



**MERIVALE**

RETIREMENT VILLAGE



Rest Home  
& Hospital  
Information

Merivale Retirement Village  
27 Somme Street  
Merivale, Christchurch  
03 375 4117

We welcome you into our Merivale Retirement Village family.

We hope this Information Booklet will aid you and your family with your transition to Village life.



## Welcome to Merivale

A very warm welcome to you and your family.

We're excited to introduce you to Merivale Retirement Village because we're proud of the people who work here, the outstanding care they provide, our beautiful environment and luxurious accommodation.

Your wellbeing is our focus. Respect, care, dignity and compassion are part of the positive culture we encourage. As Christchurch locals with over 20 years' experience in the senior living care industry, we're dedicated to taking care of you, our city and its future.

With fully serviced, sophisticated care suites and deluxe apartments, supported living and independent senior living options, we're happy to offer a range of homes and care levels to meet all your retirement needs.

You'll love the location! Merivale is one of Christchurch's most established and sought after suburbs, boasting easy

access to doctors, dentists, lawyers and other professional services, as well as being close to the Merivale Shopping Centre. Stay connected with family, friends and neighbours while living an active life supported by our caring, professional staff.

Our cheerful, professional team provides continuous support customised to meet your needs. You can be as laid back or busy as you wish. With spacious, quality accommodation choices, outstanding on-site facilities and social opportunities on tap, we're committed to offering you maintenance-free, harmonious living in a safe and neighbourly environment.

Like you, we care about history and heritage. We know you come to us with a lifetime of experiences and relationships and we're passionate about cherishing and respecting your story.

We look forward to having you with us at Merivale Retirement Village.



## Philosophy

Freedom. Peace of mind. A warm and happy home environment where you can live the life you want. We encourage and support you to make the most of your abilities, and where possible, increase your confidence to grow and enjoy as much independence as possible.

Our goal is to provide you with a private and comfortable home, where you can welcome friends, family/whanau and other visitors. We know each person has different needs, aspirations, values and customs. We'll nurture your individuality, respect and encourage your independence and support you to lead a full, enriched life.

We are committed to the safe management of residents, visitors and staff at all times. We make clear communication a priority, ensuring you and your family are kept up to date on the best methods of care. Our highly trained staff provide world-class care, support and services.

## Our Core Values

- To meet the holistic care needs of all our residents, all of the time
- To maintain the dignity and quality of life of our residents through empathy, care and respect
- To provide excellence in customer service
- To provide an environment that promotes teamwork and continuity of staff
- To maintain high quality facilities
- To avoid wastage and meet financial objectives

## Our Vision

To provide total care for our residents and improve their independence in an environment where respect, dignity and privacy are upheld at all times.





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# Resident Information

## Accommodation and facilities

You will enjoy full board and lodging and the use of all furniture, furnishings and bedding. If you would like to bring your own treasures or mementoes, we will do our best to accommodate them.

We provide nutritious meals, refreshments and snacks, which take into account your personal likes and dislikes and your medical, cultural and religious needs.

Cleaning services and supplies (including toilet paper, cleaning and laundry products) are provided to keep our village clean and tidy. We provide both personal and general laundry services, and reasonable care will be taken to minimise the damage to, or loss of your clothing due to laundering.

You are welcome to take advantage of our beautiful gardens, which are well looked after for your enjoyment and safety. We have comprehensive fire protection devices throughout the Village and our staff are fully trained in emergency management.

## Activity programme

We are keen to determine your interest in the areas of arts, music, exercise, life skills development, spiritual guidance and recreation. We provide an activities programme; concerts, crafts and outings are available. We welcome any ideas for activities and will endeavour to accommodate them. A monthly calendar is prepared and provided for each resident. This may also be emailed to families on request.

## Advocacy services

All residents have the right to an advocate/support person if requested. We can refer you to an independent advocacy service at the earliest opportunity. If you have any concerns over your care or your family's involvement in your care and are not able to reach a resolution, we have a complaints process (outlined on page 7 and 8 of this booklet) that is easy to follow and ensures all concerns are followed up within 14 days.

