

Kumeu Village Rest Home

Resident Welcome Booklet



Check out our website www.kumeuvillage.co.nz

WELCOME TO KUMEU VILLAGE

The management and staff of Kumeu Village extend to you a very warm welcome. We pride ourselves in offering you an ongoing commitment for the very best of Residential care and assure you of our constant aim to provide a safe and supportive environment during your stay with us.

In this folder we have set out information that you and your family may find helpful in assisting you with your queries. If there is something that we have not covered, in our booklet please do not hesitate to ask.

It is extremely important to us that you are aware of the facilities and services we offer for your care and you are secure in the knowledge that your comfort and satisfaction are of paramount importance to us.

Please feel free to contact our management team for further information at the contact details listed.

KUMEU VILLAGE REST HOME MISSION STATEMENT

The team at Kumeu Village are a passionate dedicated team committed to improving the wellbeing of Elders and those who care for them by transforming the communities in which they live.

Our key mission is to provide Love, Compassion and Companionship to all, and to operate in a manner that works towards eliminating loneliness, helplessness and boredom from our elder's lives.

HOME PHILOSOPHY

To embrace the philosophies of the Eden Alternative, to help ensure our Residents are living in a human habitat that encourages continued growth and purpose by:

Eliminating the plagues of loneliness, helplessness and boredom for our Residents.

Excelling in all aspects of care, by creating and supporting a team of dedicated, proactive and professional staff.

Providing our Residents with ongoing opportunities for meaningful activity and responsibilities, loving companionship, spontaneity and variety.

Respecting and nurturing our Residents, their families and each other.

Encouraging and supporting community involvement.

Innovating and continually refining our services so that they fulfil the needs of those we care for.



KUMEU VILLAGE BACKGROUND

Our Home is privately owned by John Kraft and Belinda Richardson who both are actively involved in the day to day running. John looks after the property, building and grounds whilst Belinda is one of the key managers overseeing the daily care services provided within the home. Belinda lives locally in Coatesville with her family whilst John lives over on the North Shore with his family.

Alka our Clinical Leader, together with Esther our Clinical Co-ordinator, will oversee, mentor and support the Nursing team along with our great house team of Care Partners.

Both Belinda, Alka and the Senior Leadership Team plan to take Kumeu Village along the pathway to Eden Registration. You can find out more about the Eden Alternative by visiting www.edeninoz.com.au. We will run Introductory Evenings on this Philosophy. It is our goal that all staff will complete the three day Eden Alternative Course to become Eden Associates.

Kumeu Village was officially opened in late February 2015 by the Rt. Honorable John Key with our first Residents joining us on the 9th March. The Home is situated in the heart of Kumeu wine country overlooking the Kumeu River vineyards, surrounded by large picturesque grounds and gardens. We pride ourselves on being able to provide a truly caring and homelike environment where Residents are treated with dignity and respect.

Our main home comprises of 85 bedrooms, with 65 providing Rest Home or Hospital level (continuing care). Our Memory Support House is a purpose built 20-bed open plan home catering for people requiring Level 3 - secure Residential care.

Kumeu Village is also ACC registered and licensed to cater for young disabled (under 65's) with comprehensive physiotherapy back up. Depending on bed availability, we cater for respite care and our community day care programme is well established.

Our Clinical Care Team, comprising of our Clinical Manager, visiting Nurse Specialists, Registered Nurses and an in-house GP, are available to assess information from a referring agency prior to a Resident being deemed eligible for entry to our home, and can assist with all inquiries prior to (and after) coming in for care.

Key Contacts:

General Manager	Belinda Richardson
Assistant Manager	Dayna Pert
Clinical Nurse Manager	Alka Chetty
Clinical Co-ordinator	Esther van Diest
Reception and Admission Enquiries	Georgia Pert
Accounts & Finance	Ann Ross

KUMEU VILLAGE – AN EDEN ALTERNATIVE HOME

We are an “Edenizing” facility. That means the way we treat Residents as we would a friend, or beloved family member. The Eden Alternative is an approach to care that recognizes the importance of treating a person's heart as well as heart condition. While we do our best to heal bodies, we must also feed spirits.

We encourage new ideas, spontaneous acts of kindness, thoughtfulness and consideration throughout our Resident's home. Importantly, we are committed to eliminating loneliness, helplessness and boredom from our Residents' daily lives.

