

Annaliese Haven Rest Home and Hospital



Information Prior to Entry

Contact details:

25 Adderley Terrace, Kaiapoi, North Canterbury

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Email: manager@annaliesehaven.co.nz

Facility Manager: Christine Flaus

Clinical Nurse Manager: Raama Gabionza

Introduction

Thank you for your interest in Annaliese Haven Rest Home and Hospital. We are pleased to show you around our lovely home and welcome any questions you may have.

Annaliese Haven Rest Home and Hospital is owned and operated by Elsdon Enterprises and was purchased in early December 2007. We are committed to the further development of the Rest Home, Hospital and Dementia Care facility to ensure excellence in care for all those who reside here.

Christine Flaus our Facility Manager and Raama Gabionza our Clinical Nurse Manager lead a team of dedicated staff to oversee the care to our Residents. All have a wide range of nursing and clinical management experience and enjoy sharing their knowledge with other staff to continually increase their skill base.

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

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

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

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

Kind regards

Christine Flaus
Facility Manager

General Information

Subsidies

Subsidies are available to those that meet the set criteria. (Pamphlets will be made available on request to explain the criteria and application process). We will assist you to apply and explain the subsidy process.

Eligibility

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

Staff

Registered Nurses are rostered on duty on every shift, with the additional support of the Facility Manager and/or Clinical Nurse Manager being on-call 24 hours a day.

We have a minimum of 30 staff members on duty night and day. We have approximately 64 staff in total whom are all obliged to participate in our ongoing training programme.

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

Podiatry

A Podiatrist visits 6-weekly or more regularly if required.

Physiotherapist

A Physiotherapist will be arranged should the need occur. Staff are all educated in appropriate manual handling and transfer techniques.

Laundry

Laundry and ironing are done at no extra charge. This service includes due care being taken with woollens that need hand-

washing, however we would advise family to wash any hand knitted jerseys, cardigans etc. Dry-cleaning can be arranged for collecting and return. The cost of dry-cleaning is met by you.

Activities

The activities programme is organised by the Diversional Therapist and changes regularly. Each Resident is assessed individually and their particular interests are included into the programme.

Activities are arranged to cater for all levels of participation and a wide range of interests.

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

Outings

Regular outings are arranged by the Activities Officer. We have a broad range of outings to cater for all levels of interest, eg. Garden visits, afternoon tea. Residents are comfortably accommodated in a purpose-built van.

Residents are encouraged to keep contact with family and friends outside Annaliese Haven Rest Home and Hospital. Please let us know when before you go out in case there is medication that needs to be taken during your absence. You are requested to sign out in the book in Reception. This is a safety requirement. Please let staff know if you would like a meal kept.

Library

The local Library supplies Annaliese Haven Rest Home and Hospital with an interesting variety of books each month. You may borrow

these books at any time. Please arrange with the Diversional Therapist and they will also make any book requests for you.

Hairdresser

A hairdresser is present on a regular basis. If you would like to use your own hairdresser while residing in Annaliese Haven Rest Home and Hospital, that can be arranged through the Facility Manager.

Exercise

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

Assistance with Daily Living

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

If the Residents Health Deteriorates

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

Shopping

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

Breakfast

Most Residents get breakfast in bed. Residents who choose to get up have breakfast in the dining room at 7:30am. You may stay in your dressing gown if you choose to.

Food

The meals are of a consistently high standard. The main meal of the day is served at 12 midday which includes a main course and dessert. Tea is served at 5:00pm consisting of Soup with fresh bread, a choice of 2 light main dishes and fresh fruit. If any meal does not suit, please tell the Management. They are only too happy to discuss food preferences with the Residents.

Morning and afternoon tea are served in the dining room at 10:00am and 2:30pm. Friends and family are welcome to share this with you. Supper is served around your rooms at 7:30pm.

Beverages are offered with all meals. Cups of tea are available to Residents at any time. Residents are surveyed from time to time to ascertain your perception of the meal service. The results of these surveys are then integrated into our Quality Improvement programme.

Call Bells

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

How to Get Help

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

Bedtime

When it suits you. If you require extra pillows etc., for your comfort.

Medication

This is over-seen by the Clinical Nurse Manager in conjunction with the Doctor and Pharmacist. There are special Drug Charts drawn up for each Resident and your medication will be reviewed by your Doctor at least three-monthly. Trained staff will ensure you receive

your medication at the appropriate times. Please ensure you discuss any known allergies with the Registered Nurse.

Money

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

Subsidised Residents get pocket money, this is credited into their bank account by Work and Income New Zealand.

If I Run Out Of Money to Pay my Fees

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

Mail

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

Alcohol

Residents can have a drink, however this is monitored where medically required. There are also special social occasions.