### Advocacy Services

Phone: 03 377 7501

### Health and Disability Commissioner Office

Phone: 0800 11 22 33

## Age-related residential care

We provide two levels of care and support at Merivale Retirement Village – rest home and hospital. Each level has significant differences in the supervision and services delivered as prescribed in our contracts with the Ministry of Health (MOH). Prior to admission, your care level will be assessed by the local District Health Board Needs Assessment Service Coordinators (NASC). Should your care needs change during your time with us, you may be reassessed by NASC.

### Allied health professionals

We have several external health professionals that visit regularly or as required, including:

- Attending GPs. Merivale Retirement Village retains the services of our resident doctor. The Doctor visits weekly and as required after hours. Approved visits are paid for by the facility.
- Podiatrist
- Pharmacy services
- Physiotherapist

### Application for a subsidy

Eligibility for subsidised care depends on your financial circumstances. Please ask Work and Income New Zealand (WINZ) for a financial means assessment by phoning 0800 999 727 or visit [www.moh.govt.nz/assettesting](http://www.moh.govt.nz/assettesting). Please understand it is important that all our residents understand the subsidy does not provide the full cost of care. Residents also need to contribute from their superannuation

benefit towards the cost of care.

In addition, because the amount that the subsidy covers is adjusted according to income, some residents will have to pay an additional personal contribution.

Subsidised care fees can therefore include any/all of the following;

- Full subsidy – asset tested
- Superannuation – WINZ assigned
- Personal contribution – income tested, determined by WINZ
- Room premium – reflects the ensuite to your room, position within the facility and/or a larger room, if you have chosen a premium room

For convenience, until your eligibility for subsidy is confirmed, you will be invoiced for the full care fee. The subsidy component of this is credited back to you when WINZ confirms your eligibility and the subsidy amount. At that stage, we will also send you an automatic payment form for your personal contribution, if required.





# Resident Information

## Arrival and orientation

Before joining Merivale Retirement Village rest home and hospital for long term care, you will need to have your needs assessed by NASC. On the day of your admission, we will welcome and show you around the Village. You or your representative will be asked to sign an admission agreement and acknowledge that you understand the services. The admission agreement and the information in this booklet will form the basis of the care and services you can expect and are entitled to while living at the Village.

## Assessment on admission

On admission, your health and personal care needs will be assessed and an initial care plan developed with input from you and/or your representative. A comprehensive care plan is then developed and reviewed by a registered nurse.

This care plan is maintained, updated and reviewed as your needs change (or at least every six months). The care plan covers your physical, spiritual and cultural aspects, your disabilities and needs, and details your goals and required interventions. You and your family or representative are given the opportunity and encouraged to have input into your care planning process. With your consent, your family or representative will be kept informed. Should your condition change significantly, we will ensure they are notified as soon as possible.

## Caregiver escorts

Caregiver escorts are available at your own cost and must be arranged prior to the appointment time and confirmed with

the registered nurse. Please be aware staff may not always be available to escort, as staffing levels must be maintained at a safe level. Please endeavour to arrange a family member to escort you to appointments where possible. If you have any concerns regarding this, please inform the Registered Nurse or senior caregiver on duty. Transport to and from appointments is not always covered in the fees.

## Care when you need it

We will provide supervision and assistance with your activities of daily living such as personal hygiene services including bathing, showering, washing, skin assessment and care, fingernail care, hair washing and oral hygiene. We will assist you with personal grooming including choice of clothing, use of toiletries, makeup, management of hairstyle and use of accessories (this does not include professional hairdressing, which is available in our salon by appointment).

All care will be taken to maintain your dignity and privacy while ensuring awareness of your cultural requirements. Care interventions will be documented in your care plan.

If English is not your first language, we will work with you and your family to minimise any difficulties and enlist the help of a translator at your request.

Our activities coordinators will provide diversional and motivational recreation programmes that maximise mental, physical and social function.

You will have access to a GP who will examine and review your health status on admission, plus either monthly or three-monthly on an ongoing basis, depending



on your health requirements. Your GP will review, note and sign your medication chart every three months.

You may choose to be attended by a GP of your choice, who agrees to visit the Village and maintain your medical records at the Village. The cost of GP services is included in your fee, however if you retain your own GP then you are responsible for any cost over and above the cost of the GP contracted by us. If you initiate the visit from a GP without consulting a registered nurse or manager, then you may be asked to pay the full cost of the visit.

### Commenting on our services

You are our number one priority, which is why we would like to be informed of how you or your relatives feel about our care and services. Whether it is a compliment, suggestion or complaint, all feedback and comments received are acted upon.

You can provide feedback via:

- a) Facility suggestion form (suggestion box is in main reception)
- b) Contact with Manager or Registered Nurse on duty
- c) Local Advocacy Services and/or Health and Disability Commissioner (refer to pamphlets provided in Admission Pack or on display at reception).

### Complaints/concerns policy

We are committed to delivering high quality care and support. Every resident must be given excellent care with dignity, regardless of situations which may make this difficult. There may be occasion when the resident or family/significant other has a genuine concern or complaint regarding

the resident's care, quality of life or matters pertaining to the facility and the services offered.

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



# Resident Information

Residents, family or significant others may forward complaints regarding any aspect of care and service to staff or directly to management in person or anonymously. If the complaint is made to a staff member, that staff member must forward the complaint in writing to Management.

Concerns or complaints regarding the delivery of care and/or breaches of residents' rights are to be dealt with in a sensitive, objective and professional manner. This sensitivity will consider cultural and other values. The resident and significant other must feel secure that the resident will not be adversely affected by exercising their right to question the service being provided.

Therefore, we give the resident absolute assurance the continuity of service will be maintained during the investigation and resolution of any concern/complaint. All complaints are documented and all documentation pertaining to the complaint will be kept in the complaints register.

A Concerns/Complaints form is readily available from reception to lodge concerns and complaints, or can be obtained from any staff member. If a verbal complaint is made it will be recorded on the appropriate form. It is essential that following the lodgment of a complaint, a professional and objective review is made of the complaint. The complainant is to be advised as soon as possible, in writing and 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 for making sure the concern/complaint is

investigated. A clear and accurate record of any complaint is to be kept along with a record of subsequent action. Any opportunities for improvement or corrective action are to be noted. Both 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 this time, the person who lodged the complaint will be notified of the investigation.

If resolution of the complaint/concern is drawn out, monthly updates will be made.

Documentation must clearly show that resolution has been to the satisfaction of all parties. If a satisfactory outcome is not achieved, 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 this process are available in the Resident Admission Pack and reception. Opportunity to explain and discuss the complaint and advocacy processes with family/whanau is provided where necessary/requested.

## Continuous quality improvement

### Our Goals

- To use continuous improvement practices to improve the resident's quality of life
- To actively involve the resident's family/whanau and Enduring Power of Attorney in the process.

### Our Values

Our values guide us in our behaviours and decision making in achieving a quality

service for our residents, family, friends, volunteers and suppliers.

### **Professionalism**

We conduct ourselves in a professional manner, respecting all people who use our service and other points of view. We work together as a team, valuing each other's skills and knowledge.

### **Accountability**

We are accountable to our residents, their families, friends, external suppliers and each other. We provide value for money through efficient practices and continually strive to improve our service.

### **Quality**

We strive for quality outcomes and are committed to continuous improvement.

### **Dry cleaning**

We have a service available Monday to Friday (excluding public holidays). Please see the office administrator/receptionist for cost, times and processes.

### **Electrical appliances**

Heaters and kettles are not permitted at Merivale Retirement Village. Electric blankets and fridges are approved at the discretion of the manager. All approved electric blankets must be tested before use every year. Any other electrical appliance the resident has e.g. radio, must be safely checked by an approved tester and you may be invoiced for this service. Every two years all electrical equipment owned by the Village and its residents is checked by an approved test and tag person arranged by the village.

### **Environmental safety**

We take all practicable steps to ensure the Village environment is safe and healthy.

- Equipment is maintained regularly – external contractors ensure all our equipment is safe annually
- We undergo a Ministry of Health Certification audit by an external designated auditing agency. Completed reports can be read on the Ministry of Health website
- The building has an annual certification check and current Warrant of Fitness
- Wet floor signs are displayed appropriately and all surfaces are kept clean, clutter and dust free
- Exit signs are in view from any vantage point within the building. Safety devices are installed e.g. handrails, non-skid surfaces
- Cleaning agents and chemical containers are clearly labelled and stored appropriately and securely
- Water temperature is maintained at 45 degrees maximum
- During daylight hours, the facility doors are open. After hours, a door bell will alert staff to your presence for access. For more info, please ask at reception.

### **Equipment**

Equipment and facilities are provided for your general use including: scissors and forceps for basic wound care, thermometers, blood glucose testing equipment, stethoscopes and scales. This equipment is for the use of all residents and is stored securely.

You may also be provided with a walking frame, raised toilet seat and pressure relief equipment, if required. You are supplied a TV in your room and have access to shared newspapers or you can purchase your own.



# Resident Information

## Extra charges

We can organise the following products and services for you at your request (for an additional charge):

- Specialised assessments
- Specialist treatments
- Rehabilitation services
- Personal equipment aids
- Hairdressing
- Dry cleaning
- Replacement and repairs to spectacles, dentures, hearing aids or other prosthesis
- Podiatry
- Clothing
- Personal toiletries
- Special outings
- Choosing or having prescribed medication that is not subsidised by the government
- Shopping and special activities
- Entertainment and parties
- Transportation other than those stated in the admission agreement
- Advocacy

## Items that must be arranged by yourself or your families:

- Private telephone rental and calls
- Insurance for residents belongings
- Newspapers
- Sky TV subscription
- Internet access. This can be purchased at the facility

## Facility tour

On arrival a staff member will take you and your family on a tour of the facility. This will cover all services, amenities and locations of various rooms, including outdoor areas.

## Fire evacuation and emergency procedures

The staff will show you the following on your first day:

- Location of fire exits
- Evacuation procedures
- Nurse call bell system

## Food services

Meal times for the rest home and hospital are:

Breakfast - 8am

Lunch - 12pm

Dinner - 5pm, this is the main meal for the day.

We need to know if you have any dietary requirements. If you have been assessed as requiring special feeding equipment such as modified cutlery, lipped plates or drinking cups, please inform us of this.

## Hairdresser

Please contact the receptionist to make a booking with our onsite resident hairdresser located on the ground floor.

## Health and disability services

Copies of the Health and Disability Code are provided with your information pack and are available at reception. The code is also available in other languages.

### Hot water bottles/wheat bags

For safety reasons, hot water bottles and wheat bags are not permitted at Merivale Retirement Village.

### Incidents/accidents/near misses

Residents and their families must understand that all incidents and accidents involving them (including neglect and abuse) need to be documented so management can ensure solutions are found and the situation does not arise again. Please tell staff of any incidents, accidents and/or near misses. They will ensure the appropriate form is completed.

### Infection control

Merivale Retirement Village has comprehensive infection control policies, procedures and practices.

We recommend washing your hands with soap and water or using the alcohol spray pumps provided when entering and leaving the Village. We have several staff skilled and trained in infection control. Please do not hesitate to seek out a senior staff member should you have any queries or concerns.



# Resident Information

## Informed consent

The facility manager or a person delegated by the manager must obtain informed consent from the resident in line with the Health and Disability Services Consumer Rights Code. The process for seeking consent either from the resident or their representative is via a consent form. Written consent for treatment and care will be sought at the time of admission to the facility. Please feel free to ask questions, regarding this process.

## Insurance

We will take all due care to protect your personal belongings but we do not hold insurance to cover your personal belongings. You need to discuss with your family/whanau or Enduring Power of Attorney whether you need to take out your own personal insurance particularly for items of significant value.

## Interpreter services

If English is not the residents' first language, we can arrange interpreter services.

## Laundry services

We launder all our residents' clothing on site. While we take responsibility when laundering, you need to be aware we cannot be held financially liable should clothing be damaged or loss occur. If you have clothing of value or require special treatment, we offer a dry-cleaning service (user pays) or suggest that family/whanau/friends take these items home for laundering. Woollens are NOT recommended as our machines are commercial and the chemicals we use are commercial. We suggest an alternative (e.g. polar fleece/acrylic), which can be laundered safely in our machines.

On admission, it is a requirement that all clothing is named with pre-printed iron on labels (full name). The use of marker pens is not acceptable as it will wash off. Merivale Retirement Village has its own label writer and iron press. The cost for labels is \$20.00 for 50 labels. If any labels are left over then these are kept in the laundry for any clothing brought in later. If you do bring in clothing that requires naming please inform reception.

## Medication

All medication is dispensed by Village staff in prepackaged blister packs. Self-dispensing of medications needs to be approved in consultation with registered nurses and the attending GP.

The times that medications are given out are at the times prescribed by your own doctor or the resident GP. On admission, we will require a full list of all your current medications, including those not prescribed by your GP, e.g. herbal medicines, vitamins.

## Newspapers

Private newspapers can be ordered. Please advise reception to ensure you receive the paper.

## Open disclosure

Merivale Retirement Village is committed to ensuring full and open communication is established in the event of something going wrong.

In the event of harm, we will:

- Disclose the harm to the resident and or family/Enduring Power of Attorney (EPOA)
- Acknowledge something went wrong





- Apologise for the distress experienced
- Listen to the resident/family/EPOA's story
- Conduct an inquiry/investigation of the incident
- Develop an action plan to prevent it recurring
- Support the resident and family/EPOA.

### Our professional care team

All our residents are cared for by dedicated registered nurses, carers and household staff who are on-site seven days a week, 24 hours a day. We also have the support of a physiotherapist, diversional therapist, podiatrist and visiting GP.

Our registered nurses and carers are a happy and friendly team all passionate about delivering outstanding care. Registered nurses have a hands-on role in care delivery and service and our carers are dedicated to their work and study towards nationally-recognised aged care industry qualifications.

We have regular GP visits and additional visits can be arranged. Our GP prescribes medication, to be administered by the clinical staff to residents.

Merivale Retirement Village has a physiotherapist who sees all new residents to assess their mobility needs. A full mobility plan is put in place if needed and is re-assessed regularly.

Our Diversional Therapist/Activities Coordinator organises regular activities, mini bus outings, visiting school and church groups, quizzes and music sessions. Please refer to the activity calendar for scheduled events.

Open communication is important to us. We are happy to discuss anything in relation to your care with you or your family at any time. We're here to support you, to listen, and wherever possible, meet your needs. The Facility Manager is available to speak with you or a family member at any time.



# Resident Information

## Ownership

We are open and transparent in all our practices and encourage your feedback. Transparent consultation is the basis of our continuous improvement system. We are open to new ideas and ways of doing things and we regard mistakes as learning opportunities.

We encourage you to take an active role in planning your care and we welcome you and your family to regular meetings on a formal or informal basis, to discuss matters relating to your health and to the services we provide. At least once a year we ask residents and their families to complete a satisfaction questionnaire, which assists the management team in monitoring the quality systems.

## Premium rooms

We provide rooms and facilities that are superior to the Government and District Health Board specifications. You may be required to pay more than the “maximum contribution” set down by the Government. This additional fee covers the provision of superior accommodation in the form of a larger room and an ensuite.

If you wish only to pay the “maximum contribution” then please inform the manager, who will arrange one of our standard rooms for you once one becomes available.

## Policies & procedures

In the day to day running of Merivale Retirement Village, we have policies and procedures that provide a framework for our care and services.

We review our policies and procedures regularly and we are audited externally

to measure how effective we are at implementing best practice. The results can be viewed on the Ministry Of Health website.

Our policies and procedures are clearly defined and cover a wide range of areas including infection control, health and safety, food handling, administration of medications, chemical storage.

## Resident and service areas

Our Village has areas both inside and outside that may pose a danger to your health and safety, which is why we have an outside area that has been made safe for your use and comfort. Inside, several areas have been designated “staff only” and we ask that you respect our need to operate in such a way and refrain from accessing these areas.

## Resident rooms

The allocation of rooms in Merivale Retirement Village is made on a case by case basis. The needs of each individual resident are assessed by management, who then decides where it is most suitable for that person to reside. On occasion, it will be necessary to alter room allocations. This is done at management’s discretion but with consultation with the Resident. Each bedroom and ensuite is equipped with an easily accessed call bell system. All rooms are furnished, however, we encourage you to bring your own possessions such as photographs, ornaments, radio. If you want to bring larger items please check with the nurse in charge.

### **Resident trust account**

We have a comfort account for all residents. It is not recommended that residents keep money in their room, as there are lots of people who go through the Village daily. We recommend leaving money with the receptionist, where it will be receipted.

### **Security**

We place a great deal of emphasis on security for the safety of all residents and staff. Staff are trained to act in an emergency to ensure your safety. Please follow their instructions carefully.

### **Services and items not included in the fee:**

Several items are not included in the fee. These are outlined in your Admission Agreement and include:

- The provision of equipment, aids, medical supplies of services that relate to conditions covered by the District Health Board or Government funding
- Specialist equipment required for you including wheelchairs modified for your use, seating systems for postural support, specialised communication equipment, specialised nursing beds and other customised and personal care mobility equipment
- Specialised assessment and rehabilitation services
- Services provided by dentists, opticians, audiologists, chaplains, hairdressers, dry cleaners and solicitors
- Clothing and personal toiletries
- Charges for toll calls
- Insurance cover for personal belongings

We are not required to meet the cost of transport for any resident to the following list of services:

- The department of Work and Income
- Social workers
- Maori provider organisations
- Advocacy services
- Supporting voluntary organisations, e.g. Alzheimer's Society
- Socialisation outside the Village i.e. that which is not included in our activity programme. Should you require transport outside of the facility this can be arranged at the resident's cost. We also organise many outings outside of the facility as part of our activities programme and ask that you cooperate in the wearing of seatbelts or any other restraint device while travelling.

### **Skilled and trained staff**

We have a trained, friendly team of registered nurses and care workers who promote the continuity of your care. All care will be delivered with recognition of your rights, privacy and dignity, and will be culturally safe. We recognise the importance of well trained, skilled staff and education. All our staff complete a comprehensive induction programme during their first three months of employment.

We provide monthly in-service education to all staff and require all caregivers to undertake further training through the approved Industry Training Organisation (ITO) leading to National Certificates in Care, which is New Zealand's foremost and recognised qualification in aged care.



# Resident Information

## Sexuality and intimacy

Intimacy and sexuality are managed in a manner that ensures the rights of the individual are protected. Staff always ensure that there is a balance between the personal rights of the individual and others living and working in the facility. We can provide you with educational material regarding sexual health advice.

## Signing/witnessing legal documents

Staff are not permitted to sign or witness any legal documents on behalf of any resident, family member or visitor. Please ask the Facility Manager if you require legal services or assistance.

## Smoking

Smoke alarms and sprinklers are installed throughout the Village. Merivale Retirement Village is a smoke free facility.

## Spirituality

Non-denominational services are held in the facility for all interested residents and visitors. Please refer to the activities programme. In addition to this service, visits from ministers, clergy and priests, and personal requests are welcome.

## Supplies

At Merivale Retirement Village you will have access to:

- Medication management and safe pharmaceutical administration policies and procedures.
- Continence management programme and specialist continence advice
- Infection control management
- Wound management programme
- Pain management programme

The cost of prescribed pharmaceutical products (provided they are partially subsidised by the Government), standard products for wound and skin management and standard continence management products are included in your fee.

## Telephones

Residents may have a personal phone installed in their room at their own cost. Otherwise, there are communal telephones available for local calls. Toll calls can be made through the receptionist with the cost passed on to the resident.

## Television

A TV is provided in Residents rooms. The installation of Sky TV in the rooms is at your own cost and must be arranged by yourself or your family. The wiring and satellite dish are already present.

### Transport

We will meet the transport requirement and associated transport costs for the following clinical appointments/reasons for all subsidised residents:

- Needs assessment and service coordination services
- Assessment, treatment and rehabilitation services
- Laboratory services
- Radiology services
- Specialist medical services
- Podiatrist (prescribed by a GP)
- Outpatients
- Emergencies
- Discharge/transfer to a publicly funded service.

Where appropriate a subsidised resident will be accompanied/escorted to appointments for clinical reasons by a staff member, family member or friend.

### Visitor's book and residents outing register

All visitors to Merivale Retirement Village are required to sign in and out of the Visitor's Book at the main reception. When taking a resident on outings or appointments, please ensure you notify staff on duty at the time of the outing and record it in the Residents Outing Register.