“Edenizing” is not so much a destination, but a journey. We travel life together, making it more worthwhile for our Residents, and the staff providing the care. “Edenizing” focuses first on the Residents, their wants, needs and wishes.

THE EDEN ALTERNATIVE TEN PRINCIPLES

- 1 The three plagues of loneliness, helplessness, and boredom account for the bulk of suffering among our Elders.
- 2 An Elder-centred community commits to creating a human habitat where life revolves around close and continuing contact with plants, animals, and children. It is these relationships that provide the young and old alike with a pathway to a life worth living.
- 3 Loving companionship is the antidote to loneliness. Elders deserve easy access to human and animal companionship.
- 4 An Elder-centred community creates opportunity to give as well as receive care. This is the antidote to helplessness.
- 5 An Elder-centred community imbues daily life with variety and spontaneity by creating an environment in which unexpected and unpredictable interactions and happenings can take place. This is the antidote to boredom.
- 6 Meaningless activity corrodes the human spirit. The opportunity to do things that we find meaningful is essential to human health.
- 7 Medical treatment should be the servant of genuine human caring, never its master.
- 8 An Elder-centred community honours its Elders by de-emphasizing top-down bureaucratic authority, seeking instead to place the maximum possible decision-making authority into the hands of the Elders or into the hands of those closest to them.
- 9 Creating an Elder-centred community is a never-ending process. Human growth must never be separated from human life.
- 10 Wise leadership is the lifeblood of any struggle against the three plagues. For it, there can be no substitute.



OUR TEAM

There are a number of key staff who will make themselves known to you.

Clinical Nurse Manager

The Clinical Nurse Manager is responsible for the daily running of the home, supervising the clinical staff, communicating with families and generally making sure everyone is catered for. She also ensures that health and wellbeing are taken care of and that the support staff are trained and following the Support Plans.

Administrator & Accounts Clerk

The Administrator and Accounts Clerk ensures the home has an efficient administration service. This includes billing and payment services. In some homes the administrator oversees a Resident's trust fund which holds Resident's personal spending money.

Quality/Clinical Co-ordinator

The Quality Co-ordinator undertakes checks that all policies and procedures are being followed. This person contributes to ensuring that Kumeu Village provides high quality services and administration systems.

Leisure and Lifestyle Team/Eden Ambassadors

The Recreation Staff/Eden Ambassadors are responsible for identifying your interests and passions and for organising access to those activities. They will organise volunteers to help you if needed. They will also help you to continue attending your usual community based meetings.

Support Staff (Care Partners)

You will get to know the support staff very well. They are the people who will help on a day to day basis to ensure your needs are met. Most times we try to organise the support staff rosters so you will see the same group of people each day.

Registered Nurses

Our experienced and committed team of Registered & Enrolled Nurses help the Clinical Leaders and Clinical Manager with your health and wellbeing needs. They will help you with medications, physical needs and contribute to keeping you comfortable and as well as you can be.

Chefs/Cooks

Our qualified team of experienced chefs and cooks provide meals to meet your nutritional needs and for you to enjoy. They appreciate feedback, so let them know what you like and the foods you prefer not to have. We have a three week rotational set menu as well as a la carte options and a café menu. These are displayed on the Resident noticeboards. Your input into generating our menus ensures we are preparing food that you can enjoy – as we recognise meals times are an important part of daily life, socialisation and our overall wellbeing.

General Manager

The General Manager is responsible for the performance of the overall business on behalf of the Owners. They are responsible for setting the strategic direction of the Home, and ensuring the organisation's key objectives and philosophies are met, that risks are identified and effectively managed and that communication and input is promoted at all levels.

SETTLING IN

Settling in Period

New Residents can have a two week settling in period to ensure our home is a suitable and safe place for you to live. Likewise, if in our opinion the Resident/Elder is not happy or suitably placed, then we will discuss alternative arrangements with the Resident's Representative.

You will have some routines that you are used to and we will help to ensure you can maintain those where it is possible. Please tell the staff what time you normally wake up in the morning and what time you like to go to bed. You should also inform them of what time of the day you would like to have your shower, whether you like to get dressed before or after breakfast and whether you would like breakfast in your room or in the dining room. Of course you may change your mind and your routines as you choose. If you require assistance with getting up and going to bed, there may be a delay at times as staff may be helping someone else. Staff will try to let you know if they can't help immediately.

Going Out

You are welcome to go out but we would ask you to inform staff when you are going out and approximately what time you might be back. There is a blackboard in the main foyer for you to record this information. We need to know this for safety reasons as occasionally Residents may forget how to get back or may try to return to their previous address. Staff will be worried if they are unsure of your whereabouts. We have an 11 seated van which we utilize both as a courtesy coach and for weekly outings to local places of interest. We also have a courtesy car which we use to transport Residents to appointments/clinics, outings and special visits.



MEALS

Breakfast

From 7.00am – onward

Breakfast is either served in the Resident's bedroom (for those who are not ambulant) or at the buffet in the main dining room.

Breakfast can be any of the following: bran flakes, porridge, weetbix, cornflakes, muesli, soft fruit or prunes, yoghurt, eggs, toast with marmalade, honey etc. Tea, coffee and milo are also available. Once a week we offer a cooked breakfast on top of these options. We also have a separate a la carte menu where Residents can order a selection of cooked breakfast/brunch options for an additional charge.

Morning Tea

10.00am to 10.45am

A selection of daily homemade baked goods i.e. scones, muffins, bread cases, slices and tea or coffee is held in the dining room and main lounges or taken to Resident's rooms.

Lunch

Midday to 2.00pm

This is the main meal of the day. It includes two main options, dessert and hot/cold beverages. As well as other options for Residents with special dietary needs. A separate a la carte menu is also available for those Residents who would like to select a different main or entrée option – this option incurs an additional charge.

Afternoon Tea/High Tea

2.15pm to 3.15pm

In the dining room and main lounges a selection of homemade baked goods, fruit, crackers, cheeses etc. is served or taken to Resident's rooms. A special High Tea is served on Monday and Fridays with china cups, tiered plates and a range of pastries and mini sandwiches/savouries served. Sometimes High Tea will also be accompanied with musical entertainment.

Tea (Dinner)

4.45pm to 6.30pm

In the dining room. A light meal consisting of a savoury dish or sandwiches with soup, fresh fruit dessert, tea or coffee is served.

Supper

7.00pm – onward

Tea, coffee or milo with a light snack/biscuit is served in the dining room, lounges or Resident's bedroom as desired.

MEALS

- Likes and Dislikes – some of this information is collected on admission. Please let us know of any allergies or incompatibilities.
- Cultural Preferences – these may influence the sort of food you prefer. Let us know your special needs and we will find ways of meeting them.
- Visitors – are always welcome and can be catered for with a small charge for meals, or you are welcome to order from our café menu. Please ask our Reception team how to arrange this.
- Going Out – It is a requirement that we are advised if a Resident will be going out for a meal with family/friends.

Diabetic, weight reduction, low salt, wheat and dairy free, and high calcium diets are provided if required. A nutritional review of the menu is conducted annually by a Registered Dietician. We try very hard to cater for all likes and dislikes!

Alcohol – you are welcome to have alcohol in the home provided you partake in moderation. Some people choose to have a glass of wine or beer with their meals. You will need to provide the alcohol yourself but may leave it labelled in the fridge if you wish. We have a drinks sessions/happy hours throughout the month. If you wish to continue to go to your local club or RSA and need someone to help you get there, please ask the Activities staff or the Manager to help find someone to take you.



YOUR LIFESTYLE

Family/Whanau

Your family are very important and we encourage them to continue being actively involved in your life at your new home. Your family may have traditions, such as birthday celebrations that you wish to continue. If you are unable to travel to be with your family, it may be possible to hold those special events at the home in our lobby. You can discuss this with the General Manager.

We will only discuss your personal issues with your family with your permission. If you are not able to give permission, we will only discuss these matters with your designated power of attorney. If something happens to you – for instance, if you are admitted to hospital – we will inform your enduring power of attorney or the person listed in your file as the first contact. It is then up to them to let other family members know. Sometimes some family members are upset about these rules so it is important that they know who the first contact is.

It is very useful for you to let us know who we can discuss your wellbeing with and if there is anyone you would prefer that we didn't.

Entertaining

This is your home so please treat it as such and have friends and a family to visit when you choose. If you would like to invite people for meal, please organise this with the Receptionist or Cook the day before so the Kitchen team has some notice. There will be a small charge for the extra meal(s).

You may be able to invite friends and family to events at the home or you may wish to organise an event yourself.

Gardening

We have several raised garden areas throughout the home. If you like gardening, you are very welcome to grow vegetables or flowers. We appreciate Residents helping to look after the plants inside the home too- as well as decide upon plants to go in our extensive communal gardens.

Pets

We encourage pets in our home provided they are compatible with other animals. Any food and veterinary bills remain the responsibility of the owner but we will elect a volunteer to help you look after your pet if you are unable to do so.

If you do not like animals and do not want the cat or other animals to come into your room, please advise one of the staff. We will give you a water-squirter bottle to squirt them if they come into your room. They soon learn this is not a good idea.

Clubs and Groups

If you would like to keep attending clubs and groups that you have been going to before coming into our home, please let us know and we will help to arrange for you to continue.

You may wish to start up a new club in the home and invite people from the community to join you. Clubs that are already running in some homes include garden clubs, computer clubs, card groups, book groups, art group and prayer group.

Hobbies and Interests

We encourage you to maintain your hobbies, interests and passions. Make sure you tell the Lifestyle Team/Eden Ambassadors what you like doing and what you are interested in. They will help you to keep those interests going, whether it is by finding space in the home to work, getting materials or finding a volunteer to take you places.

Additional Services

We arrange additional services for Residents, such as hair dressing, podiatry and outings. Where the cost of these additional services is not included in the fee it shall be met by the Resident directly. An indemnity will need to be signed for the Resident to participate in outings.

Private Van Hire

For Resident's private travel they will only be charged on a per kilometre basis at the Manager's discretion. A log book will be kept in the van for the purpose of recording travelled kilometres. Please note, Residents and families using the van will only be able to use it if it is available as Resident trips and hospital visits take precedence.

Resident Meetings

We encourage all Residents to participate in these meetings and have their say regarding facility matters. The meetings are held quarterly and will be announced to Residents, the minutes of these meetings will be displayed on the Resident's information board. We also will have a Resident's Representative Committee that meets bi-monthly. This committee is made up of selected Residents (nominated by their fellow Residents) from throughout the home. They are kept informed on pending changes and are also asked to provide input and ideas on the running of the home and on decisions that directly affect them.

Televisions

Are situated in the main lounges and Residents are also supplied with a flat-screen 32inch television in their rooms. If Residents have hearing problems headphones are encouraged so TV can be enjoyed without upsetting other Residents if sound has to be turned up.

Staffing

Is provided for 24 hours and there is at least one registered Nurse on duty at all times. Caregivers (Care Partners) have been chosen not only for their professionalism and clinical expertise, but also their friendly, caring approach and ability to interact with the Residents.

Mail

Your mail will be delivered to you each day. Posting of mail can be done for you by leaving it at the main reception desk.

Hairdresser

Our professional hairdresser Lisa is in our salon on Wednesdays through Fridays – by appointment. Reception staff can make your appointment if you are unable to. Salon expenses are not included in your accommodation/care fee.

Client Advocacy

All clients/family/whanau who wish to obtain the services of an advocate at any time will be referred to the Health Advocacy Service or local Age Concern.

Shopping

A shop/café operates from the home foyer every day, where you can purchase toiletries, personal supplies, etc. Our volunteers will also go to the supermarket for you to purchase requested items.

Laundry

We wash all Resident's clothing off site, therefore prior to entry we ask that all clothing is clearly named, with the Resident's Name, Room Number and 'Kumeu Village'. Special tags must be ironed on to the clothing – so that Taylors Laundering can ensure clothes make their way back to their rightful owner. We supply the iron on room labels at reception which can be purchased for \$15 for a pack of 50 to be ironed on prior to admission. Or, if you drop the clothing to us at least three working days prior to admission, we can organise for Taylor's to iron labels on at \$1.40 per item. Because personal laundry goes off site it is essential that all items are labelled prior to coming to live with us.

Because the laundry is batch-washed, we strongly suggest that families take home any delicate, expensive, new or white clothing to be washed. Please let reception know and we will make up a sign to be placed on the resident's door making caregivers aware of this.

Dry Cleaning

Dry cleaning is picked up and delivered every Tuesday at Reception. Costs are at the Resident's own expense.

Buddy System

Kumeu Village has a Resident/Staff buddy system where Residents are teamed with a staff member who can visit with them, provide companionship and do small things to assist the Resident live their best life.

Celebrations

We will make available areas where birthdays or other special events can be celebrated with family and friends. Talk to your Leisure & Lifestyle staff and they will arrange it for you.

YOUR BELONGINGS

Your Room

Your room is your private space and your privacy is respected. Staff should knock before entering and you may remind them to do so if they forget. Staff should not look in drawers or go through your possessions without your permission. If you would like to put your own clothes away when they come back from the laundry, this is encouraged – so please let the staff know. We encourage you to bring some of your own furniture, art work, photos and knick-knacks from your home to decorate it the way you would like and to help make it your own space. You may wish to bring your own duvet and bed spread. Some rooms are large enough to accommodate a DVD, stereo, radio and small fridge.

Clothes and Toiletries

You are responsible for your own clothes and toiletries. All of your clothes need to be named so that we can make sure they come back to the right person after the laundry process. Remember that we have commercial washing that operates at very high temperatures, which may not be suitable for delicate, white, woollen, or brand new clothes. You may wish to ask family members to wash these items for you. Staff will take care of your clothes but are not able to do hand washing. If you do not have someone to take you to buy new clothes when you need to, please let the Manager know and she can arrange for someone to help.

Valuables and Money

Please keep your valuables and money in the safe rather than in your room. Our home has a safe for storing valuables. The Administrator or Manager will get anything out of the safe that you need. For matters of security we ask that Residents do not hold more than \$50 at one time in their rooms. We have a bank account designated to hold cash for the Residents. Cash can be deposited via internet banking or given to the receptionist to bank. Any cash received and/or paid out is accurately recorded on a spread sheet for each Resident.

YOUR HEALTH

Doctor

Your agreement with us covers most of the cost of doctor's visits. We have an in-house doctor who undertakes on-site clinics two to three times a week and more often if required. You may keep your own doctor if you wish but they must be prepared to visit the home. We will contribute the amount we would pay our in-house doctor. If you require an ambulance, a staff member will call for one. If you or your family call the doctor or ambulance without staff knowing and agreeing, the cost will likely be billed back to you.

Your Support/Care Plan

You will have a support plan (care plan) that a registered Nurse will develop with you, your family and the other team members. This plan outlines your likes and dislikes, your medical conditions and any assistance you require with personal cares. It is important that you talk to the staff about how much you want to do for yourself and what you would like assistance with.

Podiatry

A podiatrist attends to any podiatry needs of the Residents at a weekly clinic here at the home. Ask the registered Nurse to arrange an appointment for you. This will be charged to the Resident's account.

Physiotherapists

We have a registered physiotherapist, Tanja – who is here on Friday mornings, and a physiotherapy assistant/personal trainer, Missy – who provide a large range of services including rehabilitation, mobility, pain management, exercise classes, etc. If you have any need for mobility aids they can assess/arrange this for you. The cost of mobility aids is the Resident's responsibility.

Medications

The cost of medications is covered by your admission agreement unless you choose to have a medication that is not on the preferred medicine list. This will be discussed with you. Some food supplements are also covered, but generally vitamins and supplements are at the Resident's cost.

YOUR SPIRITUALITY

At Kumeu Village we are committed to caring for the whole person. This includes a person's spirituality. We recognise that different people have different ways of expressing their spirituality and we try to make sure everyone's spiritual needs are met, whatever they may be.

Spiritual Support

Your own spiritual advisor is welcome to visit you at your convenience.

Transport can be arranged to any Church/Fellowship in town. We will also be organising church services outside of the home and will advise Resident's when this will take place.

Spiritual and Cultural Needs

We will assist Residents who wish to attend Church services. Church volunteers are invited to visit Residents and bring in communion for Residents who wish to receive this. Kaumatua are welcome to conduct a prayer meeting for interested Residents.

Death and Dying

There will be times when another Resident in the home dies. This can be very hard for the other Residents, especially when someone they have spent time with is not there anymore. Each house has a way of communicating when someone dies. Some Residents like to know and some don't. If you are someone who wishes to know, ask the staff what the signal is. It will be something like a candle in the foyer, a flower and photo on the remembrance table or a Dove on the door. If this signal is there, you will be able to ask the staff member who it relates to. You may be able to go to the funeral if you wish and sometimes there is a memorial service at the home.

