

How do I know when it is time?

When an older person cannot take care of him/herself anymore and provide in the daily basic needs **and / or** when a family cannot take care of a loved one and provide in the basic daily needs anymore.

Process

After enquiry and confirmation of the availability of residency opportunities (whether it is self-care, assisted living, mid-care or Frail care), you will be required to collect documentation from the Home itself in person. This documentation will consist of;

1. Information on the Home (Copy you may keep)
2. Information on the potential resident (personal, medical, etc.)

Only after return of the Personal information pack, will a screening and selection team schedule an interview. The potential resident and/or its family member(s) will be invited and the situation will be analysed and decided upon.

Should this process be completed successfully then a deposit will be required to secure the place and an admission date will be set and agreed upon.

Admissions

Admissions needs to be done **at 10am** preferably on weekdays.

On admission the Nurses Station/Matron/Administration office will need to have your documents on file prior to admission. Please **ensure we have received the completed documents in time. Incomplete documents will result in delay in admission.**

Report to the Nurses Station and please allow at least one hour to complete the Nursing Admission form with the Sister/Nurse in Charge whilst handing over all medication and any special instructions/requests.

Please bring along: Clothes, Toiletries, Medication, ID, Medical Aid card, Incontinence products, Wound care dressings if applicable, Cash on own risk, Jewellery on own risk, Snacks, Hobby and walking Aid if necessary.

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Nursing Care

Medication is controlled by the Sister in the duty room and can only be given to the residents if we have a copy of the prescription on file. It remains the responsibility of the family to ensure that we have a valid updated prescription and medication for the resident at all times and the resident/family will be responsible for the costs of any medical supplies we may need to use from time to time (e.g. wound care).

EASY BLIST medication packaging system managed by Ackermans / Oak Pharmacy is in place at Protea Village. Pre-packaged Medication provides benefits to both the Residents and the Nursing Staff.

This system ensures correct dosages at correct times, improved dispensing control, and the advantage of saving money when prescriptions change.

Families need to have an Account at Ackerman's / Oak Pharmacy or a Pharmacy of your choice.

Oxygen: Residents requiring **oxygen** may need to be accommodated in Frail-Care unless arranged and approved by the Nursing service manager. Residents/Families are responsible for the supply and maintenance thereof.

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A local General Practitioner presently sees our residents at the care centre on a fortnight basis. He/she will consult residents who is a concern to the Sister in charge. Please ask if you need any further information regarding this.

In an event of emergency or death, the Home doctor will be considered the doctor of choice should there be no other arrangement.

Emergencies: The ambulance will be called to transport the resident to the nearest hospital unless the families make other arrangements.

A Physiotherapist visits the home on pre-arranged times as required by the doctor(s), residents or families. Please inform the **Sister in charge** who will assist in arranging this with the Physiotherapist.

Incontinence care that is required is charged for on a "usage basis" and billed at the end of the month. We stock a variety of sizes of Basic Incontinent Products. Special Products will have to be sourced privately. Please confirm this arrangement with the Sister in charge.

Activities (e.g.)

- i) Church
- ii) Bingo
- iii) Library
- iv) Sunporch activities (play and exercise)
- v) Other activities which may arise

Alcohol is totally prohibited in Frail Care unless prescribed by a Registered Medical Practitioner and managed by the Sister in charge. Non-alcoholic beverages is allowed on occasions.

Smoking

We maintain a smoke free environment and it is advisable to note that no smoking is allowed on the premises. Vaporisers may be used if really necessary outside the Frail care grounds.

Our Laundry uses an Industrial Washer and Dryer and it is therefore advisable not to send delicate clothing to the laundry. Ensure that clothing is properly marked to facilitate sorting.

Hairdresser, Nail and Foot care

This service is offered at an additional minimal fee and managed by the hairdresser. She works on appointments only.

Transport

- i) On request (Booked in advance) or in emergency – cost for the resident
- ii) For Dr visits – self arrangement preferably but otherwise, AA rates plus carer accompaniment. (Booked in advance)
- iii) To town – self plus accompanied by careworker (AA rates plus R150) or order can be placed for Mon, Wed and Fri. Funds needs to be ready on placement of order.