Pets

In some instances, we can have birds, cats and fish. This needs to be discussed with Management prior to admission. Unfortunately, we do not allow dogs.

Transport

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

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

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

Doctor

You may keep your own Doctor or use our House Doctor. If the Residents chosen Doctors charges are above the contracted Doctors fee, then the Resident may be charged the difference.

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

Electric Blankets and Hot Water Bottles

These are not permitted as a means to ensure Resident safety. All rooms are heated by thermostatic control to ensure the preference of the Residents is achieved and staff monitor these to ensure comfort needs are met.

Televisions

Plasma or LED / LCD televisions may be placed in your room provided they are of a size that can be accommodated on a solid base i.e. 14-32 inch screen. The television must not pose a hazard to Residents or staff and written approval must be obtained from the Facility Manager prior to flat screen televisions being mounted

on walls. Where permission is granted, the cost of installation will be met by the Resident, along with any ongoing maintenance and cost of removal. Installation must be completed by a Registered Electrician. Removal will include restoration of the wall to its former condition, which will include plastering and re-painting.

Smoking

Annaliese Haven Rest Home and Hospital and Dementia care is a NON SMOKING residential care facility. You may sit in front of the Maintenance Shed, if you choose to smoke.

Telephones

There are two Resident's telephones provided situated in the front foyer and the back hallway by the lounge. We can also arrange for a telephone to be installed in your room.

Personal Items

It is important that you arrange your own insurance to cover items that are owned by the Resident or bought into Annaliese Haven Rest Home and Hospital for personal use. Residents are encouraged to bring as many personal items as possible. Television, radio, pictures and items of furniture. We try to make our home your home. Electric blankets are not permitted for safety reasons without the express permission of the Facility Manager. Their maintenance and annual electrical compliance checks remain the responsibility of the Resident / their family / whanau.

Visiting

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

Dependency of Residents

Annaliese Haven Rest Home and Hospital will care for confused Residents as long as they do not interrupt the smooth running of the facility for other Residents and their safety can be maintained. Annaliese Haven Rest Home and Hospital has a complete mix of Residents from those who drive cars to those who require palliative Hospital level of care.

Church

We have regular church services to cater for all denominations.

Concerns/Complaints

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

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

Interpreter Services:

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

Description of Services

Completely provided for within the Fees:

Full board and lodgings, including:

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

Personal hygiene facilities including:

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

Personal grooming services:

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

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

Care planning information includes:

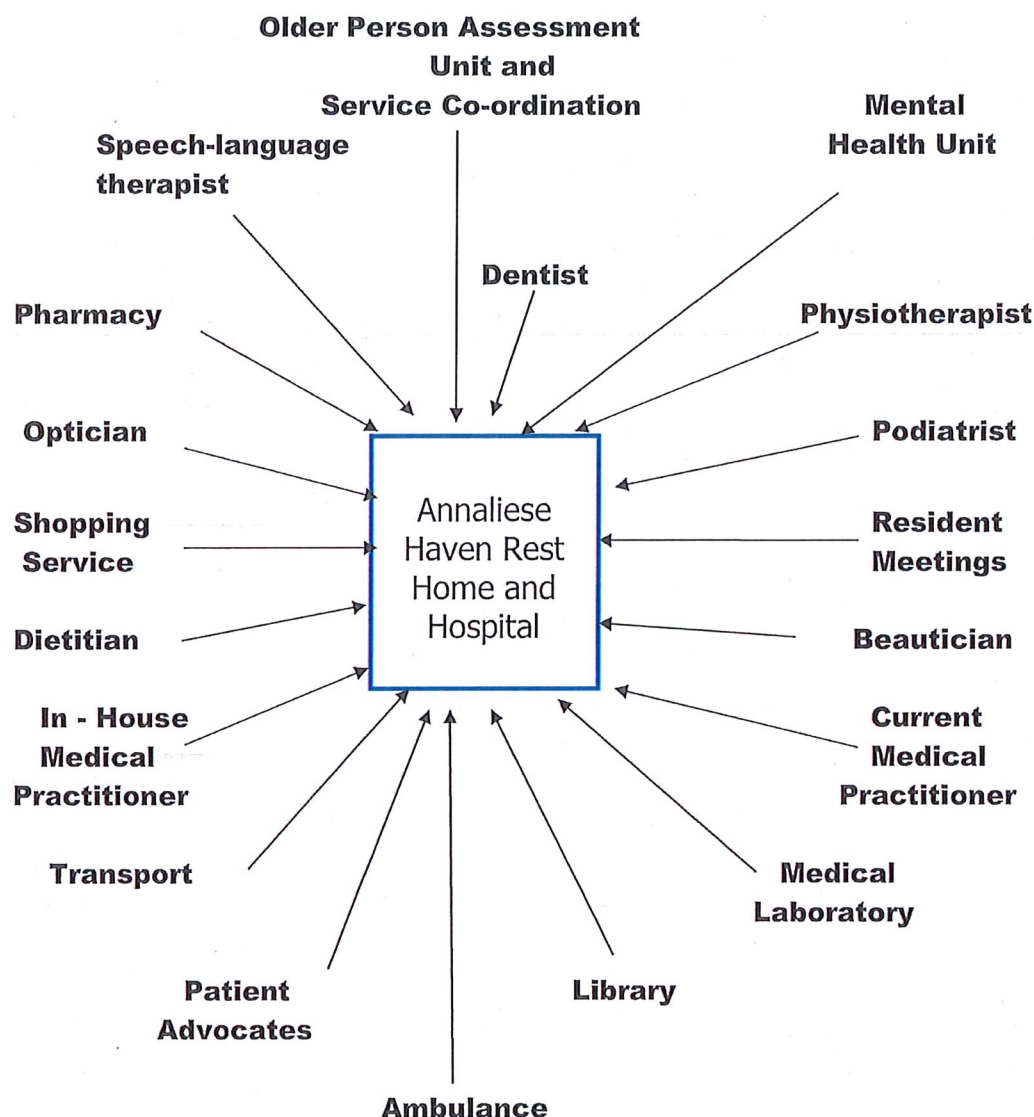
- Nutrition and hydration assessments and support strategies;
- Mobility assessments and support strategies;
- Assessment for pain management strategies;
- Medication management strategies;
- Skin and Wound Care instructions;
- Continence assessment and management strategies;
- Grooming and Hygiene interventions;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

