



Residential Care Guidebook



St John of God Hauora Trust



Welcome

I would like to extend a warm welcome to you and let you know how pleased I am that you have chosen to live with us.

I know that our team of dedicated caregivers are looking forward to getting to know you and caring for you in a way that reflects our Values of Hospitality, Compassion, Respect, Justice, and Excellence.

We want you to feel at home so please talk to us about anything we can do that will make you feel comfortable.



Steve Berry
Chief Executive Officer



St John of God Hauora Trust

Our Values

Our five core values are central to everything we do at St John of God Hauora Trust and inform the care that you can expect to receive.



Manaakitanga
Hospitality



Aroha
Compassion



Whakaute
Respect



Tika
Justice



Hiranga
Excellence

Our Story

John of God

In the first half of 16th century Spain, Saint John of God devoted a major part of his life to alleviating human suffering, to comforting and soothing the afflicted, sick and dying. John lived the teachings of Jesus Christ and as a man who recognised the great injustice of those experiencing disadvantage, he was often heard encouraging others to *“do good for yourselves by doing good for others”*.

St John of God Hauora Trust

St John of God Hauora Trust was formed in 2008 to govern and manage our New Zealand services, following the 2007 merging of services provided by the Sisters of St John of God and the Hospitaller Order of St John of God.

Health and Ability Services

St John of God Halswell, Addington and Selwyn

The original St John of God Hospital, converted from the Sisters of the Good Shepherd Convent, was opened in 1970 as a facility for care and support for people living with a physical or neurological disability. This building was demolished in 1999, following the move into a new facility on 3 July 1999. The two Community Homes in Addington providing supported independent living for people living with a physical or neurological disability opened in May 1999. The first Community Home in Selwyn opened in September 2012 and the second opened in February 2015.

St John of God Karori and Clouston Park

St John of God Karori, was formerly an older person's residential home known as Residential Care at Maddison. St John of God Hauora Trust acquired the service in February 2010. At St John of God Karori we provide care and

support for people living with a physical or neurological disability. St John of God Clouston Park in Upper Hutt is a Community Home that was established in 2018.

Our Residents

Our residents are a diverse range of people. Some are from different countries, and there are a variety of residents with different cultural and religious backgrounds. What is common amongst all of our residents, is that they are living with a disability of some type and need support with living and healthcare challenges. Some of our residents have brain injuries, some have neurological conditions and some have physical injuries. Our residents can be referred to us from ACC, the Ministry of Health, District Health Boards and from private sources.

Community, Youth and Child Services

St John of God Waipuna

In the 1980s, at the invitation of the then Catholic Bishop of

Christchurch, Bishop Dennis Hanrahan, the Brothers of St John of God were invited to establish a service to support the growing number of at-risk youth in Christchurch. In collaboration with the City Mission, youth workers provided support and advocacy for vulnerable young people on the streets. Residential support was also provided at a number of sites around Christchurch. In 2006, the youth service known as Waipuna established a youth and community centre in Wainoni. This site saw the provision of youth work, social work, counselling, adventure therapy, and a young parents service. In 2007, an early childhood education centre was opened and was extended in 2014. In 2017 the service was extended to operate from an office in Rangiora.

The St John of God Approach

We are committed to delivering excellence in health and ability services: creating environments and relationships where people living with disabilities can flourish; where all are treated with hospitality, compassion, respect and justice. Our Mission calls us to provide services that promote life to the full by enhancing the physical, emotional, intellectual, social and spiritual dimensions of being human.

Our Residential Care Philosophy, the My Life Model of Care, outlines our approach to promoting life to the full. It is about meeting people's holistic needs, upholding rights, ensuring access to resources and treating them in a manner which maintains



optimal dignity, self-respect, independence and self-determination, regardless of their disability. It has been developed in consultation with Residents, in line with evidence-based practice, taking into account the principles of the Privacy Act, the Code of Health and Disability Services Consumer Rights, and the tenets of the Treaty of Waitangi.

