



FREELING  
HOLT HOUSE

Your home away from home

RESIDENT ADMISSION  
INFORMATION BOOK



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## OUR MISSION STATEMENT

Freeling Holt House is dedicated to providing exceptional care in an atmosphere of warmth and friendliness. Allowing individuals the opportunity to attain or maintain their highest possible physical; mental; emotional and spiritual wellbeing. We recognise and affirm the unique value of each person, their families/whanau and our wider community. We support people to live with dignity, purpose and hope according to their aspirations and needs.

## OUR VALUES

These values will guide our work:

### **Celebration**

- We celebrate life in all its stages
- We recognise that fun, laughter, companionship and purpose are an integral part of the well being of individuals

### **Respect**

- We treat each person with honour, dignity and respect
- We encourage people to treat themselves and each other with kindness & sensitivity

### **Cultural Diversity**

- We recognise and support the values and views of all cultures

### **Quality**

- We deliver the highest standard of clinical care by well trained staff in a professional and ethical manner

### **Communication**

- We embrace open and honest communication in a safe and supportive environment

### **Partnership**

- We work collaboratively with health partners; service providers and our community to provide the best outcomes for our residents.

## OUR STAKEHOLDERS

Our stakeholders are

**Our Clients** those people who use our services and their families

**Our Staff** those people we employ

People with disabilities those people who because of a disability may need our services.

**Our Funders** those people or organizations who fund or may fund our services

**Our Community** our neighbours and the people of North Shore

## OUR AIMS

Our aims are:

- **To provide quality care with residents individually and collectively.**
- **To assist our residents to make the most of their lives.**
- **To work with residents, families and their advocates.**
- **To involve the wider community in our work.**

## OUR VISION

Freeling Holt will distinguish itself as a leader in redefining residential care delivery and will be recognised for the passion of its people and partners in providing compassionate, quality, innovative care to the residents it serves.



## WELCOME

Welcome to Freeling Holt House, we hope you will enjoy your time with us. Useful things to know

<b>Address</b>	9A Mawson Ave	
	Torbay	
	North Shore City 0630	
	Auckland	
<b>Telephone</b>	Office	478 5016
	Facsimile	478 5015
	Residents	478 7775
<b>Email</b>	admin@freelingholt.co.nz	
<b>Facility Manager</b>	Diane Aldridge	
<b>Clinical Manger</b>	Lijo Andrews	
<b>Registered Nurse</b>	Rhea Framo - Dep Charge Nurse	
	Divya Dominic	
	Christine Laurente	
	Bessa Asignacion	
	Anu Johnson	
<b>Residential Care Officer</b>	Patricia Nascimento	
<b>Maintenance Manager</b>	Jerry Humphires	





## CONSUMER RIGHTS

The Code of Health & Disability Services Consumers' Rights is a regulation under the Health & Disability Commissioner Act, which outlines the rights of consumers of healthcare and the duties of the providers. The document is displayed in the dining room and all residents receive a copy on admission.

Under the health & disability Services code, the resident has the right to:

- **Be treated with respect**
- **Freedom from discrimination, coercion, harassment and exploitation**
- **Dignity & independence**
- **Services of an appropriate standard**
- **Effective communication**
- **Be fully informed**
- **Make an informed choice & give consent**
- **Support**
- **Respect with regard to teaching or research**
- **Complain**

## ATTRACTIONS

The beautiful East Coast Bays beaches are close by, as is Browns Bay & Albany shopping areas.

## 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 a resolution. Please ask the nursing staff if you wish to access these services.

The Health & Disability Advocacy Service is free, independent, confidential & on the side of the consumer. Independent advocates help & support people to know their rights and the actions they can take if they have a concern about a health or disability service.

To contact Nationwide Health & Disability Advocacy Service, call

**0800 555 050**

**09 441 9001**

**Website [www.hdc.org.nz](http://www.hdc.org.nz)**



## COMPLAINT OR CONCERN

Complaints or concerns regarding the delivery of care and / or breaches of resident's rights are dealt with in a sensitive, objective and professional manner. This sensitivity will give consideration to cultural & spiritual values. The resident & significant other must feel secure that the resident will not be adversely affected by exercising their rights to question the service being provided.

