



WELCOME TO SWITZER

Claud Ivon Switzer was a resident of Mangonui County all of his life. In 1954 his will provided for the building of the original 14 bed home to care for the aged needy in this area. In 1955 the facility registered as a Charitable Trust. Growth of the facility to its present size has been in planned, progressive stages.

Over the years a number of individuals and organisations have generously supported the Switzer Trust with substantial grants and legacies. These have made it possible for the Trust to develop the facilities and services to what they are today.

In addition the day to day activities of the Trust are significantly enhanced by the generosity of many people in the community who donate their time, produce, gifts, experience and knowledge. All are appreciated, important and valued. Each in its own way improves the quality of life of our residents.

The Trust is committed to the provision of a full range of care for the older people of this community.

Today the trust provides residential care for ninety one older people in the Rest Home, Hospital and the Puriri Secure Dementia Unit.

Our community based day care service developed in 1998 provides day care for both the well elderly and for those with dementia.

We also provide support to older people who require short term/rehabilitation or respite care to support them to remain in their own homes for longer.



VISION

Our vision is to provide leadership in the care of older people, and a range of services for their changing and diverse needs. These services will continuously evolve to exceed expectations.

MISSION

The relief, care, welfare and benefit of aged needy persons within the geographic area, previously known as the Mangonui County and Kaitaia Borough.

PHILOSOPHY

We believe that the dignity, privacy and individual rights of all people must be maintained at all times and that their needs should be provided for with patience, understanding, empathy and respect, with a consistently high standard.

We recognise the special relationship between Iwi and the Crown and appreciate that the principles of the Treaty of Waitangi; partnership, participation and protection must underpin any Maori health strategies that we develop.

COMMITMENTS

We are committed to:

- Reflecting our philosophy in the services we provide
- Providing high quality services
- Operating within a viable and financially sustainable cost structure
- Building empowering partnerships with individuals, parishes, communities and relevant government and non-government organisations
- The partnership of Te Tiriti O Waitangi
- Complying with all legislation relevant to the Trust
- The continuing education of our staff
- Continuing the founding principles of Claud Ivon Switzer
- Implementing the principles of the Eden Alternative Philosophy.

Board of Trustees

SWITZER HOME AUXILIARY

The Switzer Home Auxiliary was initially set up in 1972 to support and supplement the material and social needs of the service. They are a voluntary group who meet monthly to actively seek funding for 'luxury' items.

The aims are to add to the comfort of residents and provide items not provided by the Ministry of Health, and so enhance the quality of our resident's day to day lives and activities.

Members of the Auxiliary work closely with our staff, they make personal visits to residents, providing ongoing close and continuing contact, they provide gifts for all residents for their Birthdays and at Christmas time. They also provide additional funds to our Human Habitat Enhancers (Diversional Therapists) to ensure that special occasions can be remembered appropriately.

The Home Auxiliary meets monthly on the fourth Tuesday of the month at 1.30pm at Switzer in the Kowhai Lounge. The funds they raise are used according to the best value and needs of the service, for the benefit of all residents. New members are given a warm welcome.

Checklist for Moving into Residential Care

1. Organise GP referral for a Needs Assessment
2. Assessment by Needs Assessment & Service Coordination (NASC)-Tel: (09) 408 0010

3. Level of residential care recommended
4. Discuss options and plan of action with NASC
5. Brochures, Copy of the Admission Agreement, Welcome to Switzer A-Z and Tour of the facility.
6. Arrange GP visit – completion of admission documentation.
7. Apply for a Residential Care Subsidy or Loan if appropriate.
8. Arrange for advance payment.

FINANCIAL INFORMATION

We welcome all visitors and enquiries. If you would like to view our facilities and talk to staff please contact the Manager, who will be happy to arrange a time to meet with you, show you around and answer your queries - phone (09) 408 1481.

CHARGES

The availability of subsidies for care varies according to financial and personal circumstances. You will need to discuss your own situation with your needs assessor to ascertain your entitlements.

Fee structure – from 1st July 2017 (all rates are GST Inc):

- a. Rest Home –
Daily rate: \$139.70
Monthly rate: \$4,249.21
- b. Hospital – Short Stay Private \$234.42
Hospital – Private Permanent (Needs Assessment to be completed)
Daily rate: \$139.70
Monthly rate: \$4,249.21
- c. Dementia – Short Stay Private Daily Rate: \$191.82
Permanent Private Daily Rate: \$139.70
- d. Residential Care Subsidy (single)
Daily rate \$46.50
Fortnightly \$651.00
- e. Residential Care Subsidy (joint)
Daily rate \$37.70
Fortnightly \$527.67

Private payment will be made in advance on a monthly basis. On admission payment will be made up to the end of the current calendar month. On the 1st of the following month, monthly payments will commence based on one twelfth of the annual rate.