YOUR CULTURE

Maintaining your culture and traditions are important and where possible we will work to ensure that you can preserve them. Please inform the Manager about the things that are important to you. This may include special food, prayer times or celebrations.

Maori Residents

We are supported by Raukawa Trust Board to assist us to meet the cultural needs of our Maori Residents. Please feel free to approach us if you wish to use this service.

Other Residents

It can be difficult living with many other people, especially if you have been used to living on your own or with your spouse. Staff will introduce you to the other Residents and help to identify people with whom you have something in common. Like-minded people often congregate in a certain lounge or find that they like to do particular activities together.

There are many interesting, varied and independent thinking Residents in our home. If you have a particular difficulty with another Resident, discuss this with the Manager and we will see what can be done to resolve the issue.

Suggestions, Concerns & Complaints

If you have a suggestion, are unhappy or concerned about anything at all, it is important that you talk to the registered Nurse, Clinical Manager or the general Manager about it. There are compliments,

suggestions & complaints forms at Reception that you can fill in if you do not wish to talk to someone. If you don't feel comfortable talking to the staff, you can talk to a Resident advocate who will either support you in your decision or, if you wish, have the discussion on your behalf. There are Resident advocate meetings with Residents quarterly without staff present. They will let you know how to make contact with them. If you need, you can also go straight to the health advocate in your area who will work with the home on your behalf.

MISCELLANEOUS

Telephone

You may have your own telephone connected in your room (at your cost). Otherwise there are portable phones available in the home for your use. Please advise reception if you wish to make a toll call from one of the communal phones.

Insurance

You need to have insurance to cover your personal belongings. While every care is taken, sometimes things go missing or are broken.

Scooters and Wheelchairs

We do not allow scooters to be used inside the home as they are designed for outdoor use and our corridors are not wide enough to ensure the safety of Residents on foot and on scooters. If you do have a scooter, you need to have at least third party insurance so that any damage from the scooter hitting something is covered.

Electric wheelchairs are designed for indoor use and an assessment for an electric wheelchair can be arranged if required by our Physiotherapist.

RESIDENT CODE OF RIGHTS

As a Resident of this facility **YOU** have the right:-

- To expect that your personal dignity will be respected in the provision of all care and that you are treated as an individual.
- To personal and health care according to your needs.
- To expect that your personal privacy will be assured and protected within the constraints of the assessed care needs.
- To expect that confidentiality is maintained at all times with regard to your assessed care needs, records and so on and when making phone calls, receipt of mail, receiving visitors and personal conversations with staff and fellow Residents.
- To expect that you receive adequate information regarding your assessed care requirements or some other person entitled does on your behalf.
- To seek a second opinion.
- To make complaints/ concerns known in the appropriate manner and have them properly investigated or some other person so entitled may do so on your behalf.
- To expect that a level of care consistent with your assessed care needs is provided.
- To expect that your special emotional and physical needs are met.
- To continue with cultural and religious practices and value systems which have determined your life in the past. To choose and maintain contact with individuals and groups from the community through visitors to the facility and outings.
- To maintain your personal independence.
- To make informed decisions, having heard all options in a form you understand.
- To expect to be provided with adequate information regarding the nature of your condition, treatment and investigation or procedure, or some other person so entitled is so provided on your behalf.
- To be consulted about all matters affecting you and free from coercion, discrimination and exploitation. (or some other person on your behalf)
- To have your consent obtained, or some other person so entitles on your behalf gives consent, before any health teaching or health research; or collection and use of information for administrative or epidemiological purpose; or procedures and treatment; is commenced and carried out.
- To expect that your safety will be catered for in and around the facility.
- To maintain access to people outside the facility, including interpreters, where this is necessary to communicate adequately.
- To treat the facility as your home, and to regard yourself as a member of a family, consisting of other Residents and staff.
- To be asked to choose from a range of activities both in the facility and in the community
- To socialise with whomever and wherever you choose.
- To know the names of your care-givers.
- To maintain access to, and participate in, social and religious activities at your discretion.
- Control over all personal matters as to your own possessions, clothes, financial affairs, bed time, activities etc. To retain your personal clothing and possessions as space permits.
- To free access for private communication.
- To voice opinions and be part of the organisation's decision-making, in relation to Resident welfare and about activities of daily living.
- To refuse treatment and/or medication, in the clear knowledge of the possible medical consequences if such is refused.

