



KOWHAI WING

We aim to provide person centred and comfort centred care for our residents. We undertake full assessment and continue to evaluate the resident's needs, taking into account the wishes of the resident and their family. Our care plan focusses on the needs of the person with dementia and we are directed by their point of view.

Completion of the care plan takes up to 21 days from admission because it takes time to get know a person and develop relationship with them. All staff ensures that they make every effort to get to know the person being cared for and obtain information from the resident where possible or from families. This process is on-going as we learn more about the person, the plan can be further adapted to meet the changing needs of the person.

Everyone responds differently to dementia, some people battle on, some shows frustration and others may be depressed or withdrawn. Some people have violent outbursts, may hit other residents or staff. These behaviours are usually caused by unmet needs, they may be in pain or missing loved one. They lack the means to understand what is happening around them and they are unable to cope with this.

There are different ways to handle or prevent this situation. Our staff are trained to identify possible triggers that result in these behaviours and respond to the person appropriately. When you are visiting if you see a resident an unusual way or the person exhibiting the behaviour is showing symptoms of distress, please do not interfere and report this incident to staff as soon as possible. Our staff will manage the situation and give re assurance and comfort to the resident.

All staff are fully experienced and trained in Alzheimer's and related dementia care. We strive to give individualised care for each resident. We therefore appreciate all input that you can provide us with to ensure optimum care for your loved one. We work closely with you in making all decisions related to daily activities and are committed to ensuring that all residents are treated with respect and dignity. This brochure gives you some insight into the running of Kowhai and hopefully will help you to become more familiar with us.

Staffing

The Care Manager in charge of the unit works full time – Monday to Friday and is available to speak or meet with you at any time during this time. In the event of any emergency, RN advice is available on-site (through Te Hopai Home and Hospital) 24 hours a day. All staff either have completed Dementia specific training or are working towards completion within one year of employment.

Recreation Team

The recreation team provide recreation to all the Residents' in Kowhai. We have a daily programmes that staff also participate in. The programmes include group and individual work. We aim to provide a variety of activities to accommodate social, intellectual, physical, emotional and spiritual needs of the Resident. A week may include bowls, hand crafts, music therapy, exercises, life review, cooking, music, gardening and reading current events. We arrange visits from school children and other entertainers to provide more enjoyment for everyone. Other special events are planned when able.

We have a recreational outing form that we ask you to read and sign, which gives us permission to take your relative out in the Te Hopai Trust Van or private car for visits – we often make the decision spontaneously depending on weather and other activities organised. You are very welcome to join us in any of the recreational activities that are going on and if you have any ideas, please never hesitate to let us know.

Rooms

All Residents have a single room with ensuite. You are welcome to bring personal items with you to make the room as homely as possible. Pictures, photographs, ornaments, bedspreads, favourite chair or radio are some suggestions. These rooms have been designed to meet the needs of those people with dementia with beds, colours, schemes and signage to cue residents.

Television and Telephone

A television is provided in the lounge area. You are welcome to have your own in your room. Residents may use the telephone at the nurse's station. Toll calls must be arranged through the office. If you are calling the unit to speak to your relative, we will bring the telephone to them. Our extension is 8705.

Visitors

For reasons of safety it is Te Hopai's policy that the visitors' signing register at reception is completed on arrival and departure. This ensures we know who is in the facility at all times in the case of an emergency. The unit is secure which enables the residents to move freely and safely within the facility.

Electrical Appliances

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

Kitchenette

You are welcome when you visit us to help yourself to tea and coffee, which you will find in the Kowhai kitchen.

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.

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.

Religious Services

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

Privacy Protocol

We are committed to ensuring that privacy and dignity is maintained at all times whilst your relative is in our care. We keep information about their well-being and lifestyle needs on file but this is confidential to the people responsible for their 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 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
- Sourcing equipment and aids as required.
- Provision of training for all staff on efficient transferring techniques to ensure that everyone remains safe.
- Arrangement of repairs to wheelchairs.
- Regular exercise programs.

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 Minimisation and Safe Practice

We ensure the residents are kept safe in a dignified manner within the guidelines of NZ Standard Restraint Minimisation and Safe Practice 8141:2001 The full standard is held in the Board Room Library. A restraint is the implementation of any forcible control 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.

Informed Consent

Te Hopai Trust Group must obtain informed consent from the Resident in line with the Health and Disability Services Consumer Rights Code 1996. The process for seeking consent either from the Resident or from their Enduring Power of Attorney. A separate consent must be obtained for each proposed treatment or procedure and services will only be provided if the Resident has made an informed choice and given consent.

Consent must be in writing if:

The resident is participating in teaching and research
The procedure is experimental
There is significant risk of adverse effects on the consumer
If there is a requirement for restraint to be used.

If a circumstance arises where there is a potential contentious issue of informed consent or if the Resident and/or the agent does not consent, then all relevant information must be recorded in the records.

- Every Resident / EPOA has the right to withdraw consent to services or refuse services.
- Every Resident/EPOA has a right to express a preference as to the provider of the service.

Money / Comfort Account

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.

Alcohol

If your relative enjoys a drink, please discuss this with the Care Manager and arrangements can be made.

Cleaning

Cleaning of the facility is managed by Te Hopai cleaners and is done daily.

Toiletries

We are able to supply basic toiletries i.e. soap toothpaste, toothbrush, shampoo, shaving lotion, powder. The cost will be taken from residents "Comfort Account" If you wish to purchase these items for your family members, can you please ensure that there supplies are readily available. Please check regularly.

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	Toilet Articles
Tracksuit	Deodorant
Ties	Talc
Bed socks	Toothbrush/paste/Denture cleaner
Shower Cap	Shampoo/Conditioner
Brush/Comb	Shaver/Electric razor
Soap	

Podiatry

A Podiatrist visits the facility on a ten-weekly cycle. Please note that use of this service is at the resident's 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.

Care Manager - Kowhai Wing

Telephone: (04) 380 2002 Extension 8707