The My Life Model of Care replicates, in a residential facility, as closely as possible, the care someone could receive if living in their own home or a supported environment in the community. The model is creative and constantly evolving as strategies are tried, tested, changed and affirmed. It is about empowering our staff to think outside the square and to engage the strengths of the resident, as well as the strengths of teams, to achieve a common objective of enabling the individual to meet their potential.

My Life Model of Care is care which is:

- individualised
- driven by the individual's potential

- promoting choice and participation
- collaborative, consultative and empowering
- not defined by a person's diagnosis, nor influenced by the number or complexity of challenges of others within the environment.

Service Ethos incorporates the following five principles which guide our service delivery:

- our St John of God Mission inspires our service
- every encounter, interaction with people, at any stage of their journey, provides us an opportunity to exceed their expectation
- the way we work together as a community, in our own teams and with other teams, is integral to our service.
- we are committed to delivering good stewardship of our resources
- feedback about how well we are doing is crucial.

The points below are designed to provide details on various aspects of My Life Model of Care.

Residents and Their Family/Whānau

Residents can expect individualised care, based not on a diagnosis, but on individual needs, choices and potential. Residents will participate in every step of the planning for their care. They can choose, and are encouraged, to have their families/whānau participate in care planning.

Responsiveness to Maori and Pasifika

We are committed to ensuring that residents who identify as Māori or Pasifika will have their physical, psychosocial, spiritual and cultural needs met in a way that respects and acknowledges individual values and beliefs.

Cultural Diversity

We welcome people of diverse ethnicities, cultures and beliefs, and respect and accommodate cultural differences. In our facilities people are free and encouraged to practice their culture, language and religion, and can expect care that is respectful of and compatible with cultural beliefs and values.

They are encouraged to maintain connections with their families and communities, and supported to maintain cultural identity and significant customs around food, clothing, language, traditions and celebrations.

Spirituality

My Life Model of Care is an approach to caring that is inclusive of spiritual, pastoral and emotional needs. It reflects respect for individuals' spirituality: their values, beliefs and culture, regardless of religion, spiritual beliefs or no religion.

While every staff member may contribute to meeting spiritual needs, our Pastoral Care Services team is trained to provide spiritual assessment and compassionate support. As part of the team, Pastoral Care Co-ordinators deliver care that integrates the values of mind, body and spirit to people of diverse cultural and spiritual backgrounds.

Pastoral Services are available to all residents to clarify their needs and facilitate access to resources that nurture spirituality.

Sexuality and Intimacy

Residents have the right to participate in lawful sexual activities and are presumed capable of making appropriate choices for themselves, unless determined otherwise.

Team Approach

We value a team approach characterised by:

- working together to serve the best interest of residents
- being focussed on providing care that is individualised
- being as small as possible. Smaller teams looking after smaller groups of people
- including members from all levels of our service.

Community Inclusion

Our philosophy regarding community is that:

- belonging to and creating a community are both valued
- residents will be supported to participate in opportunities in the community, ranging from family interactions, lifestyle

activities, to participation in social events, functions, volunteering or employment

- volunteers, visitors and community groups who contribute to the quality of life for our residents are welcome
- opportunities for shared activities are provided to help create a sense of community within our residences.

Enabling Environments

Our philosophy regarding our environment is that:

- our attractive, safe, and hospitable environments reflect how we care for people
- residents participate in decisions about the environment in which they live
- as well as facilitating activities outside the facility there is space and opportunities for activities on site, for example rehabilitation, socialising, enjoying the outdoors, and privacy
- people with disabilities have the opportunity to try things knowing there is a risk of failing
- the facility is the residents'

home and they are entitled to privacy of personal space, of their body and of information.

Care Planning

Our Nurse Unit Managers, Homes Managers, Registered and Enrolled Nurses and Support Workers drive the Model of Care and support on a 24 hour, 7 days a week basis (with the exception of Community Homes where some shifts are staffed by Support Workers who have access to Nursing support by telephone).

