



Respite Care at Sevenoaks Lodge

Information Booklet

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INTRODUCTION

Caring for a family member at home can be difficult and stressful. Carers often experience broken sleep, increased feelings of stress, no time to pursue their own interests and social isolation.

Evidence indicates regular short term (respite) care supports the carer's wellbeing and often allows the caring relationship to be sustained longer than would be the case if no respite care was available.

This booklet is designed to provide you with information about the process to access respite care and covers practical things such as what to bring, what to expect during a respite stay, what we provide and what you provide.

We are aware this can be a very stressful time and would like to offer as much support as possible. If you have questions or want more information please do not hesitate to contact us.

The Trust's Vision is to be the retirement facility of choice on the Kapiti Coast and our mission is to:

- Preserve dignity
- Promote independence
- Provide choice

Our values are **Kindness, Respect, Teamwork** and **Excellence**. With residents coming for respite care we aim to maintain as much of their day to day functionality and independence as possible.

SERVICES WE PROVIDE

Kapiti Retirement Trust has two contracts with Te Whatu Ora Capital and Coast to provide day and overnight respite care:

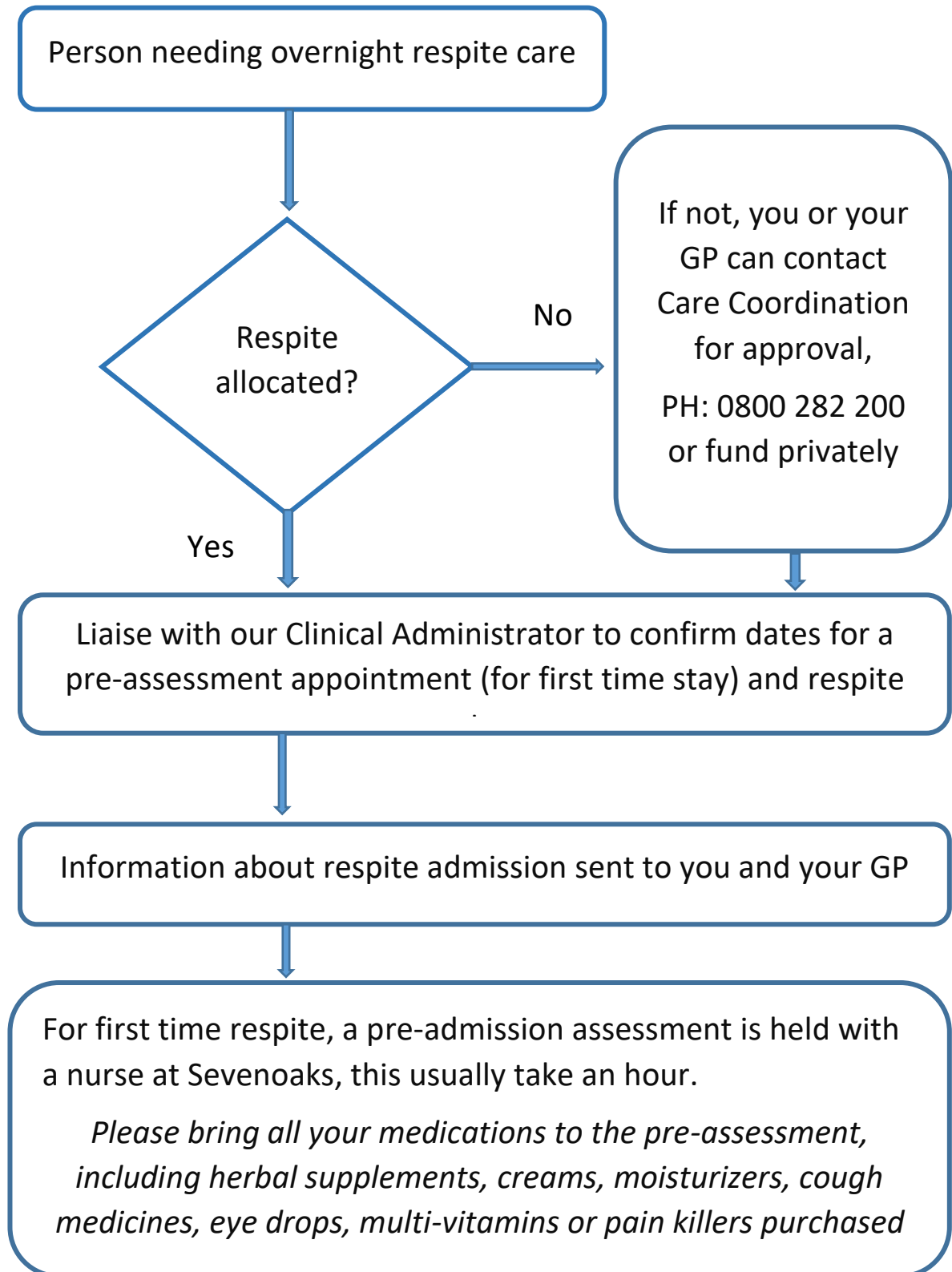
- The Nikau Club is our day respite facility and operates Monday to Friday from 9am to 3pm.
- The Matai Wing in the Lodge provides short term overnight respite care for rest home and hospital level care (we do not provide dementia respite care).

