

**EDENVALE HOME & HOSPITAL**

**RESIDENT**

**INFORMATION**

**PACK**

**September 2022 onwards**

**Assistance can be arranged if translation of the following information is required, Staff are available to read the following information.**

## **PURPOSE**

The aim of the Trust Board is to provide quality accommodation within the environment of Christian love and supportive care. It encourages its residents to exercise as much independence as they are able or wish, and it strives to minister to the needs of the whole person, i.e. physical, social and recreational, emotional, spiritual and intellectual.

Nursing level of Care is provided to residents on two levels;

- Independent, frail ambulant.
- Dependent, frail or confused.

Christian Principles guide all decision-making. Assistance in maintaining this attitude of love, acceptance and respect for the dignity of each individual will go a long way towards ensuring the success of Edenvale Home & Hospital.

## **BUSINESS DESCRIPTION**

Early in 1965, a group of men who belonged to the Open Christian Brethren churches around Auckland, felt a common concern to care for the aged people, who for various reasons, were no longer capable of caring for themselves. This led to the formation of a non-profit charitable trust to oversee the establishment and ongoing administration of a suitable Rest Home. While the Trust Board is still comprised of members actively involved in Open Brethren churches around Auckland, it welcomes applications for the Home from anyone who is in need of its services. The Board is the Employer of staff and has overall responsibility for the Home. It delegates the day-to-day details of this responsibility to the General Manager to whom all staff are responsible. 24/7 staff coverage is provided with a Registered Nurse on duty or on call, and supported by other healthcare staff.

## RESIDENTS HAVE A RIGHT TO:

- Be treated as an individual with dignity and respect
- Treat the facility as their home and regard themselves as a member of a family.
- Maintain personal independence.
- Be consulted about any matter that concerns them.
- Be informed of any information regarding them in a form that they can understand.
- Be involved in all decisions regarding stages of care and to give informed consent
- Personal and health care according to their needs.
- Refuse or withdraw any treatment
- A second medical opinion (at resident's cost)
- Access their medical records
- Be free from harassment, coercion, discrimination and exploitation.
- Confidentiality of information or records that are held by the facility regarding themselves.
- Privacy while making phone calls, accepting visitors, attending to personal hygiene, medical examinations, conversations with other residents and staff and in the receiving of mail.
- Have control over all personal matters, possessions, clothes and financial matters.
- Be provided with appropriate storage.
- Possess own property.
- To be known by the name of their choice.
- Be involved in making decisions regarding daily living.
- Complain or raise any concerns
- Have an independent person to advocate for them.
- Expect support with decision making.
- Choose whether to be involved in any teaching or research programme.
- Expect all reasonable safety standards and systems are in place.
- Choose and maintain contact with individuals and groups from the community with visits and outings.
- Be offered a range of activities within the facility and the community
- Socialise with whomever and wherever they choose.
- Receive visitors of their own choice, and choose who visits.
- Continued involvement with any cultural or religious practices and value and beliefs that have determined their life in the past.

## **RESIDENTS HAVE A RIGHT TO:**

- Have their own television in their bedroom and view at times they wish.
- Arrange a personal telephone in their own room (at Resident's cost).
- Parking for privately owned vehicle.
- Discharge self without prejudice.

## **RESIDENTS HAVE A RESPONSIBILITY TO:**

- Disclose all medical history relevant to their ongoing care.
- Self-determination including health within their cognitive and physical limitations.
- Treat fellow residents as members of their family
- Treat staff as individuals and with dignity and respect.
- Remember that other residents have the same rights as themselves.
- Assist staff in caring for their health.
- Let staff know when they will be out, when they will be returning and who they will be with.
- The building and environment.
- Keep financial matters current.
- Limit time on community phone if another resident is waiting.
- Meet cost of private telephone and television.
- Ensure television volume in bedroom does not disturb other residents.
- Keeping personal equipment in a safe working condition and meeting all costs associated with compliance.

## EMERGENCIES

**Stay Calm:** The staff are trained in the safety procedure to be followed during an emergency. In the unlikely event that an emergency does occur, follow the instructions of a staff member.

### **FIRE:**

The rest home has ceiling mounted sprinklers throughout the building which when activated, will stop the spread of fire. The building has separate fire cells. On the ringing of the alarms the fire doors will automatically close. If the fire is not in your cell, it is likely you will not need to be evacuated. **Wait for the staff to give instructions.** If the fire is in your cell, the staff will evacuate you to the nearest clear cell.

