

BETHSAIDA VILLA INFORMATION PACK

INFORMATION FOR VILLA RESIDENTS



Bethsaida

REST HOME • HOSPITAL • RETIREMENT VILLAGE

Relax. You're in good care.



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WELCOMING YOU TO

BETHSAIDA RETIREMENT VILLAGE, VILLAS & HOSPITAL

A friendly, continuing care retirement community, delivering the highest standard of care and comfort, for you to enjoy your retirement life.

A FULFILLING RETIREMENT LIFESTYLE

At Bethsaida Retirement Village our focus is on people not profits, ensuring that our residents receive high-quality care and enjoy excellent comfort within a secure and inclusive retirement community.

We encourage and support resident independence, provide stimulating activities, and respect cultural and religious beliefs. It's important to us that our residents can live dignified, fulfilling lives while feeling cared about at all times.

As a Bethsaida Retirement Village resident, you can expect to be part of a genuinely friendly, harmonious environment where you can make new friends and enjoy a relaxed and happy life.



MANAGER'S WELCOME

On behalf of the management and staff of Bethsaida Retirement Village, Villas and Hospitals, I'd like to take this opportunity to personally welcome you to our caring community.

In this pack you will find useful information about our facilities, day-to-day activities to help you become familiar with our general routines and the policies that guide us. You will also find other practical information specific to villa residents, with important information about maintenance, insurance and what to do in an emergency. We hope this helps you to settle in and answers some of the questions you may have. Please keep this handy for future reference.

We have a full Activities Programme and encourage you to feel free to join in and meet other village residents. There are a wide variety of activities and events, the details for which are provided to you in a monthly calendar, so that you can plan ahead.

The Bethsaida Charitable Trust board and our staff are committed to doing everything possible to make your new home comfortable, so you can enjoy your retirement life.

If you have any questions or require further information at any time, please don't hesitate to speak with a member of the administration or management team.

Kind regards

Kyla Hurley
Village Manager



BETHSAIDA CHARITABLE TRUST

FOR US IT'S ABOUT PEOPLE, NOT PROFITS

The Bethsaida Charitable Trust was established in 1973 as a not for profit charitable organisation, which means our focus is on people rather than shareholder dividends, and revenue is used to enhance the lives of our residents.

The Trust is committed to providing quality care, in a comfortable, secure and harmonious environment where residents can enjoy a relaxed and happy life. Maintaining dignity, privacy and respect for resident's cultural and religious beliefs, along with encouraging independence and stimulation, is core to everything we do.

BOARD OF TRUSTEES

Our Board of Trustees are all local people who dedicate their time and expertise voluntarily. Trustees bring a wealth of experience and skills from their diverse backgrounds and many have held their positions for a number of years, ensuring management continuity.

Through the commitment of these hard-working individuals and their effective overall management of Bethsaida Retirement Village, we continue to deliver a consistently high level of comfort, care and security to our residents.

MANAGEMENT OF BETHSAIDA CONSISTS OF:

- Board of Trustees: Six citizens who attend to matters at a governance level.
- Village Manager: Ensures the smooth day-to-day running of the facility and leads the cultivation of a supportive environment.
- Clinical Nurse Manager: Ensures that best practice and the high standards of care are maintained.

CREDENTIALS & STAFF

MEMBERSHIPS

Bethsaida is a member of the following organisations:

- Retirement Villages Association of New Zealand.
- New Zealand Aged Care Association.
- CareerForce I.T.O.

OUR PEOPLE

Village Manager: Kyla Hurley

- Kyla is supported by:
- Clinical Nurse Manager.
- Registered Nurses.
- Health Care Assistants.
- Diversional Therapists.
- Cooks and Kitchen Staff.
- Housekeepers.
- Gardening and Maintenance Staff.
- Administration Staff

OUR COMMITMENT TO QUALITY CARE

We are committed to managing care in such a way as to promote a seamless service. It is expected that Residents will abide by the Residents' 'Code of Rights and Responsibilities' (please refer page 19). The information following will provide you with an insight as to how we achieve the high standards of service that we are renowned for.



HEALTH

IF YOU REQUIRE AN AMBULANCE, DIAL 111

Each day our staff phone or visit villa residents as an informal check, to say hello and keep everyone connected with the village.

OUT AND ABOUT

We will provide you with a red card to display in your window when you go out. If the card is not displayed and the staff member receives no response when calling for you, we will return to the villa and enter the premises to ensure your welfare and safety are not compromised.

