

Bloomfield Court Retirement Home



Information for Prospective Residents and their Family

Bloomfield Court Retirement Home
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Woodend
North Canterbury 7610

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Introduction

Thank you for your interest in Bloomfield Court Retirement Home. It is our pleasure to show you through the facility, and answer any questions you may have about transitioning to a residential care setting.

Since 2015 Bloomfield Court has been privately owned and operated by Sonia & Hardeep Singh who also own and operate Homestead Ilam Rest Home and Hospital in Christchurch. Sonia (Facility Manager) and Lyn Black RN (Nurse Manager) along with a team of dedicated nursing staff lead our team of care staff in providing individualised day to day care to all residents, along with support from a wider team involved with the provision of activities, meals and refreshments, housekeeping and maintenance services.

Nursing staff hold qualifications and experience in a range of areas from hospital to community based nursing, with strength in age care. They are dedicated to ensure the very best of care is provided to all residents at all times. All care staff either hold, or are being supported to attain or extend the qualifications relevant to their role (Age Care Education 'ACE', National Certificate in Support of the Older Person, or NZ Certificate in Health and Wellbeing) in Levels 2-4. Our support staff are also well experienced within their roles, each having a background with relevant training and knowledge appropriate to their roles within the team. Some staff hold more than one role within the team.

It is our philosophy to promote and extend quality of life within a supportive environment. Residents are supported to retain their independence in doing what they can for themselves, along with the support of staff to ensure their wider needs are met in relation to activities of daily living and psycho-social aspects of day to day living that are incorporated into a varied activities program. It is very much a team approach with a focus on keeping active and staying well.

As an accredited Age Residential Care provider we are contracted to the CDHB and MOH to provide care in accordance with recognised industry standards and legislation that are verified by internal and external auditing processes. A robust suite of Policies and Procedures guides us in upholding these requirements, along with our commitment to documents that include our staff Code of Conduct and the Health and Disability Commission Code of Rights. We make every effort to develop and maintain strong relationships with family's of those in our care, as well as to our wider team of health providers such as GP, Practise Nurses, Podiatrist, Physio, Dietitian, Clinical Nurse Specialists, and various educators and service providers that visit our facility.

Over time there have been many changes in the way our elderly population is supported. Bloomfield Court upholds an ongoing commitment to do our very best in caring for our people. If it is in the best interests of any resident to transition to a higher level of care we ensure this is managed in a respectful and dignified manner with family involvement throughout the process. For many of our residents Bloomfield Court will be their home until the end of their lives.

We hope this information is helpful to you and your family as you consider your transition to Rest Home level of care. Any further questions that may arise in relation to the provision of care and services at Bloomfield Court are most welcome.

Sincerely

Lyn Black
Nurse Manager

General Information

Eligibility to enter care is determined by need. GP referral is made to the CDHB to enable a formal Needs Assessment by way of a clinical assessor, usually a Social Worker or Registered Nurse. Assessment may also be carried out during hospitalisation as part of discharge planning. Bloomfield Court is contracted to provide services to residents assessed as needing general rest home care, not dementia or hospital level care.

Payment for care is determined at an individual level, with the maximum fee payable set by the Ministry of Health. Payment is funded either privately, or by WINZ in the case of a Residential Care Subsidy being approved. The criteria to access a Residential Care Subsidy is determined by the Ministry of Social Development/WINZ by way of asset testing. More information is available by linking into <https://www.workandincome.govt.nz/> and typing 'residential care' into search box.

When residents privately fund their care we generate a monthly invoice in retrospect of care provided. Invoices will include surcharges for premium 'studio' rooms if applicable, as well as services such as medical surcharges, podiatry and haircare if not paid by way of an individual 'comfort fund'. Our preference is to e-mail invoices, and to receive payment by way of automatic payment or internet banking transfer. These options can be discussed with management prior to, or on entry.

A change of financial circumstances that may affect a resident's entitlement for Residential Care Subsidy are best managed in a timely manner in that applications to WINZ can be complex and accordingly take some time to process. We do appreciate advance notice in these situations to limit the risk of any misunderstandings that may result in invoicing errors.

Respite Care is usually allocated on an annual basis, with entry to care by arrangement. Prior approval from Bloomfield Court clinical management team as well as the CDHB is required.

Provision of care is designed to meet the needs of residents assessed for general rest home level of care. During brief periods of unwellness residents are cared for in a manner to promote comfort, dignity, management and resolution of their symptoms. In the event of Bloomfield Court not being able to meet a resident's healthcare needs they are transferred to hospital, or in less urgent situations a referral made for needs re-assessment by the CDHB to facilitate alternative placement.