**NB** See complaints process in the agreement.

## COMMUNITY RESOURCES

The following community support groups are available and may be of interest to you. Please let the staff know if you would like to contact any of them.

- **Stroke club**
- **Parkinson Society**
- **Arthritis support group**
- **Multiple sclerosis society**
- **Brain injury society**
- **Royal NZ foundation for the blind**
- **Age concern**

## CULTURAL SUPPORT

At Freeling Holt House we have a multi cultural staff and we recognize that we live in a diverse cultural community. We attempt to meet cultural needs with sensitivity and understanding. Any recommendations or requests are welcome.

We are able to provide information about cultural support groups should you 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 unable to assist.



## EXTRA CHARGES

Whilst most of the services that we provide are included in the price as per the agreement, we are unfortunately not in a position to absorb all of the costs associated with extra products or services that you may desire or require. Please read the Resident Admission Agreement, it lists the costs payable by us, and the costs that are "extra".

## FIRE EVACUATION & SAFETY / EMERGENCY PROCEDURES

Freeling Holt House has a full fire sprinkler system in place. Smoke detectors are installed and located strategically in all areas. Smoking is prohibited in the building. We have a current Warrant of Fitness as required by the Building Act 2004. This indicates that all fire safety and monitoring systems, fighting equipment and all facilities with disabilities meet the requirements of the 2004 Act.

We comply with current Health and Safety legislation and have identified hazards in and around the facility that could potentially harm. (please ask copy if you like to know which hazards we have identified) We have procedures in place to minimise any risks.

Our staff is well trained in the use of all equipment in relationship to persons with disabilities. Staff are given ongoing training in all aspects of dealing with the elderly client to provide a safe and secure environment,

All electric equipment **MUST** be tested prior to being used in the facility.

## HAIRDRESSER

We have a resident hairdresser who visits every Wednesday.

## INFORMED CONSENT

Freeling Holt House is required to obtain informed consent from the residents in line with the Health & Disability Services Consumer Rights Code 1996. The process for seeking consent either from the resident or from their enduring power of attorney is provided to the resident in a form that is understood.

**NB** See Section 4 of Resident Residential Agreement



## INSURANCE / PERSONAL POSSESSIONS

In view of difficulties associated with the insurance of valuables and property not belonging to the facility, residents and/or family / whanau / EPOA are required to acknowledge the following:

Freeling Holt House does not accept any responsibility for residents Possessions including money, jewellery, electrical equipment and documents.

Whilst we take all due care to protect your personal belongings, you need to decide whether to take out your own personal insurance particularly for items of significant value.

The management recommends that large amounts of money are not left with residents. While we do not want to take away the individuals independence and ability to deal with their money, we will not be responsible for any money that goes missing.

**NB** See Section 3 of Resident Admission Agreement



## INTERPRETER

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

## LAUNDRY SERVICE

All residents clothing is laundered on the facility. Whilst we take all due care when laundering, you need to be aware that we cannot be held financially liable should damage or loss occurs.

Dry cleaning is not part of our service, residents need organise their own dry cleaning.

Prior to entry we ask that all clothing is clearly named.

## MEAL SERVICE

Delicious & nutritious meals are prepared daily. The menu is approved by a dietician. Any special dietary requirements are catered for.

<b>Breakfast</b>	7.30 – 8.15 am (dining room or room service)
<b>Morning Tea</b>	10.15 am (in lounge)
<b>Midday</b>	12.00 pm
<b>Afternoon Tea</b>	2.15 pm (in lounge)
<b>Evening</b>	5.00 pm
<b>Supper</b>	Delivered between 8.00 - 8.30 pm

Midday & Evening meal served in dining room. Please let staff know if you will be out for a meal.

You may invite a guest for a meal, if you give the cook, two hours notice, a small charge applies.





