

CORONATION LODGE REST HOME

INFORMATION BOOKLET

Please read in conjunction with
Admission Agreement

If you require an alternative format of this information
Please notify the Manager

INDEX

- Philosophy of Care
- Mission Statement
- Welcome
- Quality Assurance
- Dignity and Respect
- Complaints and Compliments
- Health and Disability Advocacy
- Cultural Awareness and Sensitivity
- Consent Forms
- Identification
- Trial Period
- Personal and Medical Information
- Financial Agent
- Enduring Power of Attorney
- Advocacy
- Emergency Contact
- Interpreter Services
- Ethnic Support
- Call Bell System
- Smoking
- Security
- Safety
- Appointments
- Visitors
- Transfers
- Holidays
- The facility
 - the building
 - the bedrooms
- Personal Belongings
- Valuables and Insurance
- Toiletries
- Clothing
- Clothing Identification
- Personal Washing
- Dry Cleaning
- Lost Property
- Electric Blankets and other Electrical Equipment
- Personal Radios and Televisions
- Communal Televisions
- Telephones
- Newspapers
- Communication Methods
- Hairdresser
- Legal Services

FOOD SERVICE

- Meals
- Meal times and Menus
- Special Occasions and Birthdays

CLINICAL CARE SERVICES

- Nursing
- Medical Services
- Additional and Specialist Services
- Specialist appointments
- Podiatry
- Medications
- High User Health Care and Community Services Card

RECREATION SERVICES

- Pastoral Care
- Activities
- Exercise and Outdoor Seating
- Library
- Resident Surveys
- Resident Meetings

FINANCIAL ARRANGEMENTS

- Subsidy
- Services Provided
- Activities offered
- Services not covered

RIGHTS AND RESPONSIBILITIES

- Resident Rights
- Resident Responsibilities
- Miscellaneous

YOUR INVOLVEMENT

COUNSELLING FOR CARERS

- privacy

SUGGESTIONS, COMPLAINTS AND FEEDBACK

We take this opportunity to welcome you to our home and hope that your stay with us will not only be comfortable but enjoyable as well.

PHILOSOPHY OF CARE

We the staff and Management of Coronation Lodge Rest Home Believe in, and aim to provide quality care, assistance and direction for the Residents of Coronation Lodge Rest Home, encouraging individuality and independence.

We believe that by forming a partnership with the Residents, we will ensure their Privacy, Dignity, Cultural & Spiritual needs will be identified and met.

We recognise and accept individual values, beliefs, ethnicity, abilities, gender, sexual orientation, social status and age and provide care in a non-judgmental manner.

We recognise that families and friends have an important role to play in maintaining the security, and happiness of our Residents, so encourage their input.

We believe that by being accountable, responsible and respectful in our nursing and caring practices and by recognising our role as Resident Advocates, we will be able to uphold our Residents Rights.

Coronation Lodge Rest Home is a residential care facility. It is purpose built for the care of the elderly and is certified by the Ministry of Health to accommodate residents who need this specific level of care.

MISSION STATEMENT

Our Aim is to provide a quality, homely environment in which the frail elderly (and/or confused elderly) may live in an atmosphere that ensures their Independence, Privacy, Dignity, Cultural and Religious needs are met as Individuals.

To provide assistance and direction
in enabling them to
meet their daily needs and maintain a quality life.

Commitment to Quality

WELCOME:

Welcome to Coronation Lodge Rest Home. We wish you a very happy and comfortable stay with us. Let us introduce ourselves.

In March 2019 we bought Coronation Lodge Rest Home. Indu left her job as Clinical Nurse Specialist from Taranaki DHB and commenced work as Clinical Nurse Manager at Coronation Lodge Rest Home. She brought wealth of knowledge with her that is enormous help to the facility. She is available 24/7 on call . Indu is absolutely passionate about the care of people

Aman has been in management position from last 5 years and He is working as Facility manager at Coronation Lodge Rest Home. He is passionate about providing best healthcare services to elderlies as he was always close to his Grandfather who was a General Practitioner. He learned from his grandfather to listen to others concerns, Respect, encourage and support others.

We are owner operators and therefore are intimately involved with the running of the home.

We offer: DAY CARE, RESPITE CARE, PALLIATIVE CARE, REHABILITATION, SUPPORTED LIVING and FULL TIME RESIDENTIAL CARE.

We are a 22 bed facility. This means our home has a warm, relaxed and friendly atmosphere. We do not see ourselves as an institution but more as a family home and we do not have any of the impersonal issues that can sometimes be associated with larger homes.

