84 438 069 700  
info@rembrandtliving.org.au  
08 8198 0300

### Rembrandt Court

1 Madras Street  
Oaklands Park SA 5046  
08 8198 0300

### Home Care Hub

341 North East Road  
Hillcrest SA 5086  
08 8198 0392

info@rembrandtliving.org.au [rembrandtliving.org.au](http://rembrandtliving.org.au)  
Residential Care | Home Care | Dementia Support | Respite

living  
your  
best *life.*