The current Evacuation Scheme is displayed on walls throughout the facility.

### **EARTHQUAKE**

**IF IN BED.**

Get out and stand in the doorway OR Pull the covers over your head, stay calm, someone will come.

**IF ELSEWHERE IN THE BUILDING**

Get under a table.

Stand/kneel in a doorway.

Move away from windows.

**IF IN A WHEELCHAIR.**

Put the brake on.

Bend your head onto your knees, cover head with arms.

## **GENERAL INFORMATION**

### **Activities:**

A varied programme is offered for the enjoyment of those residents who wish to join in. Additional to those activities provided by our Activities Co-ordinator we have volunteers who provide weekly craft afternoons, monthly birthday party and concerts. Exercise is also a focus of our programme and regular group or individual walks are available.

Participation in any of the programs is optional.

### **Advocacy**

If you want someone to assist you make decisions, you should advise us who that person is. The person is called an "advocate" and their name will be recorded on your file. To contact an advocate in Upper North Island, ring the Advocacy Service on 0800 555 050.

### **Assisted showering and dressing:**

We start showering residents at 8 a.m. and aim to get showering completed by 10 am. Please discuss with staff your preference for showering assistance time.

### **Client Satisfaction Survey.**

Resident / Significant Other satisfaction surveys are conducted twice a year. We welcome your suggestions and comments so that we can address any concerns you may have. These surveys are in confidence and your concerns will be dealt with in a sensitive & fair manner without identifying the resident / significant other.

### **Concerns & Complaints.**

The home values feedback from residents & their families. Concerns & complaints provide a basis for us to identify shortcomings and improve our quality of service.

Concerns and complaints are dealt with quickly in a sensitive and fair manner. Complaint Policy, Procedure and form is included in this booklet.

If you are concerned about the quality of service or your rights have been affected, please talk to us as we want you to be satisfied with the quality of our service.

We give an absolute assurance that complaining will not result in any deterioration in service.

It is your right to have a support person of your choice present if you wish to complain or express a concern.

**Contact Details:**

To meet our Ministry of Health contractual obligations we are required to provide to the Ministry the contact details of the nominated family or representative.

**Cultural Support:**

To assist us meet your cultural requirements we request that the Resident Profile - Spiritual & Cultural needs is completed outlining your expectations. Edenvale will ensure that appropriate cultural support is provided to any resident who requests it. Any charge for this service will be met by the resident.

**Doctor visits.**

The Visiting Doctor (GP) and Nurse Practitioner (NP) comes to our facility on Wednesday (NP) and Thursday (GP) each week.

**Hairdresser.**

A hairdresser visits the home fortnightly. To book an appointment, talk to one of the staff. The resident is to meet this cost.

**Health Information Policy**

All Clinical Records, in regard to a resident, will be held for a period of 10 years. Clinical Records are available for family or doctor to hold. All Health Information is held in accordance with the Health Information Privacy Code 1994.

**Health & Safety**

Our facility is a safe place for residents, visitors and staff. Regular safety checks and audits of health and safety are conducted in the home. However, should you become concerned about any aspect of safety, or if you identify a potential hazard, please let the General Manager or Staff know.

**Informed Consent.**

You will be given information before any proposed treatment or procedure and a description of any discomfort, risk and expected benefits. Any questions you have concerning the procedure will be answered. You have the right to withdraw your consent at any time during any treatment or procedure.

### **Legal Documents.**

It is the policy of the Rest Home that staff do not witness legal documents, and recommend this gets done by a Justice of the Peace/Solicitor.

### **Meal Times.**

Breakfast.	7 am
Morning Tea	10 am
Lunch	11.45 am
Afternoon Tea	2.30 pm
Main Meal	4.45 pm
Supper	7 pm

- Breakfast is served in the Resident's bedroom. All other meals are served in the dining room.

### **Personal Furniture.**

Furniture is limited to what can fit comfortably in the bedroom. Please discuss with the *General Manager* if you wish to bring some furniture.

### **Residential Care Subsidy**

A Residential Care Subsidy is available to residents who meet the criteria. The subsidy is 'means' tested by Work & Income NZ (WINZ) and funded by the Ministry of Health. Application forms are available from WINZ.

