



*Setting the Standard in Aged Care*

AN INTRODUCTION TO  
TE HOPAI HOME AND HOSPITAL

**Resident Information Booklet**

# TE HOPAI HOME & HOSPITAL

Hospital Road

Newtown

Telephone: (04) 380 2002

**General Manager: Pakize Sari**

## **Brief History**

Established in 1888, the Te Hopai Trust Group remains the oldest Charitable Trust, solely dedicated to care of the elderly, throughout the country.

Te Hopai Home was the first home for the aged to be established in Wellington. Following a grant of land by the Colonial Secretary, the first home was built from funds subscribed by a number of prominent Wellington citizens and opened in 1889. It was replaced by a new home in 1976.

In 1993 Te Hopai Trust saw a need for a safe care for those residents with memory problems. To cater for the demand, the Kowhai Wing - a 10-bed secure unit was built.

In July 1995 Te Hopai Trust purchased Alexandra Rest Home in Rintoul Street; this was sold in September 2002.

The Te Hopai Hospital Wing was built and officially opened in July 1996. A 34 bed up-to-the minute facility which features 24 hour medical convenience while providing a homely, safe and warm environment for both short and longer term special residents.

In 2001 a major redevelopment of Te Hopai Rest Home was started. This saw the opening of a new two storey wing in April that year followed by the staged re-building of the old home, upgrading all rest home rooms, en-suites and public areas. Current capacity is 39 beds.

In 2008-2009 Te Hopai was awarded 6 extra dementia beds by the local DHB. Our bed capacity increased from 10 beds to 16 beds along with upgrade and repair to bring it up to the quality of the rest of Te Hopai. We built rooms with en-suites and additional dining and lounge areas. The larger lounge spaces will mean greater flexibility for activities and exercise whilst also providing alternative areas for residents and their families, and for separation of agitated or distressed residents.

As part of this development, Te Hopai also completed refurbishment of the rest home lounge, upgrade of administration area and an additional 4 hospital beds were added to the hospital wing.

2014-2015 saw much larger development. Te Hopai had a 47-bed new site adjacent to the current hospital facility. The new site provides palliative care, rest home care, hospital care

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and stage 2 dementia level care. The building incorporates an IL4 Seismic Design with high end seismic features so in the event of a high magnitude earthquake, our residents would not have to leave the premises. The new facility has full cover ceiling hoists to eliminate unnecessary lifting by our care staff.

Today Te Hopai provides quality care in a well-maintained residence with excellent facilities, larger than average rooms, sunny pleasant gardens and a continuum of care from residential to hospital and dementia. In an aged care market dominated by the impersonality of large corporations and the departure of the charitable sector, Te Hopai stands out as a provider of intimate level care for the aged and the needy, making no distinction between private and fully subsidised residents and taking pride in the high standards maintained throughout.

# TE HOPAI TRUST GROUP

## **Philosophy**

We believe in caring for those members of the community who are unable to care for themselves.

We believe our care should:

- keep residents safe from harm.
- promote independence.
- encourage and nurture individuality, dignity and self-worth.
- be as close to the resident's own home environment as possible.
- reflect physical, emotional, intellectual, social, cultural and spiritual needs.
- be delivered with kindness and friendliness.
- respect freedom of choice and speech.
- be based upon decisions made by them.
- involve their relatives and friends.
- maintain rights to privacy and confidentiality.
- provide right to die in peace and with dignity.

# TE HOPAI TRUST GROUP

## **Code of Residents Rights and Responsibilities**

### **You have a right to:**

- Personal and health care according to your need.
- Be treated as an individual and with dignity and respect.
- View a copy of the Code of Health and Disability Services Consumer's Rights 1996.
- Privacy when, for example, attending to hygiene, making and receiving telephone calls, receipt of mail, receiving visitors, personal conversations with staff and residents.
- Treat the facility as your home and to regard yourself as a member of a family consisting of other residents and staff.
- Expect that your safety will be catered for in and around the facility.
- Choose and maintain contact with individuals and groups from the community through visitors to the home and outings.
- Be consulted about all matters affecting you.
- Be asked to choose from a range of activities both in the facility and in the community.
- Socialise with whomever and whenever you choose.
- To be addressed by your preferred name.
- Maintain your personal independence.
- Ensure that your possessions are not shared without permission.
- Confidentiality of any records staff may keep.
- Control over all personal matters as to your own possessions and clothes, financial matters, when you sleep.
- Be involved in decision making about activities of daily life and have information provided in a format best suited to your needs so informed consent is assured.
- Intimacy and sexuality as long as the personal rights of others is maintained.
- Continue with cultural and religious practices and value systems which have determined your life in the past.
- Complain about anything which upsets you and, if necessary, have some independent person to advocate on your behalf.

## **You have a responsibility to:**

- Treat others with respect -
  - Respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole. You are expected to be respectful and considerate of other residents and staff. All people involved in aged care, including consumers, their family, carers and visitors should make sure that their behaviour does not adversely affect others. Any kind of unreasonably demanding behaviour, violence, harassment or abuse towards staff or others is not acceptable.
- Respect the rights of staff to work in a safe environment -
  - By maintaining a safe environment for staff members and others, respecting the rights of staff to work in an environment free from harassment e.g. understand that staff work in an environment that can be physically and emotionally challenging and that they do their best to care for you. Smoking is only permitted in an external area which is not near windows and doorways or in the presence of non-smoking residents (except with their express permission) or staff.
- Understand the responsibilities of your autonomy -
  - Your autonomy is an important aspect of our support for you. It is expected that, as far as you are capable, you will care for your own hygiene, health and wellbeing. If you are able to do something for yourself e.g. wash or get yourself a drink, you are expected to do that.
- Assist your provider by giving relevant information -
  - Give us information we need to provide you with safe and quality care. This may include your relevant medical history, up to date information about your current state of health, and any problems you have with our care or services.
- Pay agreed fees on time -
  - You are expected to pay any agreed fees on time and comply with the condition of your care agreement. If you are unable to pay your fees, talk to us and we will try to assist you in finding a solution.

## **Admission Day**

On admission you will be greeted by a member of the nursing staff and shown to your room and around the facility. A brief description of fire safety will be given as well as the call bell and telephone systems.

Introductions to staff and residents will be made. Please feel free to ask any questions at this time or later as the need arises.

A staff member will also sit down with you and your family to complete an initial assessment which will be used to plan your ongoing care.

## **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.

We have a complaints process that is easy to follow (please see the complaints section) and guarantee that all concerns are followed up within 14 days.

We have provided you with some contact people who will be able to advocate on your behalf and we are happy to discuss how the independent advocacy process works and assist in its facilitation.

### **Suggested Agencies:**

The Public Trust Office

Clergy of the resident's religion

Aged Concern

Health & Disability Consumers Advocacy Service

### **Community Resources**

The following community support groups are available and may be of interest to you.

Please see the staff if you would like to be put in contact with any of them.

Foundation for the Blind

Hearing Association

Stroke Club

Parkinson's Foundation

## **Complaints Procedure**

All residents in this facility need to understand how the complaints process works. We encourage our residents and their families to give us feedback so we can continually improve the way we do things. We are more than happy to discuss your concerns.

You have every right to be involved in decisions affecting your care and we encourage you to explain or discuss your concerns in more depth. In this facility we have a Complaints Policy, a copy of which has been provided for your interest.

We have also provided you with a copy of the Concerns/Complaints Lodgement Form to complete should you or your family or whānau have any concerns about your care. Please ask one of the staff if you would like the complaints process clarified or if English is your second language.

Te Hopai has a complaints procedure in place that ensures that we deal with your complaints in a manner that is fair, simple and fast. In particular, we must:

- acknowledge complaint(s) in writing within five working days of receipt, unless the complaint has been resolved to his/her satisfaction within that time;
- inform residents/family and visitors about Te Hopai's complaints procedure and the fact that they can make complaints to the Health and Disability Commissioner (if the complaint relates to services) or the Privacy Commissioner (if the complaint relates to a breach of privacy);
- document all complaints and the actions that our staff have taken in relation to those complaints;
- advise complainant(s) about the progress of their complaint(s) every 20 working days, and
- give complainant all the information that Te Hopai holds that is, or may be, relevant to their complaint.

### **Making decisions on complaints**

Within ten working days of acknowledging the complaint in writing, we must:

- Decide whether or not we accept that the complaint is justified; or if we need more than 20 working days to investigate the complaint, advise the complainant that we need more time to make a decision and why we need more time.
- After we decide whether to accept a complaint, we must advise the complainant of:
  - the reason(s) for our decision;
  - any actions that we propose to take;
  - any appeal procedure that Te Hopai has in place; and
  - the patient's right to complain to the Health and Disability Commissioner or the Privacy Commissioner.

The home will also keep a log of the complaint, any solutions for improvement, who is assigned responsibility to rectify the problem and the date at which the solution has been implemented.



# TE HOPAI TRUST GROUP

## Concerns/Complaints/Compliments Form

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

Name (Person Assisting): \_\_\_\_\_

Name of Complainant: \_\_\_\_\_

Addressed to: \_\_\_\_\_

Nature of Concern/Complaint/Compliment: \_\_\_\_\_

\_\_\_\_\_

Details of Concern/Complaint/Compliment: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signed by Complainant (or person assisting): \_\_\_\_\_

Name/s of advocate/s (if appropriate): \_\_\_\_\_

Outcome: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

Follow Up: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

Complainant advised in writing of

outcome/ongoing process of complaint:

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

Signed by Manager \_\_\_\_\_

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



## **Privacy Protocol**

We are committed to ensuring that your privacy and dignity is maintained at all times whilst you are in our care. We keep information about your wellbeing and lifestyle needs on file but this is confidential only to the people responsible for your care. We aim to achieve a balance between respecting the individual's right to choose and the privacy of other residents in our care.

We have a documented protocol for meeting all of your privacy requirements including clinical treatments and procedures, family discussions and any desire for intimacy.

## **Physiotherapy**

A registered Physiotherapist is employed by Te Hopai Trust. The following services are provided:

- Individual resident assessments, on admission and six monthly thereafter unless condition determines more frequently.
- Sourcing equipment and aids as required.
- Provide training for all staff on efficient transferring techniques to ensure that everyone remains safe.
- Arrangement of repairs to wheelchairs.
- Regular exercise programmes.

## **Recreation Team**

The recreation teams consist of people who work mainly during the week, to provide recreation to all the residents of Te Hopai Trust. Each unit will have a proportion of hours correlating to the number of residents they have. The programmes include group work and individual work. We aim to provide a variety of activities to accommodate the social, intellectual, physical, emotional and spiritual needs of the residents. A week may include; quiz day, bowls, handcrafts, music therapy, exercises with the physiotherapist, life review, flower arranging, a visit to the gardens in the van, gardening, reading current events and housie.

We arrange visits from school children and other entertainers to provide more enjoyment for everyone. There are also visits to and from other rest homes for different special events. We aim to have a Christmas function each year with entertainment and a supper. Other special events are planned when able.

## **Residents Incidents/Accidents**

Resident incidents and accidents are documented to assist in planning the management of the situation and to minimise re-occurrences. Families are notified of all areas of concern. Our staff encourage issues of concern to be raised so that we are able to continuously improve the care that we provide.

## **Restraint Elimination Protocol**

A restraint is the implementation of any control on a resident by a staff member that:

- a. Limits the actions of a resident in circumstances in which the resident is at risk of injury or of injuring another person.
- b. Intentionally removes their normal right to freedom.

Te Hopai is committed to eliminating restraint and only uses it as a last resort and if all other safety mechanisms have failed. Te Hopai has a process to manage restraints if these become necessary. Restraint will not be applied until the necessary assessments and consents have been completed.

## **Kowhai Wing**

This specialist unit restricts the ability of the residents to leave at will. However, all residents are assessed by a psycho-geriatrician as being at risk if allowed to wander; therefore their ability to leave Kowhai Wing (not their own rooms) is restricted.

## **Resident and Service Areas**

Our facility has areas both inside and outside that may pose a danger to your health and safety. We have an outside area for residents that has been made safe for your use and comfort.

## **Resident Choice**

We are committed to ensuring that all residents are given adequate choice in relation to quality of life and conducting activities fundamental to your daily routine. Where possible we aim to ensure that your individual values and beliefs are incorporated into the organisation of the home.