We have six dedicated respite care beds in Matai which allows bookings up to six months in advance.

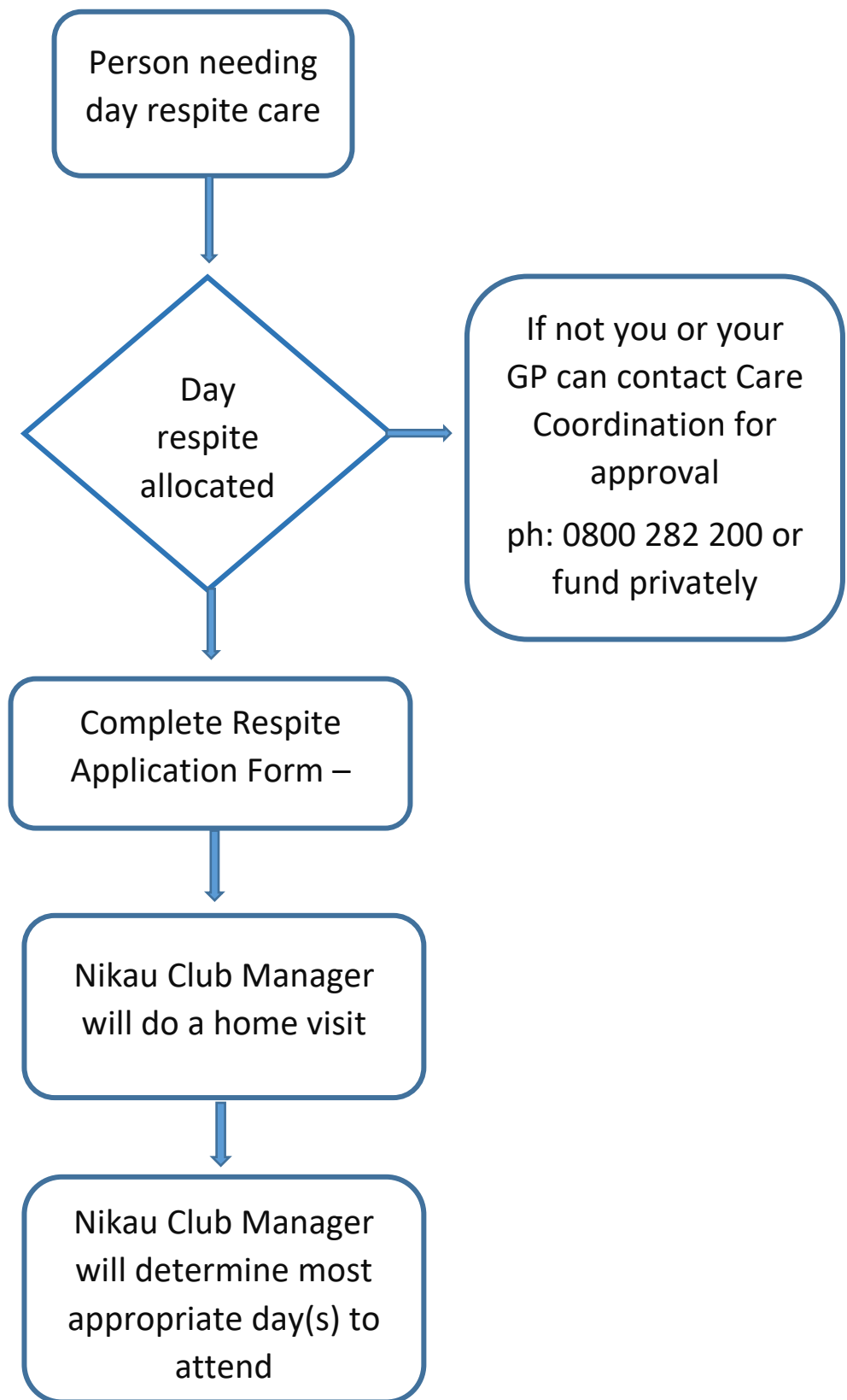
To access publicly funded respite care the Care Coordination Centre needs to have completed an assessment and allocated resources including respite care.

