

# Whalan Lodge Trust



## Information Prior to Entry

Contact details:  
5 Diggers Gully Road  
Waitaki  
Kurow

Phone: (03) 436 0578  
Facebook

– Friends of Whalan Lodge

Email: [Manager@whalanlodge.co.nz](mailto:Manager@whalanlodge.co.nz)

Website: [www.whalan\\_lodge/eldernet.co.nz](http://www.whalan_lodge/eldernet.co.nz)

Interim Practice Manager: Edie Pont

## Introduction

Thank you for your interest in Whalan Lodge Trust. We are pleased to show you around our lovely home and welcome any questions you may have.

Whalan Lodge Rest Home is owned and operated by Whalan Lodge Trust and was purchased in 1984 by the Whalan Family and donated back to the community. We are committed to the further development of the Rest Home to ensure excellence in care for all those who reside here.

Edie Pont, our Interim Practice Manager and Susan McCone, Registered Nurse leads a team of dedicated staff to oversee the care to our Residents. All have a wide range of nursing and management experience and enjoy sharing their knowledge with other staff to continually increase their skill base.

We have a stable dedicated and hard-working staff, who take pride in the attention and personal care that they give to our Residents. All our staff have completed the Online (Aged Care Education) training programme or are in the process of completing their qualification.

It is our philosophy at Whalan Lodge Trust to promote a quality lifestyle for our Residents in a supportive environment, encouraging our Residents to maintain independence in a safe, comfortable care setting. All Residents are treated as individuals, shown patience, dignity, and respect.

We take an active interest in the recreation and entertainment of our Residents. We offer an extensive activities programme under the guidance of our Activities Coordinator Lauren McCormick. All Residents are encouraged to join in.

Over the years there have been many changes in the care of Older Persons. Whalan Lodge Trust will continue to strive to provide excellence in the personal care and comfort of those individuals who wish to join our happy home in their twilight years.

Whalan Lodge Trust

## General Information

### Subsidies

Subsidies are available through work and income to those that meet the set criteria. To apply for the residential care subsidy, an application form may be given at the time of a "Needs Assessment" being completed. Alternatively, application forms can be sought directly through Work and Income, either contact them by phone or email.

Approval of the subsidy is usually granted within four weeks of application. If the subsidy is not granted within 4 weeks of admission to Whalan Lodge, private payment must be made to cover the full subsidy payments. The total portion privately paid, which does NOT include required pension contribution, will be refunded back to you if the subsidy is approved.

### Pension contribution

Before the residential care subsidy is approved, you are required to pay a portion of your pension to Whalan Lodge as payment for care provided. This will not be refunded back to you once the subsidy is approved. Management will discuss this with you prior to entry.

### Eligibility

Eligibility to reside in Whalan Lodge Rest Home must be assessed prior to entry through the assessment unit Needs Assessments Clinical Assessors at the local DHB Hospital. This can be arranged through your General Practitioner.

### Staff

Our Nurse Manager is rostered on duty Tuesday, Thursday & Friday 9am-5pm and on call Monday to Sunday. Kurow Medical Centre provides on call care throughout the weekends and Mondays & Wednesdays. We have weekly visits from the Doctor on duty.

We have a minimum of 1 staff member on duty night and day with a 2<sup>nd</sup> person always on call. We have approximately 17 staff in total who are all obliged to participate in our ongoing training programme.

Registered Nurses and Caregiving Staff are at a level which provides continuity of quality care.

## Podiatry

A Podiatrist visits 3 monthly or more regularly if required. The cost for this service is approximately \$30 and is not covered by the residential care subsidy.

## Physiotherapist

A Physiotherapist will be arranged should the need occur at a cost to the resident. Staff are all educated and competent in appropriate manual handling and transfer techniques.

## Laundry

Laundry and ironing are done at no extra charge. This service includes due care being taken with woollens that need hand-washing, however we would advise family to wash any hand knitted jerseys, cardigans etc. Dry-cleaning can be arranged for collecting and return. The cost of dry-cleaning is met by the Resident.

## Activities

The activities programme is organised by our Activities Coordinator and is changed regularly to promote fun and diversity in the rest home. Each Resident is assessed individually, and their particular interests are included into the programme. Activities are arranged to cater for all levels of participation and a wide range of interests.

The participation of residents in the Activities Programme is voluntary, however is of great importance in promoting socialisation, mental and physical stimulation and encouraging a general sense of vitality. If you have particular interests, please make these known so they can be included in the programme where possible.