## MAIL

Mail will be delivered to you daily; there is a mail box for posting mail, outside the dining room.

## MEDICAL ALLIED HEALTH PROFESSIONALS

Registered Nurse coverage is seven days a week, 24 hours a day. Our Manager or RN's are always available to discuss any concerns.

Our resident General Practitioner is Dr David Raubenheimer

Residents may choose to continue with their own GP – see Resident Admission Agreement regarding payment

Medical records are confidential and retained at Freeling Holt House

## Allied Health Professionals

### Physiotherapist

Jenny Mercer  
visits weekly and/or as required

### Occupational Therapist

Visit as required.

### Podiatrist

Help Street Atom  
visits 6 weekly

## MEDICATION

Medications are administered by staff. All prescription medicines are prescribed and reviewed 3 monthly and / or as required by the GP.

Our pharmacy is Unichem Apollo Pharmacy.

## NEWSLETTER

We publish a quarterly newsletter "The Mawson Telegraph" residents & families are most welcome to contribute short articles or suggest topics of interest.

## NEWSPAPER

A newspaper is available in the Lounge. We ask that you read it there and leave for other residents to enjoy. If you would prefer to have your own copy delivered, please arrange payment details with office.

## NOISE

In consideration of all residents, noise levels from radios, TV's and conversation shall always be kept at a reasonable level

## OUTINGS

We have regular trips and outings. We also have special outings organised from time to time, these will be advertised on the notice board in the lounge and in the Newsletter.

## PETS

Pets may be permitted by special arrangement with the manager. Pets are the responsibility of the resident / family / whanau.



## PRIVACY

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

We are committed to ensuring that your privacy and dignity is maintained at all times whilst under our care. We aim to achieve a balance between respecting an individual's right to choose and the privacy of other residents.

We have a documented protocol for meeting your privacy requirements including clinical treatments and procedures, family discussions and any desire for intimacy. We keep information about your well being and life style needs on file and it is confidential. Only people responsible for your care have access to the file.

The Privacy Officer for Freeling Holt House is Diane Aldridge, Manager.

## QUALITY ASSURANCE

We have an ongoing Quality Assurance Programme to ensure we maintain the highest standard of care possible. If you have any suggestion or comments you wish to make about our service, please let us know

## RECREATION

We are keen to determine your interests in the areas of arts, music, exercise, life skills development, spirituality and recreation. Our Lifestyle Facilitator will visit each resident individually. She will encourage and assist the residents to be involved with organised or individual activities. Your contribution of any idea for activities is most welcomed and we will endeavour to accommodate them as far as practicable

Our regular activities include:

- **Bingo / games / quizzes / word games /crosswords/ discussion group**
- **Stretch Class**
- **Visiting musicians / sing a long**
- **Hairdresser**
- **Outings / shopping / picnics etc**
- **Crafts**
- **Book, Garden & Discussion Clubs**
- **Water Therapy**
- **Through out the year we organise special celebrations & outings; visiting performers; outings to shows, special events etc**



## RESIDENT INCIDENTS

Residents & their families need to understand that all incidents and accidents involving them including neglect and abuse need to be documented so management can ensure that solutions are found and the situation does not arise again. Our staff encourages issues of concern to be raised so that we are able to continuously improve the care we provide. Please use the complaints & concerns process available or feel free to talk about the issue with a staff member that you trust.

## RESIDENT'S ROOMS

The resident's room is furnished with all necessary furniture. Each room has an en suite toilet & hand basin, fitted with support rails. We encourage individual furnishings to help the resident feel at home in their new environment. Provision has been made for connecting television set and personal phone. Residents are responsible for providing their personal phone and pay all accounts and maintenance applicable.

Staff are on duty 24 hours a day. A nurse call bell system is found in each bedroom and en suite bathroom, a staff member will show you how to operate this.

Inside a number of service areas have been designated "staff only" – kitchen, laundry, linen room, sluice room and we ask that you respect our need to operate the facility in such a way.