We also have some capacity to provide respite and convalescent care on a private pay basis. Rates are available on request.

OVERVIEW OF BOOKING PROCESS MATAI OVERNIGHT RESPITE



OVERVIEW OF NIKAU DAY RESPITE PROCESS



MATAI OVERNIGHT RESPITE FACILITIES AND SERVICES OFFERED

We provide:

- ✓ 24-hour care by Registered Nurses and professionally trained Healthcare Assistants
- ✓ friendly, capable staff who provide high quality, individualised care
- ✓ a comfortable modern environment and park-like grounds with lake walkway
- ✓ rooms include – high low electric bed; television; free Wi-Fi; water filter; built in cabinetry; under-floor heating; some rooms have a refrigerator
- ✓ spacious wet area bathrooms with wheelchair access and handrails
- ✓ Dietician approved meals
- ✓ wheelchair access, mobility van for resident outings
- ✓ piano
- ✓ laundry facilities
- ✓ bookings can be made up to six months in advance
- ✓ ability to participate in the range of activities coordinated by the Lifestyle and Leisure team including – concerts, church services, quizzes, cooking, bingo and outings
- ✓ visiting hours between 8 am and 8 pm
- ✓ all staff trained in First Aid
- ✓ specialist equipment to aid your care – e.g. shower chairs/stools, hoists, pressure reducing mattresses, high/low adjusting beds
- ✓ most rooms have a door that opens to outside garden areas
- ✓ an 'open door' policy so we can address any concerns or issues you may have promptly

THE PRE-ADMISSION ASSESSMENT

The pre-assessment is usually done once, for first time stays. However, if your needs have changed a lot since your last admission, we may require another short assessment.

This meeting allows our Registered Nurse to learn more about you and your care needs before you come in for a respite stay. It also allows you an opportunity to ask questions and get clarification you need before your stay. Usually this is scheduled to occur within two weeks before your respite stay.

The assessment covers:

- communication needs - glasses, hearing aids, language
- specific health needs – baseline observations – weight, BP, temp, pulse etc
- hygiene and dressing needs and established daily routines
- dietary requirements
- medications, what we need before you are admitted, whether self-medication is appropriate.

The nurse will also go over the Admission Agreement to discuss processes for:

- admission and discharge
- what will happen if you get sick during respite.
 - if you do not want to be resuscitated, we need to have a copy of the non-resuscitation directive signed by a registered medical practitioner (usually your GP).
- Enduring Power of Attorney (if enacted – bring a copy for our records).

MEALS

The usual daily meal routine times are:

- ✓ 8 am breakfast
- ✓ 10: 30 am morning tea
- ✓ 12 pm main meal
- ✓ 2:30 pm afternoon tea
- ✓ 5 pm tea (light meal)
- ✓ 7:30pm supper

SPECIAL DIETARY NEEDS

If you have special dietary needs, we will aim to accommodate these.

If you have special foods that you eat at home, we will ask you to bring these foods in with you. Examples of what we would expect you to provide:

- ✓ gluten free bread/cereal
- ✓ almond/rice/soy milk

If you have specific dietary requirements that we need to purchase specifically for you, you will be charged for these. An example of charging would be:

- ✓ the purchase of organic meat or organic vegetables

VISITING HOURS AND OUTINGS

Visiting hours are from 8 am to 8 pm. During the pandemic they are 10am – 4pm. Your visitors will need to comply with all infection control requirements including, hand sanitising, RAT testing for COVID and wearing a mask.

Speak to the nurse to arrange visits outside these times.

If you are leaving the respite wing temporarily, you need to sign out and back in the 'Outings Book' kept at Matai reception. This ensures we know who is in the facility should there be a fire or Civil Defence Emergency.

We ask that you let us know if you are going to be absent for a scheduled meal.

You will be asked to specify who you can leave the facility with.

If you are out, we would generally expect you to return by 8pm.

MEDICATIONS

The Ministry of Health stipulates that Aged Care Facilities are only able to administer medications that have been prescribed by a registered medical practitioner (usually your GP). This includes items you may buy such as vitamins, creams, painkillers, herbal remedies, Rongoa etc.