PERSONAL ALARMS

Personal health alarms are recommended to all our villa residents, allowing you to summon help immediately, if necessary.

With your permission, a record is kept at the Nurses' station of your next of kin, whom we can contact if we have any concerns regarding your health, safety or wellbeing.

Your Medical Practitioner may be able to advise and arrange funded personal services for you through a community support agency. This may include showering, other personal care and dressings. ACC covers the cost of any ongoing accident care.

For continuity of medical care, villa residents usually retain their own/current Medical Practitioner while living in the village.

If you are unwell, your Medical Practitioner may visit you in your villa or call an ambulance. We do ask that Medical Practitioners abide by Bethsaida Trust policies and procedures.

If they would like information about our policies, please ask them to contact:

Kyla Hurley

Village Manager

Phone 03 578 3341 ext. 4 or 027 275 4527

You would usually make your own arrangements for medical appointments, however our staff may be able to assist you in exceptional circumstances.

Villa residents or their families are required to collect their own prescriptions. If you are unable to collect them yourself, you can also arrange for a pharmacy to deliver prescription medicines to your villa.

SECURITY

Please advise staff at the Rest Home immediately, if you have any type of security concern.

IN THE CASE OF AN EMERGENCY, DIAL 111

If you are concerned about a neighbour, please advise our Rest Home staff, as soon as possible. A member of staff will then enter the person's premises and check that all is well.

As part of our admission process and documentation, we will require written consent to access your villa for health, safety and maintenance purposes.

THE PRIVACY ACT

YOUR PHOTO/PUBLICATION OF YOUR NAME

In order to comply with the New Zealand Privacy Act 1993, we require written permission to photograph you for our records or for inclusion in the minutes of Residents' Meetings. A permission form is included in your documentation.

MEALS

If you don't feel like cooking, you are welcome to have meals in our Rest Home dining room, or these can be delivered to your villa. You will receive a copy of the menu every week, which is simple to arrange. Simply call the Rest Home phone 578 3341 and ask for the kitchen before 10am to book your meal.

Lunch is the main meal of the day and is served at 12pm.

Meal costs are invoiced on a monthly basis.

If you decide to eat regularly in the dining room, we can arrange a discounted fee. Friends and family can dine by arrangement.



MAIL

RECEIVING MAIL

Personal mail will be delivered by the postie to your villa letterbox.

Your new address will be:

Villa_____

or:

Villa_____

40 Weld Street

Terence Thomas Crescent

Blenheim 7201

Blenheim 7201

Any mail for you that is delivered to the Rest Home will be brought to you by staff during the next villa round check-in.

POSTING MAIL

Mail can be posted in the red, wall mounted letterbox in the Rest Home reception. We clear it at 4.30pm Monday to Friday.

DIVERSIONAL THERAPY PROGRAMME

We endeavour to create an environment in which your independence is maximised. All villa residents are treated as 'independent living' with support should you need it. Village life offers as much company or solitude as each resident desires, with a well-stocked library (located in the Rest Home) and plenty of opportunities to participate in organised group activities, or just relaxing in the grounds. You are also welcome to take part in the Rest Home programme. Many of the village residents enjoy our regular exercise programmes.

You will receive a monthly calendar explaining when and where the activities will be taking place. We welcome your ideas and suggestions to add to the range of activities and events available.



HAIRDRESSING SERVICES

Hairdressing services are provided in our care facility by making an appointment with reception in the Rest Home.

The hairdresser currently visits each Wednesday. The cost is met by the resident.



FOOT CARE

Podiatrists visit on an 8 weekly cycle or by arrangement, to provide foot and toenail care for residents who require this specialist service. Appointments can be booked through reception in the Rest Home. The cost is met by the resident.

PHYSIOTHERAPY

Physiotherapy or other allied professional health services, if referred/prescribed by a Medical Practitioner or hospital specialist, are organised by your own Medical Practitioner.

CHURCH SERVICES

We cater for all religious denominations through a rotating weekly roster of church services provided in the Rest Home.

An interdenominational service is held monthly as per activities programme.

Catholic communion is held weekly: Thursdays at 10.45am.

Please come to the Rest Home reception and staff will direct you to the lounge where communion is being held.

Residents may also continue to attend church services in the community.

VISITORS

We welcome residents' families and friends to visit at any time. You may also wish to have them stay with you for short periods.

You and your visitor are welcome to join in with activities and outings, provided there is space and you advise us in good time.

ELECTRICITY

Electricity to your villas is provided by your contracted electricity supplier and they will bill you in the normal way.