Included in care is a range of standard cares and services. On admission all residents are individually assessed by nursing staff, and a care plan formulated that directs care interventions. This is carried out in conjunction with family/advocate to ensure we get a true picture of the situation. From there the care plan is reviewed and adjusted by way of regular InterRAI assessments. Acute matters that arise are dealt with in a timely manner by way of nursing and/or GP intervention. Included in fees:

- Meals and refreshments including fresh fruit. Rotational menus are dietitian prepared and approved. Breakfast from 7.20am, main meal including dessert at noon, light savoury evening meal from 5.15pm. All meals are served in the dining room except under nursing staff direction. Morning and afternoon teas are served in the lounge at 10am and 3pm respectively, with supper in the lounge/bedrooms as preferred.
- Hygiene/Grooming assistance with showering, having a wash, and getting dressed. Also hair and oral care, makeup and accessories, nails and shaving. Staff are not allowed to clip toenails.
- Toileting assistance by day and night including assistance with toileting, continence management, and supply of products (pads/pullup pants). Some of our gents prefer to use a urinal overnight.
- Mobility assistance and support by way of supervision and effective use of aids. We encourage active mobility for all residents, but limited wheelchair use may be a safer option during acute unwellness.

- Also included is medication approved by Pharmac, skin and wound care procedures/dressing supplies, laundry service, and incidental equipment supplied on an individualised basis.
- Services NOT included in fees relate to discretionary services such as specialist consultations, diagnostics and procedures not covered by public health funding, dental, optical, audiology, podiatry, as well as personal items, clothing, toiletries, hairstyling and manicures.

Our activities program is designed to meet the wide variation in resident preferences in an attempt to cater for everyone as individuals. Our aim is to promote a friendly, warm and interactive environment that promotes socialisation, mental and physical stimulation that fosters a sense of satisfaction and vitality for our people. We include shared activities undertaken in small clusters and larger groups, as well as one-on-one time for those of a less social nature. A typical day might involve current events, exercises, brain gym, art and craft, library, entertainment/music/DVD's, walks or outings into the community by way of our 'people mover'. Our calendar is seasonal, at times dictated by the weather, and we explore new activities as suggestions come to light. Resident Meetings and surveys enable our people to share their thoughts.

Staffing is maintained at levels to provide safe and appropriate care for our residents. Nursing staff are available on day shifts, with 'after hours' cover around the clock and during weekends and public holidays. There is a minimum of two care staff rostered during day and evening shifts, and one caregiver overnight. Ancillary staff include activities coordinator, cook, house-keeping and maintenance personnel.

Staff education and training is provided regularly to ensure knowledge/skill base is maintained and enhanced, as well as to meet industry standards. A range of resources are accessed including guest speakers with specialist knowledge. Topics are wide ranging to include attention to matters around consumer rights, service delivery, organisational and staff management, maintaining health and wellbeing within a safe environment, and appropriate food services. Bloomfield Court also supports staff to attain industry related qualifications through providers including CareerForce and NZ Tertiary College. Nursing staff are required to maintain their Annual Practising Certificate to meet education and practise requirements, standards and competencies as determined by the NZ Nursing Council.

Medical services are provided by either our 'House Doctor' or the residents GP prior to entry. To continue with that option the GP must agree to provide ongoing care, including routine visits as well as during episodes of acute unwellness, and is likely to incur surcharges. Our contracted medical service visits weekly for routine visits, and as requested by nursing staff for acute health issues with phone consultation as appropriate, and is funded by the facility when consultation is requested by Bloomfield Court staff.

Pharmaceuticals are supplied by our contracted Pharmacy on GP prescription, and stored in the locked treatment room. To maintain resident safety any staff dispensing medications must be trained to meet competency requirements. In line with industry standards staff are only able to administer prescribed medications. Any 'over the counter' items must be approved by the residents GP prior to use. Residents on Respite Care must also have their medications approved and blister packed prior to entering care.

Members of the multi-disciplinary team visit by arrangement with Practise Nurse, Podiatrist, Physiotherapist, Dietitian, and various Clinical Nurse Specialist services (eg gerontology, wound care, palliative care) each providing assessment, care and/or support according to their specified role.

Maintaining a safe environment is paramount with regular attention to repair and maintenance issues, along with visits from contracted services for electrical test and tag, equipment servicing and calibration, chemical supply, and insect, pest and rodent control. Our facility actively maintains a Call Bell system, and holds current Building Warrant of Fitness, including compliance with Fire & Emergency requirements that includes twice yearly Evacuation Drills for staff, residents and visitors.

Furnishings and inhouse laundry service are provided. To enable effective return of personal items after laundering we ask that residents clothing items are effectively named. Dry Cleaning and provision of name tags can be arranged by request. Standard room furnishings include a single bed and bedding, bedside drawers, armchair, built-in cabinetry, and a handbasin with mirror. Some rooms share ensuite toilet/handbasin, and showering facilities are shared between residents. Information about our studio rooms is available on request.

Personal items that are meaningful in supporting residents treasured memories, interests & activities, individual style & choice, and personal values & beliefs are welcome when entering care at Bloomfield. We actively encourage our people to decorate their bedrooms in a manner akin to their personal preference so long as we can maintain a clutter-free environment that enables safety with aspects of care, mobility and house-keeping duties. Queries around bringing beds & bedding as well as television and small furniture items can be discussed prior to entry. We do ask that any electrical appliances are 'tested and tagged' prior to entry, and that care is taken to limit damage when hanging decoration on surfaces. Bloomfield Court does not endorse the use of hot water bottles nor electric blankets in light of significant associated risks.

Insurance and upkeep of personal items including 'fitness for use' remains the responsibility of the resident and/or their family. Staff take every care in keeping a track of resident items, however there are times when things can be misplaced, or be in need of repair or replacement due to wear and tear.

Pocket money can be managed in a variety of ways. Some residents prefer to keep a small allowance of cash in their room, usually no more than \$20-30. Others prefer that management hold a 'comfort fund' on their behalf with 'top up' by family as appropriate. In this instance an individual ledger is maintained to keep track of usage and ensure accountability is maintained. Residents accessing a Residential Care Subsidy are allocated a 'Personal Allowance' of around \$45 per week. An additional annual 'Clothing Allowance' approximately \$285/year is paid during April, both are administered by WINZ.

Visiting hours are flexible however we do stress the importance of staying away from the facility should you be unwell. Understandably our residents are vulnerable and at greater risk from infections, especially gastroenteritis and respiratory viruses, than the community at large. We ask that all visitors sanitise their hands on arrival and departure, and sign-in to the visitors book so that everyone can be accounted for in case of any arising emergencies. We also ask that you sign for residents should they be taken on outings.

Visits from family pets are encouraged. We appreciate the value of 'extended family' visiting our facility on the condition they are healthy, exhibit good manners, and behave appropriately. Some of our residents and staff are not 'pet people' so we ask that all animal visitors are readily accepting of restraint on request.

Phone lines are accessible around the clock. There is a dedicated Residents' Line (03) 312 7294 that enables personal conversations in bedroom areas by way of portable phones. There is also a fixed phone in the library and access to local telephone directories. Any arrangement for a private phone line, likewise access to Sky television, is the responsibility of the resident and/or their family.

Personal mail is welcome and delivered promptly on arrival. Outgoing mail can be posted by activities staff as requested, with stamps available for purchase from the office.

Attendance to medical appointments is pre-arranged in consultation with the GP, provider and family to facilitate preparation needs, transport and emotional support. We appreciate this can be challenging for families needing to take time from other commitments, however over time this support has proven invaluable. Examples include Specialist and Outpatient appointments, Dentist and Podiatrist visits. In the event of medical emergencies St John ambulance transportation to Christchurch Hospital is managed and paid for by the facility. Likewise, ACC is involved when serious injuries result from adverse events.

Outings of a more general nature are also encouraged. We ask for reasonable notice to enable staff to have your family member looking their best and ready for collection in a timely manner, along with consideration to medication and nutritional requirements. Examples include outings for shopping, coffee or lunch dates, birthday parties, movies, attending clubs, hair and beautician appointments.

Access to inhouse hair styling and podiatry services is also facilitated by way of providers Maxine and Corrie respectively. Maxine usually visits on a weekly basis, and Corrie attends monthly. Modest fees are set with respect to the limited financial means of our residents.

Church services are facilitated on a twice monthly basis by our local parishes that include Anglican, Baptist, Methodist, Presbyterian, and the Grapevine Plains fellowship. We are also supportive to personal arrangements should this be a preference of individual residents.

Interpreter services can be arranged to support effective communication with individuals that identify with another language or cultural group. We acknowledge the value of family and whanau as the most appropriate people to support these specific individual needs.

Access to alcohol is permitted in modest amounts, but with respect to individual resident health concerns and vulnerabilities, along with consideration to other residents living at Bloomfield Court. Regular 'Happy Hour' is scheduled into our activities calendar of events.

A non-smoking policy is actively promoted with consideration to all persons sharing our environment.

Concerns and Complaints about care and service are taken seriously. We ask that you direct any concerns about our service to us directly in the first instance. We are committed to resolve issues in a fair, simple and timely manner, and view them as opportunities to improve our service. Likewise we appreciate positive comments about your experience with Bloomfield Court. Included is a Compliments / Concerns and/or Complaints Form for your reference.

Your questions and notes