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INFORMATION FOR RESIDENTS AND THEIR FAMILIES



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Welcome

Welcome to Woodfall Home and Hospital. We have designed this booklet to explain the services we offer and to help you settle your loved one into their new home.

We hope you and your family enjoy your time with us at Woodfall Home and Hospital where you will become part of our family.

We offer rest home and hospital care with a District Health Board Contract providing Residential Services for the elderly in a safe home like environment. We are subject to independent audit under a contractual agreement to supply quality health services.

We are located at Corner Bowen and Warwick Street, Feilding and provides 24 hours, 7 day a week residential service.

Residents will be cared for in a dignified and respectful manner, by appropriately trained staff. The Manager and staff provide assistance and support to enable residents to meet their daily needs, maintain a high quality of life and live as independently as able.

There are care givers and a registered nurse onsite at all times, with the Clinical Manager and Manager either on duty or available on call: after hours and during weekends.

Resident activities and outings are coordinated Mondays to Fridays by an Activity Officers. Activities are scheduled and listed by means of a weekly planner and input by residents and their family is encouraged.

Registered Nurses and Carers strive to preserve and maintain the dignity, individuality, and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to the resident's ever-changing needs.

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

Staff are always available, so please feel free to talk to staff about any aspect of our service or to raise any concerns that you might have.

Woodfall Home and Hospital Philosophy

At Woodfall Home and Hospital, it is our philosophy to:

- Provide an excellent standard of care that supports the independence and dignity of each individual, appropriate to their physical, mental, emotional and spiritual needs, supported by dedicated staff and the Facility Manager who will perform their tasks with compassion and understanding.
- Work in partnership with the residents and their families, to ensure the residents Privacy, Dignity, Cultural & Spiritual needs are met as individuals.

Our mission is to provide an excellent standard of care, and other services for the aged that aims to maintain their dignity, health and independence in a warm, friendly, caring environment

The core values that support this philosophy and our mission are:

- Respect for the dignity and rights of our residents;
- To provide care in a non-judgmental manner.
- Sustainable and equitable working conditions for our staff and volunteers;
- Consultation and accountability with our residents and the community;
- Participation of our residents, their representatives, staff and volunteers in the delivery of all activities and services;
- Leadership, teamwork and commitment to ensure that values are maintained and form the basis to guide our decisions.

Residents Rights and Responsibilities

The Health and Disability Commissioners Act 1994 and the Code of Health and Disability Services Consumers Rights 1996 require Woodfall Home and Hospital to uphold the rights of residents / patients/ consumers /tangata whaiora.

Code of Rights and Responsibilities.

You have a right to:

- Personal and health care according to your need.
- Be treated as an individual and with dignity and respect.
- View a copy of the Code of Health and Disability Services Consumer's Rights 1996.
- Privacy when for example attending to hygiene, making and receiving telephone calls, receipt of mail, receiving visitors, personal conversations with staff and residents.
- Treat the facility as your home and to regard yourself as a member of the family consisting of other residents and staff.
- Expect that your safety will be catered for in and around the facility.
- Choose and maintain contact with individuals and groups from the community through visitors to the home and outings.
- Be consulted about all matters affecting you.
- Be asked to choose from a range of activities both in the facility and in the community.
- Socialise with whomever and whenever you choose.
- To be addressed by your preferred name.
- Maintain your personal independence.
- Ensure that your possessions are not shared without permission.
- Confidentiality of any records staff may keep.
- Control over all personal matters as to your own possessions and clothes, financial matters, when you sleep.
- Be involved in decision-making about activities of daily life and have information provided in a format best suited to your needs so informed consent is assured.
- Intimacy and sexuality as long as the personal rights of other are maintained.
- Continue with cultural and religious practices and value systems which have determined your life in the past.
- Complain about anything which upsets you and if necessary have some independent person to advocate on your behalf.