We are a Stage Two Rest Home with a Contract to provide services to the elderly. We are a 24 hour, 7 day a week service. We have staff onsite at all times and a Registered Nurse either on duty or available on call for staff (by mobile phone) 24 hours a day.

Coronation House provides supported living (boarders) providing meals, laundry, and cleaning service to clients. They can have as little or as much participation in rest home life as they wish.

Personal care assistance is not provided by the rest home (eg shower assist) but this can be organized for you and provided by an outside agency.

We have exceptional staff

Our staff are fully competent, mature ladies with an old-fashioned work ethic and a genuine commitment to their job. They are all either A.C.E. trained or are in training towards this national qualification. All team leaders have current first aid certificates and attend regular in-service training.

Our Registered Nurse works full time and is on call at all other times and she is fantastic.

Our Recreation assistant is extremely committed and runs a varied and stimulating activities programme for the residents, including regular outings and socializing with other Rest Homes and elderly groups such as Aged Concern and church groups. We have several volunteers who add variety and talents to the programme.

Our staff resident ratio is amongst the highest in the country which means residents get quality personal care.

We aim to provide a supportive environment that will enable you to live as full a life as possible. It is important that our service reflects your interests and to ensure that your needs and requirements are met.

Please feel free to talk to staff about any aspect of our service or to raise any concerns that you might have. We have designed this booklet to help you settle into your new home and to explain the services we offer.

QUALITY ASSURANCE: We have an on-going Quality Assurance programme to ensure we maintain the highest standard of care and service possible. If you have any suggestion or comments you wish to make about our service, please let us know.

DIGNITY AND RESPECT

We believe in an active commitment to privacy, non-discrimination and fair treatment to all, including:

- Respect for individual life styles
- Respect for our residents, their families and friends
- Respect for our staff
- Respect for the community in which we operate
- Respect for the environment.

COMPLAINTS & COMPLIMENTS

If you have any concerns, complaints or compliments regarding the quality of services we provide, feel free to discuss them with Manager or the staff on duty.

We also have a formal complaint reporting system. Please ask staff on duty or the Manager for "Complaint Form" or access one from near the front door. After completing the Form, hand it over to the Manager. Your complaints will be thoroughly investigated and results reported back to you within 5 working days of receiving the complaint.

If you have a concern, problem or complaint we invite you to give the Home the opportunity to address this. If the home does not address this to your satisfaction you are welcome to contact an Advocate or the Health and Disability Commission.

HEALTH & DISABILITY ADVOCACY – HELPING YOU GET A BETTER SERVICE:

Everyone using a Health or Disability service has the protection of the Code of Health & Disability Services Consumer's Rights.

The purpose of this service is to help maintain and further develop open and honest communication between providers and receivers of health care.

Any Resident or family member unhappy with the service provided may use the free and confidential service. Information brochures are available near the front door.

The Advocate for this area is: Nationwide health and Disability advocacy Service:

Toll free: 0800 555 050

Email: advocacy@hdc.org.nz

Website: www.hdc.org.nz

CULTURAL AWARENESS AND SENSITIVITY

It is the policy of Coronation Lodge Rest Home to treat all Residents equal and with a strong sense of empathy, dignity and regard to individual rights needs and wishes without discriminating against race, religious or sexual beliefs.

Cultural sensitivity is having the desire and attitude to constantly learn about the depths of cultural needs of people. In order to respond to them in a way which is perceived as sensitive by them.

Cultural safety is its practice which is identifiable and describable and which is perceived as being safe by the patient/client in relation to a consistent monitoring model e.g. The four corner stones of maori health: Unity of the mind, soul, body and family. (Physical Te Taha Tinana, spiritual Te Taha Wairua, mental Te Taha Hinengaro, family Te Taha Whanua). Together these components blend to form an integrated and comprehensive model for health.

CONSENT FORMS:

We need you to sign consent forms to enable us to provide you with the safest and best care. Consents are signed for the following:

- ◆ Photograph for identification purposes and publication (i.e on noticeboard and sometimes in the newspaper)
- ◆ Storage of personal health information on-site
- ◆ Outings or transport
- ◆ To supply toiletries or other supplies, which require reimbursement
- ◆ Study and research

IDENTIFICATION:

Photos are displayed on your:

- ◆ Medication chart and in your
- ◆ Personal file

TRIAL PERIOD:

If you wish to have a trial period in this Home, you are welcome to do so. Please discuss this with the Manager.

PERSONAL AND MEDICAL INFORMATION:

All information regarding medical history, health status, personal information, etc. are collected by Management and are stored for the period as prescribed by respective regulation. You have right to access all information which pertains to you. All such information is kept in a secure place.