### Wireless internet plan (Wifi)

We offer a Wifi service to residents at \$30 per month. This includes:

- Up to 3 devices (i.e. laptop, phone, tablet)
- Up to 30GB data per month per resident.

We reserve the right to charge additional fees if Residents exceed 30GB of data in a month.



# Resident Information

## Frequently Asked Questions

### Activities

Q. Do you have activities?

A. Yes, an extensive range of free activities is available Monday to Friday.

### Alcohol

Q. Can I have an alcoholic drink?

A. Alcohol is provided to you at Happy Hour and on special occasions.

### Allowance

Q. As a subsidised resident, do I receive funds personally?

A. Yes. An allowance is paid to you fortnightly by Work and Income. Generally, this is paid into your personal bank account.

### Arm chairs

Q. Can I have my own armchair in my room?

A. We provide armchairs in every room and we will try and accommodate your own special items.

### Call bells

Q. Are there call bells in the rooms?

A. Yes, they are conveniently located in your room and ensuite. They are also located in the lounges, dining room and library.

### Diet

Q. Do you cater for special diets?

A. Yes, special diets can easily be catered for as long as we are told in advance.

### Dry cleaning

Q. Can dry cleaning be done?

A. Yes. We can arrange for your dry cleaning to be done at a reasonable cost.

### Exercise

Q. Can I walk in the garden?

A. Yes, if you are mobile we encourage you to take daily walks.





## **Food**

**Q. What is the food like?**

A. Delicious! We have dedicated chefs who prepare lovely nutritious food, approved by the Dietician, to ensure you receive a well-balanced diet. Menus are provided to all residents.

## **Hairdresser**

**Q. Do you have a hairdresser?**

A. Yes, we have a hair salon on site where you can have your grooming requirements met at a reasonable cost.

## **Living assistance**

**Q. Am I helped in showering and dressing?**

A. Yes, you are assisted by our staff in all showering, toileting and dressing as required.

## **Medication**

**Q. Who looks after my medication?**

A. A registered nurse in conjunction with your GP and pharmacist oversee your medication.

**Q. Can I keep my own GP?**

A. Yes, plus we have a resident doctor available, if required.

## **Night time assistance**

**Q. Will anyone help me during the night?**

A. Yes. Staff are on site 24 hours a day, 7 days a week. You can ring your call bell at any time.

## **Nurses**

**Q. Do you have registered nurses?**

A. We employ full-time registered nurses providing 24-hour care.

## **Outings**

**Q. Can I be taken out?**

A. Yes, but please let us know when you do for safety and security reasons.

## **Physiotherapists**

**Q. Do I have access to physiotherapist?**

A. Yes, a physiotherapist is available on referral from your GP. The cost is included in your fee.

## **Pictures**

**Q. Can I put pictures on the wall?**

A. Yes we can hang pictures on the wall. Ask our maintenance person to carry out this task for you.

## **Podiatrist**

**Q. Do I have access to podiatrist?**

A. A podiatrist visits on a regular basis. The cost is included in your fee where the visit is prescribed by a GP.

## **Running out of money**

**Q. What happens if I run out of money?**

A. Depending on your circumstances you may be eligible for subsidy from the Government.

We can assist you with this process and on how to make an application.

## **Smoking**

**Q. Is smoking allowed?**

A. Merivale Retirement Village is a smoke free facility.



# Resident Information

## **Subsidy process**

**Q. Are subsidies available?**

A. Yes. Depending on your circumstances you may be eligible for a subsidy from the Government. We can assist you with this process and on how to make an application.

**Q. What is the subsidy process?**

A. To qualify for a subsidy you must be assessed by a Needs Assessment Service Coordinator as requiring the appropriate level of care, and by Work and Income (WINZ) as being eligible for financial assistance. Please be aware the assessments take time and you may not qualify until the assessments are complete.

## **Snacks**

**Q. Are morning, afternoon teas and supper available?**

A. Yes, we make most of our morning and afternoon snacks on site.

## **Staff**

**Q. Who will look after me?**

A. We have registered nurses and qualified carers who will look after you. As much as possible, the same staff will care for you on each shift so you can get to know each other.