You have a responsibility to:

- Treat fellow residents as members of your family
- Remember that other residents have the same rights as you
- Treat staff as individuals with dignity and respect

- Assist staff in looking after your health
- Inform staff when you are leaving the home, who will be with you and when you hope to return
- Treat the facility with care and respect
- Keep any financial matters current
- Adhere to any house rules

Informed Consent

The provider must obtain consent from the resident in line with the Health and Disability Services Consumer Rights Code 1996. The process for seeking consent either from the resident or from their Enduring Power of Attorney must be provided to the resident in a form that is understood.

At the time of consent being sought, the information must be clearly outlined and the resident must be encouraged to ask questions. The resident must be informed of the following:

- A separate consent must be obtained for each proposed treatment or procedure and services will only be provided if the resident has made an informed choice and given consent. Consent must be in writing if:
 - The resident is participating in research
 - The procedure is experimental
 - There is significant risk of adverse effects on the consumer.
- If a circumstance arises there is a potential contentious issue of informed consent or if the resident and / or the agent does not consent, then all relevant information must be recorded in the records.
- Every resident is deemed competent to make an informed choice unless there are reasonable grounds for believing that the consumer is not competent. In this situation they give informed consent appropriate to their level of competence.
- Every resident has the right to withdraw consent to services or refuse services.
- Every resident has a right to express a preference as to the provider of the service.

Advocacy Services

We are able to 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 resolution.

We have a complaints process that is easy to follow (please see the complaints section) and guarantee that all concerns are followed up within 14 days.

We have provided you with some contact people who will be able to advocate on your behalf and we are happy to discuss how the advocacy process works and assist in its facilitation.

Contacts:

Health & Disability Consumer Advocacy Services
Advocacy Services National Service
PH: 0800 555 050



Age Concern
164 St Hill Street,
Wanganui
PH: 06 345 1799

Supporting Families, Wanganui
40 Guyton Street
Wanganui
PH: 3453301.

Your General Practitioner can also provide you support and information and provide you with referral information to the appropriate service or facility.

Cultural Awareness and Sensitivity

People with Dementia will have their specific cultural needs met appropriately. This will involve working in consultation with family and other relationships which support the development and ongoing provisions of culturally appropriate services. As the resident is not always able to communicate these specific needs, values and beliefs, the input from others should also be taken into account, given that the person concerned has Dementia.

Woodfall Home and Hospital acknowledges the Maori view of health and the important link between culture and good health.

Staff understands that Maori view health from a “holistic” perspective as *Whare Tapa Wha* or what is commonly termed the four cornerstones of good health. These are:

Te Taha Whanau – family,
Te Taha Hinengaro – mental & emotional,
Te Taha Tinana – physical,
Te Taha Wairua – spiritual

The Manager and staff will ensure that services provided are culturally sensitive, recognised Maori protocols, values and beliefs and are seen to be appropriate by Maori residents and their family/whanau.

We are able to provide information about cultural support groups and referral sources should you require or request it. Please let our staff know if written or spoken English is difficult for you so we can accommodate this when we are providing you with information. We may be able to bring in an interpreter or translator if a family member or friend is unavailable to assist. We provide opportunities for spiritual meetings and celebration of festive events, which you and your family are welcome to participate in. Should you have a particular need/spiritual requirement we are happy to facilitate contact on your behalf.

Enduring Power of Attorney

An Enduring Power of Attorney (EPOA) is a document you sign appointing another person (called your attorney) to act and make decisions on your behalf. The main difference between an ordinary POA and that of the EPOA is that an EPOA applies if you become mentally incapable, whereas the ordinary POA becomes invalid in that circumstance. We recommend you and your family seeks independent legal advice when completing an EPOA – Please provide us with a copy or amendments for our records.