HEAT PUMP IN LOUNGE

The heat pump/air conditioning unit in your lounge is a very comfortable and efficient heat and cool air source. To adjust the temperature to suit your personal preferences, use the remote control by simply selecting the temperature you require and use the ON/OFF switch.

Remember, it can also cool on hot days, just select the temperature required on the remote.



HEATING IN BEDROOMS & BATHROOMS

We encourage you to keep warm over the cooler months, as there is good evidence that health is better when body heat is maintained.

However, for safety reasons, if you have a fan heater in your bathroom or bedroom, please remember to turn it off when you leave the room.

AFTER HOURS ACCESS TO THE REST HOME

Villa residents are requested to use the main door for access to our facility. Please press the door bell and a staff member will assist you.

5:00PM THE DOOR IS LOCKED FOR SECURITY REASONS.

After this time, simply use the doorbell and staff will be happy to answer and admit visitors.

6:30AM THE DOOR IS UNLOCKED.

OVERNIGHT OR HOLIDAY ABSENCES

If you are going to be away overnight or on holiday, please phone and advise the Rest Home. This ensures that we know that you are safe and can monitor your villa security while you are away.

VILLA KEYS

We hold a key for every villa, which we reserve the right to use in the case of an emergency. This is for your own safety and in no way should it be construed as an invasion of your privacy.

The Maintenance Officer may also be required to use this key to access your villa with either your permission, or that of the Village Manager if deemed necessary for maintenance and Health & Safety purposes.

At all times, we will respect your property and security.



TELEPHONE

You may organise your telephone with the supplier of your choice. It is usually connected promptly. Please advise the Rest Home of your new phone number and also any time that you change your number.

SMOKING, SMOKE ALARMS & FIRE

SMOKE-FREE

Bethsaida is classified as a smoke-free environment.

For Health & Safety reasons, residents who wish to continue smoking are requested to smoke in a designated smoking area. Please speak to the Manager for the location of this.

SMOKE ALARMS & FIRE

Your villa has smoke alarms. Our Maintenance Officer checks and maintains these six-monthly, usually at the change in daylight saving.

If the smoke alarm is triggered and there is a fire - leave the villa immediately.

Please read your Emergency Information booklet for important information regarding what to do in an emergency.

If necessary, call 111 for the fire brigade, from a neighbour's villa.

Your smoke alarm can also be triggered by burnt toast or foods. If this happens, open all doors until the smoke disperses and the alarm should stop. This may take a few minutes. If not, please advise staff at the Rest Home.

OTHER EMERGENCIES

Please refer to your red 'EMERGENCY' folder for full information about what to do in the case of fire and other emergencies. This folder includes important information about: fires, earthquakes, storms and Civil Defence's "Get Ready – Get Thru".

NEWSPAPERS

Newspapers can be ordered and delivered to your villa by phoning:

Marlborough Express on 03 520 8900.

Newspaper deliveries are at your own expense.

WINDOW CLEANING

Outside cleaning of your Villa windows is done by our contractor and the cost is included in your weekly Village Fee. If you wish to have your inside windows cleaned by this contractor, please speak with him directly or contact Reception.

VILLA GARDENS

We encourage you to tend your own gardens if you are physically able, including the area immediately surrounding your villa. Low maintenance, easy care gardening practices are preferred. We have our own Village Gardener who can provide some assistance, but please direct requests for this through the Village Manager. Shared garden areas and all lawns are attended to by our gardener.



We take pride in our surroundings which includes heritage trees and we receive many compliments on our grounds. We hope you will enjoy our gardens and the heritage oak and magnolia trees.

RUBBISH & RECYCLING

Please place your rubbish in the bins provided. There are red and yellow wheelie bins and bins for glass located around the Village for your use. Please collapse cardboard boxes.

Additional rubbish can be placed in the general bins near the Maintenance Officer's building.

HOUSE KEEPING SERVICES

You may be eligible for Government funded cleaning services, which your Medical Practitioner can request for you.

VILLA MAINTENANCE

External villa maintenance is Bethsaida's responsibility.

Our Maintenance Officer will repair minor problems (e.g. replace light bulbs etc.). Please phone reception to organise this. ALL repairs must be logged via Reception who will liaise with the Maintenance Officer.

MAINTENANCE PLAN

Within the legislative requirements of the Retirement Villages Act 2003, a planned long-term Maintenance Programme is in place and is regularly reviewed and discussed at Board and Annual meetings.

