

EDENVALE AGED CARE CHARITABLE TRUST

trading as

EDENVALE HOME & HOSPITAL



RESIDENT INFORMATION PACK

1 July 2023 onwards

PURPOSE

The aim of the Trust Board is to provide quality accommodation within the environment of Christian love and supportive care. It encourages its residents to exercise as much independence as they are able or wish, and it strives to minister to the needs of the whole person, i.e., physical, social, and recreational, emotional, spiritual, and intellectual.

Care is provided to Residents on two levels.

- Independent, frail ambulant.
- Dependent, frail, or confused.

Christian Principles guide all decision-making. Assistance in maintaining this attitude of love, acceptance, and respect for the dignity of everyone will go a long way towards ensuring the success of Edenvale Home.

BUSINESS DESCRIPTION

Early in 1965, a group of men who belonged to the Open Christian Brethren churches around Auckland felt a common concern to care for the aged people, who for various reasons, were no longer capable of caring for themselves. This led to the formation of a non-profit charitable trust to oversee the establishment and ongoing administration of a suitable Rest Home. While the Trust Board is still comprised of members actively involved in Open Brethren churches around Auckland, it welcomes applications for the Home from anyone over 65 years old in need of its services. The Board is the Employer of staff and has overall responsibility for the Home. It delegates the day-to-day details of this responsibility to the General Manager to whom all staff are responsible. 24-hour staff coverage is provided with a Registered Nurse on duty or on call. The Home provides weekly visits from a contracted GP and Nurse Practitioner plus emergency on-call service.

RESIDENTS HAVE A RIGHT TO:

- Be treated as an individual with dignity and respect.
- Treat the facility as their home and regard themselves as a member of a family.
- Maintain personal independence.
- Be consulted about any matter that concerns them.
- Be informed of any information regarding them in a form that they can understand.
- Be involved in all decisions regarding stages of care and give informed consent.
- Personal and health care according to their needs.
- Refuse or withdraw any treatment.
- A second medical opinion (at resident costs)
- Access their medical records.
- Be free from harassment, coercion, discrimination, and exploitation.
- Confidentiality of information or records held by the facility regarding themselves.
- Privacy while making phone calls, accepting visitors, attending personal hygiene, medical examinations, conversations with other residents and staff and in the receiving of mail.
- Have control over all personal matters, possessions, clothes, and financial matters.
- Be provided with appropriate storage.
- Possess your own property.
- To be known by name of choice.
- Be involved in making decisions regarding daily living.
- Complain or raise any concerns.
- Have, if necessary, an independent person to advocate for them.
- Expect support with decision-making.
- Choose whether to be involved in any teaching or research programme.
- Expect all reasonable safety standards and systems to be in place.
- Choose and maintain contact with individuals and groups from the community with visits and outings.
- Be offered a range of activities within the facility and the community.
- Socialise with whomever and wherever they choose.
- Receive visitors of your own choice and choose who visits.
- Continued involvement with any cultural or religious practices, values and beliefs that have determined their life in the past.
- Have their own TV in their bedroom and watch at times they wish.
- Arrange a personal telephone in their bedroom (at Resident's cost).
- Discharge self without prejudice.

RESIDENTS HAVE A RESPONSIBILITY TO:

- Disclose all medical history relevant to their ongoing care.
- Self-determination includes health within their cognitive and physical limitations.
- Treat fellow residents with respect.
- Treat staff as individuals and with dignity and respect.
- Remember that other residents have the same rights as themselves.
- Assist staff in caring for their health.
- Let staff know when they will be out, when returning and who they will be with.
- The building and environment.
- Keep financial matters current.
- Meet the (upfront & ongoing) costs of personal telephone and TV.
- Ensure the TV volume in the bedroom does not disturb other residents.

GENERAL INFORMATION

Activities:

A varied programme is on offer for the benefit/enjoyment of those residents who wish to join in. In addition, we also have external entertainers who provide weekly musical entertainment. Exercise is also a focus of our programme and regular group, or individual walks, are available, and participation in the programme is optional.

Advocacy

If you want someone to assist you make decisions, you should advise us of who that person is. The person is called an "advocate" and their name will be recorded on your file. To contact an advocate in Upper North Island, call the Advocacy Service on 0800 555 050.

Assisted showering and dressing:

We start showering residents at approx. 8 a.m. and aim to get showering completed by 10.a.m. Please discuss with staff your preference for showering assistance time.