Consent Forms:

The resident and /or their family will need 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
- Storage of personal health information on-site
- Outings or transport
- To supply toiletries or other supplies

Identification:

For safety reasons all residents will have their name displayed on their bedroom door. Photos may be displayed on the following:

- Medication chart
- Medication dispensing unit
- Personal Health Record

Personal Information:

All information regarding medical history, health status, next of kin and other personal information, is collected by our staff and stored for the period as prescribed by respective regulation. You have right to access all information which pertains to you or to the person for whom you hold an Enduring Power Of Attorney. (EPOA) All such information is kept in a secure place.

Residents Incidents

Residents and their families need to understand that all incidents and accidents involving them (including neglect and their abuse) need to be documented so management can ensure that solutions are found and the situation does not arise again. Please use the Complaints Form available or feel free to talk about the issue with the staff member that you

trust. Details of any incidents will be discussed with the Enduring Power of Attorney in a timely manner.

Our staff encourages issues of concern to be raised so that we are able to continuously improve the care that we provide.

Compliments, Concerns or Complaints

Residents and their families are encouraged to make any compliments, concerns or complaints known to management or staff at any time and we will act swiftly upon these. Your feedback is important as it helps us identify areas for improvement in our care and services.

The Manager would like the opportunity to address as quickly as possible, whatever issue has left you feeling dissatisfied with the service or care received, in the first instance, or to pass on to staff any comments or compliments you may have discussed with her, if it is possible and appropriate to do so.

Our compliments / complaints forms and processes are available at all times. Please ask a staff member to get you one. After completing the form, you may hand it to the Manager or you may place it in the locked Compliments & Complaints receptacle located by the front door

We will make every effort to ensure that all complaint investigations are timely and we hope the information provided will answer your concerns.

In the event that you remain unsatisfied with our investigations the following options remain available to you.

You may contact ADNET Advocacy Network Services, Wanganui, telephone (06) 3480074. They are an independent support network for anyone receiving health and disability services and are linked to the Health and Disability Commissioner.

You may write or ring directly to the Health and Disability Commissioner's Office, PO Box 1791, Auckland – Telephone 0800 11 22 33

Any Resident or family member unhappy with the service provided may use the above free and confidential service. Information brochures are included in the admission pack and are available from staff if required.

Call Bell System:

These are located in resident's bedrooms, toilets and bathrooms to enable residents, visitors and staff to call for staff assistance.

Smoking:

We do not allow any person to smoke inside Woodfall Home and Hospital, however we do have a covered veranda area designated for residents who choose to smoke. Visitors are requested to refrain from smoking anywhere onsite.

Security:

Staff are on duty 24 hours a day to assist residents, families, friends and visitors. Each evening on duty staff complete a security round and lock all external doors and windows. Wormald are contracted to maintain all our safety features.

Fire Safety:

We are a sprinkler safe establishment and connected to the Fire Brigade. Staff are trained in Fire Evacuation procedures and Woodfall Home and Hospital has a staged evacuation procedure approved by the New Zealand Fire Service. To comply with Fire Evacuation regulations Woodfall Home and Hospital staff and residents undertake a trial evacuation twice a year. All visitors to Woodfall Home and Hospital should familiar themselves with the Fire Evacuation Procedure and know where the evacuation assembly point in the event of a fire.

Appointments:

It is appreciated if Residents families notify staff of any off-site appointments that have been made for residents.

Visitors:

Visitors are welcome at any time, we invite relatives and friends to participate in activities such as social and craft activities. Private visits are possible in the quiet areas and also in resident's bedrooms.

We request visitors' respect the rights of other residents and supervise children who may be visiting.

Room Changes:

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 residents and their designated family member.

Holidays:

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

Personal Belongings:

Families are encouraged to take valuables home with them. All items that remain at Woodfall Home and Hospital should be clearly labeled. Management and staff will not be held responsible for any valuables, jewelry and possessions etc. lost, damaged, or left on the premises.

Laundry Services

Like most facilities, we launder all of our residents' clothing on site as required. Whilst we take all due care and responsibility when laundering, you need to be aware that we cannot be held financially liable should clothing damage or loss occur.

