



SEVENOAKS LODGE RESIDENT INFORMATION

THE TRUST MISSION STATEMENT

WE WILL

PRESERVE DIGNITY

***PROMOTE
INDEPENDENCE***

PROVIDE CHOICE

**WELCOME TO THE
KAPITI RETIREMENT TRUST**

Key Staff:

Wendy Huston, Chief Executive Officer

Keren Lusty, Group Manager
Resident Wellbeing

David Blair, Group Manager Support Services

Rachel Mansfield, Clinical Team Manager
Hospital

Kathy Austin, Clinical Team Manager
Dementia Care

Pam Doyle, Clinical Team Manager

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WE PROVIDE:

- A homelike environment attuned to resident need.
- 24 hour nursing care by Registered Nurses and professionally trained Healthcare Assistants.
- Rooms include: electric hi/low hospital bed, television, water filter and are wired for internet access. You may provide personal furniture as agreed by KRT.
- Meal times . 8:00 am, 12 noon and 5:00 pm.
- Morning, afternoon tea and supper.
- A contracted doctor who visits three times per week to see residents who require attention and a regular three monthly doctor's round for all residents.
- Podiatrist visits from clinical referrals.
- Physiotherapy . weekly on assessment.
- On-site hairdresser every Tuesday and Thursday or as prearranged (at resident's cost).
- A comprehensive, voluntary, lifestyle and leisure programme including a range of activities from a monthly "happy hour" to café and family events.
- An activity plan in each room for families to be involved as they choose.
- A quarterly newsletter to residents and their families.
- An annual resident and family satisfaction survey.
- Pin boards for personal mementos in each room.
- A sign out/in (for health and safety purposes) book if you take your family member off-site.
- Hair/body wash in the showers. You may, however, prefer to supply personal preferences at your own cost.
- A weekly church service and a visiting Chaplin, if desired.

And most importantly:-

- An open door policy to deal promptly and comprehensively with any concerns or issues that may arise.

ADDITIONAL INFORMATION:

- All clothing **must** be labelled with printed, sewn on labels. We can order these for you, at your cost, and we can provide someone to sew the labels if you are unable to do this.
- All woollens and delicates must be washed at home; industrial washing machines comply with infection control standards and are too hot for delicate wear.
- Prior to admission all personal electrical equipment that is being brought to the Lodge must be checked and certified by a registered electrician at the residents cost. Subsequently, Kapiti Retirement Trust will check the electrical equipment as required by law.
- Visiting hours are between 8:00 am and 8:00 pm, seven days a week.
- We hold regular safety updates including fire evacuation trials.
- There is a comfort fund where payment can be made to support the residents personal needs i.e. toiletries, hairdressing.
- We have dedicated Infection Control and Health and Safety teams.
- All staff receive regular, ongoing education/training.
- If the client has specific dietary needs, if appropriate bring the food items with you to support this need. If this is not practical, or possible, please advise us one week prior to admission of the requirements to enable the caterers time to order the correct stock in time for the stay. There may be a cost to us supplying foods other than those we would normally supply. Please advise us either by email to respite@retirekapiti.co.nz or by phoning the Clinical Administrator on 04 297 0116.

The Trust's aim is to provide quality care.

If, for any reason, you have a concern, please ask to see the relevant Clinical Team Manager or the Group Manager Resident Wellbeing.

We would prefer to know about your concerns sooner rather than later so that we are able to address the problem.

POLICIES IN THIS BOOKLET

- **FIRE POLICY**
- **GUIDE TO MAKING A COMPLAINT**
- **OPEN DISCLOSURE**
- **PERSONAL LAUNDRY GUIDELINES**
- **RESIDENT RIGHTS AND ADVOCACY NEEDS**
- **RESUSCITATION POLICY**
- **SEVENOAKS LODGE RESIDENT ALCOHOL POLICY**
- **MEDICATION POLICY**

DENTAL CARE

Regular dental checks for residents and the costs associated with this are the responsibility of the family. Dentists do not come to Sevenoaks and many dentists will not see a client unless they are able to transfer from a wheelchair to a dental chair. If you would like to discuss this further, please see the Clinical Manager or Group Manager Well Being.

FIRE POLICY

The risk to Kapiti Retirement Trust from fire cannot be understated. Fire can move very rapidly through a building and can engulf a floor in just a few minutes. Staff must be aware that they will not have time to read through procedures like these if fire breaks out. They must know what to do and act promptly.

It is better to act promptly and evacuate the affected area of the premises and find it was unnecessary, than not act and have a tragedy.

These fire procedures match the instructions from the local Fire Service representatives regarding evacuation procedures for Kapiti Retirement Trust.

In the event of a fire on land or buildings adjoining the Kapiti Retirement Trust facilities, assess the risk of the fire reaching and taking hold of any Kapiti Retirement Trust buildings. Evaluate any properties thought to be at risk.

ALWAYS ask and follow the advice of the Fire Service staff.

The following is the procedure to evacuate the Kapiti Retirement Trust in the event of fire:

DIAL 1 - 111 IN AN EMERGENCY

What to say: "THERE IS A FIRE AT SEVENOAKS LODGE, LODGE DRIVE, PARAPARAUMU (04 297 0116) - THE FIRE IS IN THE (GIVE LOCATION OF FIRE)"

FIRE EVACUATION PROCEDURE

The risk to Sevenoaks Hospital from fire cannot be understated. Fire can move rapidly through a building and can engulf a floor in just a few minutes. Staff must be aware that they will not have time to read through procedures like these if fire breaks out. They must know what to do and act promptly.

ALARM SYSTEMS

No smoke alarm will automatically call the fire brigade.
The fire brigade can be called in only two ways:

By dialling 1-111 or

By activating a fire alarm (red unit on wall . push in Perspex and flick switch)

The Registered Nurse on duty in Rimu/Rata/Kowhai is in charge and responsible for directing the evacuation procedure at all times. Remove tally boards and patientsq register. One staff member from Kauri and Matai and Rimu will liaise with the Registered Nurse in Charge and advise on staff and residentsq location.

NB: EVACUATE RESIDENTS OUTSIDE ONLY WHEN DIRECTED BY THE PERSON IN CHARGE.

- Remove residents to a safe zone - prepare for evacuation.
- Staff will endeavour to turn off all power in their area.
- All staff report immediately to the Registered Nurse at Rata/Kowhai nursesq station, to receive instructions for course of action.
- Staff, residents and visitors must prepare to evacuate the building.
- Staff should endeavour to close windows and doors of the rooms after evacuation.

- Place a pillow against the door once the room has been evacuated to indicate at a glance that the room has been checked and cleared.

KAURI WING ONLY

- If two staff members are on duty - one staff member remains in the unit . the other staff member to assist where required.
- If only one staff member is on duty, they are to stay in the unit if it is not threatened.
- Collect tally board and emergency pack containing arm bands and gate key from hook in office.
- If there is a fire in the unit, evacuate residents into the garden area.
- If there is no fire in the unit, prepare to evacuate residents.

GUIDE TO MAKING A COMPLAINT

It is the Policy of the Kapiti Retirement Trust to recognise the Health & Disability Commission Code of Rights that gives all residents, staff and visitors the right to make a complaint if the need should arise. Your complaints or concerns help improve our service.

This is one of the 10 rights included in the ResidentsqCode of Rights given to all residents when they are admitted into the Sevenoaks Lodge. Making a complaint will not have an adverse effect on the way you are treated. You should also expect a fair, simple, speedy and efficient resolution of a complaint.

You have the right to bring a support person with you when making the complaint.

It is preferred that in the first instance you take the matter directly to the most appropriate person - the relevant Clinical Team Manager, Group Manager Resident Wellbeing or the CEO. However, if you feel unwilling or unable to do this and feel you need additional support, you are able to take advantage of trained advocates who will assist you. The Health and Disability

Commission Advocacy is a free Advocacy Service you can access - Ph: 0800 423 638 or 0800 423 639, local service (04) 237 0418. They will listen to your concerns and assist you to clarify your issues and the outcomes you are trying to achieve.

If you are not satisfied with the outcome or want to take it further, you are able to make a complaint to the Health and Disability Commissioner. They will investigate your complaint and determine whether there has been a breach of the Code of Rights. If you wish to have more information on this option, a pamphlet from the Health and Disability Commissioner is available at reception.

If you wish to make a complaint, follow the Complaints Procedure.

INSURANCE POLICIES

As per the Admission Agreement it is the responsibility of the resident, and their family, to ensure personal effects are covered by their own personal contents insurance policy. Your insurance company must be notified of the location of the personal effects.

OPEN DISCLOSURE

As a provider of health care services, Kapiti Retirement Trust is obliged to inform Lodge residents and/or Enduring Powers of Attorney or next of kin about any event which causes a resident to suffer any unintended harm, while receiving care. The Code of Health and Disability Services, Consumers Rights, is one of the documents that requires this, together with Government legislation.

Open disclosure may include such things as: falls, skin tears, medication error or other events that may have an unintended outcome on the health and safety of residents.

When a resident is in permanent care there are often clinical concerns identified; as well as frailty and an inability to live independently. Two of the most common areas of risk that may

cause concern are that there may be an increased risk of falls and/or damage to fragile skin.

We always appreciate feedback as to how you would like information on this managed for you or your relative. The attached consent form is one way in which we can manage this process and minimise risk while all the time remaining cognitive of our obligations.