## Outings

Regular outings are arranged by our Activities Coordinator. We try to arrange a broad range of outings to cater for all levels of interest, Residents are comfortably accommodated in a purpose-built van. Outings

may include trips to Oamaru, scenic drives around the Waitaki Valley, fishing trips etc.

Residents are encouraged to keep contact with family and friends outside Whalan Lodge Trust. Please let us know before you go out in case there is medication that needs to be taken during your absence. You are requested to sign out on the whiteboard at the front entrance. This is a safety requirement. Please let staff know if you would like a meal kept.

### Library

The local Library supplies Whalan Lodge Trust with an interesting variety of books each month. You may borrow these books at any time. Please arrange with our staff and they will also make any book requests for you. The library is also within close walking distance if you wish to visit the library yourself.

### Hairdresser

A local hairdresser usually visits every 6 weeks. The cost is approximately \$30.00 for a cut & style which is met by the resident. If you would like to use your own hairdresser while residing in Whalan Lodge Trust, that can be arranged.

### Exercise

All Residents will be encouraged to join in the regular exercise programme. Residents will be encouraged to take daily walks inside and outside the building to maintain your strength. This is part of our falls prevention programme.

### Assistance with Daily Living

All Residents will be assisted with showering, toileting and dressing as required.

### If the Residents Health Deteriorates

The Resident may stay in this facility if it is appropriate. This depends on the nursing care required. Referral for reassessment may occur if the Resident is deemed to need a level of care we are not certified to provide.

## Shopping

Residents are encouraged to go out with family or friends. Please tell a staff member when going out and on your return. This is a safety requirement.

## Breakfast

Some Residents prefer breakfast served in their room. Most Residents choose to get up have breakfast in the dining room which is served between 7:00am & 8.00am. You may stay in your dressing gown if you choose to.

## Food

The meals are of a consistently high standard. The main meal of the day is served at 12 midday which includes a main course and dessert. Tea is served at 5:00pm consisting of a light main dish and fresh fruit. If any meal does not suit, please tell the Management. Special diet requirements are catered for, and food preferences will be discussed on admission to Whalan Lodge.

Morning and afternoon tea are served at 10:00am and 3pm. Friends and family are welcome to share this with you. Supper is served around your rooms at 8pm.

Beverages are offered with all meals. Cups of tea & coffee are available to Residents at any time. There is a water cooler located in the dining room. Residents are surveyed from time to time to ascertain your perception of the meal service. The results of these surveys are then integrated into our Quality Improvement programme.

## Call Bells

Call bells are conveniently situated in all bedrooms, toilets, showers and lounges. The call bells have extended cords where necessary to accommodate comfort.

## How to Get Help

Please ring your Call Bell and a staff member will come and help you day or night. Residents can ring the Call Bell at any time.

## Bedtime

When it suits you. If you require extra pillows, blankets or a heater for your comfort please ask a staff member.

## Medication

This is over-seen by the Clinical Nurse Manager in conjunction with the Doctor and Pharmacist. Each resident is added into our medication administration system. Your medication will be reviewed by your doctor at least three-monthly. Trained staff will ensure you receive your medication at the appropriate times. Please ensure you discuss any known allergies with the Nurse Manager.

## Money

We have a 'comfort' money system where management locks away the Resident's personal money for security. Please ask at any time to get access to your money.

## If I Run Out Of Money to Pay my Fees

You may apply for a subsidy. Management can advise what the subsidy process is. It is advisable to do this well in advance of your money running close to the legislated threshold as processing of applications can take some time.

## Mail

This can be posted by asking a staff member. Stamps may be purchased from Management, or the weekly shopping over-seen by the Activities Coordinator, or larger parcels posted by Management. This is a courtesy service however we do not guarantee the mail will be posted the same day.

## Alcohol

Residents can have a drink, however this is monitored where medically required. We have a Happy Hour Friday from 4.30-5.30pm. There are also special social occasions such as St Patricks Day & the Melbourne Cup.

## Transport

Access to therapeutic services and activities in the community occur on an ongoing basis however, Residents may be asked to pay for transport to some appointments.

Transport to appointments will be arranged with family members or friends. In an emergency, transport will be provided. Transport to activities within the activity programme is also provided.

Private ambulance services are not included in the fee. Where they are required because of an accident, the cost of the service is covered by ACC.

## Doctor

Whalan Lodge has a contract with the Kurow Medical Centre. 3 monthly medication reviews are carried out at Whalan Lodge by a Doctor from Kurow Medical Centre.

If the Resident or relative calls the Doctor outside regular or emergency visits, the Resident will be responsible for the fee.