## **Sexuality and 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.

## **Transport**

Should you require transport outside of the facility, our local taxi company is Wellington Combined Taxis telephone (04) 384-4444. We also organise a number of outings outside the facility and ask you to cooperate in the wearing of seatbelts or any other restraint device whilst travelling.

## **Religious Services**

Regular Anglican and Catholic Services are held at the Home. You are welcome to attend local church services if you wish.

## **Smoking and vaping**

We have a strict smoking and vaping policy. Smoking and vaping is strictly outside and is not encouraged. In the interests of safety there is a complete ban on smoking/vaping in any part of the facility. Thank you for adhering to this.

## **Alcohol**

We have a social hour held in the lounge monthly. Alcohol in your room is permitted but it is expected that this will be drunk in a responsible manner and not be detrimental to the environment that you live in (not impact on other residents or staff). Please keep in mind other residents may have a problem with alcohol and sharing alcohol with others must be checked with clinical staff.

## **Resident Meetings**

These are held on the last Monday of each month and are led by the Recreation Team. We welcome your views and suggestions to improve the quality of our service. This is your home. We want you to feel comfortable and content.

## **Your Room**

All residents are offered a private room with ensuite. You are welcome to bring some personal items with you to make your room as homely as possible. Pictures, photographs, ornaments, bedspreads, favourite chair, TV, radio are some suggestions.

## **Television**

A television and video is provided in some lounge areas. You are welcome to have your own TV in your room.

## **Telephone**

There is a telephone in each room for free local calls but toll calls must be arranged through the office.

## **Electrical Appliances**

Electric jugs, electric blankets and heaters are NOT permitted because of fire regulations.

## **Money**

Residents are advised not to keep large sums of money in their rooms. The finance team manages a fund on behalf of the residents which is used to give residents ready access to small sums of cash and to pay for such things as hairdressing.

Any funds received by the Te Hopai are guaranteed secure. Relatives are requested to ensure sufficient money is available. Account balances are notified as requested and when they run low.

Please do not ask staff to deposit or withdraw money from your bank account.

## **Visitors**

Visitors are welcome at any time after 9.00 am. Please note 12.00-1.00pm and 5.00-6.00pm are mealtimes. You are encouraged to continue your outside interests. You are welcome to go out at any time, but we ask that you sign out at reception. In case of an emergency it is necessary to know who is absent from the home.

## **Medical Services**

You are welcome to retain your own GP. However, it is not always possible for them to visit the home. We have our own GP who visits and sees residents as their condition determines. Our contract with the Health Funding Authority requires residents to be seen a minimum of three monthly.

## **Medication**

All medication is to be handed in on admission and will be administered regularly as prescribed. Self-medication may be appropriate. This should be discussed with the Care Manager on admission.

## **Newspapers**

Resident may organise delivery of a daily newspaper and payment is the responsibility of the resident. We will ensure these are distributed.

## **Valuables - insurance**

We endeavour to take care of all property brought into the Facility. Our insurance does not cover the loss or damage of personal items and we will not be responsible for loss or damage. Residents who wish to bring items of value into the facility are advised to maintain

their own insurance cover. We recommend cover for items such as hearing aids, spectacles and dentures.

## **Meals**

7.30 am	Breakfast is served on a tray in your room, but may be taken in the dining room if you wish
10.00 am	Morning Tea in Lounge or Bedroom.
12.00 noon	Lunch in Dining Room
2.15 pm	Afternoon Tea in Lounge or Bedroom
5.00 pm	Tea in Dining Room
7.30 pm	Supper

We encourage residents to have input into menu choices and because we wish to optimise your health we need to know if you have any particular dietary requirements.

If you have been assessed as requiring special feeding equipment such as modified cutlery or drinking cups, please inform our staff as to what equipment you like to use.

## **Informed Consent**

As a consumer of our services, you have an absolute right to be fully informed before giving consent to any treatment, procedure or activity.

This includes:

- Activities of daily living (bathing, showering, hair wash, teeth clean, toileting)
- The care you receive, waking, sleeping and eating times, food and drink preferences, social activities etc. and any extra cost that may be incurred.
- The names and qualifications of your carers.
- The medications the doctor prescribes, what they do, special treatments, alternative options, possible side effects, or any extra costs that may incur.
- The right to be informed of procedures and test results.
- Where to get (or if we wish) to obtain a second opinion and their qualifications.
- Whether health information gathered is to be discussed or passed onto other health professionals, reason and the professional's qualifications.
- Whether your health information is used for teaching or research.
- You must be given the opportunity to carefully consider any impact a treatment or procedure may have on your cultural or spiritual beliefs.
- You must be given the opportunity to elect who will have access to your information, e.g. family, friend, guardian etc.

- You may wish to consider in advance what you would like us to do in an emergency. This can be discussed with Care Manager, your Doctor and/or someone in a position of trust.
- You may wish to elect someone to be your Guardian/Enduring Power of Attorney (EPOA) should you become incapable of making decisions. This can be discussed with your family, Doctor, Lawyer, Care Manager or Manager of Te Hopai Trust. Advice regarding EPOA is available on request.
- You and your elected EPOA may access and discuss with us your records at any time upon request.
- You have a right to decide what becomes of body parts/tissues etc.
- The right to withdraw consent to services or refuse services.

## **Laundry**

Whilst we take all due care and responsibility when laundering, you need to be aware that we can not be held financially liable should clothing be damaged or lost.

We ask that your clothes are clearly labelled with your name and that your family, whānau or friends are able to take home clothing items of value or significance. Commercially printed, sew-on name tapes are best, as indelible pen wears off very quickly. We have a labelling machine that can be utilised for a small cost.

It is preferred that woollens are not used, but if they are an arrangement should be made to take home or dry clean. With the “commercial” laundry, some shrinkage is inevitable.

## **Mail**

This will be delivered to you on the day it is received. Mail is posted from the front office.

## **Interpreting Services**

These are arranged by the Care Manager if family members are unable to assist.

## **Recommended Property List**

The following has been compiled as a guide to assist you and your family as to personal items required.

Underwear	8-10 pair
Singlets/vests	4
Bras	3
Pantyhose/stockings/socks	10 pair



Nightgown / pyjamas	3 summer/3 winter
Dressing gown	1-2
Shoes	2 pairs (easy to put on)
Slippers	1 pair
Handkerchiefs	10 (or paper tissues)
Trousers/skirts/dresses	3 summer/3 winter
Shirts blouses/tops	3 summer/3 winter
Jerseys/cardigans	3
Coat	1
Hat	Sunhat

#### **Extra clothing that might be useful**

Tracksuit  
Ties  
Bed socks  
Shower Cap  
Brush/Comb  
Soap

#### **Toilet Articles**

Deodorant  
Talc  
Toothbrush/paste/Denture cleaner  
Shampoo/Conditioner  
Shaver/Electric razor

### **Podiatry**

A Podiatrist visits the facility on a ten-weekly cycle. Please note that use of this service is at the residents' own cost (except in exceptional medical circumstances) and will be billed through the comfort account.

### **Hairdresser**

A hairdresser attends the facility twice weekly on Mondays and Wednesdays and are billed through to the comfort account of the resident. Bookings can be made directly or through the care staff.

### **Cultural support options where available**

We are able to provide information about cultural support groups and referral sources should you require or 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 unavailable to assist.

## **Discrimination**

Here at Te Hopai we aim to ensure that no discriminatory practices occur. We hold the Silver Rainbow seal which indicates that we welcome residents of any sexual orientation and gender. We encourage any resident who feels they have been discriminated against because of their gender, race, religious affiliation or sexual orientation to speak to one of the management team so this can be investigated and resolved.

## **Extra charges**

Whilst most of the services that we provide are included in the price (as per your resident contract), we are unfortunately not in a position to absorb any of the costs associated with specialist or extra products or services that you may desire or require. It is the responsibility of the resident and/or their family/whānau to ensure that the resident has his own stock of personal toiletries. However, in the event that the resident runs out, the facility has supplies on hand for purchase.

Doctor's visits initiated by the resident or their family that are not clinically indicated require extra charges; Dentist, Optometrist, Audiologist, Chaplain, Hairdresser, Advocacy, personal equipment aids, transportation to appointments and discharge/transfer to another facility (if Rest Home level care).

## **Emergency Travel**

Emergency travel will be by ambulance and is not charged for. All attempts will be made to provide a staff member to accompany residents to appointments if the family are not available, but this cannot be guaranteed.