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Television

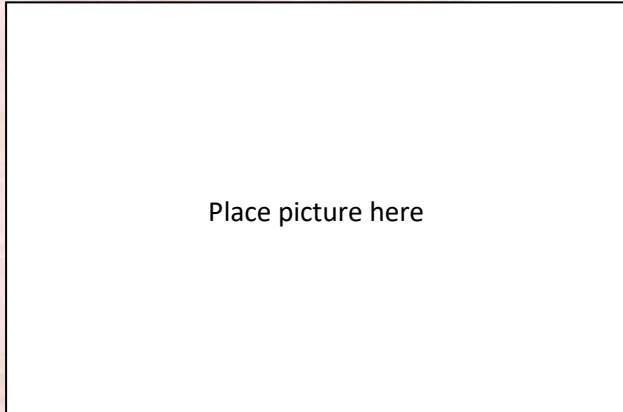
Subscription to DSTV must be done privately.

M-net & DSTV is provided to Residents in Frail-Care in the communal sunporch but the supply of individual television sets remains the resident's responsibility. Protea have a preferred provider for installation of DSTV

Only One- and Two bedroom rooms can accommodate televisions. The costs to have the television installed will be for the residents account. If dish and or cable installation is required **this must be pre-arranged at the Administration office.**

Included in these fees:

- * Control of Medication by Professional Registered Nurse.
- * 3 meals per day (Basic special diets according to diagnosis, Diabetic, low cholesterol or soft diet). Regrettably no Halaal.
- * Washing of all laundry (all items to be clearly marked).
- * Internal telephone next to their beds.
- * 24 hour Nursing staff supervision.
- * No responsibility will be accepted for any valuables and money kept by the resident. Special care will be given to glasses and hearing aids
- * 24 hour security



Accounts

Fees are payable monthly in advance by compulsory debit order only.

Statements are generated from the accounts/cashier department Statements will be emailed to you. Ensure we have your email address as this is the preferred method.

No account queries can be solved by Frail-Care staff.



Contact Information

Address: _____

Tel _____ - Information
Fax _____

Healthcare, Frailcare, Pre-admission email address:

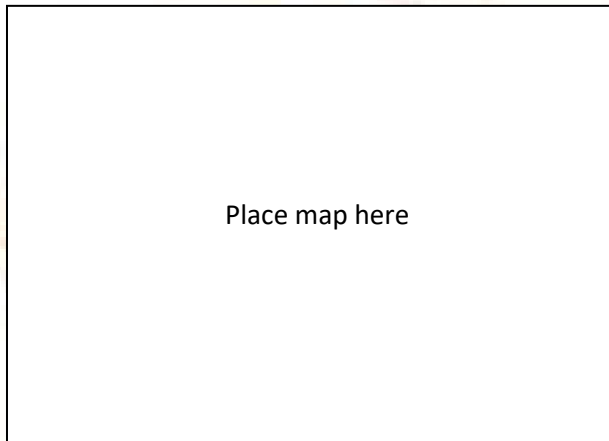
_____ (Nursing Services Manager)
Tel: _____

Other queries to be directed to

_____ Name: _____

and to

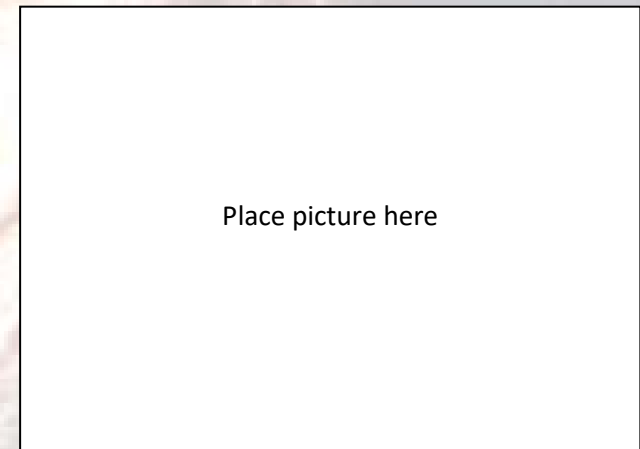
_____ Name: _____



SOUTH AFRICAN ASSOCIATION OF HOMES FOR THE AGED

Frail Care
"Slogan"

INFORMATION BROCHURE



First and foremost, we would like to welcome you to our friendship heaven. This is where we build relationships on trust, care and respect. We will now take you through a quick journey to introduce to you the place we know and cherish as our HOME....