## Electric Blankets and Hot Water Bottles

These are not permitted as a means to ensure Resident safety. All rooms are heated by portable floor heaters as well as heat pumps in the building.

## Televisions

Plasma or LED / LCD televisions may be placed in your room provided they are of a size that can be accommodated on a solid base i.e., 14–32-inch screen or wall mounted. Please ask management to arrange installation

of your TV on a wall bracket (a small cost may be charged). Every room has a Freeview wall socket, but if Sky TV is required this must be ordered and paid for by the Resident.

## Smoking

Whalan Lodge Trust is a NON SMOKING residential care facility. You may sit, if you choose to smoke in the Smokers Hut in the garden near the Aviary.

## Telephones / WIFI

There is a cordless telephone for you to receive calls on (03) 436 0578. Please ask a staff member if you would like to make a call. You can also arrange for a telephone to be installed in your room.

WIFI is available throughout the building, please ask a staff member for the login code.

## Personal Items

It is important that you arrange your own insurance to cover items that are owned by the Resident or bought into Whalan Lodge Trust for personal use. Residents are encouraged to bring as many personal items as possible. Television, radio, pictures and items of furniture. We try to make our home your home. Electric blankets are not permitted for safety reasons.

## Visiting

Family visitors are welcome at any time. If visiting at night please ring the front door bell, as these doors are locked for security reasons. To prevent cross contamination to our Residents, we ask that you refrain from visiting if you are suffering from an illness that may be contagious i.e.; influenza, recent diarrhoea or vomiting.

## Dependency of Residents

Whalan Lodge Trust will care for confused Residents as long as they do not interrupt the smooth running of the facility for other Residents and their safety can be maintained.

## Church

Kurow has Presbyterian, Anglian & Catholic churches. Please ask a member of Management if you wish to attend one of their services and we will endeavour to facilitate this.

## Concerns/Complaints

We recognise complaints as an opportunity to improve service so we remind you to voice your concerns directly to any staff member on the premises. We welcome suggestions for improvement which may be written and put in the suggestions box in the Entrance area. A written complaints procedure is by the notice board. This can be anonymous if you wish. There is also a brochure from the Health and Disability Service advising of Consumer Rights at the front entrance. The Facility Manager's door is always open to discuss any problem during work hours. The Facility Manager or Clinical Nurse Manager may be contacted after hours for emergency or major concerns regarding Resident welfare and wellbeing.

We have monthly Resident's meetings to jointly discuss any problems that may have arisen and any upcoming events of interest. We ask that issues around other Residents which may become known, remain confidential.

## Interpreter Services

We aim for each Resident to have full understanding, within their potential, of events in Whalan Lodge Trust and issues related to their care, therefore we can access Interpreter services where there is an actual or perceived need. If a language barrier is evident please do not hesitate to discuss this with Management.

## **Description of Services**

### **Completely provided for within the Fees:**

**\$ 213.91 per day for permanent residents**

**\$ 219.05 per day for respite care**

**(these rates effective until 30 June 2026)**

### **Full board and lodgings, including:**

- General laundry service;
- Cleaning services and supplies;
- All Residents are responsible for the purchasing of personal toiletry items however emergency supplies of a standard brand toothpaste, shampoo and soap are available to the Residents when required;
- All bedding, a bedside cabinet, and wardrobe;
- Television, video/DVD and stereo system in lounge area;
- All meals including fresh fruit.

### **Personal hygiene facilities including:**

- Showering and bathing facility;
- Full or partial assistance with hygiene cares;
- Care with and assessment of skin, nails and oral hygiene.

### **Personal grooming services:**

- Assistance with dressing as required;
- Assistance with preferred hair style;
- Use of hairdryer and management of hair removal if required;
- Assistance with accessories and make-up;

Items used in programmes are supplied. Activities Programmes are also incorporated in your individualised Care Plan.

### **Care planning information includes:**

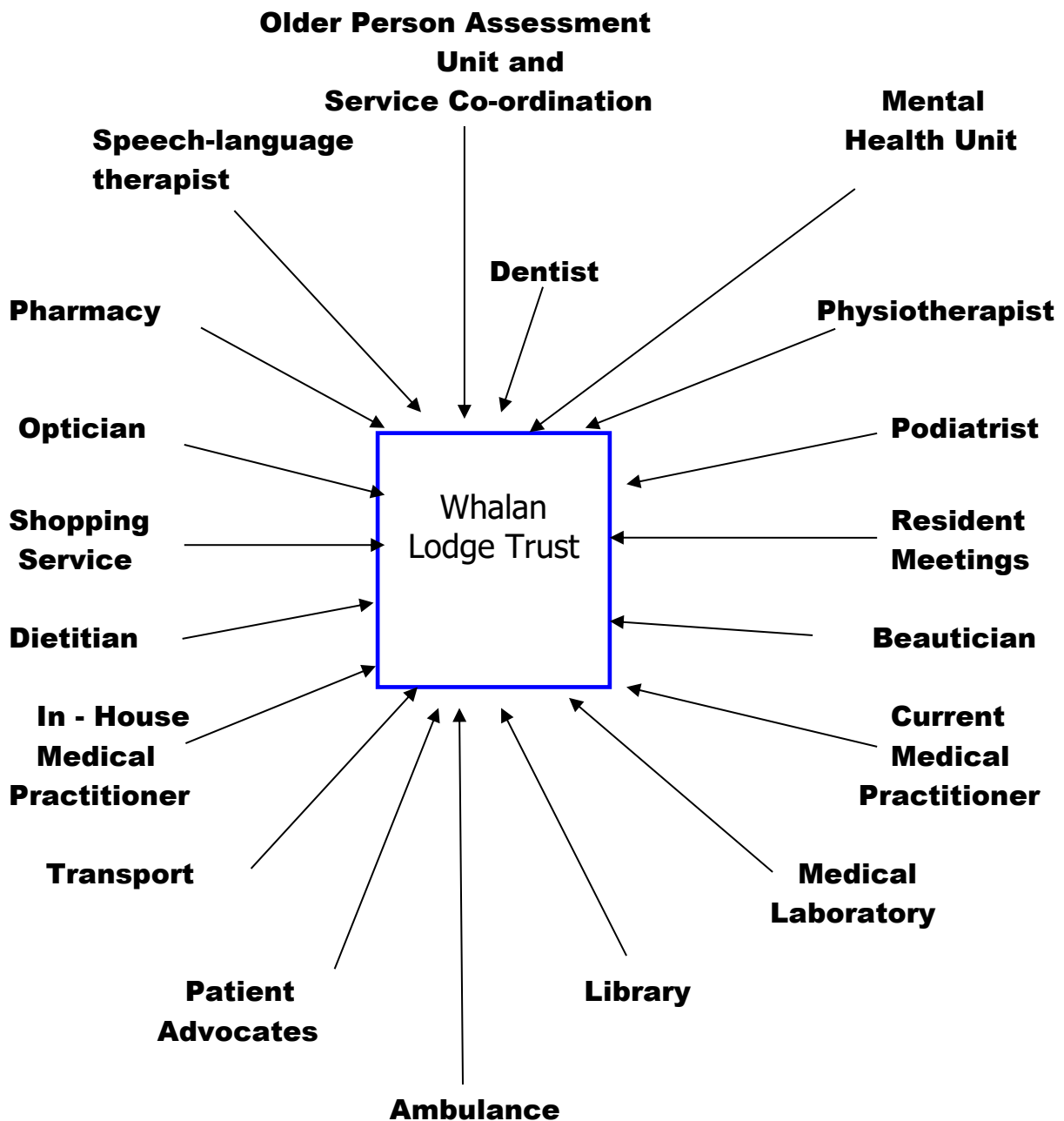
- Nutrition and hydration assessments and support strategies;
- Mobility assessments and support strategies;
- Assessment for pain management strategies;
- Medication management strategies;
- Skin and Wound Care instructions;
- Continence assessment and management strategies;
- Grooming and Hygiene interventions;

- Rest/Sleep special needs;
- Behaviour management plans;
- Specific cultural and religious values and beliefs;
- Clinical assessment and management strategies to meet specific needs.

### **Services Not Included In the Fee**

- Optical services
- Audiology services
- Dental services
- Legal and financial services
- Hairdressing services
- Podiatry
- Dry cleaning
- Wear and damage to personal clothing and belongings.
- Transport (*see Admission Agreement*)
- Individualised equipment (although some financial assistance may be available from other agencies e.g. ACC/ISS).
- Speciality entertainment fees e.g. orchestra or show.
- Toothpaste, shampoo and soap and other personal care items for individual use.
- General Practitioners if arranged by family members without consultation with the Registered Nurse. In addition, GP's who are not from our preferred provider, Kurow Medical Centre.

The below services can be accessed to ensure quality of life and appropriate provision of care. Some services may require referral by a Medical Practitioner and to be paid for by the Resident



We welcome any suggestions to improve our service.

Don't hesitate to contact our Nurse Susan McCone for further information on (03) 436 0578 or Email: [rn@whalanlodge.co.nz](mailto:rn@whalanlodge.co.nz)

# **CODE OF RIGHTS AND RESPONSIBILITY** **POLICY**

These Rights and Responsibilities clearly identify the principles by which Whalan Lodge 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
- To privacy and your confidentiality to be respected
- To continue with cultural and religious practices and value systems which have determined your life in the past.
- To be free from harassment, coercion, discriminate and exploitation.
- To continue to be independent.
- To services of an appropriate standard
- To information in a form that is understandable
- To be consulted about all matters affecting you and be informed and involved at all stages and to give informed consent.
- To access support.
- To choose involvement in teaching or research.
- To raise any concern or to complain.

## **YOU HAVE A RESPONSIBILITY TO:**

- To treat fellow Residents as individuals and with respect
- To treat staff as individuals with dignity and respect
- To co-operate with staff in looking after your health
- To tell staff when you are leaving home, whom you will be with and when you expect to return.
- To treat the home with care
- To keep financial matters current
- To comply with smoke free policy
- To keep any house rules

## Concerns / Complaints Policy

Whalan Lodge Trust 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 Rest 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 individual or individuals who provided the service complained of;
- Any person authorised to receive complaints (any staff member who will forward these to Management);
- Any other appropriate person such as an independent advocate or the Health and Disability Commissioner – Free Phone - 0800 11 22 33 or PO Box 1791, Auckland.
- Health and Disability Advocacy Service for independent advocate support can be contacted by telephoning 0800-11-22-33.

**If the complaint is made to a staff member, that staff member must forward clearly and accurately the details of the complaint to management before the close of their duty. Complaints may be made anonymously, but will not be responded to individually.**

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 and 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.

The concept of 'Open Disclosure' will be implemented throughout all interactions with others to ensure transparency and timely communication of relevant information.

Complaints noted on an informal basis will be 'formalised' for the purposes of ensuring an opportunity for improvement is not lost. All complaints will be discussed at Management meetings and included on the complaints register at the time of receiving the complaint.

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 (non-resident / non-staff).

A 'Concerns/Complaints Form' is readily available to lodge concerns and complaints. It is given to residents on admission as part of the 'Information Prior to Entry pack' and is available to be freely uplifted from the facility at any time, or on request. If a verbal complaint is made, it is to be recorded on a form by the staff member receiving that complaint and forwarded to the Facility Manager for investigation and resolution.

The complainant is to be advised within five working days that the complaint has been received. It is appreciated that in many cases the complaint will be resolved considerably sooner than this.

Management is responsible to ensure that the concern/complaint is investigated thoroughly.

A clear and accurate record of any complaint is to be kept along with a record of subsequent action. Any opportunities for improvement are to be noted. The investigative process and the recommendation of resolution or opportunities for improvement of services should be carried out within 14 days of receipt of the written complaint, at which time the person who lodged the complaint shall be notified of the investigation. If resolution of the complaint/concern is drawn out, then monthly updates are to be made.

Documentation must clearly show that resolution has been to the satisfaction of all parties. If a satisfactory outcome is not achieved, then the complaint will be referred to an independent third party/advocate, for mediation and/or arbitration.

The Health Commissioner's Act makes provision for this process. Pamphlets outlining the details are available in the resident handbook or can be freely uplifted from within Whalan Lodge Trust.

H&DSS: 2.4

(Please make use of the concerns / complaints form to bring any areas of service deficiency to our attention).

### Compliments / Concerns and/or Complaints Form

NB: Attach copy of correspondence and any relevant notes to this form and file in the Complaints folder when complete. Form Number: \_\_\_\_\_

|  |              |  |
|--|--------------|--|
| <b>Date:</b>   | <b>Time:</b> | <b>Name of Staff Member taking details (where applicable):</b> |
|  |              |  |
| <b>Name of person submitting comment:</b>              |              |  |
| <b>Address for correspondence:</b>                     |              |  |
| <b>Ph:</b>   | <b>Fax:</b>  | <b>Email:</b>  |
|  |              |  |
| <b>Details of the comment:</b>                         |              |  |
|  |              |  |
| <b>Investigation notes: (attach notes if required)</b> |              |  |
|  |              |  |

**Outcome / Resolution Decided Upon:****Reasons for Outcome / Response from Complainant to outcome:****Date outcome communicated to person making a complaint:****Note Complainants response to outcome:****Facility Manager's comments:****Facility Manager's signature:****Date:****Quality Improvement Co-ordinator signature:****Date:**