FINANCIAL AGENT:

It is not our policy to act as an agent for Residents personal allowances as paid by the government. The Manager will assist in arranging a suitable and independent agent for you if this is required. Most often the Agent is a family member or the Enduring Power of Attorney.

ENDURING POWER OF ATTORNEY:

If you have an Enduring Power of Attorney for financial/health please inform the Manager and provide a copy of document to be kept on file.

ADVOCACY:

The Advocacy service will be discussed with you by the Care Co-ordinator, Registered Nurse, or Manager on admission. Brochures are available near the front door.

EMERGENCY CONTACT:

Staff are able to contact the Manager on your behalf who is available by cellphone 24hours per day.

INTERPRETER SERVICES:

Interpreters are available on request.

If you have difficulties understanding any written documents or verbal conversation, we will be happy to arrange an interpreter.

ETHNIC SUPPORT:

A variety of groups and support persons are available on request.

SMOKING:

We do not allow any person to smoke inside the home, however we do have an area designated for smoking.

CALL BELL SYSTEM:

Staff are on duty 24 hours a day to assist you. Call Bell systems are available in all bedrooms, bathrooms, toilets, lounges and dining room areas ensuring you can access help when necessary.

SAFETY:

Due to residing directly next to a busy main road, to ensure the safety of our residents we have implemented a key pad system on all exterior doors facing the road. The main entrance door is alarmed and the alarm will sound after the door has been left open after one minute. Once inside the rest home, if you are needing to exit, the key pad code is located on top of the keypad itself, or at the top of the sign in/out book at reception.

There is easy access from the inside to outside areas therefore the likelihood of falls and accidents are greatly reduced. Showers, toilets and bathrooms all have handrails to assist residents and to make them feel secure. It is impossible however to totally prevent falls or accidents and still live with our philosophy. We comply with the Health and Safety Act and have identified hazards in and around Coronation Lodge Rest Home that could occur. (please ask for a copy if you like to know which hazards we have identified) We have procedures in place to minimise any risks.

Our staff are well trained in the use of all equipment in relationship to persons with disabilities. Staff are given on going training in all aspects of dealing with the elderly resident to provide a safe and secure environment. We are a sprinkler safe establishment and connected to the Fire Brigade. Chubb Maintenance Services are contracted to maintain all our safety features.

Staff are trained in Fire Evacuation procedure, which has been approved by the Fire Service and the Home has a trial evacuation twice a year. Your co-operation for these trials are appreciated.

We have a current building Warrant of Fitness as required by the Building Act 1991. This indicates that all fire safety and monitoring systems, fighting equipment and all facilities with disabilities met the requirements of the 1991 Act.

Each evening on duty, staff complete a security round of doors and windows. Chubb Security Systems monitor our security that includes alarms, street and exterior lighting.

APPOINTMENTS:

It is appreciated if Residents or families notify staff of any appointments made.

VISITORS:

Visitors are welcome at any time but we would prefer that it is after 10am.

We invite your relatives and friends to participate in activities such as social and craft activities. Private visits are possible in the many quiet areas and also in your own room. Facilities for overnight stays are available for close family or friends if a Resident is seriously ill.

We request visitors' respect the rights of other Residents and to supervise children who may visit.

TRANSFERS:

Management and staff endeavor to maintain a stable environment for each Resident by keeping room changes to a minimum.

However, in the event of a change in nursing care requirements or for nursing management reasons, Management reserves the right to transfer Residents from one room to another, following consultation with you and your designated family member.

HOLIDAYS:

If wished, you can make arrangements to take holidays away from the home. Subsidised residents may go on holiday for 2 weeks without your Government subsidy being affected. The Manager must be aware of all arrangements made.

THE FACILITY

Coronation Lodge Rest Home is set in a large secure garden which enables people to wander freely at their leisure. We have keypads on all external doors facing the road at the front of the Rest Home, the code is written in the visitor register at reception and is also on the wall above the keypads.

There is large lounge for the residents & a smaller one for quieter times.

There is good access to the garden and surrounding area. There are no steps to contend with and there is plenty of car parking for visitors.

Coronation House has a large sunny communal lounge, dining area and kitchenette to enjoy tea and coffee at your leisure.

A large sunny deck provides a relaxing area to enjoy the sunny days. A large garden out the front provides vegetables for the kitchen and residents are able to 'potter' in this at their leisure.

The Building

Toilets and showers are near to all the bedrooms.

Coronation Lodge Rest Home is appropriately maintained to keep it in a safe, clean and pleasant state.

Bedrooms

The rooms in the rest home are all single with heaters, call bells, hand basins, wardrobes, bedside lighting and pleasant furniture. We encourage residents to personalise their rooms with pictures, ornaments and furniture as space permits. All furniture and possessions must be named. We have a marking machine available for your use.

Items that people have had for a long time often help people with dementia recognise their own room e.g. wedding photos, arm chairs, pictures.

There are no call bells in Coronation House but dialing '24' will dial directly to staff in the rest home if you need assistance or advice.

PERSONAL BELONGINGS:

Management and staff will not be held responsible for any valuables, jewellery and possessions etc. lost, damaged or left on the premises. All items should be clearly labelled.

VALUABLES & INSURANCE:

In view of difficulties associated with the insurance of valuables and property not belonging to Coronation Lodge Rest Home, Residents or their authorised agent need to acknowledge the following:

- ◆ That, although the home takes all care with your personal belongings, including money, jewellery, radios, documents and clothing, the home cannot accept any responsibility for damage to or loss of your possessions
- ◆ All valuables are documented on admission and we request that you notify staff of any articles added or removed during your stay to keep the information current.
- ◆ We recommend that you have dentures and spectacles engraved for identification
- ◆ We advise you to maintain personal insurance for items of value. We will be liable if we fail to take reasonable care however our liability for serious damage or loss is limited to the excess amount of your insurance policy. Check with the Manager for Insurance options or contact your own company for information

TOILETRIES:

You will need to supply:

- ◆ Shampoo and Conditioner
- ◆ Soap
- ◆ Toothpaste and Toothbrush or Denture Cleanser
- ◆ Talcum Powder
- ◆ Hairbrush and Comb and Hair Accessories
- ◆ Personal Razor and Shaving Gear
- ◆ Moisturiser for the face etc
- ◆ Perfume/aftershave
- ◆ Make up
- ◆ hairspray

Check with the Manager as some of these articles may be able to be supplied through the home shop.

CLOTHING

Here are some suggestions on what to provide:

- The style of clothing that your loved ones have worn for the past 40 years. If they are used to leather shoes don't buy them sneakers.
- comfortable easy care clothing
- dresses that button or zip down the front or back are preferable for ease of dressing and undressing
- half-slips, camisoles and singlets. Nighties with elastic necklines or several buttons (so that they can be slipped down rather than lifted over the head)
- shoes with flat soles
- at least one good outfit to be worn on outings and special occasions
- clothes made from knit or interlock so that fabrics wash and wear well without ironing
- socks that do not have a tight binding at the top which restricts circulation
- Easy care garments made from stretch fabric like track suit trousers or sweatshirts are ideal as they make dressing easier and maximise independence
- A size larger than is usually worn allows for ease of dressing and undressing

	MINIMUM	MAXIMUM
Bras	3 pairs	3 pairs
Singlets	4	8
Underpants	6	8
Petticoats	4	4
Night-dress/Pyjamas	4	6
Bed Jacket/Cape	1	1
Dressing Gown	1	1
Slippers (washable)	2 pairs	2 pairs
Dresses/Skirt/Blouses	6	6
Shirts & Trousers	4	6
Tracksuits	3	4
Cardigan/Jumper	3	3
Stockings/Pantyhose	6 pairs	6 pairs
Socks	6 pairs	6 pairs
Shoes	2 pairs	2 pairs

CLOTHING IDENTIFICATION:

Please permanently label all clothing, preferably using tape printed with Resident's name, this is essential to prevent loss and confusion.

To allow for quick identification please label upper garments at the back of the neck and lower garments at the back of the waist. Socks and stockings at top band.

We recommend that you order name tags early in the process of planning to enter Coronation Lodge Rest Home.

People with incontinence feel embarrassed with accidents and often hide wet and soiled clothing in rubbish bins, in the garden etc. As a result underwear usage may be higher than family normally expect. Also incontinence leads to extra laundering and hence quicker wearing out of clothes that got wet or soiled. If family are concerned with the amount of underwear being asked for, please discuss this with management or senior staff.

You can expect to be contacted when it is noticed that a resident's wardrobe no longer meets requirements or when repairs are needed. It is important to realise, too, that requirements do change – for example, through a resident's change in weight or an alteration in his or her functioning.

PERSONAL WASHING:

Coronation Lodge will launder all linen including your personal clothing but you must ensure it has your name on it.

We advise you to avoid use of materials that shrink, such as woollens.

The laundry staff take all care when washing your clothes but Coronation Lodge Rest Home cannot accept any responsibility for damaged and lost articles.