We use an electronic medication management system called Medimap, most GPs are familiar with how to use it.

Even if you want to manage your own medications during your respite stay, we still need your GP to chart your medications on Medimap. This allows us to ensure safe administration of medications.

Two weeks before your respite stay:

- Ask your pharmacy for your latest 'dispensing sheet' and give this to the GP practice along with a list any other medicine you may take such as vitamins, Rongoa, creams, painkillers, herbal remedies etc and give this to the GP.
- Ask your GP to chart your medications on Medimap using the dispensing sheet as a guide.
- Tell your GP which pharmacy you want them to send your chart to.

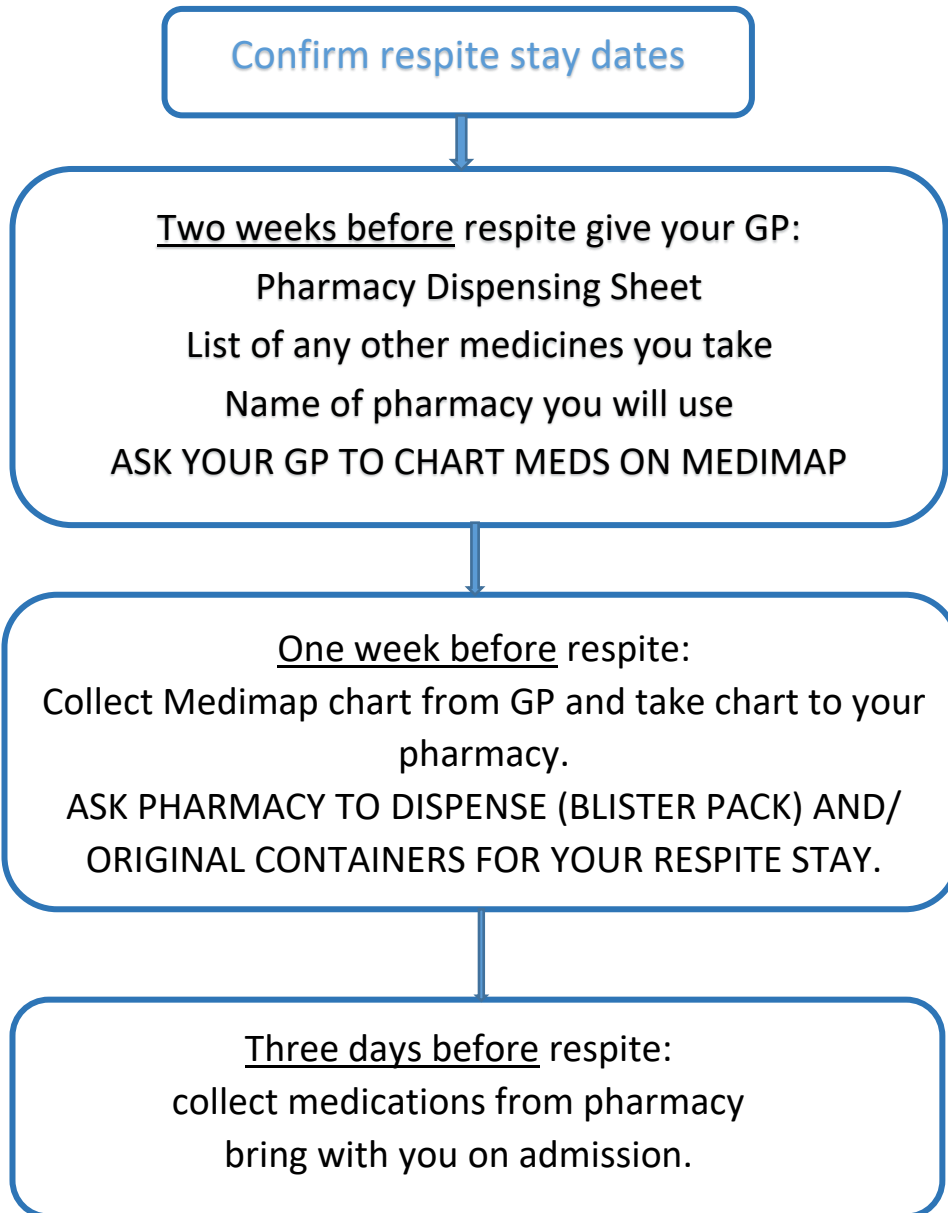
One week before your respite stay:

- Check pharmacy has received medication chart from GP if not, collect medication chart from GP and take to pharmacy.
- Ask pharmacy to dispense for the respite stay **NOTE ALL MEDS MUST BE BLISTER PACKED OR IN THEIR ORIGINAL PACKAGING.**

You will need to meet all costs of prescribing and dispensing of medications for your respite stay.

