



ALKIRA

Dignity and Purpose

ALKIRA

RESPIRE SERVICE

Information for you and your family/carer



Perkins House in Mont Albert

Alkira Respite Services

Alkira's Respite Services provide planned, crisis and emergency accommodation and care for adults with mild - moderate intellectual disabilities. We have two residential homes that provide respite services. Perkins House in Mont Albert which has a capacity of four people, and another in Forest Hill for two people. Respite Service Administration is at Perkins House in Mont Albert.

Perkins House is a residential home which has a warm and friendly atmosphere, is close to Box Hill shopping centre and public transport. A two bedroom respite unit, adjoining two permanent accommodation units in Forest Hill provides an alternative respite opportunity and is an ideal environment for people to experience living away from home.

We have a committed and experienced respite team that provides a quality, responsive, and flexible service to meet the needs of each person. We encourage, support and assist people with their normal routines, whilst maintaining and enhancing the skills and abilities already developed.

Respite is available to people who attend Alkira Training and Support Services and who live with their parents or carers. Respite is also available to any adults with intellectual disabilities who live in the Eastern Metropolitan Region and whose carer is over the age of 65, or in the case of Aboriginal and Torres Strait Islanders, over the age of 45.



Forest Hill bedroom



Forest Hill Residential Home

Respite is offered to help families in crisis or emergency situations, but it can also be used for families who are planning a holiday or who need to attend to personal business. It can also provide an opportunity for people to socialise with others as a step towards living independently or in supported accommodation.

Urgency, compatibility and our ability to provide adequate support to meet people's needs are all factors we consider when respite is requested.

The following provides more detailed information about our Respite Service. If you have any questions please contact the Respite Coordinator or one of our respite team who would be happy to help. (See page 14 for contact details.)



Times and Days of Service

The Respite Service is open every day of the year. The houses are not usually staffed between the hours of 10am – 3pm, except for weekends, public holidays and Alkira Training & Support Services' holidays. We do not have active night staff; staff sleep during the night, however in the event of an emergency staff will attend to a person's needs.



Perkins House bedroom



Perkins House kitchen/dining

New Clients & Families

Prior to using the Respite Service, an application form will need to be completed and an assessment of your needs and the suitability of the service for you will be undertaken. A visit to our service is usually encouraged, which could include an afternoon tea, and potentially a trial overnight stay. As your needs can change from time to time, the suitability of the service for you will be monitored on an on-going basis to ensure that we are able to continue to meet your needs.

Cost

The cost of your stay is calculated on a per night basis, and the price will be provided on application. Payments are to be made to Alkira Centre – Box Hill Inc. Please do not send any payments directly to the Respite house, as the invoice/accounts are processed at Thurston St, Administration Office. An invoice will be sent to your family member/ carer or whoever is responsible for the account, on a monthly basis. All account enquiries should be directed to Alkira Administration at Thurston Street. (See page 14 for contact details.)



Bookings

Bookings are made via phone or written communication (mail or email). Written confirmation outlining dates of a booking and/or bookings will be provided. If for some reason we are not able to give you the exact dates that have been requested, we will try to offer alternative dates or you may be placed on a waiting list in case of a cancellation. If you find there are additional dates that you need other than those allocated, due to family illness, crisis and/or emergency, please give us a call and speak with the Respite Coordinator or to one of the respite team.



Arriving And Going Home

We ask that you arrive at or after 4pm to ensure there is a staff person available to assist you.



If you are attending a day placement program other than Alkira, you will need to ensure that your transport picks you up between 8.15 and 8.45am each day of your stay. The return time can be co-ordinated prior to your stay.

At weekends, we ask that you are dropped off and picked up at 10am. This timeframe provides us with greater opportunity to organise activities during the day and to ensure we have the appropriate number of staff available.

We realise that sometimes it is not always possible to keep within these timeframes, and recommend that contact be made with the respite team prior to and/or during your respite visit to confirm these times.



Forest Hill kitchen/dining



Forest Hill outside area



Medication

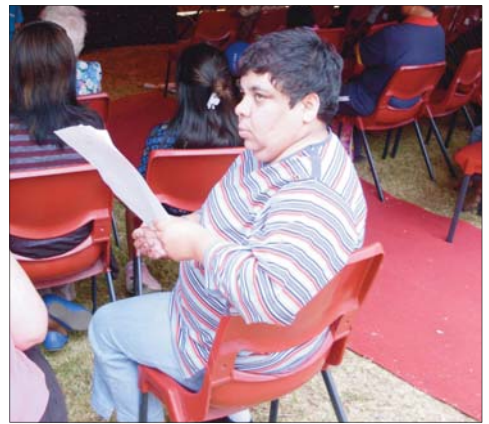
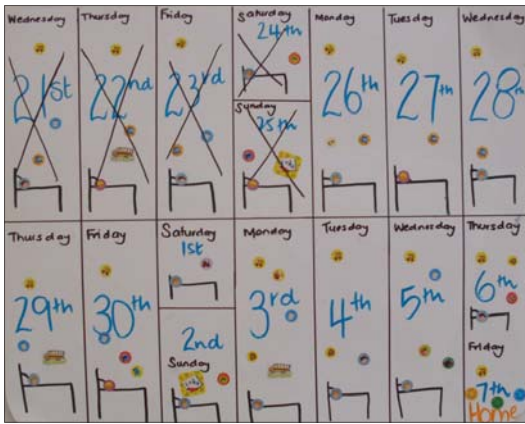
Medications, (including supplements and/or vitamins) can only be accepted if provided in a Webster pack that has been filled by your chemist with your name, address, medication details and dosage to be administered. If there are specific times for medications to be administered these must be printed on the back of the Webster pack, to ensure correct procedures are also followed.