## **Telephones**

**Q. Can I use the telephone?**

A. Yes. There is a residents' telephone or cordless phone available. You can also arrange for a telephone to be installed in your room (at an additional cost).

## **Laundry**

**Q. Is laundry done on site?**

A. Yes, we have a full commercial laundry on site and your laundry is done at no extra charge.

## **Visiting**

**Q. What are the visiting times?**

A. At all times, but we request that your visitors respect the privacy of other residents.



# Code of Residents' Rights and Responsibilities

Please read the following list of your primary rights, at Merivale Retirement Village.

You have the right to:

- Appropriate personal and health care services according to your needs, provided to the highest quality and standard.
- Be treated as an individual with respect, dignity and independence.
- Privacy. This includes privacy with respect to:
  - Your room
  - Privacy when being bathed, toileted, dressed or medically treated, when receiving visitors, telephone calls, mail or having personal conversations
  - Confidentiality of records
  - Any other factors coming within the Privacy Act 1993 and the Code of Health and Disability Services Consumers' Rights 1996.
- Treat the facility as your home, and to regard yourself as a member of a family consisting of other residents and staff.
- Expect that your safety will be catered for, in and around the Village.
- Choose and maintain contact with individuals and groups from the community through receiving visitors, attending outings, and to be provided appropriate assistance from staff to meet this goal.
- Be consulted, and be asked for informed consent, in all health care services, activities and procedures that involve you and have information provided in a format best suited to your needs so informed consent is assured.
- Not to be involved in teaching or health research unless you freely give your consent.
- Rehabilitation and socialisation programme that emphasises your abilities. A variety of constructive and entertaining recreational activities are available at Merivale Retirement Village and within the wider community.
- Socialise with whomever you choose, wherever you choose, within the safe guidelines and philosophy of the Village.
- Maintain your personal independence, within the safe guidelines of the philosophy of our facility with freedom from discrimination, harassment or coercion
- Control over all personal matters as to your own possessions and clothes, financial affairs, bedtime within the safe guidelines of the philosophy of the Village, enabling communication in an open, honest and effective manner.
- Be involved in decision making about activities of practices and value systems which have determined your life in the past daily living with a support person(s) present as appropriate.

# Resident Information

- Continue with cultural and religious/spiritual practices, and value systems, which have been with you and your next of kin.
- Ensure all information provided is clearly understood by you, despite differences in race, even if this involves the use of an interpreter.
- Complain about anything which upsets you, and if necessary have an independent person to advocate on your behalf.
- Be addressed by your preferred name and to know the names and the roles of the people caring for you, and the right to ask for a different carer if difficulties or dissatisfaction occurs.
- Live with your partner, if married or in a stable relationship. If both of you are not residents at Merivale Retirement Village, we will ensure you can visit each other.



## Responsibilities of the Resident

Merivale Retirement Village endeavours to be an excellent place to live, which is why we have developed rules and regulations to ensure the well-being of all residents.

We ask all residents to:

- Treat everyone (including staff) with courtesy and respect fellow residents as neighbours and part of the extended family.
- Remember to show consideration to other residents regarding noise levels, lighting and the conduct of your visitors.
- Ask for clarification or further explanation of treatment or illness if something is unclear, or not understood.
- Assist staff in looking after your health
- Always advise a staff member (who is in a position of authority) when you are leaving the facility for significant period and advise when you expect to return. On re-entering the facility, you should ensure that a staff member is aware of your return.
- Treat the building and the environment with respect
- If you oversee your financial affairs, please ensure all financial matters are kept current.
- Please follow any house rules the Village has in place.









## Come and See for Yourself!

We understand your decision to move is an important one. We'd love to show you around Merivale Retirement Village and answer any questions you have about taking this next step.

For an appointment to view our facility, please contact the manager

**03 375 4117**

**[reception@merivaleretirement.co.nz](mailto:reception@merivaleretirement.co.nz)**

Find us at:

Merivale Retirement Village

27 Somme St, Merivale

Christchurch

**[www.merivaleretirementco.nz](http://www.merivaleretirementco.nz)**

Facebook:

**[www.facebook.com/](https://www.facebook.com/merivaleretirementvillage)**

**[merivaleretirementvillage](https://www.facebook.com/merivaleretirementvillage)**







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