Client Satisfaction Survey.

Resident / Significant Other satisfaction surveys are conducted twice a year. We welcome your suggestions and comments so that we can address any concerns you may have. These surveys are in confidence and your concerns will be dealt with in a sensitive & fair manner without identifying the Resident / Significant other.

Concerns & Complaints.

The home values feedback from residents & their families. Concerns & complaints provide a basis for us to identify shortcomings and improve our quality of service.

Concerns and complaints are dealt with quickly in a sensitive and fair manner.

Complaint Policy, Procedure and form is included in this booklet.

If you are concerned about the quality of service or your rights have been affected, please talk to us, as we want you to be satisfied with the quality of our service.

We give an absolute assurance that complaints will not result in any deterioration in service.

It is your right to have a support person of your choice present if you wish to complain or express a concern.

Contact Details

To meet our Ministry of Health contractual obligations we are required to provide to the Ministry the contact details of the nominated family member(s) or representative.

Cultural Support

To assist us meet your cultural requirements we request that the Resident Profile - Spiritual & Cultural assessment is to be completed outlining your expectations. Edenvale Home & Hospital will ensure that appropriate cultural support is provided to the requested Resident. The resident will meet the charge for this service.

Doctor visits

The contracted GP and Nurse Practitioner (NP) comes to our facility on Wednesdays (NP) and Thursdays (GP).

Hairdresser

A hairdresser visits the home fortnightly. To book an appointment, talk to one of the staff. The resident will meet the charge for this service.

Health Information Policy

All Clinical Records concerning a resident will be held for a period of 10 years. Clinical Records are available for families to hold. All Health Information is held in accordance with the Health Information Privacy Code 1994.

Health & Safety

Our facility is a safe place for residents, visitors, and staff. Regular checks and audits of health and safety are carried out. However, should you become concerned about any aspect of safety, or if you identify a potential hazard, please let the Staff of the General Manager know.

Informed Consent.

You will be given information before any proposed treatment or procedure and a description of any discomfort, risk and expected benefits. Any questions you have concerning the procedure will be answered. You have the right to withdraw your consent at any time during any treatment or procedure.

Legal Documents.

It is the policy of the Edenvale Home & Hospital that Staff do not witness legal documents and recommend that this be done by a Justice of the Peace or Solicitor.

Mealtimes.

Breakfast.	7 am	Resident's bedroom
Morning Tea	10 am	Lounge(s)
Lunch	Noon	Lounge(s)
Afternoon Tea	2 pm	Lounge(s)
Dinner	5 pm	Lounge(s)
Supper	7 pm	Lounge(s)

Personal Furniture.

Furniture is limited to what can fit comfortably in the bedroom. Please discuss with the General Manager if you wish to bring your own furniture.

Residential Care Subsidy

A Residential Care Subsidy is available to residents who meet the criteria. The subsidy is 'means tested' by Work & Income who also hold relevant application forms.

Room Policy

We aim to ensure that residents do not have too much disruption. If a resident requires more regular care, it may be necessary to move the resident closer to the Nurses' station to ensure better supervision and quicker response.

Smoking

Edenvale Home & Hospital is a Smoke & Vape free facility (inside & out).

Valuables.

Residents are discouraged from keeping valuables onsite. If you bring cash and/or valuable items onsite, the security of valuables remains the responsibility of the Resident. **Edenvale Home & Hospital staff will not be liable for any loss or damage to these valuables.**

Visitors.

Family members, friends and Visitors are most welcome at Edenvale Home & Hospital during our visiting hours on display at our Main Entrance doors. Visitors are required to enter & depart through our Main Entrance doors only, and do a RAT on arrival (when required)

When taking (your) Resident(s) out, please sign them out at the Samsung Sign-in/Sign-out tablet located on your left as you enter through the sliding doors. Remember to sign them back in again on their return to Edenvale Home & Hospital.

AMENITIES:

Television & Audio System

A communal TV and audio system is available in the main lounge, hospital lounge and dementia lounge. Residents can have a TV/radio in their bedroom (if required) with Residents responsible for the supply, installation, and ongoing costs (if any) for the TV. Residents with hearing loss are asked to use headphones so they do not disturb other surrounding Residents.

Heaters

Heaters are in all bedrooms and common areas. Please ensure that clothes, furniture, books, and papers are kept clear of the heaters.