MAINTENANCE REQUESTS

Any urgent requests by residents for emergency maintenance must be:

- Advised to the Village Management in the first instance.
- The senior member of staff on duty will contact the Maintenance Officer for advice and/or assistance.
- At the discretion of the Maintenance Officer, arrangements will be made for an appropriate contractor to attend to the repair/replacement of the affected item.
- Privacy is respected, and approval to enter the villa will be sought unless it is an emergency.

TRANSPORTATION

TAXIS

Marlborough Taxis operate in Blenheim, phone 03 577 5511 or Blenheim Cabs 03 777 1072.

Sharing a taxi with another resident makes them a very cost-efficient way of travelling.

You may be eligible for the Total Mobility Scheme (taxi fare discounts). Please contact Age Concern who provide assessment and provision of this card and can supply further information:

Age Concern 03 579 3457

Please Note: These societies/memberships may incur an annual subscription fee.

COMPANION DRIVER & OTHER TRANSPORT SERVICES

Maxis – wheelchair van 03 395 9295

LOCAL BUS SERVICES

The local bus service has a stop right outside the village on Litchfield Street.

Bus Stop Number:	20
Route Name:	South
Services run:	Monday – Friday 9.00am - 3.00pm
	Saturday 9.00am - 1.00pm
	(Excluding Public Holidays)

Contact the Marlborough District Council for a timetable.

Phone 03 520 7400 or visit: www.marlborough.govt.nz

VILLA MEETINGS

Meetings are held two monthly. This is an opportunity to discuss any issues or concerns you may have. We welcome full attendance at these meetings. They provide a forum where ideas for further improvement and enjoyment of the village can be discussed. Afternoon tea will be served at the end of the meeting.

An agenda will be set and minutes kept. These minutes are circulated to each Villa Resident.

An Annual General Meeting is held for those who have Occupation Right Agreements (ORA's) with the Statutory Supervisor of Covenant Trustee Services in September each year, to hear the annual report and answer any questions or address any concerns you may have.

At the Annual Meeting, the accountants also present the financial reports.

The Statutory Supervisor is:

Jan Signal
Relationship & Settlements Manager
– Retirement Village
Covenant Trustee Services Ltd
329 Durham Street North,
Christchurch 8013
Phone: 03 3966 5520



POLICIES & PROCEDURES

A copy of the Policies & Procedures which apply to Bethsaida Village are available upon request for your information. The Village Manager will be happy to discuss these with you if you would like further clarification.

These policies relate to:

- Accounts
- Management of Accidents & Incidents
- Communication
- Fire protection & emergencies
- Complaints
- Human Resources
- Meetings
- Safety & Security
- Pets
- Transfer of residents within the village
- Property

Along with these policies there is a copy of the Retirement Village Code of Practice 2008, which Bethsaida Village complies with.

FINANCIAL MATTERS

Bethsaida's policy is that fees are to be paid monthly in advance by automatic payment.

An account will be sent for meals as necessary.

INSURANCE

Within the weekly rental fees or the service fee, full dwelling insurance and rates are provided. A copy of this insurance policy is held in the office and can be discussed with you upon request.

Residents are required to arrange and be responsible for their own Contents Insurance or provide a waiver to Bethsaida Retirement Village.

In the event of fire or other damage to residential accommodation, it is understood from our insurers that subject to all terms, conditions and exclusions, they will "indemnify for damage" to any of the insured property occurring during the period of insurance.

Your Occupational Rights Agreement (ORA) also explains the Bethsaida Trust's responsibilities for buildings insurance cover.

LEGAL

We recommend that all new villa residents appoint a solicitor and have a current Will and Enduring Power of Attorney (Welfare) with a separate Enduring Power of Attorney (Finance).

TERMINATION OF OCCUPANCY

Your Occupation Rights Agreement stipulates the Terms and Conditions on which a termination of occupancy can be arranged. The more assistance you can provide in the circumstances, the smoother the transition.

REST HOME POLICY

- Bethsaida Trust is a smoke-free environment, as are all of the facility vehicles.
- Residents are responsible for handling their own affairs unless otherwise indicated.
- All information gained during service provision will remain confidential in accordance with the Privacy Act 1993 and the provision of the Health Information Privacy Code 1994. Where our Agreement with the Ministry of Health requires us to, we may pass on contact details for relatives or nominated persons in order to allow the Ministry to contact them for the purposes outlined and in accordance with the terms of our Agreement.
- Staff are not permitted to accept gifts of any value.
- Bethsaida Trust recognises the importance of the Health & Safety in Employment Act 1992 and is committed to the protection of each of our employees, residents, visitors and property from accidental injury or harm. To this end, residents may be requested by Management to comply with health and safety regulations pertaining to their property or actions.

REST HOME CARE

We have 57 combined rest home and hospital level care room capacity. Each of our beautiful rooms are designed to deliver excellence of care, with its own ensuite and a view of the garden or lawn accessed through a ranch slider door.

We have spacious lounges and cosy meeting place for activities, socialising or simply relaxing.

Individual Care Plans, Activities Programme, laundry and meal service are all included.

HOSPITAL LEVEL CARE

Our hospital level care is patient-centred and encompasses current best practices, providing for those who have significant medical needs, with most people requiring full assistance.

A Registered Nurse led team of qualified and fully trained caregivers ensure that our residents receive the highest level of care around the clock, giving you and your family peace of mind.

We are fully equipped with hospital level equipment such as position-controlled hospital beds and pressure mattresses for optimum rest and comfort, pressure relieving aids, hoists and wheelchairs to safely provide for all levels of mobility.

The following services can be accessed to ensure quality of life and the appropriate provision of care. Some services require referral by a Medical Practitioner.

- Ambulance
- Optician
- Dentist
- Patient Advocates
- Dietician
- Pharmacy
- Hairdresser
- Physiotherapist
- Library
- Podiatrist
- Medical Laboratory
- Resident Meetings
- Medical Practitioner
- Speech Therapy
- Needs Assessment Co-ordinators
- Support Works
- Older People's Mental Health Team
- Taxi



CONCERNS & COMPLAINTS POLICY

Bethsaida is committed to the delivery of quality care. Every resident must be afforded a high quality of care, delivered to them with dignity, regardless of situations that may make this difficult.

A complaint is any situation (no matter how small) which the resident, significant other, or staff, may feel unhappy with. It is important for the sake of the resident, significant others and the home that any such issues are resolved.

We encourage you to make any complaints about our service to us directly in the first instance. We are committed to resolve all complaints as soon as possible and we view these as opportunities to improve our service to you.

Address the complaint to the Village Manager and place it in the locked box provided, which is located at reception.

Alternatively, address the complaint to any other appropriate person such as an independent advocate or the Health & Disability Commissioner:

Free Phone 0800 11 22 33 or PO Box 1791 Auckland 1140.

Chairperson of the Board of Trustees: Bethsaida Trust. Contact details can be obtained from Reception.

We give the resident absolute assurance that the continuity of service will be maintained during the investigation and resolution of any concern/complaint without prejudice.

This procedure is based on the principles of natural justice along the guidelines issued under Right 10 of the Health & Disabilities Services Consumers Code of Rights. The Code of Rights covers all aspects of the quality services but does not include complaints about which services are or are not provided.

All complaints are documented and noted on the complaints register.

The completed document pertaining to the complaint will then be placed on the relevant resident medical file or remain with the complaints register where the complaint relates to any other party.

CODE OF RIGHTS & RESPONSIBILITY POLICY

These Rights and Responsibilities clearly identify the principles by which Bethsaida Trust operates. Our residents can therefore be assured of a delivery of service based upon these Rights and Responsibilities.

YOU HAVE A RIGHT TO:

- Be treated with respect and dignity.
- Privacy and your confidentiality to be respected.
- Continue with cultural and religious practices and value systems which have determined your life in the past.
- Be free from harassment, coercion, discrimination and exploitation.
- Continue to be independent.
- Services of an appropriate standard.
- Information in a form that is understandable.
- Be consulted about all matters affecting you and to be informed and involved at all stages and to give informed consent.
- Access support.
- Choose involvement in teaching or research.
- Raise any concern or to complain.

YOU HAVE A RESPONSIBILITY TO:

- Treat fellow residents as individuals and with respect.
- Treat staff as individuals with dignity and respect.
- Co-operate with staff in looking after your health.
- Tell staff when you are leaving home, whom you will be with and when you expect to return.
- Treat the home with care.
- Keep financial matters current.
- Comply with our smoking policy.
- Observe any house rules.

**THANK YOU FOR TAKING THE TIME TO FIND OUT ABOUT BETHSAIDA'S
POLICIES AND INFORMATION SPECIFIC TO VILLA RESIDENTS.**



Bethsaida

REST HOME • HOSPITAL • RETIREMENT VILLAGE

Relax. You're in good care.