Residential Care Subsidy payment on admission will be made up to the end of the current (superannuation) payment fortnight and fortnightly thereafter.

Fees will be increased in line with any cost of living adjustments or charges made to payments from the District Health Board. Services covered by the residential care fee and those for which access is facilitated, but costs are paid for by the resident, are detailed in the Admission Agreement.

- **Toiletries:** Residents or their representatives are responsible for the cost of toiletries consistent with their individual preference.

- **Podiatry:** The Trust can provide regular six weekly podiatry treatment at a cost of \$28.00 per month payable with accommodation fees. Regularity of treatments will be between 8-12 weekly (6 treatments per annum).
- Please note that we do not provide **private telephones** in rooms but telephones can be installed in rooms at the residents own cost.
- **Newspapers** are not included in the weekly fee.

This 'Welcome to Switzer' brochure outlines the services and amenities provided at Switzer. Please do not hesitate to contact us with any questions.

A – Z Guide

Accommodation

We provide ninety one beds for Rest Home, Hospital, Secure Dementia Care and 2 beds for short stays clients requiring respite or rehabilitation.

Prior to admission you will receive our brochure which includes information about the range of services provided by this Trust, and any forms you need to complete, including the Admission Agreement. If you have any questions related to the Trusts services please do not hesitate to contact us.

Advocacy

See Complaints and Advocacy

Billing and Accounts

Client billing and accounts are managed at Switzer Residential Care. Enquires and or payments should be made directly to Switzer at the following address:

Switzer Residential Care
 71 South Road
 KAITAIA 0410
 Telephone: 09 408 1480 Ext 9
 Email: leta@switzer.org.nz

Leta will be available on Monday to Wednesday 0900–1600 hrs

If you would like to pay your account by direct credit, please ensure that you put the full name of the resident as a reference. Payment should be made to the following account:

Name of Account: Claud Switzer Memorial Trust Board
 Bank: ASB Kaitaia
 Account Number: 12 3096 0203868 00

Call Bells

Nurse-call bells are provided for your convenience. They are located by each bed and in the toilets and bathrooms. A carer will show you how to operate the call system.

Care Planning

The nursing team manage the care planning process and we like to ensure that each plan of care reflects the needs of each individual. We ask for your assistance in the development of the plan. If you have any concerns we would appreciate it if you would contact the Clinical Manager or the Registered Nurse on duty to discuss your concerns. It would be most helpful (if your concerns are

not urgent) if you would make an appointment during the normal business hours of 09.00 – 16.00 Monday to Friday.

Certification

CSMT is committed to providing a high standard of care. Our facility and the care we provide is Certified ISO 9001:2008, Health and Disability Sector Standards and we hold ACC Workplace Safety Management Practices at Tertiary level. We are also working towards implementing the 10 Principles of the Eden Alternative www.edenalt.org

Chaplaincy

Chaplains from all denominations are available to visit you. Please ask for the list of local Chaplains, we can arrange a visit for you, or you may wish to contact them yourself.

Complaints & Advocacy

What to do if you have a problem!

It is okay to talk about some aspect of care which concerns you or your family/whanau. Dealing with a small issue early can prevent a larger problem:

- Take your concerns directly to the Manager. A copy of our complaints procedure has been included in your admission agreement. Forms are also readily available at Switzer to record your Compliment, Concerns or Complaints.
- Get help and support from friends or family/whanau to raise your concerns with the provider.
- Seek the support of an advocate to help you.

What is an Advocate?

Independent advocates help and support people to know their Rights and the actions they can take if they have a concern about a health or disability service.

What does an Advocate do for you?

- Listens to your concerns
- Gives you information about your Rights
- Helps you to identify and clarify issues
- Helps you to explore options available to assist you to resolve each issue
- Can support you in the actions you take to resolve your concerns

If you wish to contact an advocate to assist you to deal with your concerns, contact:

Age Concern – (09) 408 2997

The Health and Disability Advocate – (09) 408 7189

Consumer Satisfaction

During the year we will send out Satisfaction Surveys to you or your nominated representative. We would appreciate you taking a few moments to complete these, as this information helps us to continually improve our service to you.

Cultural Values & Beliefs

We live in a very diverse cultural community and therefore it is important to us that we meet the cultural needs of all individuals with sensitivity and understanding. We welcome suggestions, requests or advice to help us to ensure that we do meet the cultural needs of all the people we come into contact with.

Dementia Care

We have a special unit for people suffering from Dementia who need a safe, secure and homely environment.

Diversional Therapy

We provide a comprehensive activity programme which aims to enhance each resident's social, spiritual, emotional and physical needs.

Doctors

Doctors visit routinely and will see you either monthly or 3 monthly as appropriate and of course as often as necessary if you are unwell. Your General Practitioner (GP) may already visit Switzer and be able to continue to attend to your medical needs. However, if you do not have a local GP, the Nurse Manager will be able to advise you about the GPs who work in the area and who regularly visit our facility.

Donations

Claud Switzer Memorial Trust is a not-for-profit Organisation registered under the Charities Commission. We depend on community support by way of donations, bequests and grants to help us to serve older people's needs in the Far North. Your support to improve our services would be greatly appreciated.

Eden Alternative

We are in the process of implementing the 10 principles of the Eden Alternative. The mission of the Eden Alternative is to improve the well-being of older people and those who care for them by transforming the communities in which they live and work. The vision is to **eliminate loneliness, helplessness and boredom.**

The Eden Alternative shows how companionship, the opportunity to give meaningful care to other living things and the variety and spontaneity that mark and enlivened environment, can succeed where pills and therapies often fail. Places that have adopted the Eden Alternative typically are filled with plants, animals and are regularly visited by children.

We welcome any assistance that you may be able to offer to help us to make Switzer the best that it can be. Ask about our Volunteer Programme.

Elder Abuse

If you observe or have any reason to suspect elder abuse, please report your concerns.

The following people or organisations can be asked for advice/assistance.

- a. The Manager – Switzer Residential Care (09) 4081480 Extn 8
- b. Age Concern (09) 408 2997
- c. Elder Abuse and Neglect Service (09) 438 8043
- d. Age Concern New Zealand (National Office) (09) 801 9338
- e. Free Community Legal advice (Citizens Advice Bureau) (09) 408 3378
- f. Health Services for Older People (09) 408 0010

Electrical Items

At Switzer we have implemented the following policy concerning the use of electrical items, this includes the use of:

Televisions (small flat screens which must be secured / safe)

Radios

Fans (check with facilities prior to purchasing a fan, it must meet our criteria to be used at Switzer. If it does not, you will be asked to remove it)

Electric Razors

Any other electrical equipment

Extension cords and multiple outlet strips

Extension cords should:

- Be made of quality components and be of adequate ampacity for the purpose if they are to be used
- Be tagged or otherwise identified and incorporated into our periodic inspection program.

Extension cords should *not*:

- Be placed under rugs or other areas where they could become abraded
- Be used routinely to compensate for a shortage of outlets. (Instead, outlets should be added to eliminate the need for routine extension cord use.)
- Be used in public lounges, nursing stations, or locations where carts can roll over them.

Prohibited Electrical Items are fridges, heaters and electric blankets

All electrical equipment brought into Switzer must have an electrical test, it should be tagged and incorporated into a periodic inspection program. Personal equipment testing and tagging will be an additional cost to you for each electrical item that requires testing. It will be repeated and charged to you each year.

Emergency Procedures

All CSMT staff is fully trained in procedures to be followed in the event of an emergency such as fire. In the unlikely event than an emergency does occur, please remain where you are until a staff member advises you what to do.

Falls Prevention

Falls and their subsequent outcomes are a serious health threat for older adults. The rate of falls increases proportionally with the increased number of cognitive and functional impairment risk factors. Most falls in older adults are preventable.

To reduce the risk of falls for residents - all new residents will be assessed for risk of falls within the first week of admission. Any resident who is assessed as HIGH RISK will be referred to a physiotherapist for a mobility assessment and will be offered an individualised exercise and fall prevention plan to reduce the risk of falls and the possible injuries associated with falling. Please ensure that your shoes fit well, give you good support and enable you to walk comfortably and keep your balance.

Fees

See Financial Information and your Admission Agreement. Please feel free to ask questions regarding this information. If you require a regular monthly account please see the General Manager.

Gardens

CSMT have extensive well-kept gardens with outdoor seating and paths for easy walking. Those interested in gardening are welcome to assist.

Hairdressing

Hairdressing is available at very reasonable costs. The care staff can advise you about what days the service is available and how to make an appointment.

Identification/Photographs

We ask your consent to take and display a photograph of you on your personal medical and medication record. In addition, from time to time photographs of residents participating in events are displayed and then held in our historical albums.

Insurance

Residents are advised to hold personal effects insurance for any valuables/belongings as they would if they were in their own home.

Internet Access

We have installed wireless throughout Switzer so that clients, visitors, staff and contractors can connect to the internet. To access the guest code contact reception or the Manager.

Interpreting

Where it is necessary interpreters can be accessed.

Laundry

Please ensure that items brought to our facility are suitable for washing in a commercial laundry. To prevent loss of personal clothing, we **strongly** recommend that all items going to the laundry are labelled clearly.

The cost of dry cleaning is the resident's responsibility and this should be arranged by the residents or their family/whanau.

Library

The Library visits regularly and can be contacted as needed. The Facility has a selection of large print books.

Linen

All linen is provided.

Mail

Incoming personal mail will be delivered to you daily. Outgoing mail should be stamped (stamps are available to purchase at reception) and handed to a staff member for posting or placed in the post box available.

Massage

On request, a visiting therapist, uses touch and massage techniques with therapeutic oils to stimulate circulation, relieve muscle tension and pain, and encourage relaxation. All of which contribute significantly to physical, emotional and spiritual wellbeing. There is a small cost for this individual additional service.

Meal Service

Delicious and nutritious meals are freshly prepared every day and special dietary needs are catered for. Simply inform the staff of any special food requirements you may have. A registered dietician reviews the menu/food service and is available to us to provide advice on any special dietary needs.

The usual meal times are as follows:

Breakfast - 08.00

Lunch - 12.00

Evening Meal – 1700

However, if you prefer to sleep late and like to have breakfast in bed or your meal at a later time, please let us know, it can be arranged.

An early morning beverage is available before breakfast, morning tea 10.00, afternoon tea 14.30pm, supper 19.00. In addition, cold water, milk, hot beverages and snacks are available any time.

Family/whanau is welcome to share a meal with you for a small cost. Please book in advance with the Registered Nurse or at Reception

Medications

No more than two days prior to admission you should be seen by your General Practitioner and obtain:

1. A current prescription for all the medications that you take.
2. A printout signed by your Doctor of your current medication and dosages, this will include all forms of medication.

On admission you must supply medications for your first months stay. To comply with regulations, the medications should be in medico packs (ask your pharmacist). The Trust will require the name and address of the pharmacy where you have usually obtained your medications.

If you are taking any medications (prescribed or over the counter) please bring them with you and give them to the Registered Nurse on admission. We will arrange for you to receive the correct medications that have been prescribed by your doctor.

Mobility Scooters

We need to be advised prior to mobility scooters being brought to Switzer to ensure that there is a space in our scooter storage area. We also need to be satisfied that the resident is both competent and sufficiently mobile to be able to manage the scooter safely without there being a health and safety risk to themselves or others. This may require an assessment by their General/Nurse Practitioner and/or a physiotherapist or Occupational Therapist.

Moving and Handling

In order to minimise the risks of injury to both staff and residents we do not move and handle residents manually. Where the assessment of a resident's mobility has determined that we must use mechanical hoists or other such equipment, we would appreciate your cooperation.

Newspapers

Complimentary copies of the Northland Age Newspaper and the New Zealand Herald are available daily. However, if you prefer to have your own newspaper, please order through the receptionist and arrange personal payment details.

Nursing & Healthcare Assistant Staff

Our Registered, Enrolled Nurses and Health Care Assistants are chosen for their clinical expertise, professionalism, and for their caring approach. All staff is required to update their skills regularly through our in-service education sessions. We have a special care partnership with resident's, we assist residents to achieve their goals rather than taking away their independence.

From time to time student nurses come to Switzer for a clinical placement, they work under supervision. You have the right to refuse to be attended by them at any time. The Nurse Manager is the person to talk to about this or any other nursing questions you may have.

Open Disclosure

See the enclosed 'Information for clients, carers and families about adverse events and open disclosure'(Page 17.)

Orientation

Within the first three days of your admission one of our Diversional Therapy team (Lifestyle Enhancers) will meet with you to discuss the activities that you may wish to participate in and to ensure that you receive a thorough orientation to your new home.

Outings

We have a wheelchair carrier and our Diversional Therapy team arrange to take residents on regular outings. These may be shopping trips, picnics, or outings to places of interest. If you know of an interesting place you would like to visit, please put forward your suggestion.

Private outings are encouraged with families/friends. However, for safety reasons, we ask that you inform us of the dates and times of your departure and return. If you wish to take your relative on an outing and they are unable to get into the vehicle themselves you will need to arrange a safe transfer. We are no longer able to assist with these transfers since the introduction of the ACC New Zealand Patient Handling Guidelines and our 'No Lift Policy'.

Other Health Services

Access to other health services such as the dentist or optometrist can be arranged. These services are at your own cost (See Admission Agreement).

Personal Belongings

Rooms are furnished with the basic requirements of a bed, chest of drawers and a chair. You may wish to bring your own furniture, pictures and/or ornaments to make you feel more at home. Please discuss this with the Manager prior to bringing items on site. Chairs must be covered in a washable fabric. Furniture should be identified and included/added to your personal property inventory. All electrical items must be checked by an electrician prior to use at Switzer and we ask you not to bring personal fridges, bedside lights, heaters, electric blankets or wheat bags.

A list of all your belongings will be made on arrival and kept on file. Please notify the Registered Nurse of any addition or change in your chattels. It is your responsibility to make sure your chattels are labelled with your name.

All clothing must be clearly marked. A Quick-n-Easy clothing label order form is included in our brochure package. We encourage you to purchase a type A, Iron-on 50 label pack and forward them to us so that we can continue to use them to care for your clothing.

Pets

Pets are welcome to visit Switzer and may come to live at Switzer, so long as the animal can be cared for appropriately by the resident and / or family, please discuss this with the Manager. We have six resident cats, one bird, and two small fish tanks. We also have an active visiting pet programme.

Physiotherapy

CSMT employs its own physiotherapist who will assess your special mobility and exercise requirements.

Podiatry

A Podiatrist makes regular visits to Switzer. This service is at your own cost unless it is prescribed by a medical practitioner (See Admission Agreement). We can arrange an appointment for you.

Privacy Officer

At Switzer we respect your right to privacy, and at all times we work within the bounds of the Privacy Act 1993. If at any time you feel that your Privacy has been breached or if you have a question relating to privacy, please contact the Nurse Manager who is the Resident's Privacy Officer.

Quality Improvement

The Claud Switzer Memorial Trust Board is proactive in its approach to the provision of excellent services. A wide range of educational opportunities are available to its staff. The Board believes that the investment they make in terms of increasing the skills and knowledge of our staff is critical to continuous improvement.

We welcome your suggestions and comments. The form “Compliments, Complaints & Concerns” is widely available throughout the facility together with the boxes in which to place them.

Residents Meetings

We invite you and your nominated representative/carer/support person to attend these meetings which are held on the fourth Friday each month at 11am. The meetings provide a forum for ideas, questions and an opportunity for residents to discuss concerns and compliments.

Smoking

Smoking is not permitted in the facility. However, there are designated smoking areas - check with the staff for the location.

Security

1. Nurse Call system: All Rest Home residents have their own call bell in their bedrooms. Please use it if you require assistance from staff.
2. All external doors in the Facility are secured each night by 8.30pm.

Telephones

A cordless telephone is available in each wing; please make a note of the wing name. You may have a telephone in your own room, however, installation and ongoing rental will be your own cost. Please arrange this service with the Facilities Manager.

Valuables/Money

We advise you not to keep large amounts of money and/or jewellery in your room. We endeavour to take all care but cannot accept responsibility for your valuables or money. Valuables/money may be given to the Manager for safe custody (see insurance). We recommend that you set up a trust account whereby the Manager can hold monies in trust for you to access as you require. Drawing on this account may be done during office hours.

Visitors

For security reasons we secure all external doors each night by 20.30 hrs and therefore we prefer visitors to call between 07.00 and 20.00 hrs. It would be most helpful if you enter the building at the main reception and sign in and out in the visitor's book. If you wish to visit outside of these times please contact the Registered Nurse on Duty.

All visitors to Switzer are asked to respect the rights of other residents, their visitors and our staff.

Volunteers

Volunteers imbue daily life with spontaneity by creating an environment in which unexpected and unpredictable interactions and happenings take place. **That is the antidote to boredom.**

Volunteers and residents form close and continuous relationships and take part in meaningful activities—for both the resident and volunteers. Volunteers are there to support the growth of the residents, to recognise their needs and interests and to visit them regularly to provide loving companionship in their lives. **This is the antidote to loneliness!**

Volunteers are empowered to find residents they feel real connections with and to enjoy Switzer's flexible and inviting community environments.

Staff support

For those who like more structure and direction in their volunteer's role, there are opportunities to support our staff:

- By serving morning or afternoon tea
- Helping to set up for meals and assisting a resident to eat
- Assisting with the activities programme
- Caring for the plants and/or animals
- Administration/filing/newsletters and scrap-booking
-and many more

Wheat Bags

The use of wheat bags at Switzer is prohibited. They are a fire risk. If you wish you can purchase hot/cold packs directly from Switzer. We use one type of hot/cold pack in order to maintain a standard quality product.

Code of Residents' Rights and Responsibilities:

The Code of Health & Disability Services Consumers' Rights applies to all health services and disability support services in New Zealand. As a client of the Claud Switzer Memorial Trust, your rights will be respected.

Your Rights

ONE - MANA - RESPECT & PRIVACY

- You should be treated with respect, including respect for your personal privacy
- Services should take into account your cultural, religious, social and ethnic needs, values and beliefs

TWO - MANAAKITANGA - FAIR TREATMENT

- You should be free from discrimination on the grounds of age, gender, race, beliefs, marital or family status, employment, sexual orientation or disability
- Services should be delivered without coercion, harassment or any form of exploitation

THREE - TU RANGATIRA MOTUHAKE - DIGNITY & INDEPENDENCE

- Services should be provided in a way that respects your dignity and independence

FOUR - TAUTIKANGA - PROPER STANDARDS

- Services should
 - be provided with reasonable care and skill
 - meet legal, ethical, professional and other relevant standards
 - be consistent with your needs
 - minimise potential harm
- Providers should cooperate with each other to ensure you have quality care

FIVE - WHAKAWHITIWHITI NGA WHAKAARO - EFFECTIVE COMMUNICATION

- Information should be given in a form, language and manner which you can understand
- You should be listened to
- A competent interpreter should be available if you need one and if it is reasonably practicable
- Communication should take place in an environment that supports open, honest and effective discussion

SIX - WHAKAMOHA - INFORMATION

- You should always receive the following information:
 - an explanation of your condition
 - your options, including the expected risks, side effects, benefits and costs
 - an estimate of when you will receive a service

- advice of any possible involvement in teaching or research
- the results of tests or procedures
- the information you need to make a decision
- You should be given honest answers to your questions relating to services. This includes questions about:
 - the identity or qualifications of a provider
 - your provider's recommendations
 - how to get another opinion
 - results of research which you were involved in
- * You have a right to request and receive a written summary of information

SEVEN - WHAKARITENGA MOU AKE - YOUR CHOICES & DECISIONS

- You should receive a service only when you have made an informed choice and given your informed consent
- You should be presumed to be competent to make choices and give consent unless there are reasonable grounds for a provider to conclude otherwise
- If you have diminished competence (for example, a child) you should be allowed to make choices and give consent to the level of your ability
- In circumstances where services have to be delivered without your consent, they should be in your best interests. Steps should be taken to discover whether services would be consistent with your wishes, including discussing the matter with available family and close friends
- You may make a decision in advance, in accordance with common law
- Your consent should be obtained in writing when you will be involved in research, an experimental procedure, a general anaesthetic or where there are possible significant adverse effects
- You may refuse services and withdraw your consent
- You may change to another provider where it is practicable to do so
- You may make decisions about body parts or bodily substances

EIGHT - TAUTOKO - SUPPORT

- You may have a support person or persons of your choice with you, as long as it is safe and other consumers' rights are not unreasonably affected

NINE - AKO ME TE RANGAHAU - RIGHTS DURING TEACHING OR RESEARCH

- All of these rights apply when you are being asked about or taking part in teaching or research

TEN - AMAUAMU - COMPLAINTS

- You may make a complaint in any form appropriate to you
- You should be advised of your provider's complaints and appeals procedure
- You should be kept informed about the progress and outcome of your complaint
- You should be advised of the availability of advocates and the Health and Disability Commissioner to assist with your complaint
- You should not be adversely affected by complaining

Your Responsibilities

As a resident you also have responsibilities. These include;

1. Respect for others

Residents must respect the rights of other residents, staff and visitors. This includes adhering to any rules of the facility and behaving in a way which is reasonable and doesn't offend others. For example, noise should be kept to a reasonable level

2. Respect for the facility

All residents must respect the facility and the property of other residents. This includes trying not to damage the surroundings, and not taking anything which belongs to someone else

3. Keep others informed

Residents have a responsibility to keep others informed. This includes:

- a) telling someone when they are leaving the facility, and when they return
- b) telling the staff when they are unwell
- c) working with staff to improve or maintain their health.

4. Health Information

Information will be collected from you prior to and when you commence any Switzer service to help us identify your needs. It is important that the information supplied is accurate and up to date. Your information you provide to us will be securely held. You may request access to the information in your file by writing to the Manager of your service/facility.

The nationwide Health and Disability Advocacy Service (0800 555 050) is available to assist consumers in resolving complaints that arise under the Code of Health and Disability Services Consumers' Rights.

CARER SUPPORT

*A carer is a person who looks after a person with a disability; at home and on a full time basis.
Do you do this?*

Do you need 'time out'?

You may be eligible for a Carer Support subsidy, which will help you to pay for someone else to look after the person you usually care for.

You can get Carer Support Subsidy if you are either:

- Looking after someone with a disability who needs 24 hours care at home and you are not being paid to do so.
- Looking after someone who is terminally ill, or has an ongoing chronic health condition, or an ongoing mental health problem.

Provided they require 24 hour care/supervision

You cannot get the Carer Support Subsidy if the person you are looking after:

- Is recovering from a short-term illness.
- Is already claiming disability support under the Accident Rehabilitation & Compensation Insurance Act.
- Usually lives in a hostel or residential care facility.
- Is being assessed for long term care.

What is a Carer Support Subsidy?

The subsidy rates paid by the Ministry of Health for a **24 hour day are:**

Type of rate	Description	Rate
Formal rate	Relief services provided in a formal/ commercial setting (such as contracted rest homes) including GST.	\$77.23
Informal rate	Informal relief services provided by friends, neighbours, family members* , including GST.	\$74.17

- A family member is defined as a grandparent, daughter, son, sister, brother, aunt or uncle **not** living with the client.

Carer Support will **not** be paid for:

- Relief care provided by spouses, partners, parents or other full-time carers

What can you buy with the Carer Support Subsidy?

You can choose how to spend your subsidy, as long as it goes to someone who will be caring for the person you usually look after. You can use it for half days, whole days, or any length of time up to the total number of days you were allocated at your assessment. You might choose to pay for:

- Short-term residential care (eg, in a rest home or hospital, for the person you care for)
- Someone to take over from you at home, and
- The person you care for to be looked after in someone else's home.

How do you get the Carer Support Subsidy?

If you think you may be eligible for Carer Support (ie, you are caring full-time for a **person with a disability**), contact your local Needs Assessment Service who will be able to arrange for an assessment – Switzer Residential Care staff will refer you if you wish. Following a Needs Assessment and authorisation of Carer Support the Ministry of Health will post out to you a **Carer Support Claims Form**, please put this in a safe place for when you wish to use your Carer Support.

If you have any enquiries regarding Carer Support contact your local Needs Assessment Service 09 408 0010 (ask for the social work department) or the Ministry of Health freephone 0800 281 222.

RESPITE CARE

The aim of the Respite Care programme is:

To enable older people who have a high level of disability and care needs to continue to live at home for as long as possible, rather than entering long term institutional care, by giving regular relief to informal caregivers. The service is at no direct cost to the clients and families.

Who can use the Respite Care Programme:

People aged 65 years and over or similar in age and interest, who are being cared for at home and have a high level of ongoing disability and dependency needs. The demands on their permanent live-in carer(s) are considerable.

What is Respite Care:

Respite Care is providing regular, planned periods of relief for carer(s) when the client enters a rest home or hospital for an arranged period of time.

Where is Respite Care provided:

Respite Care is provided in a variety of locations and rest home and hospital facilities throughout Northland. We attempt to arrange a respite placement that is near where you live.

Who arranges Respite Care?

Respite Care is arranged by the Needs Assessment Service with the client, carer and family/whanau. It aims to find a placement and develop a plan that will best suit their needs.

How is the programme accessed?

Before the client enters the programme a Needs Assessment is completed that guides the choice of placement and the programme that is developed.