We expect that a resident's condition is understood and for example, that fragility of skin and risks of falls are clear. Our goal is to maintain a resident's independence and dignity. To this end, it is not our policy to use restraints in Kauri Wing. We also attempt to keep to a minimum, restraints or enablers in the Lodge, our continuing care hospital. Given our desire to provide a near as possible, home-like environment to the residents, it may mean they are slightly more at risk of skin tears or falls than would be the case if a more regimented, institutional approach to care was applied.

Any event requiring us to call external medical support should always be notified to the resident's family. The proposed attached consent involves the more minor events.

We always appreciate your feedback, by either emailing klusty@retirekapiti.co.nz or telephoning Keren Lusty, Group Manager Resident Care on 04 2970116. Thank you for your assistance.

PERSONAL LAUNDRY GUIDELINES

Residents' clothing is cared for in the same way as it would be if they were living in their own home.

REQUIREMENTS

- We ask you to ensure that ALL garments, including socks and underwear, are labelled with the resident's **initial** and **surname** with **sew on** labels only. (Other types of labelling do not withstand our washing process). We are able to purchase these and sew them in on your behalf. Please
-

discuss with staff if you have difficulty regarding this. You will be invoiced by the Trust for the purchase cost of only the labels.

- To meet infection control requirements, we use very hot water and dryers, both of which cause delicate items to shrink and matt.
- We suggest you provide clothing that is easily machine washed and withstands high temperatures.
- We therefore ask you to take home all delicate or woollen items requiring washing, as *we cannot accept responsibility* for washing these. Please identify your preferences with staff on admission.
- If you prefer to take washing home, let staff know. A notice will then be put inside the wardrobe door, along with a plastic bag for staff to place the dirty washing in.
- We assure you staff will make every attempt to appropriately care for residents clothing at all times.

COLLECTION AND RETURN PROCESS

- Dirty and soiled garments are collected by laundry staff at regular intervals each day and taken to the laundry.
- Clothes are washed, dried and ironed as necessary.
- Laundry staff return clean washing in the afternoon to the drawers and wardrobe in the residents room.

LABELLING OPTIONS:

Preferred Provider

Petes Print and Copy
Unit 6, 1-3 Te Roto Drive, Paraparaumu 5032
petes.print@printing.com
Telephone: 04 298 3618

Seven colours

Pre-Payment Only

9 mm tape (width)

Ready for collection 7-10 days from Te Roto Drive

RESIDENT RIGHTS AND ADVOCACY NEEDS

- The Code of Residents Rights is made available to all residents on admission to promote future wellbeing and safety.
- The Resident identifies their chosen advocate. If the resident is unable to nominate their advocate the person with Enduring Power of Attorney (EPOA) should be approached. This will be documented on admission in the resident's notes, with a copy of the EPOA provided in the resident's file.
- The EPOA /advocate is kept informed of the resident's progress, care and support and of any significant changes to their health status.

What are advocates?

One who supports or speaks in favour of ----- (policy etc)

One who pleads for another

- Advocates help people to make sure that their rights are respected
- Advocates are there to support the person
- Advocates are not judgemental

What can an advocate do?

- Assist persons who are unhappy with the service they are receiving.
- Give information about their rights
- Speak on the resident's behalf (with permission) to the appropriate authorities.

If you are unhappy about how the person you are advocating for is being treated, you may take your concerns directly to the person or management of the Kapiti Retirement Trust. You may discuss your concerns face to face or you may communicate in writing.

If you require independent support, there is a free advocacy service available. This service is independent and confidential.

Contact:

Nationwide Health and Disability Advocacy Ph 0800 423 638

Another option is the local Age Concern office. Contact details for their Kapiti office are:

**Age Concern Kapiti Coast, Coastlands Shopping Town,
Paraparaumu, Ph 04 298 8879**

RESUSCITATION POLICY

The issue of resuscitation is discussed at the time of admission with the resident and their representative who holds their Enduring Power of Attorney (EPOA). The outcome is documented on the Admission Form.

This decision may be reviewed at a later date, at the request of the original signatory or after discussion with the Doctor and nursing staff.

The *resident is the only person* who can give an Advance Directive as to the decision made for their own resuscitation. If this is not possible due to diminished mental capacity, the following must occur:

- The Doctor will make an assessment at admission as to whether the resident is capable of making this decision.
- If the resident is deemed not capable, the Doctor will sign the non-resuscitation form preferably at admission or at some subsequently *appropriate* time.
- A clinical judgment will be made at the time of a *critical event* as per the associated guidelines for management of the event.

If a resident requests non-resuscitation it will be documented on the Doctor's assessment form in the resident file and reviewed annually or as the resident's condition and/or circumstances change.

If non-resuscitation has been consented to, a 111 call for an ambulance to assess the resident's condition will be made. Basic CPR will be administered by clinical staff whilst waiting for the Doctor and/or ambulance.

The ultimate decision to resuscitate or not is made by the Doctor who takes into account all the relevant clinical implications and outcomes and will give guidance to the duty registered nurse.

SELF MEDICATION

If a resident chooses to self-medicate and has been doing so at home they may do so if assessment shows that they are capable to do this.

PROCEDURE:

Medication sheet states medicines administered and times of administration with %self-medicates+clearly labelled on medication sheet.

- Store the medicines, in the resident's room in a cupboard or drawer that is accessible to the resident and staff and out of sight.
- RN and staff to be aware of the resident's physical and cognitive ability. If there is a change this needs to be reported and appropriate action taken.
- Staff report to RN right away if they note that medications are not taken appropriately.
- Resident receive instructions/education regarding directions for taking, the purpose, actions and any possible side effects of their medication, and the need to inform staff when medication is lost or not taken and for what reason.
- Controlled medication is not self-medicated.
- Registered Nurse assesses a resident's ability to take their own medication at least every 3 months or when their

physical or cognitive state changes. Add to care plan that resident self-medicates.

STORAGE OF MEDICATIONS – Self Administration

Medications must be stored out of sight of other people and preferably in a drawer or cupboard.

If storage of medications is not considered appropriate, depending on the needs in the ward at the time, it may be stored in the treatment room.

SEVENOAKS LODGE RESIDENT ALCOHOL POLICY

- Residents are permitted to have alcohol in moderation provided the family supply it or it is offered to residents by Kapiti Retirement Trust staff for special occasions or social events.
- Staff must be aware of residents for whom alcohol is contraindicated due to their medical condition or medications.
- Residents must not supply or encourage other residents to drink alcohol without the permission of the resident's family. Permission must be given in writing.
- Where residents have a history of alcohol abuse alcohol consumption must be controlled and alcohol must be stored in the Treatment Room. Unless the family have an agreed amount the resident may drink it will need to be prescribed by a doctor.
- Where unacceptable behaviour occurs as a result of overindulging in alcohol a meeting will be held with the resident, their family, the Group Manager Resident Wellbeing and the relevant Clinical Manager and controls will be put on alcohol consumption.
- Alcohol must not be consumed on site by anyone under 18 years old.

GENERAL

Alcohol is classed as a sedative hypnotic drug. Alcohol affects all the body organs and some medical conditions are made worse by drinking alcohol. Furthermore some medications interact with alcohol causing an adverse effect. Caution with alcohol must be exercised in the aged care setting to promote resident safety and to prevent worsening of medical conditions.

Drinking too much alcohol affects the central nervous system causing slurring of words, an unsteady gait (which may increase the risk of harm from falls), changes in behaviour, aggression, drowsiness, respiratory depression.

In New Zealand it is recommended that women have no more than two standard drinks and men have no more than three standard drinks a day. A standard drink is 10 grams of alcohol. It is also recommended that at least two days of the week are alcohol free.

TIPS FOR LOW RISK DRINKING

- Know what a standard drink is.
- Inform staff if you are planning on having a drink.
- Keep track of how much you are drinking.
- Set limits on how much to drink and stick to these.
- Try drinks with a lower alcohol content.
- Eat before or while you are drinking.
- Drink slowly
- Alternate alcoholic drinks with non-alcoholic drinks.

ADMISSION TO KAURI (SECURE DEMENTIA)

- Residents have been admitted to Kauri House because they no longer have the ability to keep themselves safe due to the nature of their dementia. Therefore please ensure when you leave the unit that the door fully closes and no one is following you. Please check with staff if you are unsure.
- Please discuss outings and family visits with the Clinical Manager when a resident is new to Kauri House. There may be a time frame that is best to allow the resident time to settle into the unit. Outings and visits may be disruptive and unsettling for a new resident. (This is dependent on the resident, so please discuss with the Clinical Manager).
- Visitors are asked not to visit at meal times because this may distract residents from eating. Meal times are 8.30 – 9.30, 12.30 – 1.30 and 5.00 – 6.00.
- The behaviour of some residents with dementia can be unpredictable. Staff are trained to deal with this so please ask for assistance if required.
- There is a requirement that the Enduring Power of Attorney is enacted by a medical practitioner prior to a resident being admitted to Kauri House.
- Only residents who are assessed as requiring secure care are admitted to Kauri House.
- When taking a person from Kauri House for an outing it is important for their safety that they are in touch range at all times. They must not be left alone as this may put them at risk.

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Email: admin@retirekapiti.co.nz

<http://www.retirekapiti.co.nz>