We ask that your clothes are discreetly but clearly labeled with your name and that your family, whanau or friends are able to take home clothing items of value or significance.

We are unable to hand wash garments but will do so in special circumstances.

Should you wish any of your clothing items to be dry cleaned you are welcome to have this arranged through our staff (at your cost). Alternately your family are welcome to arrange this for you.

Lost Property

From time-to-time property may go missing (especially unnamed clothing). If you lose or misplace a personal item please talk to your caregiver who will try to locate this for you. Any items of value you wish to have on site are your responsibility to insure.

Valuables & Insurance:

In view of difficulties associated with the insurance of valuables and property not belonging to the facility, Families or the authorized agent of the resident need to acknowledge the following:

- That, although the home takes all care with personal belongings, including money, jewelry, radios, documents and clothing, the home cannot accept any responsibility for damage to or loss of possessions.
- All valuables are documented on admission and we request that you notify staff of any articles added or removed during the 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 should you insist of having them come to the home. 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.
- Contact your own company for information

Toiletries

It is important for staff, management and families to understand the processes in place to ensure that residents have access to their own personal toiletries. In the contract that Woodfall Home and Hospital has with the DHB .

D18.1: Provision of personal supplies:

“You must provide emergency supplies of toothpaste, toothbrush, disposable razors, shampoo, and soap on those occasions when the Subsidised Resident’s own supply is unavailable”.

Furniture and Furnishings:

We encourage you to bring personal possessions into the home provided it is safe for the resident, other residents and staff and approved by the Facility Manager. The home will supply furniture if you do not wish to bring your own.

We encourage you to personalize your room with familiar pictures, photographs and memorabilia. All furniture and possessions must be named. We have a marking machine available for your use.

Electrical Equipment:

You may use electrical appliances of your choice subject to approval by the Facility Manager. PLEASE NOTE No heaters or electric blankets are to be brought to the home.

If you wish to use electrical equipment e.g. personal television/radio it must be tested by a registered electrical inspector in accordance with Australian and New Zealand Standard AS/NZS 3760. Facility Manager has the discretion to remove appliances that may be unsafe and pose a safety risk or hazard to residents and staff. This will be discussed with the resident’s family members at the time the fault is found.

Personal Radios and Televisions:

Woodfall Home and Hospital provides these in communal areas, however if you would like your family member to have their own radio or TV in their room, it is your responsibility of the family to supply and maintain these.

Telephone:

A cordless telephone is available for residents to use. We encourage residents to speak to their families and friends in the privacy of a quiet space either in their rooms, in the dining room or in one of the two lounges. Residents are free to use this phone however are unable to make toll calls or call mobile phones from this phone. Staff will assist as needed.

Newspapers:

The Manawatu Standard is delivered to the facility daily Monday to Saturday and the local Feilding paper is delivered weekly. Residents may receive their own personal newspapers if desired. Costs incurred are paid by the Resident.

News items from the paper are read and discussed as part of the Activities Program.

Food

Our mealtimes at Woodfall Home and Hospital:

<i>Breakfast:</i>	Starting from 8.00am in the dining room or their rooms as required.
<i>Morning Tea:</i>	Between 10am to 10.30am
<i>Lunch:</i>	12.30pm
<i>Afternoon Tea:</i>	Between 2.30pm and 3pm
<i>Dinner:</i>	5.30pm
<i>Supper:</i>	7.30pm



The daily menu is displayed on the menu board in the dining room.

We encourage residents to have input into menu choices and likes and dislikes. For this reason and because we wish to optimize your health we need to know if you have any particular dietary requirements. Our menus are reviewed by a Dietitian to ensure all nutritional needs are met.

If you have been assessed as requiring special feeding equipment such as modified cutlery or drinking cups, please inform our staff as to what equipment you like to use.

