

Torbay Rest Home Freeling Holt House



Information Prior to Entry

Contact details:

Torbay Rest Home (TRH) - 102 Glenvar Road, Torbay, Auckland, 0630

Phone: (09) 473 5977

Website: www.torbayresthome.co.nz

Freeling Holt House (FHH) - 9a Mawson Avenue Torbay, Auckland, 0630

Phone: (09) 478 5016

Website: www.freelingholt.co.nz

Facility Manager: Diane Aldridge - manager@torbayresthome.co.nz

Clinical Nurse Manager: Michelle Salvador - clinicalmanager@torbayresthome.co.nz

Introduction

Thank you for your interest in Torbay Rest Home and Freeling Holt House. We are pleased to show you around our lovely home and welcome any questions you may have.

Torbay Rest Home and Freeling Holt House is owned and operated by APPQ Limited - Aven Chen. We are committed to the further development of the Freeling Holt House - Hospital Level Care and Torbay Rest Home - Rest Home Level Care, Dementia Rest Home Level Care to ensure excellence in care for all those who reside here.

Diane Aldridge our Facility Manager and Mia Boonen 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 Careerforce (Aged Care Education) training programme or are in the process of completing their qualification.

It is our philosophy at Torbay Rest Home and Freeling Holt House 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.

Our services to residents are documented into Award Winning HCSL cloud-based software which incorporates the clinical records. You may note staff writing into mobile devices during their work, this is part of them recorded the details of service and their work.

We take an active interest in the recreation and entertainment of our Residents. We offer an extensive activities programme under the guidance of our Activities Co-ordinator Elena Kames, Sheryl Keogh, Nikki Casonova, Virginia Grierson. All Residents are encouraged to join in.

Over the years there have been many changes in the care of Older Persons. Torbay Rest Home and Freeling Holt House 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



Diane Aldridge
Facility Manager

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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 Torbay Rest Home and Freeling Holt House must be assessed prior to entry through the assessment unit Needs Assessments Clinical Assessors at the local Te Whatu Ora Hospital. This can be arranged through your General Practitioner or Nurse Practitioner.

Staff

Registered Nurses are rostered on duty on every shift at Freeling Holt House and at Torbay Resthome we have Nurses working seven days each week, 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 3 staff members on duty night and day. We have approximately 80 staff in total, whom are all obliged to participate in our ongoing training programme.

Registered Nurses, Enrolled Nurses and Health Care Assistant Staff are at a level which provides continuity of quality care.

Podiatry

A Podiatrist visits 6-weekly or more regularly if required. The cost for this service is included in the fee for subsidised Residents where referred by the GP and is \$36.00 for private paying Residents.

Physiotherapist

A Physiotherapist will be arranged should the need occur. Staff are all educated in appropriate moving and 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 the Resident.

Activities

The activities programme is organised by the Activities Co-ordinator 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 Co-ordinator. 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 Torbay Rest Home and Freeling Holt House. 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.

Hairdresser

A hairdresser is present on Wednesday morning. The cost is \$15.00 for a men's cut, \$50.00 for a shampoo and set, \$80.00 for a perm, \$35.00 for a women's cut. If you would like to use your own hairdresser while residing in Torbay Rest Home and Freeling Holt House, 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 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. (applies to Torbay Resthome)

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 (Freeling Holt House). Residents who choose to get up have breakfast in the dining room at 8:00am. You may stay in your dressing gown if you choose to. All Residents at Torbay Resthome are encouraged to come to the dining room for their breakfast.

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 as we recognise every person may have different patterns for sleeping. 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 pocket money each week, 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 outside the office door. Stamps may be purchased from Reception staff, or the weekly shopping over-seen by the Activities Co-ordinator, 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 are generally able to have alcoholic beverages if they like, however this is monitored where medically required. We have a Happy Hour Friday 130-230pm. 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 / Nurse Practitioner

You may keep your own Doctor or use our House Doctor or Nurse Practitioner. 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

Torbay Rest Home and Freeling Holt House is a NON SMOKING residential care facility. You may sit FHH - Smokers deck between Fountain and Friends Block or at TRH - behind staff room, if you choose to smoke.

Telephones

Please ask our staff to assist you if you wish to make use of the telephone

Personal Items

It is important that you arrange your own insurance to cover items that are owned by the Resident or bought into Torbay Rest Home and Freeling Holt House 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.

Cultural awareness

Our staff receive education pertaining to different cultural needs and to ensure services are personalised, we seek resident preferences to incorporate into their care / support plans.

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

Torbay Rest Home and Freeling Holt House 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. Torbay Rest Home and Freeling Holt House has a complete mix of Residents from those who drive cars to those who require palliative Hospital level of care.