## RESIDENT MEETINGS

We encourage all residents and families to participate in these meetings and have their say in the regarding home matters. The meetings will be announced on the notice boards and minutes from the meetings will be displayed on the resident's information board.

## SECURITY

At night all external doors are locked as required for staff and resident's safety.

## SEXUALITY & INTIMACY

We are happy to put you in touch with an appropriate counselling service or provide you with any educative or informative material regarding sexual health advice.



## SMOKING

Freeling Holt House promotes a smoke free environment. There is a designated smoking area on the back terrace of Fay Gair Building. Individuals may smoke outside their own unit in their courtyard.

## SOCIAL/SPIRITUAL SERVICES

Should any resident require the services of a social worker or counsellor this can be arranged

### Chaplain:

We have a chaplain that visits weekly. Residents and/or family may request a visit.

### Counselling:

If counselling is required, we have access to excellent counsellors. Funding may be available through WINZ.

### Visiting Hours:

We encourage you to visit as often as possible and we have no set visiting hours as such but ask you to be aware of other residents when visiting and if possible to keep from visiting during the early morning hours to allow staff to provide personal cares, and late at night to not disturb other residents.



### Taking Resident On Outings:

We welcome and encourage family and friends to maintain contact and routine with their loved ones.

Feel free to take the resident on outings, to clubs, shopping, drives, visits, family gatherings etc.

We ask you to inform staff in advance, if possible, if you plan to take a resident out and how long for to ensure that the resident is ready and prepared, medication organised etc.

If you decide to take a resident out on the spur of the moment there might be a delay before the resident, medication etc is ready.

When bringing the resident back also inform staff.

If anything happened during the outing please inform staff so that required action can be taken and all are informed and aware.

### Temporary Absences:

Where a Resident is away with family or friends, for longer than 14 days at any one time, and up to 28 days in total in any one financial year the subsidy will stop.

### Additional Services :

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

## TELEPHONES/TELEVISION

Telephones are available for the use of all clients and toll calls can be made from the office but at the cost to the resident. A resident's telephone is available and a handheld portable is available as required. Television is situated in the main lounge and residents may have a television in their rooms. If residents having hearing problems it might be an idea to provide resident with headphone so TV can still be enjoyed without upsetting other residents if sound has to be turned up.

## RESIDENT CODE OF RIGHTS & RESPONSIBILITIES

Compiled by residents of Freeling Holt House in relation to the Code Of health and Disability Services Consumers Rights 1996. Copies of the Code of Health and Disability Services Consumers Rights 1996 are given to residents on admission to Freeling Holt House. A copy is also posted on the residents notice board in the dining room.

### As a resident you have the right to:

1. Personal and health care according to your needs.
2. Be treated as an individual, with dignity and respect.
3. Privacy when attending to hygiene, making and receiving telephone calls, receiving mail and visitors, personal conversation with staff and other residents.
4. Be encouraged to maintain your personal independence.
5. Be consulted about all matters affecting you.
6. Confidentiality of any records staff may keep.
7. Expect to live in a safe environment.
8. Be involved in decision making about activities of daily living.
9. Continue with cultural and spiritual practices and value systems which have determined your life in the past.
10. Choose and make contact with individuals and groups from the community through visitors to the home and outings.
11. Be asked to choose from a range of activities in the home and the community.
12. Socialise with whomever and whenever you choose.
13. Have control over all personal matters as to your own possessions, clothes, financial affairs and bedtime.
14. Treat the house as your home and regard yourself as a member of a family consisting of other residents and staff.
15. Voice your concern about anything which upsets you and if necessary have an independent advocate.

### As a resident you have a responsibility to:

1. Remember that other residents have the same rights as you.
2. Have respect for other residents and staff.
3. Assist staff in looking after your health.
4. Treat the house with care.
5. Tell staff when you go out, what time you expect to return and if you require a meal saved, report to staff on your return.
6. Keep financial matters current.
7. Abide by house rules.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name (if signing on behalf of): \_\_\_\_\_

Relationship to resident: \_\_\_\_\_