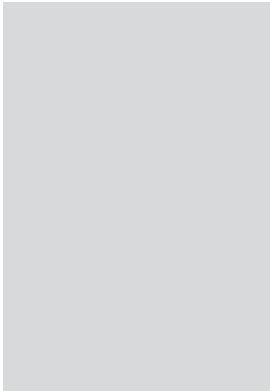


Wimbledon Villa

SPECIALIST ELDER CARE
Providing a safe, caring and peaceful home
for all stages of rest home care

Information Pack

Full time Care | Respite Care | Day Care



(06) 323 4637 | 204 Manchester Street, Feilding
www.wimbledonvilla.co.nz



GREETINGS

Thank you for considering Wimbledon Villa as a home for yourself or your loved one. We hope the following information will be of help to you and your family.

As well as telling you about us we trust that our brochure will attempt to answer some commonly asked questions.

If you require further information please do not hesitate to contact us on (06) 323 4637.

WIMBLEDON VILLA

Wimbledon Villa feels it is privileged to be able to offer a full spectrum of rest home care in a homely type environment, with staff trained to a very high standard.

The home has two separate areas: the '**Courtyard Wing**' (for those residents with dementia care needs) and our '**Rosewing**' for rest home and hospital level care.

All rooms are of a good size with a pleasant aspect. They all have hand basins and many have en-suites. We have both premium and non-premium rooms.

The rooms are fully furnished, but residents are welcome to bring any personal items of furniture. Residents often bring photos and personal mementoes and we encourage this.

COURTYARD WING



This area of our home is a secure unit for those residents requiring Dementia care. It has two specifically designed garden areas, internal walking loops and no 'dead end' corridors amongst a number of other features shown to be essential to high quality Dementia Care.



ROSE WING



This part of our home is designed around an internal courtyard which many of our rooms overlook. It is where we offer our rest home and hospital care.

WIMBLEDON VILLA PHILOSOPHY

We believe that our residents through a lifetime of experiences and choices have formed unique interests, relationships and values.

We, as a team and individually, will work towards maintaining and fostering these achievements, despite any limitations brought about by illness or disability.

Our goal is to provide the best environment, encouragement and support for every resident.

PROVIDING SUPERIOR CARE IN A HOMELY ENVIRONMENT

Wimbledon Villa is located close to the town centre. Most of the home has been 'purpose built' but the original Homestead, built in the 1880's has been retained. Although it has been modernized much of its original charm and character has been retained. The home is bright, sunny and has a warm friendly atmosphere.

Wimbledon Villa offers a homely, family type environment with an attractive layout which allows privacy for residents when desired.

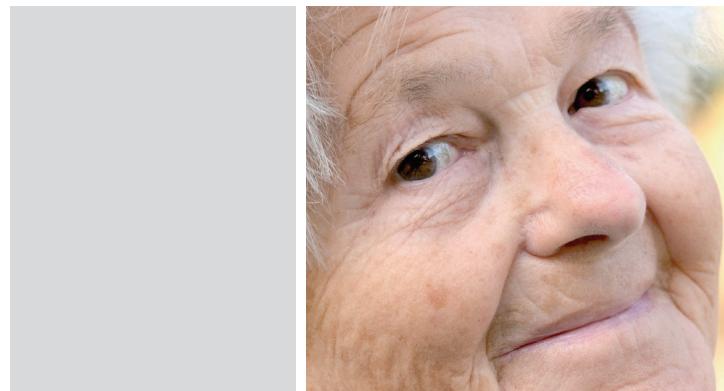
Residents are encouraged to be as independent as possible while they are provided continuous,

comprehensive support. We hope that the environment that we have created within the facility is such that residents quickly feel relaxed and comfortable with their surroundings and that they look upon it as "their home".

We have a Diversional Therapy programme at our facility, with regular in-house activities. Community activities, visits and outings in our van are also organised on a regular basis. Residents are encouraged to participate in these activities but they are not compulsory. We base much of our care on the Eden Principles as set out below.

EDEN CARE PRINCIPLES

1. The three 'plagues' of loneliness, helplessness and boredom account for the bulk of suffering among our elders.
2. Loving companionship is the antidote to loneliness. Elders deserve easy access to human and animal companionship. It is these relationships that provide the young and old alike with a pathway to a life worth living.
3. An elder-centered community creates opportunity to give as well as receive care. This is the antidote to helplessness.
4. An elder-centered community imbues daily life with variety and spontaneity by creating an environment in which unexpected and unpredictable interactions and happenings can take place. This is the antidote to boredom.
5. Meaningless activity corrodes the human spirit. The opportunity to do things that we find meaningful is essential to human health.
6. Medical treatment should be the servant of genuine human caring, never its master.
7. An elder-centered community honours its elders by de-emphasizing top-down bureaucratic authority, seeking instead to place the maximum possible decision-making authority into the hands of the elders or into the hands of those closest to them.
8. Creating an elder-centered community is a never-ending process. Human growth must never be separated from human life.



INFORMATION

MEDICAL PRACTITIONER

Residents have the choice of retaining their General Practitioner but if they do not have a General Practitioner we can arrange one for them.

PHYSIOTHERAPY

Physiotherapy services are available through a referral from the residents GP or Specialist.

PODIATRIST

Wimbledon Villa has a visiting qualified Nail Technician who attends to routine foot and nail cares. Residents are referred to a registered Podiatrist as needed.

DENTIST

Dental appointments can be arranged with a dentist of the residents choice. Dentists fees are paid for by the resident.

DIVERSIONAL THERAPIST

An interesting and varied programme is provided by our Diversional Therapists. Each days programme will be displayed on the rest home notice boards. On admission, the Diversional Therapist will discuss the resident's interests and hobbies with the resident and their family/whanau or advocate so that we can provide activities that the resident enjoys.

Residents and their family/whanau are invited to have continued input into the programme on an on-going basis by discussing ideas with the Diversional Therapist.

VISITORS AND FAMILIES

Are welcome at any time and are encouraged to join in our activities. Families are welcome to stay for morning and afternoon tea with their relative. Holidays and activities away from the facility are encouraged where practical, but please inform the Clinical Nurse Manager or Registered Nurse who may need to obtain extra medication for that period. Please also inform the facility of times and dates of expected return.

So that we can comply with Health and Safety laws all visitors, tradesmen and contractors are requested to advise staff when entering and leaving the facility and to complete our visitor's book.





"OUR FACILITY IS BASED ON 'EDEN CARE' PRINCIPLES; A PHILOSOPHY ENCOURAGING AND MAINTAINING ONE'S 'SPARK OF LIFE'"

SPIRITUAL CARE

If spiritual care plays an important role in their daily lives, our residents are encouraged and assisted to maintain contact with their spiritual advisors and observe their cultural practices. Church services are held monthly. Residents have the choice to attend or not. We are able to arrange visits from most denominations on request. Should additional religious consideration be required e.g. communion, this can be arranged with our Clinical Nurse Manager.

INTERPRETER

If a resident has difficulties with the English language, the services of an interpreter will be sought by us.

UPDATES

To keep relatives and residents informed of any interesting events or changes, a regularly updated notice board of forthcoming events and activities is kept in each of the homes dining areas. We also have a bi-monthly newsletter and activities calendar which we post out to our families.

MAIL

Upon arrival mail is sorted and delivered to residents.

SMOKE FREE FACILITY

Wimbledon Villa upholds the smoke free principle in line with current health guidelines.

Residents, visitors and employees are not permitted to smoke on the premises.

ALCOHOL

Alcohol is permitted in the rest home, provided its use does not interfere with the lifestyle of other residents. Please check with the Clinical Nurse Manager or Registered Nurse to ensure there are no medication risks.

No alcohol is permitted to be left in residents rooms.

SAFETY AND SECURITY

In the rest home all entrances and windows, which do not have security stays, are locked by the evening staff. Regular fire drills are held 6-monthly as per fire regulations. All staff are instructed in fire drill procedures and are conversant with the location and use of fire equipment. In the event of a fire all visitors are requested to follow the instructions of our staff until the Fire Brigade arrives.

RESIDENTS MEETING

A residents meeting is held monthly to ensure there is an opportunity for residents to discuss concerns, suggest changes and help with planning of activities. The meetings are facilitated by the Clinical Nurse Manager and families are welcome to attend.

VALUABLES AND MONEY

Valuable items can be kept in the administration office for safekeeping. The facility does not accept responsibility for loss of money and valuables not placed in safe custody.

INSURANCE

Residents are advised to arrange their own personal and contents insurance for any valuables or personal chattels that may be in the rest home. Residents personal effects are not covered by our loss or damage insurance and, whilst every care will be taken by staff, no responsibility will be accepted by Management.

RESIDENTS COMFORT FUND

Wimbledon Villa operates a Comfort Fund for the residents which is set up for the sole purpose of purchases or outings that the residents may make, e.g. hairdresser, podiatrist, events, etc.

Our Business Facility Manager operates the Comfort Fund and keeps an account of all deposits and purchases made by the resident. A statement is sent out every two months. This account is kept topped up by the family or EPOA.

LAUNDRY

Laundry for our residents is done on the premises unless alternative arrangements are made. While every care is taken of residents apparel, expensive items of clothing or accessories should be insured or other arrangements made to clean these.





CLOTHING AND FOOTWEAR

New clothing for residents should preferably be made from stretch material which is more suitable for laundering and more comfortable to wear. Advice is available from staff as to the most appropriate clothing. Low heeled, well-fitted shoes and slippers are recommended. All clothing for rest home residents should be named, preferably with printed or woven name tapes, before admission.

ELECTRICAL EQUIPMENT AND TVs

All electrical equipment brought into Wimbledon Villa must be in good order and meet the New Zealand Safety Standards. Residents may have their own radios and TVs. TV stands, wall brackets and (if required) ear phones are to be provided by the resident. These need to be tested before use in the home.

MEALS

Meals are planned in consultation with a qualified dietitian. Special diets are catered for e.g. ethnic, cultural, medical, religious and special likes/dislikes are noted. As part of our quality improvement programme, surveys are undertaken regularly on our meals.

Morning tea, afternoon tea and supper are also served, and extra drinks and snacks are available at any time if requested by the residents.

MEDICATIONS

We look after all residents medication needs. We use a blister pack dispensing system to ensure residents get the right medication at the right time. It is important that visitors/relatives do not administer prescribed or alternative medicines to residents. If alternative therapies are thought to be beneficial to the resident, please consult with the Clinical Nurse Manager or Registered Nurse who will ensure that there are no adverse interactions with present medications.

Part charges by the Ministry of Health through the Pharmacy may be charged to the residents account on a monthly basis for those whose costs are not fully met by the Health Funding Authority (HFA). Receipts can be given if required for health insurance purposes.

If residents are eligible for a high use health card their GP/ Doctor or Practice Nurse should arrange this each year.

If residents have a community service card it should be given to us so that we can claim financial concessions on their behalf. If the resident does not have a card and is entitled to it, we suggest contacting the local WINZ office.

RESIDENTIAL CARE SUBSIDY

People over 65 years of age living long term in a rest home can apply for help towards the costs. This means-tested financial help is called the 'Residential Care Subsidy'. Details of how to apply for this subsidy are available at WINZ.

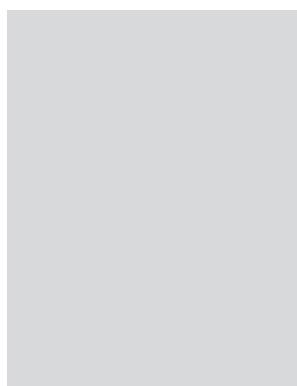
REST HOME FEES

Every person is asked to sign a guarantee of fee payment before taking up residency at Wimbledon Villa. This is a precautionary action to protect us in the event that funding is withdrawn by the HFA or WINZ.

NEEDS ASSESSMENT PRIOR TO ADMISSION

Prior to admission every resident is required to have a needs assessment. This is to confirm the level of care a person may need.

The assessment is usually arranged through Support Links. Without a needs assessment, a prospective resident cannot be admitted to a rest home facility.



FOR PRIVATE PAYING RESIDENTS

If, during admission, the total value of a resident's assets and/or income is lower than a specified figure (refer to the asset test schedule available from WINZ) they may qualify for a subsidy towards their fees from WINZ and also the HFA (Health Funding Authority).

TIME AWAY FROM THE HOME

Fees are applicable up until the date we are officially informed a resident has left permanently.

This is standard rest home practice and means that during temporary absences e.g. holidays or hospital admissions, residents will continue to be charged the current weekly fee.

PRIVATE PAYER BILLING PERIOD

Wimbledons billing is monthly in advance and due the 1st of every month. These payments are to be as an automatic payment to our designated bank account. It is important that a reference be made to the resident's surname on these payments.

Shortly after admission the EPOA/family will be given an invoice showing the total amount of their contribution from the day of admission to the next billing cycle. This invoice forms the first invoice for their care and will bring them into line with the billing cycle.

PRIVACY AND CONSENT

Consent must be obtained from the residents or their Welfare Guardian (EPOA) for us to record and store information. The information we collect about residents is stored and access given to it in accordance with the Code of Health & Disability Services, Consumers Rights & Privacy of Health Information Standards. We therefore ask for a consent form regarding this to be signed.

"WE BELIEVE THAT OUR RESIDENTS, THROUGH A LIFE-TIME OF EXPERIENCES AND CHOICES, HAVE FORMED UNIQUE INTERESTS, RELATIONSHIPS AND VALUES."



ADDITIONAL INFORMATION

❖ GATES – COURTYARD WING

When visiting, please remember never to let anyone out of the Courtyard Wing gates, even if they may appear to be just a visitor. Please also ensure that the gates are always fully closed after entering or leaving. If you are in any doubt, please see a staff member for assistance.

❖ BEHAVIOURS YOU MAY NOTICE

Generally it can take a few weeks for a resident to settle into a new environment. During this time, behavioural difficulties that may have been present before admission to our home, will likely continue. Please be reassured this is quite normal. Our staff have all been trained to manage these behaviours.

Of course, your input is welcome and at any time please feel free to discuss any concerns you may have regarding behavioural issues with either the Clinical Nurse Manager or Registered Nurse.

❖ HELPING RESIDENTS

Please do not take any residents to the toilets/showers and only escort your own family member to their bedrooms. We would also request that if you are approached by any resident requesting a cigarette not to comply – but please inform staff on duty.

Finally, we would like to ensure that all visitors and family members know that we have a stringent process in place should there be any reason to make a complaint. Complaint forms are located in a folder outside the nurse's office or please feel free to ask a staff member for a form.

At Wimbledons we strive for excellence in providing a safe, caring and peaceful environment. Please do not hesitate to contact us at any time should you have any questions.