We recommend that hand-washing and dry-cleaning goes home. We will take reasonable care but cannot accept responsibility for damage or shrinkage.

DRY CLEANING:

Personal articles for dry cleaning may be taken home by the Resident's family, or alternatively personal dry-cleaning may be arranged through the Manager and paid for by the Resident.

LOST PROPERTY:

If you mislay any article, please inform Manager or Senior Staff immediately so we may endeavor to find it.

ELECTRIC BLANKETS AND OTHER ELECTRICAL EQUIPMENT:

If you wish to use an electric blanket these must be tested annually, and again if they have been wet. The cost of this test is the Residents responsibility. Please discuss the use of an Electric Blanket with the Manager to ensure there is no safety compromise. We require that prior to being brought into the home electrical appliances must have a safety check done by an electrician. Please provide the electrical fitness certificate to the Manager for filing in your personal records.

If you wish to use a hot water bottle - you may not have an electric blanket on the bed for safety reasons. No cooking appliances are to be used in Coronation House due to fire risks.

PERSONAL RADIOS AND TELEVISIONS:

Coronation Lodge Rest Home provides these in communal areas, however if a Resident wishes to have their own radio or TV in their room, it is the responsibility of the Resident to supply and maintain these.

If a Resident has hearing impairment, we request that ear phones are used in consideration of others.

TELEVISIONS:

A colour television is available in our lounge. We have a video and dvd player in our main lounge and a growing video and dvd library.

Residents may bring their own television sets to use in their rooms. Installation and maintenance costs are your responsibility.

If you wish to have sky installed please ask permission of the Manager before installing.

TELEPHONE:

A cordless telephone is available for Resident's to use to talk in the privacy of their own room.

Residents are free to use this phone at their leisure in consideration of other Residents and their families. Staff will assist as needed.

If you wish to have your own telephone in your room, this can be arranged however all installation and on-going charges will be your responsibility.

Toll calls can be made at the cost to the resident. Please talk to the manager to arrange this.

NEWSPAPERS:

A newspaper is delivered to Coronation Lodge Rest Home each day. News items from the paper are read and discussed daily as part of the Activities Programme.

Residents may arrange for their own personal newspapers if desired, at their own cost.

COMMUNICATION METHODS:

Keeping in touch with your family is important and we are able to provide the options of telephone, fax, e-mail or mail.

Please provide details of those you wish us to keep informed or not as the case may be.

Your mail will be delivered to you each day. Mail is posted each day. You may give to staff or leave at front office.

POSTAL AND STREET ADDRESS: 125 Coronation Ave
Welbourn
New Plymouth 4310

TELEPHONE NUMBER: 06 7585125
FAX NUMBER: 06 7578165
E-MAIL: corolodge@xtra.co.nz

HAIRDRESSER:

A Hairdresser visits as required. Appointments may be made with staff. The Resident is responsible for all costs.

LEGAL SERVICES:

Lawyers' visits may be arranged by you if required and any costs incurred are paid by the resident.

FOOD SERVICE**MEALS:**

Each day we try our best to provide an interesting and varied menu. If there is something special that you prefer or your diet/beliefs requires special prepared foods we will do our utmost to provide it for you.

Should you be dissatisfied with your meal we would like to know and will be happy to discuss it with you.

A dietician assesses our menus and we welcome your suggestions.

MEAL TIMES AND MENUS:

Meals are all cooked onsite with breakfast served in your room or in the dining room. Dinner and tea are served in the dining room unless you are unwell when tray service is supplied in your room.

Breakfast	7am – 8am	<ul style="list-style-type: none"> ◆ Choice of cereals including porridge ◆ Choice of fruit including prunes & yoghurt ◆ Toast and choice of spreads
Morning Tea	10am	<ul style="list-style-type: none"> ◆ Freshly baked muffins, scones or pikelets ◆ Cheese and crackers
Dinner	12 noon	<ul style="list-style-type: none"> ◆ Meat ◆ Potatoes ◆ Vegetables ◆ Dessert
Afternoon Tea	2pm	<ul style="list-style-type: none"> ◆ Variety of biscuits or cakes
Tea	5pm – 5.30pm	<ul style="list-style-type: none"> ◆ Soup ◆ Sandwiches ◆ Savory Dishes
Supper	7pm – 7.30pm	<ul style="list-style-type: none"> ◆ Plain biscuit ◆ Milo/Tea/Coffee

Residents are offered fresh fruit and special diet requirements are catered for.

If you are out during the day the hot midday dinner will be plated and saved for you to enjoy at teatime.

If you wish to invite a friend or family member to join you for a meal please notify the Manager.

SPECIAL OCCASIONS & BIRTHDAYS:

We enjoy celebrating special occasions and we provide a birthday cake on your birthday. Families may make their own arrangements and may wish to have a birthday party at Coronation Lodge Rest Home but we require prior notice.

Please feel free to discuss catering arrangements for any special occasion celebrations with the Manager.

CLINICAL CARE SERVICES:

The direction of our Clinical Care is towards achieving and maintaining quality of life for residents and, when it is time, a peaceful and dignified death.

We conduct a full nursing assessment on admission and then a regular six monthly intervals or when there is a change in a Resident's condition.

We encourage Residents and/or their representatives to participate in decisions related to their health care whenever possible.

The Home's staff will help you with any cares and activities that you may require assistance with. This may be either permanent assistance or short term assistance when required.

The staff will also help with the supervision of medications and provide treatments such as eye drops, dressings, etc. They offer support and care to Residents who are participating in Rehabilitation Programmes, and to those who become confused or experience memory loss.

The home has staff trained to care for you and any health problems you may have.

NURSING:

Staff include a Registered Nurse and Caregivers who maintain a 24 hour service. Our staff have been chosen not only for their professionalism and their clinical expertise but also their approach to the residents.

MEDICAL SERVICES:

We encourage Residents to retain their own Doctor if they wish. All Doctors visiting Coronation Lodge Rest Home must meet the requirements of the Homes Quality Programme.

The Emergency Department of the DHB and the local private Emergency Doctors Clinic provide Emergency services.

The Manager or RN makes doctors' appointments, Payment for appointments made by Residents and/or their representatives over and above what the Registered Nurse feels is required will be the Residents own responsibility.

ADDITIONAL AND SPECIALIST SERVICES:

(see later in this information for more specific details.)

From time to time we arrange additional services for the Resident, such as hair dressing, podiatry and outings. Where the cost of these additional services is not included in the fee it shall be met by the Resident directly. An indemnity will need to be signed for the Resident to participate in outings.

Specialist services are available on referral from a Doctor. Referrals may be to an Outpatient clinic or to a private consultant.

Any inherent costs are the responsibility of the Resident.

SPECIALIST APPOINTMENTS

On occasion it may be necessary for the Resident to attend specialist, x-ray, medical centre, dentist, hospital and other appointments.

We encourage families to continue to take their relatives to these appointments as it is important that your loved one has company while waiting for their appointment.

PODIATRY:

This is provided by a Registered Podiatrist who visits regularly. Make appointments through Manager or RN or referral from your Doctor.

MEDICATIONS:

Medication is administered by nursing staff to ensure your medication is dispensed safely and correctly, and kept to a minimum through consultation with our doctors and pharmacist.

Staff administer all medications as prescribed by the Doctor and dispensed by the Pharmacist. If Residents wish to self medicate we require approval from their GP and the nursing staff will continue to monitor for safety purposes.

NO over the counter medications (pills and/or lotions) are to be given to Residents by family or representatives. Many alternative therapies can interfere with prescribed medications and we are then unable to accurately monitor Resident's well-being. If a resident wishes to have non-prescribed medication this will need to be approved by the Pharmacist or GP

We reserve the right to discontinue residents self-medicating if safety is compromised.

HIGH USER HEALTH CARE & COMMUNITY SERVICES CARD:

If you have a community Services Card it is preferable that this is held by the home.

PLEASE SEE THE MANAGER OR RN IF YOU HAVE ANY PROBLEMS OR CONCERNS REGARDING YOUR CARE.

If this is not addressed to your satisfaction we invite you to complete a complaints form.

The Complaints Policy and Procedure is written in your Admission Agreement and Complaints forms are readily accessible near the front door of the home.

RECREATIONAL SERVICES

PASTORAL CARE:

Pastoral Care is a key dimension of the home and is available to any Resident who requests it.

Our local church (Brooklands Church) Reverend provides our chaplaincy services and visits weekly to spend time with the residents who wish to see him.

ACTIVITIES:

We believe that by keeping the mind and body active, a better quality of life is maintained. At the home entertainment, recreation and activities are facilitated for that purpose.

We encourage Residents to pursue existing interests, acquire new ones and to participate in normal activities of daily living. A Recreation Officer is employed to provide a varied and interesting activity programme for your enjoyment. Our Manager is a Diversional Therapist. Activities are tailored to individuals needs.

A range of activities are provided, from a sing-a-longs to indoor games, visiting pets and many others. Your input regarding activities is very important to us, so please let us know if there is an activity that you particularly like doing and we will try to fit this into the programme.