The direct care teams provide care and support to each individual according to the resident's needs and wishes. Services include direct care and support activities such as personal care/personal grooming, bladder and bowel care and continence management, skin

integrity including wound care, nutrition including gastro-feeding, rehabilitation, hygiene, medication, behavioural management, leisure and recreational activities and skill maintenance. Some residents require more specialised care requiring an experienced Registered Nurse to be available 24 hours a day.

Each resident has a holistic Personal Care Plan identifying their individual care and support needs. They also have a My Life Booklet which identifies their journey, wishes and much other rich personal information.

The Personal Care Plan is developed with the resident and whoever else they wish to be involved. The Plan is signed off either by the resident or their family and is reviewed every six months.



Lifestyle Planning

Our lifestyle planning process:

- is person centred and plans for the future, while acknowledging the past and previous experiences
- incorporates goals and objectives that are realistic and appropriate, documented in the Lifestyle Plan and reviewed regularly
- incorporates a key worker who will work alongside residents supporting them to achieve their objectives. The key worker will identify resident or resident preferences and encourage participation by assisting with planning, accessing resources and facilitating
- includes residents and their family/whānau at all stages of the process.

Rehabilitation and Therapy

We strive to deliver to all residents a range of rehabilitation and therapy services onsite or via external providers. Not all of the

services below are available at all facilities, however, externally funded providers can be sought.

We use trained therapists who:

- hold recognised qualifications in their field
- maintain membership affiliation with an approved professional body
- undertake supervision and professional development
- work co-operatively with residents and other caregivers for the benefit of the resident.

Hydrotherapy

St John of God Hauora Trust facilitates access to public hydrotherapy facilities.

Music Therapy

Music therapy aims to explore the ways in which music therapy can best support residents to benefit their wellbeing through individual group sessions, building relationships, exploring musical choices, fostering a sense of community and setting goals with people about what they would like to achieve.

Occupational Therapy

Occupational therapy aims to give each resident opportunities to undertake purposeful and meaningful activities that are unique and of importance to them, and to structure their environment to assist with meeting their individual needs.

Physiotherapy

Where we have an on-site physiotherapy service it will be comprehensive and provide appropriate physical assessments, physiotherapy intervention, group sessions, on-going supervision of physical needs, resident and carer education, preventative programmes and the prescription and maintenance of efficient and effective aids and orthoses, with the aim of achieving residents' goals.

Speech Language Therapy

The aim of speech language therapy is to ensure opportunities are provided to maximise quality of life through effective communication. Our Occupational Therapy team work using a range of mechanisms and support

personal safety with tools like effective dysphagia management.

Pastoral Care Services

Pastoral Care Services provide a ministry of healing beyond the physical needs of residents with a holistic approach to caring that is inclusive of spiritual and emotional needs. Our Pastoral Care Services team relates compassionately and skilfully to residents and their families/whānau who are faced with significant life events, such as disability, illness, suffering, and death.

These life events often raise questions about spirituality including; values and beliefs, meaning and purpose and belonging in the community. It is often at this junction that pastoral services help to clarify the spiritual and pastoral needs of the person.

Residents' Rights, Responsibilities and Guidelines

Resident Rights

Each resident has the right:

- to full and effective use of his or her personal, civil, legal and consumer rights
- to quality care appropriate to his or her needs
- to full information about his or her own state of health and about available treatments
- to be treated with dignity and respect, and to live without exploitation, abuse or neglect
- to live without discrimination or victimisation, and without being obliged to feel grateful to those providing his or her care and accommodation
- to personal privacy
- to live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction
- to be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect
- to continue his or her cultural and religious practices, and to keep the language of his or her choice, without discrimination
- to select and maintain social and personal relationships with anyone else without fear, criticism or restriction
- to freedom of speech
- to maintain his or her personal independence
- to accept personal responsibility for his or her own actions and choices, even though these may involve an element of risk, because the resident has the right to accept the risk and not to have the risk used as a reason for preventing or restricting his or her actions and choices
- to maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions
- to be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service

- to have access to services and activities available generally in the community
- to be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service
- to have access to information about his or her rights, care, accommodation and any other information that relates to the resident personally
- to complain and to take action to resolve disputes
- to have access to advocates and other avenues of redress
- to be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.
- to respect the rights of caregivers and the proprietor to work in an environment free from harassment
- to care for his or her own health and well-being, as far as he or she is capable
- to inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health.