Who can refer clients?

Any person who is involved with the client can refer them to the programme, eg, the GP, community health professional, or the caregiver. It is important that the client, caregiver and family/whanau know and agree to being referred.

For more information or to access the programme contact:

Switzer Residential Care

Ph 09 408 1480

Fax 09 408 1485

Email: reception@switzer.org.nz

Web: www.switzer.co.nz

INFORMATION FOR CLIENTS, CARERS AND FAMILIES ABOUT ADVERSE EVENTS AND OPEN DISCLOSURE

What are adverse events?

Providing health care can be a very complicated process requiring highly skilled professionals. While everything is done to ensure that high-quality and safe care is provided to all patients, sometimes things go wrong and unanticipated outcomes might occur.

At Switzer Residential Care we refer to these incidents as adverse events and take them very seriously. Very rarely, these might complicate recovery or even harm patients.

What causes adverse events to occur?

Sometimes adverse events occur because someone has made a mistake or a unique flaw has appeared in a process or system that had not been evident before. Although these types of adverse events often get a lot of publicity in the media, they are extremely rare when one considers just how many procedures and episodes of health care occur each year in NZ hospitals.

On most occasions the outcome just could not be anticipated. This is perhaps because of the very nature of illness and disease and the complexity of health care as we know it today.

What do we do about adverse events?

Although rare, every adverse event at Switzer Residential Care is documented and recorded. We have a number of committees and processes that are responsible for investigating adverse events and ensuring that we learn from these and put in place any necessary changes to prevent these from occurring again.

Our aim is to continually improve to ensure the health care we deliver is the best it can be.

Extensive research has been undertaken throughout the world into the causes of adverse events and what can be done to reduce their frequency and impact. The research has found that there are some key principles to managing adverse events that are important to ensure that our staff are confident to admit when something has gone wrong and do not 'cover up' adverse events. This would prevent us from being able to conduct investigations and make sure the factors contributing to the adverse event will not occur again.

We call this the 'no-blame approach' and it is very important to ensure that our staff feel comfortable about speaking up about adverse events so we can continually improve our systems and processes.

It also ensures that we:

- Learn from the event and put in place changes to make sure it doesn't occur in the future and continue to evaluate any changes to ensure that they have the necessary effect
- Share information with the patient and, with permission, the family or carers. Open disclosure is the name we give to the process of sharing all information with the patient.

We have adopted these principles as a part of our overall adverse event management programme. If you are involved in an adverse event, you can expect to be informed about it quite quickly after it occurs.

What can I expect if an adverse event happens to me?

You will be told about the adverse event as soon as possible after it has occurred. It is most likely that at the time you are informed, we will not have all the information at hand but we will advise you about what we are doing to obtain more information.

If you are not in a condition to receive the information, we will inform the person named by you on your admission form. If there is anyone in particular who you want to be contacted, you should advise us. Your privacy and confidentiality are paramount and we will only speak to those people who you have consented to.

Often patients are aware that something might have gone wrong and should discuss any concerns with the Registered Nurse/Nurse Manager or General Manager. If we are aware of an adverse event, we will talk to you about setting up a formal meeting. This way, you can have any family members or carers present and ask any questions you like. It is quite natural to feel angry and disappointed and you should express your feelings to those present.

What happens next?

This will depend on the nature of the adverse event. You will be informed about what to expect next at the meeting but should ask any questions you need to. We will also ensure that you have the name and phone number of someone in the facility to contact should you have further questions.

At times we arrange further follow-up meetings and sometimes the client goes home and we provide further information via letter or a phone call once the results of any investigations are available.

If you wish you will also be able to talk to your doctor or someone familiar with your case after discharge.

Can I take things further?

Once the open disclosure process is complete, you might feel satisfied about the process and happy to continue to communicate with us or your doctor. You also have the right to take the matter further.

You may also access the internal complaints management process of the Trust by either letter or phone by contacting:

- The General Manager
- Claud Switzer Memorial Trust – 71 South Road, Kaitaia, 09 408 1480, fax 408 1485, email reception@switzer.org.nz

You can expect your complaint to be acknowledged within 48-72 hours and then a more detailed response letter will follow.

The Health and Disability Commission provides an external service for patients and families who are dissatisfied with the service. Contact details: Health and Disability Advocate (09) 408 7189.

It is not appropriate for this Trust to advise you of your legal rights. If you are concerned about these rights, you are encouraged to contact your legal adviser.