Lounges & Library

There are multiple lounges throughout the facility for Resident's use. The mobile Library bus visits our facility once a month (Covid permitting).

Outdoor Garden Areas.

Throughout the grounds, there are areas for Residents to enjoy the sunlight with protective shelter.

Laundry.

All clothing is to be clearly marked/identified. While every effort will be made to ensure the safe laundering of clothes, the home holds no liability for any damage or loss.

THE COST OF CARE AND THE SERVICE YOU WILL RECEIVE

On admission, all Residents will be charged a daily rate (payable monthly in advance) as per our Resident Admission Agreement.

Medical Practitioner

The contracted GP and Nurse Practitioner (NP) comes to our facility on Wednesdays (NP) and Thursdays (GP). **The Resident's medical records will be transferred to our contracted GP.**

Transportation:

We would request an appropriate relative or friend to accompany the Resident to any external appointments, including medical appointments.

Payment during temporary absence.

If your room is held while you visit family, friends, or admission to hospital for assessment or treatment, your fees will continue and payable at the daily rate.

If you are receiving a Subsidy, the Ministry of Health would continue to pay up to 21 days if you hospitalized in any one financial year. This can be extended upon the approval of the Needs Assessment Co-ordinators, and up to 14 days at any 1 time while you visit friends or family, up to 28 days in total in any one financial year.

Transfer/Discharge:

If you wish to transfer/discharge out of Edenvale Home & Hospital, you are required to give us three weeks' notice. Failure to give three weeks' notice means you will be charged for three weeks', plus two days extra days for the cleaning of the room.

Services not included in Fees:

- Specialised assessment and rehabilitation services.
- Customized equipment.
- Sensor mat use.
- Outings with our contracted Outings Organizer.
- Onsite Hairdresser and Podiatrist.
- Services such as those provided by medical specialists, dentists, opticians, audiologists, dry cleaners, solicitors, and other professional services.
- Clothing, incontinent products outside the range we supply, and personal toiletries.
- Pharmaceutical costs over and above Government's prescription charge, any manufacturer's surcharge, packaging, and delivery costs
- Any medical costs incurred without our prior approval.
- Staff costs for attending external appointments for/with Residents.
- Compliance costs for personal equipment.

Dear Enquirer,

Thank you for considering Edenvale Home & Hospital as an option to provide care for your elderly loved one.

We will require an assessment from Health NZ, which will inform us of the history and status of the health of your elderly loved one, including what type of care is needed. Once we get this assessment, the next step will be to meet preferably in person here at our premises or via Zoom/MS Teams if meeting in person is not possible. This is so that we can review the assessment and discuss the features of the care required, and how Edenvale Home & Hospital can provide this.

It is important to note that we will need a letter of discharge from the hospital (assuming you are coming from a hospital) or the aged care facility you are coming from so that everyone (including the hospital/aged care facility you are coming from) agrees with your transfer to Edenvale Home & Hospital

Room rates including GST from 1 July 2023 - 30 June 2024									
Room type	Level of Care	Room #'s	No. of rooms	Base Charge	Room Charge	Overhead Hoist	Facility Charge	Total Daily charge	Average Monthly Charge
Standard (no ensuite)	Dementia	A2 - A14	12	209.18			3.45	212.63	6,476.36
Standard (no ensuite)	Hospital / Rest Home	D2	1	209.18			3.45	212.63	6,476.36
Standard (no ensuite), overhead hoist		D15	1	209.18		5.75	3.45	218.38	6,651.49
Larger room, no ensuite		D4	1	209.18	3.45		3.45	216.08	6,581.44
Standard (shared bathroom)		C3, C5	2	209.18	13.23		3.45	225.86	6,879.17
Standard + ensuite		C1, C7, C8, D7, C9, D3, D5, D9, D11, D14	10	209.18	26.45		3.45	239.08	7,281.98
Standard + ensuite, overhead hoist		C2, D1	2	209.18	26.45	5.75	3.45	244.83	7,457.11
Premium + ensuite		C4, C6, D6, D8, D10, D12	6	209.18	33.35		3.45	245.98	7,492.14
Deluxe + ensuite		E1 - E6	6	209.18	48.30		3.45	260.93	7,947.49
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We look forward to serving you and your family well!

Yours sincerely,



Raymond Stein, General Manager
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