Your GP needs to check and update your chart for every respite stay (or every three months).

Medication Flow Chart for Respite Stay



CODE OF HEALTH AND DISABILITY CONSUMER RIGHTS

As a health service consumer you have the right to:

- ✓ express your needs and to be involved in decision-making regarding your care
- ✓ give or withhold informed consent to treatment
- ✓ be respected as a person for your individual, cultural and religious beliefs
- ✓ be treated with all reasonable skill and care, consideration, dignity and privacy
- ✓ freedom from discrimination, coercion, harassment, and exploitation
- ✓ raise issues and/or make a complaint
- ✓ to access the information we hold about you and if there are matters that are factually incorrect you can request that these be corrected.

If you want to know more about the Code and your rights you can obtain a copy from reception.

We ask that during your stay you:

- ✓ show courtesy and respect to our staff and the other residents in the Lodge.

If you have any questions, issues, concerns, or complaints please let us know. Forms that can be used are located at the front of the Matai nurses' station. We would rather know about issues or problems early so that we can address them for you 😊.

WHAT TO BRING

This is a guide only. We suggest you bring:

- at least three complete changes of day clothing
- three sets of night wear
- clothing suitable for changes in weather. A sun hat for sitting outside; a coat or jacket if going outside in cooler weather
- mobility aids – such as your walking stick
- toiletries including shaving equipment, hair and toothbrush
- leisure activities you would normally have at home e.g. books, puzzles, cross words, transistor radio, iPad.
- hearing aids and spare batteries
- earphones for listening to the television (if used)
- prescription eyeglasses
- well-fitting shoes
- dressing products if you have wounds that need to be dressed
- continence products sufficient for the duration of your stay
- a small amount of cash (while not required some residents prefer to have a small amount).

We request all clothing is labelled. The easiest way to do this to use a permanent marking pen on the clothing labels.

While all care is taken to protect your belongings while at Sevenoaks, the Trust accepts no responsibility for loss or damage to your property during your stay.

Do not bring:

- large sums of cash
- expensive/sentimental pieces of jewellery

IF YOU BECOME SICK WHILE IN RESPITE

If you become sick while in respite care we will discuss with you and/or your next of kin or nominated contact and decide together the best course of action.

Most commonly we will contact your GP for an appointment or a visit. If your GP isn't able to visit and you get a GP appointment your family member or friend will need to arrange transport and attend with you. The GP visit and any related prescribing and pharmacy are at your cost.

If it is an emergency situation our staff will start first aid, this includes calling an ambulance and starting resuscitation (CPR).

If you do not want to be resuscitated we need a copy of the non-resuscitation directive signed by a registered medical practitioner (usually your GP).

If you are hospitalised during your respite stay, your respite bed will be cancelled if you do not return within 24 hours as funded respite will cease after this time. You may prefer to pay privately to hold your bed while you are in hospital.

ADMISSION AND DISCHARGE TIMES

We ask that admissions for respite occur at 1:00pm and discharges are at 10.30 am. This allows time for the room to be cleaned between residents. If there are special circumstances we will make every attempt to be flexible and meet your needs.

EARLY DISCHARGE

Rarely, we may need to discharge someone from respite care earlier than planned. If so, we would liaise with you, your NOK or nominated alternative contact to arrange this. The types of situations that generate an early discharge would be:

- ✓ If the client doesn't settle and requests to go home
- ✓ if they are highly anxious, trying to leave, become agitated and/or aggressive
- ✓ an outbreak of an infectious disease occurs
- ✓ a civil defence emergency occurs
- ✓ the respite client's behaviour is significantly disturbing other respite clients.

Matai does not provide secure dementia care and we have no ability to keep a respite client against their will.

ALTERNATIVE CONTACTS WHILE IN RESPITE

Often the main carer of the person in respite care goes away to visit friends or family. We ask that you provide at least one other person/NOK we can liaise with about your care, particularly if an early discharge is needed.

HEALTH AND SAFETY

If you see any hazards during your stay please let us know so we can remedy these. At least twice a year we have fire and emergency evacuation drills and our staff treat them as if they are real. If the fire alarms sound while you are staying with us, please promptly follow the directions of the staff.

CHARGES

If your respite stay is funded by the Care Coordination Centre all costs should be met. Items that are not covered in the contract that we will on-charge to you if those costs occur during your respite stay are:

- ✓ GP visits and pharmacy costs
- ✓ transport - non-emergency ambulance transfer (eg returning to Matai from Wellington hospital)
- ✓ hairdresser, podiatrist, physiotherapy costs
- ✓ additional meals if arriving early or leaving late
- ✓ use of our dressings or continence products
- ✓ toll calls
- ✓ any foods brought specifically for you.

ADMINISTRATION CHARGES

Like all charities our resources are limited and recent record-high enquiries and people making multiple changes in bookings have put significant pressure on our administrator.

To ensure we can continue offering this valued service without reducing its quality, we are introducing the following administration charges **effective 6 April 2025**:

- **Respite bookings** – No charge
- **Cancellations** – no charge up to 14 days before the booked date, less than 14 days a short notice cancellation charge of \$50
- **Booking changes** – \$50 per change
- **Short-notice booking changes** (within 7 days of the booking) – \$100
- **No-shows** (failure to arrive on the scheduled day) – \$150

Invoices will be issued for any applicable charges.

We understand that unexpected emergencies, such as acute hospitalisations, can arise when caring for someone at home. If you inform us of such a situation, we will consider waiving the fee.

SUPPORT SERVICES FOR CARERS

If you are finding it difficult to manage at home it is a good idea to discuss your concerns with your GP or Care Coordination Case Manager. They are often in a position to give more help or advice. Support they can provide includes:

- ✓ allocate more respite care
- ✓ provide additional help for you at home – housework and grocery shopping
- ✓ provide additional help for the client at home such as more help with showering/dressing
- ✓ arrange for different equipment for you to have at home
- ✓ review and adjust medications
- ✓ refer to specialist services for assessment such as psychogeriatric assessment
- ✓ refer to counselling services for confidential and professional support to work through events and experiences
- ✓ discuss permanent out of home placement.

There are also a range of support agencies in the community to help you. While by no means exhaustive, here are some of the services available on the Kapiti Coast:

Organisation and contact	What they can help with
GP practice	Medical care Referrals for assistance and further assessment
Ambulance communications Ph 0800 262 664	Booking ambulance transfers if transport by car is no longer feasible – there is a cost for this service.
Mary Potter Hospice	Advice and support at end of life Symptom management at end of life

Parkinson's Association (04) 293 6927	Support groups for people and their family who have been diagnosed with Parkinson's disease.
Specialist Diabetes Nurse 04 296 4100	Works with referred patients who require insulin and medication titration and whose diabetes self-management needs are more complex.
Wellington Multiple Sclerosis Society (04) 298 8887	Guidance and support for people with multiple sclerosis.
Care Coordination Centre 0800 282 2020	Assessment for additional help into your home. Respite care – day and overnight Specialist services such as equipment, physiotherapy, continence assessment. Referral for psychogeriatric assessment or District Nurse help.
Well Elder Counselling Service (04) 380 2440 administrator@wellelder.nz	Confidential professional counselling for older people to help work through challenges as we age- such as relationships, loss of friends and family, where we live, memories, coping with the daily demands of life, anxiety, grief or depression.
Age Concern Kapiti 04 298 8879	Support services, information, advice and personal advocacy for older people.
Community Law 04 237 6811	Provides a full range of community legal services to the Porirua and

	Kāpiti communities. This service is dependent on available resources.
The Kapiti Womens Centre 04 902 6222	Promotes the physical, mental and spiritual well-being of women on the Kapiti Coast.

PLEASE LET US KNOW HOW WE CAN IMPROVE

We regularly send out client feedback forms to find out what we are doing well and where we can improve. Please, if you receive a feedback form we would greatly appreciate you taking time to let us know how we are doing.

If you have suggestions about other information we should include in this booklet or other improvements we can make, please let us know. There are feedback forms at Matai reception and there is a box for feedback in the corridor outside the office.

We hope you enjoy your respite stay with us.

WHO'S WHO AT KAPITI RETIREMENT TRUST

Charisma Antalan
Clinical Team Leader

Shyamli Veeran
Clinical Manager

Cynthia Tarrant
Group Manager Resident Wellness

Craig Tamblyn
Chief Executive Officer

David Blair
Group Manager Support Services