Resident Guidelines

To avoid conflict and misunderstandings, it is necessary to maintain the following guidelines:

- Unseemly behaviour as a result of alcohol or other recreational drugs will not be tolerated.
- In the interest of the comfort of residents, and all members of the care facility, smoking is not permitted in the buildings.
- We want you to feel at home and you are free to come and go as you please. However, it is requested that you use the notification process if you will be away from the

Resident Responsibilities

Each resident has the responsibility:

- to respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole

care facility especially for meals or overnight, in case of emergencies.

- In the interest of security, residents are advised to use a locked drawer (if available) in their wardrobe to secure valuables when their room is unattended.
- If noise from televisions and radios is likely to disturb others then the user may be asked to use headphones.

Enquiries Regarding Admission

An independent assessment is usually required prior to admission.

If you are a client of the Ministry of Health, a District Health Board or ACC, your relevant agency will arrange for an independent assessment of your needs. Once funding is approved we will work with you and your agency to see if our facilities will be the right home for you.

All enquiries should be directed to the contact details below:

Health and Ability Services Southern Region

03 338 2009

enquiries.halswell@sjog.org.nz

Health and Ability Services Northern Region

04 464 2010

enquiries.karori@sjog.org.nz

Frequently Asked Questions

The following is designed to help answer questions you may have when you come to live at St John of God Hauora Trust:

Absence/Transfer (Temporary)

We think that it is important that you have the opportunity to spend time with your family and friends and we will work with you to make this happen. We will also help if you need to transfer to another facility for a temporary period, for example, hospital.

There may be implications for funding arrangements if you are away for an extended period of time. For example, some funders have a maximum number of days absence for which they will fund you so please talk to us if you think you will be away for a

significant amount of time or if you have any other questions.

Activities

We have caregivers specifically employed to arrange a variety of in-house activities for residents. We also encourage you to take part in social activities outside St John of God Hauora Trust. We have concerts, music, arts and crafts classes and trips to events held offsite. Our staff love to hear ideas from you on activities that you would like to do.

Advocacy Service

A consumer advocacy service is available for you. It exists as part of consumer protection measures provided by the Health and Disability Commissioners Act. This independent advocacy service can provide someone to advise you, or speak on your behalf, on issues concerning care. Contact them on 0800 555 050 or advocacy@hdc.org.nz. Some of our facilities have staff who can provide advocacy support to you.

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Air Conditioning

All of our facilities are air conditioned. Some rooms have their own heat pump and control. We recommend that the heat pump is set between 16 and 21 degrees to maintain a constant temperature.

Animals

See "Pets".

Appliances

You are welcome to have electrical appliances, but this is at the discretion of the Regional Manager who will determine if there are any safety issues. Also, before appliances can be used in your room, it is necessary for them to be checked for electrical integrity. All appliances at our care facilities need to be certified by an authorised tester and tagged that they are safe. We can arrange for this to be done and charged directly back to you.

Banking

See "Trust Account".

Bathrooms

We have bathrooms that are shared (generally between two people). One of our care facilities, St John of God Karori, has ensuite bathrooms in the majority of rooms.

Beds, Bedding and Mattresses

You may have a funded bed or a mattress that you can bring with you. If you do not have your own bed or mattress, we can supply these to you. We can provide specialised equipment as needed, for example, an electric bed, bed side rails and specialised pressure mattresses. We also provide your bed linen, pillows, blankets, and absorbent or waterproof sheeting.

Behaviour

We aspire to having a comfortable, pleasant and harmonious environment and to facilitate that we ask for your cooperation in respecting other residents.

Benefits, Funding Arrangements and Subsidies

You may be entitled to a variety of funding arrangements, benefits and subsidies. We are happy to assist you with communicating with agencies about these payments.

Birthdays

When it is your birthday, we like to celebrate this with you (what birthday is ever complete without a cake?).

Call Bells

All rooms have a call bell to inform us that you need assistance.

Cars and Carparking

You are welcome to have a vehicle onsite and we provide parking. Your visitors may park onsite if a space is available. Please note we are unable to accept responsibility for loss or damage caused by third parties.

Celebrations

We like to help you celebrate events and can help you with organising these.

Cellular Phones

See "Mobile Phones".

Chaplaincy

See "Pastoral Care Services".

Church Services

We respect all faiths and encourage you to tell us what your needs are. We will either provide you with services on site or discuss with you ways that you can access off site religious services.

Cleaning

Our staff will regularly clean your room and change your linen. We pride ourselves on providing you with a clean place to live.

If you choose to and are able to, you can also maintain your personal area yourself and we will provide you with cleaning materials to do so.

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Complaints

We try to always be better and welcome feedback to help us with that. You can make a complaint through any St John of God Hauora Trust contact point.

We are happy to assist you to complete a Complaint Form. You are welcome to lodge a complaint in person, via email or phone, and in this case we will complete a Complaint Form on your behalf with your acknowledgement that the details are true and correct.

If you are a current resident or client, you have the right to use a support person to support you with your complaint. This person can be independent, a health and disability advocate, or the Health and Disability Commissioner.

We will get in touch within two working days of the complaint being received.

If you have ticked the box to make your complaint a formal one, we will then send or give you a letter confirming your formal complaint and tell you when we will respond.

We use your feedback to improve, and to give you better information to meet your needs.

If you are unhappy with how we handled your complaint, we will have another look at it. If you are still unhappy after this second look, you can contact our Chief Executive Officer or the Health and Disability Commissioner:

Chief Executive Officer

03 339 1790

enquiries.trust@sjog.org.nz

www.sjog.org.nz

Health and Disability Commissioner

0800 11 22 33

hdc@hdc.org.nz

www.hdc.org.nz

Health and Disability Advocate

Telephone: 0800 555 050

advocacy@hdc.org.nz

www.hdc.org.nz/advocacy

Contact Details

St John of God Addington

36 Parade Court,
Addington, Christchurch 8024
03 339 8899
enquiries.addington@sjog.org.nz

St John of God Clouston Park

1011 Fergusson Drive,
Upper Hutt, 5018
04 282 1639
enquiries.cloustonpark@sjog.org.nz

St John of God Halswell

26 Nash Road,
Halswell, Christchurch 8025
03 338 2009
enquiries.halswell@sjog.org.nz

St John of God Karori

11 Messines Road,
Karori, Wellington 6012
04 464 2010
enquiries.karori@sjog.org.nz

St John of God Selwyn

23 Masefield Drive,
Rolleston 7614
03 339 1791
enquiries.selwyn@sjog.org.nz

Cultural and Language Support

We can provide information about groups and services that relate to your culture. Ask our staff if you want help to contact them. If English is difficult for you, let us know and we can help when speaking or communicating with you. A language interpreter can be provided if a family member or friend can not help.



Daily Living Activities Assistance

We provide you with personal assistance to complete your daily activities, including individual attention, individual supervision, and physical assistance with:

- bathing, showering, personal hygiene and grooming (excluding hairdressing)
- maintaining continence or managing incontinence, and using aids and appliances designed to assist continence management
- eating and using eating utensils and eating aids (including actual feeding if necessary)
- dressing, undressing and using dressing aids
- moving, walking, wheelchair use, and using devices and appliances designed to aid mobility, including the fitting of artificial limbs and other personal mobility aids
- communication, including to address difficulties arising from impaired hearing, sight or speech, or lack of common

language (including fitting sensory communication aids), and checking hearing aid batteries and cleaning spectacles.

Electrical Appliances

See “Appliances”.

Email

We do not currently provide a personal email service.

Emergencies

All our sites have Emergency Response Plans. The plans cover a number of possible emergencies. Our caregivers are trained in handling emergencies and will provide guidance to residents in any emergency situations (also see “Fire”).

Enablers

We are committed to providing you with the equipment to be as independent as possible and to maximising quality of life. At all times the aim is to ensure your freedom of movement while ensuring safety. A number of

residents choose to use a device, equipment, or furniture, which may physically limit freedom of movement, while ensuring safety and allowing them to maximise their quality of life.

Fire

All our buildings are protected by smoke alarms and sprinklers and are constructed to limit the spread of fire. When you arrive, we will tell you about how to respond in a fire or other emergency.

Fire drills are held on a regular basis as part of the facilities safety programme. All staff and people living within the service must be accounted for at all times so please inform a staff member if you are going to be away from the site at any time.

Food Services

We provide all meals, consisting of three meals per day plus morning tea, afternoon tea and supper. We also cater for those of you who have special dietary requirements, having regard to either medical need or religious or

cultural observance. We provide non-alcoholic beverages. You are welcome to bring in additional food and snacks.

Furnishings

We provide you with chairs with arms, dining, lounge and recreational furnishings, resident wardrobe space, and towel rails. See also “beds and mattresses”. In some facilities we supply a bedside locker.

Grounds

We have attractive outdoor spaces that are regularly maintained by our professional grounds staff. You are welcome to enjoy our outdoor spaces at your leisure.

Hairdressers

You have the choice whether to access a hairdresser offsite, or to use the hairdresser who visits the site. All hairdressing services are at your cost.

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Health and Safety

We are committed to ensuring the safety of all people on our sites and we aim to minimise risk and injury. To assist with this, we ask that you report all health and safety events or concerns to staff.

Heating

All heating services are provided. We do not encourage residents to bring in their own heaters but exceptions can be made at our discretion. Please ask.

Hoists

You may have a hoist for which you are funded that you can bring with you. We also have hoists available when needed.

Holidays

We think that it is important that you have the opportunity to spend time with family and friends and we will work with you to facilitate this.

There may be implications for funding arrangements if you are away for an extended period of time. For example, some funders

have a maximum number of days absence they will fund so please discuss if you plan to be away for a significant amount of time.

Hydrotherapy

St John of God Hauora Trust facilitates access to public hydrotherapy facilities.

Infection, Prevention and Control

We are committed to providing a safe environment which includes protecting you from infection. We are compliant with the Health and Disability Service Standards.

ICT - Information and Communication Technology

All of the normal ICT services generally available at home, are accessible at our sites (at your cost). Also see "Internet".

Insurance

We recommend you insure personal effects, or check your insurance policy covers items whilst living with us.

Internet

All of our facilities have wifi and the guest package is free but with limited speed. There is a monthly fee for faster speed service. You can also arrange for an internet provider to set up a personal internet service at your cost.

Interpreters

You have the right to be listened to, understood, and to receive information in whatever way you need. When it is necessary and practicable an interpreter will be available.

Laundry

We provide a full laundry service for the laundering of clothing that can be machine washed. We take all due care but do not accept responsibility for any damage or loss. If you require dry cleaning or another special cleaning process, we can organise this at your cost.

We ask that all clothing is labelled prior to arrival and that you label any new items. You can pay us to mend clothes or you can make other arrangements.

Library

The Rehabilitation and Therapy Team can assist you with accessing the local library. We also have small onsite libraries and bookshelves.

Mail

Our staff will bring you your messages and mail; however you can also collect these from the administration area. Mail can be left for posting at the administration area. Postage stamps, batteries and photocopying may also be purchased from the administration area.

Maintenance of Buildings and Grounds

We maintain all of our buildings and grounds and we cover any repairs/replacements that are necessary because of normal wear and tear. You will be charged for any repairs and replacements necessary because of deliberate damage.

Mattresses

See “Beds, Bedding and Mattresses”.

Meals

See “Food Services”.

Medical Care

We provide 24-hour nursing care from a team of trained caregivers. We provide treatment and procedures that are carried out according to the instructions of a health professional or a person responsible for assessing your personal care needs, including supervision and physical assistance with taking your medications, and ordering and reordering medications.

When required, we will access general practitioner and emergency services. We also provide a range of basic medical and pharmaceutical supplies and equipment. If you are a Ministry of Health or private client, you will incur part user charges for medical care.

Medical Care Guidance and Advanced Care Plans

We provide documents that will help clarify your wishes regarding medical care.

Medications

Medications are given out at meal times and bed time unless prescribed otherwise by your doctor. If you are bringing medications from home, please ensure they are in an original pharmacy container (with the full instructions on the label). Please hand in all medications on arrival to the Registered Nurse.

We do let you keep medications in your room but only if your GP has given written approval for you to self-medicate. If you are a Ministry of Health or private client, you will incur part user charges for medications.

Mobile Phones

Please feel free to bring your mobile phone with you. The costs associated with your mobile phone are your responsibility.

Mobility Aids

We can assist you to source crutches, quadruped walkers, walking frames, walking sticks, and wheelchairs.

Music Therapy

Music therapy is offered at some sites and aims to support resident wellbeing through building relationships, exploring musical choices, fostering a sense of community and setting goals.

Newspaper

A communal copy of the newspaper is delivered daily but you can also pay for your own copy to be delivered.

Occupational Therapy

A registered Occupational Therapist is available for professional advice, and to assess specialised equipment, treatment/ social needs.

Outings

We encourage and try to assist with outings. Where there is an outing that requires a vehicle,

there will be a charge towards the cost of travel. If you travel in a St John of God Hauora Trust vehicle, all care is taken to ensure transportation is provided in accordance with legal provisions and best practice guidelines.

In accepting the offer of transportation, you acknowledge that St John of God Hauora Trust will act in good faith and does not accept any responsibility for any injury, loss, or damage that may occur as a result of transporting you. Please discuss with us what options are available and what support you might need.

Pastoral Care Services

Our pastoral care services are available for everyone. Regardless of your personal beliefs, we offer holistic support in difficult and challenging times. Our friendly team can help coordinate visits from Ministers or cultural representatives from all religious and ethnic backgrounds and assist with counselling in difficult times such as during grief and loss.

Personal Items

Personal items may be bought into your room so it feels like home, but please discuss the suitability of items with us. Our staff will take care with personal property, but we cannot accept responsibility for loss or damage. On arrival, a list is made of major items you have brought in. Let us know if any item is subsequently taken home, or when new items are brought in.

We recommend you insure personal effects, or check your insurance policy covers items whilst living within our service. It is essential that all items be named prior to your arrival. If you have specialised equipment, for example, a wheelchair or a shower chair, you will also be required to insure these items.

Pets

We recognise pets can be wonderful companions. To ensure we meet healthcare responsibilities, our policy is that:

- visiting pets may be allowed in the building but must be on a lead (or suitably restrained) and under the owner's supervision at all times
- pets must be prevented from accessing food service areas including kitchens, dining rooms or staff areas
- owners have full responsibility for supervision when animals are in the grounds
- any permanent pets may be kept on site but only at the discretion of the relevant Regional Manager.



Physiotherapy

A registered Physiotherapist is available for professional advice, and to assess specialised equipment, treatment needs.

Podiatrist

A podiatrist visits by arrangement, as required. All podiatrist services costs are paid by you.

Quality Improvement

We have a quality improvement programme. You or your relatives may be asked to complete surveys or questionnaires to help us get even better at what we do.