Health Advocates Trust: Phone (09) 638 9638 free service or the Commissioner on 0800 112233 if you feel that your rights have been breached.

Notwithstanding any of the aforementioned, it is the responsibility of the Resident or some other person so entitled on their behalf to:-

- Treat fellow Residents as members of your family
- Remember that other Residents have the same rights as you
- Assist staff in looking after your health
- Tell staff when you are leaving the facility, and when you will return
- Treat the facility with care and follow any house rules
- Keep financial matters current
- Ask for clarification if anything is unclear
- Inform Management of any complaint and/or recommendations you may have
- Acquaint yourselves with the relevant procedures and protocols of the home
- Show consideration and respect to other Residents, families and staff

HOW TO HELP US BE EVEN BETTER

We aim to provide a superior service in a warm and caring environment, however, you are invited to offer your ideas for what you believe may improve conditions for you and/or your fellow Residents. Please feel free to pass on these suggestions to the Clinical Manager or General Manager.

Likewise, although we are confident that there will be no serious complaints, it is important that you feel free to air them either to us or to an appropriate body. Our General Manager (Belinda) is available to discuss any concerns that may arise or you may wish to put these concerns in writing by utilising our complaints form.

Your complaints will be thoroughly investigated and results reported back to you within 14 days of receiving the form. You may make a complaint if you prefer to: Health and Disability Commissioner (09) 3733556, if you feel your complaint has not been dealt with appropriately in the first instance by our team.

We will also ask your feedback from time to time through satisfaction surveys and will welcome and appreciate your comments.

Please don't hesitate to contact us should you require more information or if you like to discuss anything in this brochure in more depth.

For further information- please also refer to the **FAMILY INFORMATION BOOKLET

We look forward to welcoming you and getting to know you and your family further – should the need for care in our home arise.

Warmest wishes,

The Team at Kumeu Village

POINTS TO CONSIDER WHEN VISITING A CARE FACILITY

- Is the atmosphere warm and friendly?
- How many Residents share a room?
- What provision is there for privacy?
- What furniture is provided? Are Residents allowed to bring their own furniture?
- What activities are available for Residents during the day?
- Is there a Recreation Programme?
- What arrangements are made for medical care? How is this paid for?
- What access is there to the outdoors? Is there a garden in which to sit?
- Are there menus for meals? Do Residents have a choice?
- What staff are available to help Residents - at night? During the day? Do staff have time to sit and talk to Residents?
- What arrangements are made for Residents' personal laundry?
- How often are Residents able to bath or shower?
- Is the facility easy for family and friends to reach for visiting?
- Are visitors welcome? Can they visit at any time?
- What are the fees? What extra expenses are likely to occur?
- What other services are available e.g. hairdressing, shopping etc.

Finally, talk with staff and other Residents to assess, if possible, where you (or your relative) could live happily.

A FINAL NOTE.....

At Kumeu Village we believe that older New Zealanders shouldn't have to compromise independence for comfort and safety. We advocate for and aim to support our elders to have their practical day-to-day needs met and also get the emotional support and encouragement that can make a real difference.

Positive Ageing is a philosophy that recognises there are some things that are important to a healthy, happy life at any age:

- A sense of community
- Friends, family/whanau – people you love who love you back
- A home of your own choosing
- A sense of satisfaction and contribution in the things that you do and in your relationships with others
- Feeling secure and supported when needed
- Being as active and involved as possible
- Positive ageing is an approach that recognises that there are many different aspects that are important to a healthy, happy life at any age!

We look forward to you joining our Kumeu Village family

Appendix A:

Services that are included in your fees:

- 24 hour care
- 24 Hour registered Nursing
- Doctor visits
- Medication
- Incontinence products – standard
- All meals
- Activities programme and scheduled outings

Services and Items that are not included in your fees at Kumeu Village:

- The provision of aids and medical equipment and supplies and services that are not covered by either Government funding or DHB funding
- Assessment and Rehabilitation services
- Specialised equipment including modified wheelchairs, mobility equipment, seating systems, communication equipment, special Hospital beds, and personal care equipment
- Hairdressing, podiatry, beauty services
- Clothing and personal toiletries
- Toll and cell phone calls
- Insurance
- Extra outings
- Extra menu service
- Personal training
- Private pool sessions
- Labelling of personal items and clothing

Charges and Fees

As we provide services that are premium to the standard District Health Board and Government specifications. There is an additional fee structure for services and rooms within our home, we offer large room sizes all with access to outside, all rooms have a shared bathroom, meal service is of a high standard and choices are offered with all meals. There are rooms available that do not carry a premium charge also. Please see Management to discuss these.