Special Occasions & Birthdays:

We enjoy celebrating special occasions and we provide a birthday cake on your birthday. Please feel free to discuss catering arrangements for any special occasion celebrations with the Staff.

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.

Our Registered Nurses will conduct a full nursing assessment on admission and then at six monthly intervals or when there is a change in a resident's condition.

We encourage residents and/or their families to participate in decisions related to their health care whenever possible and will endeavor to let you know times and dates in advance.

Staff will help residents with any cares and activities that they may require assistance with. This may be either permanent assistance or short-term assistance when required.

Staff administer all medication and provide treatments such as eye drops, dressings, etc. We specialise in caring for residents who are sometimes confused or experience memory loss.

Medical Services:

We encourage residents to retain their own doctor when they come into Woodfall Home and Hospital residential care.

All doctors will come and see their patients (the resident) at Woodfall Home and Hospital at 3 monthly intervals for routine checkups. If a resident is unwell the staff will request doctors see residents more frequently. At staff request, a doctor may come and see the resident at Woodfall Home and Hospital or the doctor may arrange with the staff for the resident to be taken to a doctor's clinic appointment in his/her rooms in the community if the resident is able to.

Additionally, there is a 24 hour Emergency cover provided by the Feilding Health Center for sudden or urgent medical care.

Please note: Payment for appointments made by residents or their families over and above what the Registered Nurse feels is required will be the resident's own responsibility

Specialist & Specialist Services:

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.

Podiatry:

This is provided by a Registered Podiatrist who visits regularly. Appointments are made through Facility Manager/Registered Nurse or on referral from your Doctor and discussed with families.

Medications:

Medication is administered by nursing staff to ensure medication is dispensed safely and correctly.

Staff administers all medications as prescribed by the Doctor and dispensed by the Pharmacist. There is the opportunity for residents to self-medicate. This would be discussed with the Clinical Nurse Lead and the Doctor prior to approval being given.

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 Medical Practitioner and discussed with the Facility Manager first.

High User Health Care & Community Services Card:

If the resident has a community Services Card it is preferable that this is held in the Facility.

Hairdresser:

A Hairdresser visits weekly. Appointments can be made by staff for your family member.

You are responsible for all costs incurred in receiving this service. If you wish your family member to attend a different hairdresser, the staff can arrange transport at your cost.

Extra Charges

Whilst most of the services we provide are included in the price (as per your resident contract), we are unfortunately not in a position to absorb any/all of the costs associated with specialist or extra products or services that you may desire or require. It is the responsibility of the resident and / or their family and whanau to ensure that the resident

has their own stock of personal toiletries. However, in the event that the resident runs out, the facility will ensure that we have the supplies on hand.

The following products and services will require extra charges:

- SERVICES –Dentists, Optometrists, Podiatrist, Audiologists, Chaplains, Hairdressers, Advocacy support groups and Solicitors.
- PRODUCTS – Equipment Aids, medical supplies or services are not covered under the Disability Issues Directorate Budget. These charges will need to be claimed under another part of the healthcare budget or in the case of a private payer the charges need to be passed on.

Recreational Services

Pastoral Care:

Families are welcome to arrange for individual pastors to attend the home. There is a church service held monthly.

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. Activity Officers are employed to provide a varied and interesting activity program; 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 your family member particularly likes doing and we will try to fit this into the program.

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

Activity sessions are daily Monday to Friday with some activities also on weekends. Relatives and friends are welcome to participate.

Exercise and Outdoor Seating:

There is physical activity included in the Activities program. The paths and gardens are easily accessible for outdoor recreation. Outdoor seating areas are available.

Library:

We have a range of magazines and books available. Regular outings will be made to the library for residents to choose books they enjoy.

Resident Surveys:

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

Resident/Relative Meetings:

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 meetings. Minutes are posted or emailed out to resident's families within a few days following the meeting.



We hope this information booklet contains information that is useful to you. Please do not hesitate to discuss any other matters with the manager or the registered nurses.