Church / Spiritual practices

Please check the activities board for information about services. Denominations vary on a weekly basis.

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 3 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 Torbay Rest Home and Freeling Holt House 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, netflix 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.

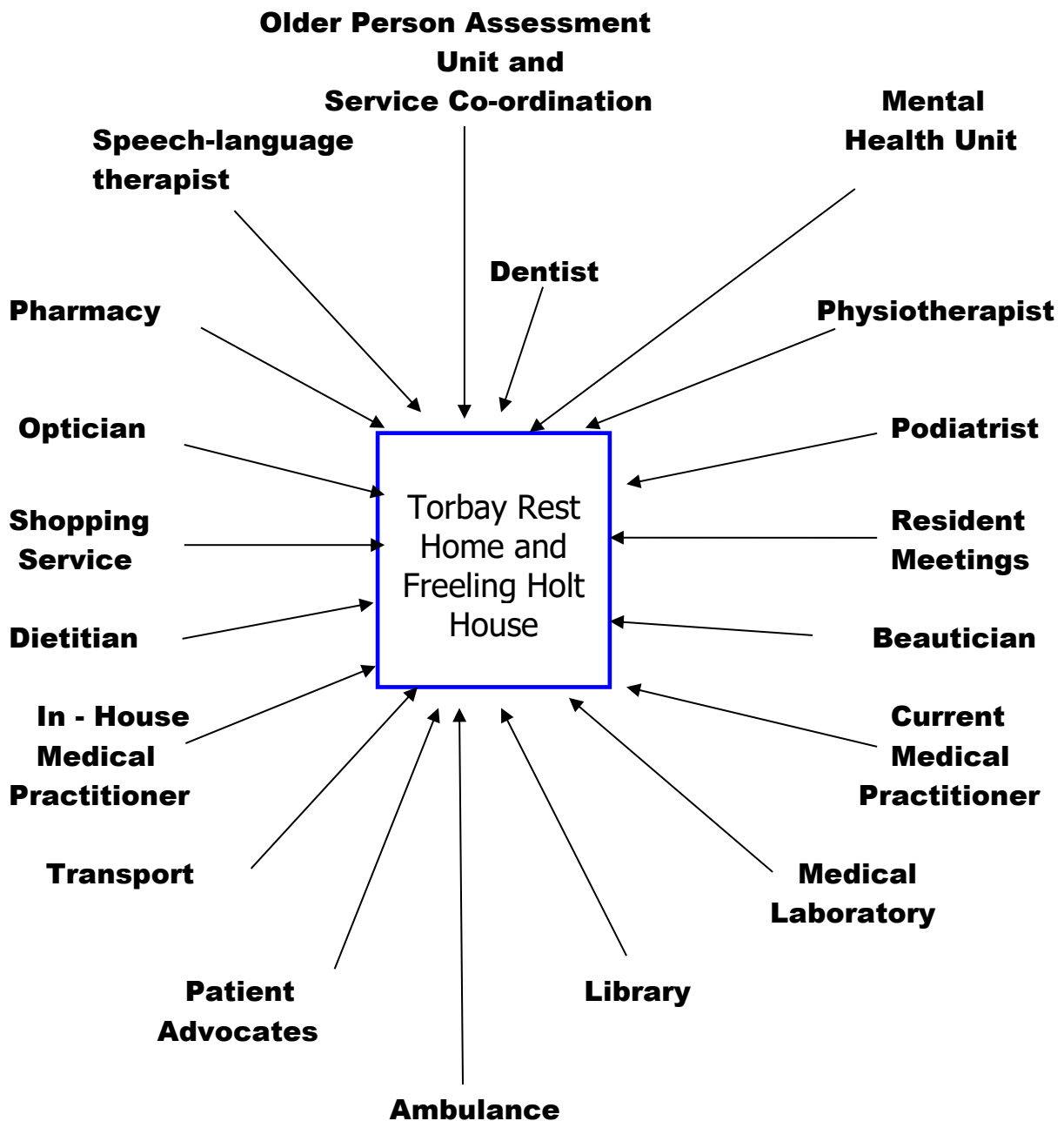
Care planning information includes:

- 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 – Diane Aldridge - manager@torbayresthome.co.nz or
Clinical Nurse Manager – Mia Boonen for further information on
TRH - (09) 473 5977, FHH - (09) 478 5016 or by
Email: clinicalmanager@torbayresthome.co.nz

CODE OF RIGHTS AND RESPONSIBILITY POLICY

These Rights and Responsibilities clearly identify the principles by which Torbay Rest Home and Freeling Holt House 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, discrimination, 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 the 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 smokefree environments policy
- To keep any house rules

Complaints / Concerns Management Policy

Aim:

We are committed to providing the best service and experience available to our Residents, their family/whānau, friends, visitors, support people, employees, volunteers and contractors.

All Residents will be made aware of the complaints policy on their entry to service in a language familiar to them. We will use our best efforts to support ease of accessing and/or discussing any complaint in a way which works best for each individual and their support network / whānau.

Te Tiriti o Waitangi principles, including having Māori and whānau at the centre of all discussions as equal partners, will be implemented to resolve complaints and support improvements in systems which affect their care.

Should anyone feel aggrieved, concerned, or have any complaints about any matters arising from the operation of Torbay Rest Home and Freeling Holt House, the complaints procedure is designed to address these issues. We recognise that the filling out of a simple complaints form may feel confrontation so in addition or instead of a form, the complaint can be offered through dialogue / korero with those involved.

We will facilitate the fair, simple, and timely resolution of all complaints brought to our attention in a manner that is sensitive to and respects resident's values and beliefs.

Procedure for Making a Complaint:

This policy and following procedures are based on the principles of natural justice and reflect the management of complaints or concerns in accordance with the guidelines described in Right 10 of the Code of Health and Disabilities Services Consumers' 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.

Any person has the right to complain in any form appropriate to them. This could be verbally or emailed to the Facility Manager or supplied on a written complaint form. You may use a support person to make a complaint. Complaints are viewed in a positive light as they are

part of risk mitigation and considered an opportunity for improvement.

We encourage you to make any complaints about our service to us directly in the first instance. We are committed to investigate and resolve any complaints as soon as possible while involving you in the process and informing you of the findings or outcome of the complaint investigation.

Address the Complaint to Management in the first instance or:

1. The individual or individuals who provided the service complained of;
2. Any person authorised to receive complaints (any staff member who will forward these to Management) or email to clinicalmanager@torbayresthme.co.nz.
3. 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.
4. Health and Disability Advocacy Service for independent advocate support can be contacted by telephoning 0800-11-22-33.

Concerns or complaints regarding the delivery of care and/or breaches of Residents' rights will be dealt with in a sensitive, objective, timely and professional manner. This sensitivity will give consideration to cultural values and beliefs where these are known. The Resident and significant others must feel secure that the Resident will not be adversely affected by exercising their rights to question the service being provided. If you feel unable to forward your complaint to us, you have the right to the free Health and Disability Advocacy service at the contact details noted above.

The concept of 'Open Disclosure' will be implemented throughout all interactions with others to ensure transparency and timely communication of relevant information. All complaints will be managed on the basis of Open Disclosure and equity, to ensure transparency and fairness in all aspects of complaint management, investigation, reporting and resolution.

Information bound by the Privacy Act as remaining confidential is respected as such, however the concepts and general information and outcome will be relayed to the complainant. Complainants are advised that we request feedback as to their level of satisfaction with the outcome of the complaint investigation process.

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.

Formalising Informal Complaints:

At times there may be minor annoyances or issues which concern a Resident, their family/whānau or a visitor. In the event a person raises a 'concern' with a staff member, and they do not wish to make a formal complaint, the staff member becoming aware of the 'concern' should log the complaint online in HCSL for inclusion in the complaints register. Alternatively, a 'quality improvement / corrective action' form may be completed which will ensure the opportunity to improve service is not missed. There should be added to the quality improvement register for implementation and evaluation.

Investigation:

On receiving a Complaint the Facility Manager will:

1. Acknowledge your complaint in writing within 5 working days including an apology;
2. Investigate your complaint thoroughly, fairly and impartially;
3. Document the investigation process;
4. Provide you with any relevant information about the complaint.

Within 10 working days of giving written acknowledgement of your complaint we will:

1. Decide whether the complaint is justified or not;
2. Advise you if more time is needed to investigate your complaint;
3. If further time is needed we will advise the expected time frame to complete the investigation;
4. If more than 20 working days is required to achieve a satisfactory solution, we will advise the reasons for any delay.

If your complaint is not resolved quickly, we will inform you about the progress of your complaint at least monthly.

Once we have completed the investigation into your complaint we will advise you in writing of:

1. The outcome of the complaint and any resolutions;
2. Reasons for the decision;
3. The appeal process if you are not satisfied with our response or investigation.
4. All complaints are documented fully and all documentation pertaining to the complaint will be kept in the **Complaints File**.
5. Confirmation will be sought from the complainant to verify satisfaction with the outcome of the complaint investigation.

Complaints made anonymously cannot be responded to individually.