Premium services that we offer – what makes our home different?

Menu Service – for a small extra charge you can have full cooked breakfasts of your choice, lunch and dinner of your choice. If you want it – you can have it. Orders to be placed with the Kitchen at least the day before.

Fresh homemade bread daily from our kitchen.

A buffet service to your room is included in your fee if you desire.

Sparkling water choice with all meals.

Wine with your meal (to be provided by the Resident/your family).

Family Rooms – a bed settee is available for family members, if your loved one wishes to stay if you are unwell or feeling lonely when you first move in. There is a disabled/wheelchair access kitchen and lounge located at the northern end of the house for all families and Residents to use.

Meal Times are not set in concrete -

Breakfast can be taken between 7 – 9am

Lunch between 12 – 2 pm

Dinner between 5 – 7pm or as requested

Your Room

Beds with high quality bedding and linen

Lazy boys in all bed rooms

Televisions in all bedrooms

Generous Room sizes – all rooms are 4 x 3 metres in size with luxurious furnishings and large ranch sliders for light. All rooms have outside access.

Other Services

Gym and Physiotherapy room on site (extra charges apply).

Full time health and fitness instructor on site (extra charges apply).

Hydrotherapy pool on site (extra charges apply).

Beauty Salon on site with pedicure and massage chair, manicure, make up service and hairdressing services. Families are welcome to use the salon as well, appointments can be made at Reception (extra charges apply).

Café on site – great for your family visiting, they can share a meal with you from here or order from the main kitchen (extra charges apply). Meals can be ordered from the café at the front and collected from the kitchen. The café will have fresh daily scones, muffins, homemade pies, toasties, soup, meals, drinks and more.

Catering – dining tables and areas for private family parties are provided. Our kitchen team are happy to cater for your celebrations (extra charges apply).

Telephones in all rooms are available at your request (excludes Memory Assist House).

Wi Fi is available in your room (extra charges apply).

Life Enhancement team full time. A team of people that are dedicated to enhance your daily life through activities, animals, music, outings, personal one on one time, gardening and cooking.

Fresh home grown and organic produce and meats are used by the kitchen plus produce from our own gardens.

Animals are allowed (you will need to cover their costs and be able to look after them). The dedicated Life Enhancement team will be there to help you with your animals, feeding, etc. We can arrange a cat or dog door to be installed in your room, a fee does apply for this.

Resident to Care Team ratio – we have a solid commitment to operate above the safe staffing levels as per the Ministry of Health recommendations.

Open door policy – this is your home, we work for you to make this a wonderful home where everybody is happy. Your friends, family, children and their pets are welcome always.

Residents Board – you are welcome to come onto the Residents Board, this team will help make decisions about the day to day things that we need to deal with, menus, suppliers, interviewing and final decisions about new team members coming into your home, we will meet monthly/bi-monthly.

Meet and Mingle Evenings – staff and family meet and mingle evenings will be held monthly, all welcome.

Some special things for your Memory Assist House (Dementia care) – your bedroom will have a RFID electronic wireless lock that allows only you into your room (and of course your Care Partners and housekeepers). This gives you and your family the peace of mind that your belongings are safe in your room and you have assured privacy at all times. You will be provided with a wrist bangle that gives only you access to your room. If anybody other than you tries to enter your room or you leave it ajar by mistake an indicator will alert your Care Partners. Of course, there is a safety override in case of emergency.

You will also be provided with a sensor mat that will activate the Nurse Call Bell system if you get up during the night and need assistance.

We have wander trackers available at your request in case you get lost, these are by request and do have an extra charge. These trackers will activate if you go outside the designated areas of the property and staff will then assist you back home.

You have an internal courtyard that runs off some bedrooms and your dining room. This provides you access to outside at all times, there are paths to stroll around and lovely gardens to attend to or sit outside and enjoy a cup of tea.

Please also refer to our [Memory Assist Information Booklet](#).

Our service is provided 24 hours per day 7 days per week. Management are available 24 hours per day by telephone.

Thanks, from the team at Kumeu Village