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

Services Not Included In the Fee

- Optical services
- Audiology services
- Dental services
- Legal and financial services
- Hairdressing services
- Dry cleaning
- Wear and damage to personal clothing and belongings.
- Transport (*see Admission Agreement*)
- Individualised equipment (although some financial assistance may be available from other agencies e.g. ACC/ISS).
- Speciality entertainment fees e.g. orchestra or show.
- Toothpaste, shampoo and soap and other personal care items for individual use.
- General Practitioners. Residents may be asked to pay the difference between the charge for the Rest Home Doctor and a preferred Doctor, who is charging at a higher price.

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



We welcome any suggestions to improve our service.

Don't hesitate to contact our Facility Manager – **Christine Flagg** or Clinical Nurse Manager – **Roxana Gabizon** for further information on (03) 327 6282 or by facsimile (03) 327 6114 or Email: manager@annaliesehaven.co.nz

CODE OF RIGHTS AND RESPONSIBILITY POLICY

These Rights and Responsibilities clearly identify the principles by which Annaliese Haven Rest Home and Hospital operates. Our Residents can therefore be assured of a delivery of service based upon these Rights and Responsibilities.

YOU HAVE A RIGHT

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

YOU HAVE A RESPONSIBILITY TO:

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

Concerns / Complaints Policy

Annaliese Haven Rest Home and Hospital is committed to the delivery of quality care. Every Resident must be afforded a high quality of care, delivered to them with dignity, regardless of situations that may make this difficult.

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

We encourage you to make any complaints about our service to us directly in the first instance. We are committed to resolve all complaints as soon as possible and we view these as opportunities to improve our service to you.

Address the complaint to:

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

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

We give the Resident absolute assurance that the continuity of service will be maintained during the investigation and resolution of any concern/complaint without prejudice.

This procedure is based on the principles of natural justice along the guidelines issued under right 10 of the Health and Disabilities Services Consumers Code of Rights. The Code of Rights covers all aspects of the quality services but does not include complaints about which services are or are not provided.

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

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

All complaints are documented and noted on the complaints register. The completed document pertaining to the complaint will then be placed on the relevant Resident medical file or remain with the complaints register where the complaint relates to any other party (non-resident / non-staff).

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

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

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

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

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

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

H&DSS: 2.4

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

Compliments / Concerns and/or Complaints Form

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

Date:	Time:	Name of Staff Member taking details (where applicable):

Name of person submitting comment:

Address for correspondence:

Ph:

Fax:

Email:

Details of the comment:

Investigation notes: (attach notes if required)

Outcome / Resolution Decided Upon:	
Reasons for Outcome / Response from Complainant to outcome:	
Date outcome communicated to person making a complaint:	Note Complainants response to outcome:
Facility Manager's comments:	

Facility Manager's signature:

Date:

Quality Improvement Co-ordinator signature:

Date: