



THE VILLAGE
— Palms —



Rest Home
& Hospital
Information

The Village Palms Retirement Village
31 Shirley Road
Shirley, Christchurch



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This booklet is applicable to permanent admissions only and should be read together with The Village Care brochure. If you are interested in the other services we offer, such as short term services, please get in touch. We reserve the right to vary the services we offer in line with changes to Government regulations or contracts.



THE VILLAGE
Palms



Our Values

- People/Resident Focus
- Compassion
- Integrity
- Dignity
- Honesty
- Respect
- Innovation
- Accountability
- Excellence

Our Vision

To provide a home where people live in dignity within an environment that supports independence and respects people's cultural, spiritual, emotional, intellectual and physical wellbeing.

Philosophy

We provide a happy, warm home environment. We encourage and support individuals within our community to make the most of their abilities, and where possible, increase their confidence so they can 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 will nurture your individuality, respect and encourage your independence and help you to lead a full life.

We have a loyal, committed team that brings with them many skills and life experiences that enable them to contribute in a positive way to your daily life.

Education is a strong focus for us at The Village Palms. Staff are highly trained and we work hard to make sure family and residents are kept up to date on the best methods of care. We are committed to maintaining the safety, comfort and well being of all residents, visitors and staff and dedicated to providing the best possible care, support and services.

Resident Information

Policies and procedures

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

We review our policies and procedures regularly and 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 and protocols related to the abuse and neglect of the older person.

The Village Palms employs a team of clinicians whose role is to review the delivery of your care.

Age-related residential care

We provide two levels of care and support at The Village Palms - 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, they may be reassessed by the NASC.

Accommodation and facilities

You will enjoy everything you need to keep you safe, comfortable and content in your new home. If you would like to bring in your own treasures or mementoes, we will do our best to accommodate them.

We provide dietitian approved 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.

Equipment

We will provide all the equipment required to maintain your medical needs.

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 radio and newspapers or you can purchase your own.

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**.

Please understand it is important that all our residents understand the MOH does not contribute 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 MOH contributes 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:

- MOH full subsidy – asset tested
- Superannuation – WINZ assigned
- Personal contribution – income tested, determined by MOH
- 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 MOH component of this is credited back to you when the MOH 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.

Welcome and orientation

Before joining The Village Palms rest home and hospital for long term care, you will need to have your needs assessed by the 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 you understand the services offered by us and the cost incurred for those 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 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



Resident Information

every six months). The care plan covers your physical, psychosocial, spiritual and cultural aspects, your abilities 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.

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, make up, management of hairstyle and use of accessories (this does not include professional hairdressing, which is available in our salon by appointment). We will provide you with a toothbrush, shampoo and soap.

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 a second 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 bear the full cost of the visit.

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 undertake 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 Career Force leading to National Certificates in Care, which is New Zealand's foremost and recognised qualification in aged care.

Supplies

At The Village Palms 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.





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 in 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

Allied health professionals

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

- Attending GPs. The Village Palms 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.

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 nurses may not always be available to escort, as staffing levels must be maintained at a safe level here in the Village. Please endeavor 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.

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 Facility Manager or Clinical Nurse Manager or registered nurse on duty
- c) Local Advocacy Services and/or Health and Disability Commissioner (refer to pamphlets in Admission Pack and at reception)

Resident Information

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 behaviors and decision making in achieving a quality service for our residents, family, friends, volunteers and suppliers.

Professionalism

We conduct ourselves in a professional and ethical 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.

Ownership

We are open and transparent in all our practices and encourage your feedback. Transparent consultation is the lynchpin 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 families 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.

Activity programme

We are keen to determine your interests in the areas of arts, music, exercise, life skills development, spiritual guidance and recreation. We provide an activities programme seven days a week. A range of activities, concerts, crafts and outings are available. We welcome any ideas for activities and will endeavor to accommodate them. Detailed monthly and weekly programmes are posted on the Village noticeboards.

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, kettles and fridges are not permitted at the Village. Electric blankets are approved at the discretion of the manager. All approved electric blankets must be tested before use. Any other electrical appliance the resident has e.g. radio, must be safety checked by our electrician and you will be invoiced for this service. Every two years all electrical equipment owned by the Village and residents is checked by our electrician.

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, nonskid 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 rest home doors are open. After hours, a doorbell will alert staff to your presence.

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
- Private telephone rental and calls
- Insurance for resident's belongings
- Special outings
- Newspapers
- Choosing or having prescribed medication that is not subsidised by the Government
- Shopping and special activities
- Entertainment and parties
- Transportation other than under clause 9.1 in the admission agreement
- Advocacy

Please refer to the Residents Admission Agreement document for further details as extra cost may be incurred for private paying residents.



Resident Information

Facility tour

Prior to the day you arrive to reside at the Village, 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 admissions coordinator will show you the following:

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

Food services

Meal times for the rest home and hospital are listed on the residents noticeboard. We encourage residents to have input into the menu choices. We also 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.

Hot water bottles/wheat bags

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

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.

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

The Village Palms has comprehensive infection control policies, procedures and practices. You will find wall mounted posters in all toilets and bathrooms at the Village outlining appropriate infection prevention measures, which must always be followed.

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.

Informed consent

The Nurse 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 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 resident's first language, we can arrange interpreter services.

Laundry services

We launder all our residents' clothing on site. While we take all due care and responsibility when laundering, you need to be aware we cannot be held financially liable should clothing damage or loss occur. If you have clothing of value or that requires special treatment, we offer a dry cleaning service at a cost or suggest that family/whanau/friends take these items home for laundering. Woolens are NOT recommended as all our machines are commercial and operate at very hot temperatures. 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. The Village Palms has its own label writer and iron on press. The cost for labels is \$15.00 for 50 labels. If any labels are left over then these are kept in the laundry for any clothing that is brought in later. If you do bring in clothing that requires naming please inform the receptionist.

Medication

All medication is dispensed by Village staff in prepackaged blister packs. Self-dispensing of medications is done 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 residential 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

The Village Palms is committed to ensuring full and open communication is established in the event of something going wrong and to prevent such harm from reoccurring.

In the event of harm, we will:

- Disclose the harm to the resident and or family/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.

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 rooms.

Resident Information

Resident rooms

The allocation of rooms in The Village Palms is made on a case by case basis. The needs of each individual resident are assessed by our experienced clinical team, 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. Each bedroom and ensuite is equipped with a call bell system, located in very accessible places. All rooms are furnished. However, we encourage you to bring in your own possessions such as photographs, ornaments, radio. If you want to bring larger items please check with the nurse in charge. We will make every effort to accommodate them. Our storage space, not under beds, is limited so please plan for the storage of other furniture and bulky belongings, such as suitcases.

Resident trust account

We have a comfort account for all residents. It is not recommended that residents keep money in their bedroom, as there are lots of people who go through the Village daily. We recommended 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 well trained to act in an emergency to ensure your safety. Please follow their instructions carefully.

Sexuality and intimacy

Intimacy and sexuality are managed in a manner that ensures the rights of the individual are protected. Staff always ensure there is a balance between the personal rights of the individual(s) 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

The Village Palms is a SMOKE FREE environment. Smoke alarms and sprinklers are installed throughout the Village. If you wish to smoke, please talk to staff about where you may smoke safely.

Spirituality

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

Telephones

Residents may have a personal phone installed in their room at their own cost. (Please refer to the Getting Connected brochure). 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

The Village Palms provides residents their own TV and can arrange for installation of Sky TV in their rooms at their own cost.



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 (not prescribed by a GP)
- Specialist medical services
- 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.

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 or services that relate to conditions covered by the District Health Board or Government funding
- Specialists 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 and mobility equipment



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- Specialised assessment and rehabilitation services
- Services provided by dentists, opticians, audiologists, chaplains, hairdressers, dry cleaners and solicitors
- Clothing and personal toiletries, other than the supply of standard toothpaste, soap and shampoo
- 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 for appointments:

- 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 residents' cost. We also organise many outings outside of the facility as part of our activities programme and ask you to cooperate in the wearing of seatbelts or any other restraint device while travelling.

Visitor's Book and Residents Outing Register

All visitors to The Village Palms 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.

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. We also provide (at no extra charge) a TV in your room, shampoo, soap, toothpaste and a weekly exercise class.

If you wish only to pay the 'maximum contribution' then please inform the Village manager, who will arrange one of our designated 'subsidy only' rooms for you once one becomes available.

Complaints/concerns policy

We are committed to delivering high quality care and support. Every resident must be given excellent care provided 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.

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 the main 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.



Resident Information

Frequently Asked Questions

Activities

Q. Do you have activities?

A. Yes, an extensive range of free activities is available throughout the whole week.

Alcohol

Q. Can I have an alcoholic drink?

A. Alcohol is provided to you at regular times 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 and a TV in every room and we will try and accommodate your own special items.

Call bells

Q. Are there call bells in the room?

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 set by a nutritionist 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 a 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. We provide display units for photographs and you can also put pictures on the wall. Ask our Maintenance Officer to carry out this task for you.

Podiatrist

Q. Do I have access to a 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 a subsidy from the Government. We can assist you with this process and on how to make an application.

Smoking

Q. Is smoking allowed?

A. The Village Palms is SMOKE FREE. Please ask us how we can accommodate your requirements.

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 and Coordination Service as requiring the appropriate level of care, and by Work and Income 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 tea and supper available?

A. Yes, we make a large selection of home baking in Hammersley's Restaurant.

Staff

Q. Who will look after me?

A. We have registered nurses and qualified careers 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. We 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 The Village Palms.

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 The Village Palms 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.
- 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.
- To live with your partner, if married or in a stable relationship. If you are not both residents at The Village Palms, we will ensure you can visit each other.





Responsibilities of the resident

The Village Palms endeavors 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 a 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.





The Village Palms Retirement Village
31 Shirley Road
Shirley, Christchurch

03 595 5203
www.thevillagepalms.co.nz