### **Room Policy**

We aim to ensure that residents do not have too much disruption. If a resident requires more regular care it may be necessary to move the resident closer to the nursing station to ensure better supervision and quicker response.

### **Smoking**

The Rest Home is a Smoke Free Facility.

### **Valuables.**

Residents are discouraged from keeping valuables in the home. If you wish to bring valuable items into the home, the security of valuable items is the responsibility of the resident, not the home.



**Visitors.**

Family members, friends and Visitors are most welcome at Edenvale Home. Visitors are asked to enter through the main entry door and record in the visitor's book on arrival and on departure. (When under Covid restrictions, all staff, visitors, contractors are required to have a RAT on arrival).

The main entry doors are locked at all times.

When taking (your) residents offsite, please fill in the sign-out sheet located at the Nurses Station, and advise of expected return date & time.

**Secure Environment**

For the safety of our Residents, we have a secure facility. However, this does not limit their movement within the facility as Residents have access to outdoor garden areas/spaces within the complex. To exit the building enter the keypad number at the main entrance is 1945#.

## **AMENITIES**

**Television & Audio System.**

A communal TV and audio system is available in the main lounge of the Rest Home, and in the Dementia Wing. Residents can have a TV in their bedroom (if required) with Residents responsible for the supply, installation and ongoing costs for the TV. Resident's with hearing loss are asked to use headphones.

**Heaters.**

Heaters are located in common areas and all bedrooms and are individually controlled. Please ensure that clothes, furniture, books and papers are kept clear of the heaters.

**Lounges and Library.**

There are multiple lounges throughout the facility for resident's use. A mobile Library Bus visits Edenvale usually once a month (Covid permitting).

**Outdoor Garden Areas.**

Throughout the grounds there are areas for residents to enjoy the sunlight with protective shelter.

**Laundry.**

All clothing is to be clearly marked/identified. While every effort is made to ensure the safe laundering of clothes, the home holds no liability for any damage or loss.

## **THE COST OF CARE AND THE SERVICE YOU WILL RECEIVE**

On admission all residents will be charged as per our Admission Agreement.

### **Medical Practitioner.**

The home has a contracted GP and Nurse Practitioner (NP) who visits the home once a week; (NP) on Wednesdays and GP on Thursdays.

### **Transportation.**

We would request an appropriate relative or friend to accompany the resident to any external appointments including medical appointments.

### **Payment during temporary absence.**

If your room is held while you visit family, friends, or admission to hospital for assessment or treatment, the rest home fees will continue and payable at the daily rate.

If you are receiving the Rest Home Subsidy, the Ministry of Health (MoH) will continue to pay up to 21 days if you are admitted to hospital in any one financial year, (this can be extended upon the approval of the Needs Assessment Co-ordinators).

If on a subsidy and you visit family & friends, then the MoH, will pay up to 14 days at any one time up to a maximum of 28 days in total in any one financial year.

### **Transfer/Discharge:**

If you wish to transfer/discharge out of Edenvale Home & Hospital, then you are required to give 3 weeks' (21 days) notice. Failure to give 3 weeks' (21 days) notice means you will be charged for 3 weeks plus two extra days for cleaning.

### **End of Care:**

At the end of care, the resident has up to 4 days to clear the room. Please see the General Manager should you need more than 4 days to vacate/clear the room. If approved by the General Manager, daily charges may continue (at the current rate) until the room has been vacated/cleared.

**Services not included in Fees:**

- Specialised assessment and rehabilitation services
- Customized equipment
- Sensor mat use
- Services such as those provided by medical specialist, dentists, opticians, audiologist, dry cleaners, solicitors and other professional services
- Clothing, incontinent products outside the range we supply and personal toiletries
- Pharmaceutical costs over and above Government's prescription charge, any manufacturer's surcharge, packaging and delivery costs
- Any medical costs incurred without our prior approval.
- Staff costs for attending outside appointments.
- Compliance costs for any personal equipment.

**Additional Charges**

- Refer to Admission Agreement for Ensuite and Superior Room charges
- Special Incontinent Products outside the range we supply
- Some Activity Programs
- Medical costs not approved by Edenvale

**ASB Bank Details:**

Account number: 12-3046-0234930-00

Account name: Edenvale Home Trust Board

Use Resident's name & surname as Reference

**Fees are payable monthly in advance.**