Weather permitting, outings are organised to local shops, parks, beaches and attractions.

Activity sessions are daily 9.30am to 12 midday and some afternoons. Relatives and friends are welcome to participate.

EXERCISE AND OUTDOOR SEATING:

There is physical activity included in the Activities programme. The paths and gardens are easily accessible for outdoor recreation. Outdoor seating areas are available to you. Staff will assist you to access these areas as you require.

LIBRARY:

We have a large collection of large and standard print books available.

New Plymouth Library provides a mobile library service, updating books monthly.

RESIDENT SURVEYS:

It is our policy to distribute anonymous satisfaction surveys once per year. We would appreciate your time and honesty in completing these as the results assist us to improve our services to you.

RESIDENT'S MEETING:

These are held on a regular basis because we think it is important that you voice your opinions, wishes etc. All ideas will be looked at and if possible implemented. You are encouraged to attend these.

The purpose of the meeting is to discuss the day to day running of the home.

FINANCIAL ARRANGEMENTS FOR REST HOME

We have a current contract with the local DHB and are certified by the Ministry of Health and if your relative meets the criteria for a Subsidy then the majority of the expenses will be met. Their superannuation will be diverted to us to assist in paying for their care.

Subsidy

At Coronation Lodge Rest Home there are those residents who are receiving subsidy and those who are privately paying. These matters are confidential. All residents are treated the same.

If a non-Subsidised Resident wishes to become a Subsidised Resident, he or she must satisfy the Eligible Person criteria, which includes an assessment by a Needs Assessment and Service Co-ordination Service and a financial means assessment under section 69F of the Social Security Act 1964.

Assessments may require some time to arrange, and the conclusion of such assessments may be that the Non-Subsidised Resident is not an Eligible Person.

Subsidised residents are covered under the contractual requirements.

All applicants are expected to sign an admission agreement on or prior to admission.

The services provided by us: (What is included in the fees)

- 24-hour nursing care
- activity programmes
- all meals
- all personal laundry (but not dry-cleaning)
- support for relatives and friends
- Registered Nurse input and supervision + 24 hour on call.
- 1-3 monthly and when clinically indicated doctor's visits.
- Access to religious personnel
- Supervision and transport to appointments as necessary
- Personal shopping for those whose family are unable.
- Dressings and supplies used in treatments. These will be of an appropriate standard.
- Continence management products that are of an appropriate standard to meet the assessed needs of each Subsidised Resident, as set out in the Care Plan.

Activities offered include:

- Activity Therapist
- Handcrafts, games, music, supervised walk/outings
- Magazines, Books and photo albums
- Visiting singer/entertainers
- Drives in the van
- Concerts*
- Celebrations, i.e. Birthdays, Christmas etc.
- Bus trips*
- Church and other community facilities.
- Listening to music
- Watching TV and videos

*At resident's cost

The following services are not covered by the fees:

- a. Specialised assessment and rehabilitation services – including specialist assessment for, and advice on, rehabilitation and specialised assessment (by accredited assessors) for individual customised equipment via ACC or Ministry funded Environmental Support Services provider.
- b. Customised equipment, accessed through services funded by the relevant DHB or through specialised accredited assessors, such as wheelchairs modified for an individual's use, seating systems for postural support, specialised communication equipment and other customised and personal care and mobility equipment.
- c. The provision of equipment, aids, medical supplies or services that relate to conditions covered by separate funding from us, another DHB, or the Ministry except where these have been specified in Section D or Section E as forming part of the Services.

- d. Services such as those provided by dentists, opticians, audiologists, chaplains, hairdressers, dry cleaners, and solicitors.
 - e. Clothing and personal toiletries, other than ordinary household supplies.
 - f. Charges for personal toll calls made by the Subsidised Residents.
 - g. Insurance of the Subsidised Resident's personal belongings.
- Non-subsidised medicines – many medicines are free but there are some which are not covered by any government subsidy – where there is a generic this can be substituted, where there is not, the client will need to pay the part charge.
 - Alternative medicines
 - Interpreter services
 - Doctors visits if not approved by RN or Manager

YOU HAVE A RIGHT:

- ◆ To Personal and Health care according to your needs
- ◆ To be treated as an individual, with dignity and respect
- ◆ To privacy when attending to personal matters
- ◆ To treat Coronation Lodge Rest Home as your home and to regard yourself as a member of a family consisting of other Residents and staff
- ◆ To expect your safety to be catered for in and around Coronation Lodge Rest Home
- ◆ To choose and maintain contact with individuals and groups within the community through visitors to Coronation Lodge Rest Home and outings
- ◆ To be consulted on all matters affecting you, including personal, medical and nursing matters
- ◆ To refuse any form of treatment
- ◆ To ask for the opinion of another doctor or to change Medical Practitioners at any time
- ◆ To be offered a range of activities both in the home and in the community and to have the choice to participate or not
- ◆ To maintain your personal independence
- ◆ To confidentiality of all records
- ◆ Control over all personal matters as to your own possessions, clothes, financial affairs and bedtimes
- ◆ To be involved in decision making about your nursing and medical care
- ◆ To continue with cultural and spiritual practices which have determined your life in the past
- ◆ To expect that any problems that arise will be dealt with fairly and according to the Complaints Procedure in place
- ◆ To be free of interference coercion discrimination and reprisal in exercising his or her rights.

YOU HAVE A RESPONSIBILITY:

- ◆ To treat other Residents with respect
- ◆ To remember that other Residents have the same rights and responsibilities as you
- ◆ To treat staff as individuals with dignity and respect
- ◆ To assist staff in looking after your health
- ◆ To tell staff when you are leaving Coronation Lodge Rest Home, who you will be with and when you hope to return
- ◆ To treat Coronation Lodge Rest Home and contents with care
- ◆ To keep financial matters current

MISCELLANEOUS

- At the time of a resident's admission, residents or if appropriate their relatives will be asked to sign an admission agreement, consent forms and resuscitation form.
- When a resident is distressed or agitated, sometimes a phone call to a loved one can be a great comfort. Staff may request your permission to arrange this.
- Relatives and friends are of course very welcome to take the resident out for day trips or for weekends, by arrangement with staff.
- We also welcome family and friends to take a cup of tea with residents.

Coronation House residents are privately paying, and services include: meals, laundry and a cleaning service. Residents are able to participate in recreation activities if they desire.

YOUR INVOLVEMENT

How much you involve yourself with Coronation Lodge Rest Home and your relative is entirely up to you, and indeed what is desirable varies from one situation to another. For some people it is entirely appropriate to continue with a high level of involvement, and we very much welcome you as a major contributor to the caring team. For others it might seem more appropriate not to visit too often. Some who have become exhausted in the struggle to maintain their loved one at home might feel the need of a rest or holiday before becoming very much involved again. You may like to discuss with the Manager how much you would like to be involved, but we do appreciate that circumstances change and you might wish to change the level of involvement (to either more or less) as time goes by.

If you are the primary carer or next-of-kin, please also indicate how much you wish to be informed on minor changes that occur in the resident and changes in medication and routine.

You, of course, have the right to be involved in decisions about medication and to know what is going on.

COUNSELLING FOR CARERS

We also recognise that most people experience some very difficult emotions when they first place their loved one in rest home. Some feel guilty because they have had to give up the unequal struggle of continuing to manage at home. Others have a feeling of relief – but then feel guilty that they feel relieved. Others again feel a great sense of loss. All these feelings are quite normal, but sometimes it is helpful to talk about them. Please feel free to do so if you wish, and contact the Registered nurse or the manager.

PRIVACY

We abide with all aspects of the Privacy Act 1993 and the Health Information Code 1994.

Residents have the right to access their medical and nursing notes at any time. Resident's representatives are given a copy of the Code of Rights and Responsibilities on admission to Coronation Lodge Rest Home. The staff respects the privacy of all residents with regard to their physical privacy and privacy of information. All information regarding medical history, health status, personal information, etc. are collected by management and are stored for the period as prescribed by respective regulation.

You or your representative has the right to access the information. All such information is kept in a secure place.

You or your representative will be expected to sign consent forms for various requirements as per regulation

SUGGESTIONS AND COMPLAINTS, FEEDBACK

We aim to provide a superior service in a warm and caring environment, but nobody is perfect, so we are always looking for suggestions to improve conditions for our residents. Suggestions for improvements could be given to the Manager or the Registered nurse. All feedback will be welcomed and passed on to staff. Likewise, although we hope there will not be serious complaints, it is important that you should feel free to air them either to us or to an appropriate body. You could discuss them or put them in writing on our Complaint Form. Complaints forms are easily accessible at reception.

Your complaints will be thoroughly investigated and results reported back to you within 14 days of receiving the form.

You may make an anonymous complaint if you prefer to:

Health and Disability Commissioner (09) 3733556

We will ask your feedback from time to time through a satisfaction survey and will appreciate your comments.

Please don't hesitate to contact the manager or RN should you require more information or if you like to discuss anything in more depth.

IF YOU HAVE ANY QUERIES DO NOT HESITATE TO ASK FOR CLARIFICATION.