Other medications, such as creams, drops, PRN (as required), etc must have clear instructions for their use clearly printed on the pharmacy label. Hand written instruction on bottles and packets or “use as directed” are not acceptable; we are unable to administer these.

The Webster pack must contain the following information:

- Your name
- Medication name
- Dosage and times to be given
- Special instructions, e.g. give ½ hour before food
- Dispensing date.

While you are having respite, your medications will be stored in a locked cupboard for safety and we will keep a record of all medication given to you.



Communication Support

What To Bring To Respite

The following provides some guidelines and suggestions on what to bring with you to respite. If you have any questions please contact one of the respite team.

Please ensure all personal items, including clothing, are named.



Clothing

- Seasonal clothing – it is recommended that you bring one set per day, and an extra set in case of emergency, accident or extended stay with us.
- underwear and socks/stockings
- PJ's/nighties and dressing gown
- hankies/tissues
- shoes and slippers
- coat or jacket



Toiletries

- toothbrush, toothpaste (floss and/or mouthwash if applicable)
- deodorant
- soap/soap wash
- shaver/razor



Forest Hill lounge room

- shaving cream/after shave
- shampoo/conditioner
- comb/hairbrush
- sanitary pads/tampons
- incontinence aid/toilet wipes (if applicable)

Medications

see section on Medication for more information

- All medication must be in a Webster pack dispensed by a Pharmacist
- PRN (as required) – must have clear instructions of use and be clearly printed on the pharmacy label.
- Creams, drops, vitamins, sprays including asthma related medications must have clear instructions of use and be printed on the pharmacy label.
- Any medications provided which have hand written instructions will not be accepted.



Identification

- Companion Card
- Pension Card
- Taxi Directorate Card (if applicable)
- Seniors Card (if applicable)



Perkins House lounge room



What else?

- books/magazines
- puzzle books (like word find, crosswords)
- audio books (with tape machine)
- games
- other favourite items
- You can bring some money to cover any outings; however it should be given to staff on arrival for recording and safe-keeping.
- *Remember: the items must be named*



Dietary requirements

- If you have specific requirements and need to bring special juice, food and/or drink supplements, nuts or grains ... please ensure they are given to staff on arrival.



What not to bring

- lollies, soft drinks and food items (unless they are part of specific dietary requirements)
- jewellery and other valuable items which could get lost or misplaced
- lots of money



What is Provided at Alkira Respite Services

We supply all meals, bed linen, towels and face washers. Please ensure any specific dietary requirements have been advised prior to your planned visit.



Night Time Support

The Respite Service has a staff member who sleeps in the house between the hours of 10pm and 7am (8am at weekends and public holidays). Please be aware that the sleepover is not an active shift, but this person is available for emergencies and unexpected disturbances during the night. Because this is not an active shift we are unable to offer planned support during these hours for any specific needs.



Money

If your stay includes the weekend or is during a holiday period, please bring some spending money for any activities you may participate in. All money, companion cards, taxi cards etc are kept in a locked cupboard, and expenditure recorded in accordance with Alkira's Policies and Procedures.



Perkins House kitchen



Illness

If you are sick prior to your stay, it is essential that contact be made with the respite team to discuss whether or not it is appropriate for the booking to go ahead.

If you become ill during your stay, your parents/carer or the emergency contact person will be contacted to discuss the situation and make the necessary arrangements. Please note that the emergency contact person must be someone who is able to make arrangements for your care, if the parents/carer is not available. Our Respite Service is unable to maintain care of people who have an illness.



Transport

The Alkira Respite Service will only transport clients to Alkira day placements. Any other transport requirements will need to be arranged by you, or your family member/carer, or other responsible person. We require written advice outlining the details of these arrangements prior to your stay.



Perkins House bedroom



Have a Question?

If you have any questions, please contact the Respite Coordinator at Perkins House.



If the staff person is not currently in the office, all messages will be responded to promptly upon their return. If you need to speak to someone immediately, you can contact Alkira Residential Services Manager or Alkira Administration at Thurston Street.



*WELCOME TO ALKIRA'S RESPITE SERVICE.
WE SINCERELY HOPE YOUR STAY WITH US IS ENJOYABLE,
RELAXING AND A PLEASANT EXPERIENCE.*



HOW TO CONTACT US



Alkira Centre – Box Hill Incorporated

ABN: 47 368 869 748

Associations Incorporation Registration: A0024382B

Website: www.alkira.org.au

Respite Service Administration

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