Reception

Reception hours vary at each of our sites. Please ask us what the reception hours are for where you are living.

Religion

Our pastoral care services are available for everyone. Regardless of your personal beliefs, we offer holistic support in difficult and challenging times. Our friendly team can help coordinate

visits from Ministers or cultural representatives from all religious and ethnic backgrounds (see Church Services).

Rehabilitation and Therapy

We strive to deliver to all residents a range of rehabilitation and therapy services on site or accessed from external providers. Not all the services below are available at all facilities, however externally funded providers can be sought.

We use trained therapists who:

- hold recognised qualifications in their field
- maintain membership affiliation with an approved professional body
- undertake supervision and professional development
- work co-operatively with residents and other caregivers for the benefit of residents.

Restraints

We are committed to the active minimisation of the use of restraints. Restraints will only ever be used as a last resort and when they are used we are required to strictly adhere to a number of Standards that are detailed in our policy.

Rights

We ensure that your rights are respected and you have ready access to an advocate in situations in which you may require help, protection or support in your care. The Code of Health and Disability Services Consumer Rights states the rights of consumers and the associated duties of service providers. See the Code of Health and Disability Services Consumer Rights pamphlet for more specific information about each right.

Room Changes

We try to facilitate you staying in the same room while you live with us. However, sometimes we might have to ask you to move because of exceptional circumstances.

Security

One important aspect of our security policy is that you ask permission before entering another person's room. When you arrive we will cover all aspects of security with you to ensure everyone is safe and secure.

Shopping

If you are finding it difficult to get out and about or to get any personal shopping you may need, please contact the Rehabilitation and Therapy Team who will help you with accessing the local shops.

Speech Language Therapy

A registered Speech Language Therapist is available for professional advice, and to assess swallowing or communication difficulties.

Smoking and Vaping

All facilities are smoke free and vaping free zones. Please discuss with us your options if you are a smoker or use smokeless tobacco products.

Staff

Our staff (we refer to all our employees as caregivers) are carefully selected using a rigorous process of screening including formal background checks to ensure you are safe and well cared for. We also have a formal formation, induction and orientation programme which ensures that they provide great service to you.

Taxis

If you require a mobility vehicle we use local taxi companies although you need to cover the cost. City Councils within New Zealand operate a Total Mobility Scheme whereby eligible individuals are able to access vouchers that enable them to receive subsidised taxi fares with approved taxi companies to “enhance community participation”.

Please ask at the administration office for details on how and where to apply.

Telephone

Each room has telephone and data connections available. If you wish to have a personal telephone in your room please contact reception with regard to how best to arrange this and the associated costs. There is a phone available for general use and it is located in a central area.

Televisions

A television is available to you in the lounge. A television outlet is provided in each room. You may provide your own television and any other electronic equipment (computer, music system).

You are responsible for the installation of any electronic equipment including televisions. Payment for connection, disconnection and on-going charges relating to Sky Television, internet usage and any electronic devices are your responsibility. Please consult with staff or maintenance before fixing anything to a wall.

Toileting

We may be able to assist you with: absorbent aids, commode chairs, disposable bed pans and urinal covers, disposable pads, over-toilet chairs, shower chairs and urodomes, catheter and urinary drainage appliances, and disposable enemas.

Toiletry Goods

We provide you with bath towels, face cloths and toilet paper. We also provide continence pads. We have emergency toiletries but it is expected that you will provide your own for routine use such as sanitary products, soap, tissues, toothpaste, denture cleaning products, shampoo and conditioner, and talcum powder. You are also welcome to provide your personal choice of items to those provided such as specific brands of soap.

Transportation

A mobility van with wheelchair hoist is available for transport to officially organised programmes or outings. Subject to the van and driver availability, the van can be

used to assist you with transport to other events for a small fee payable by you.

If our mobility van is unavailable, and you require a vehicle, we use local taxi companies with you covering the cost. For information about the Total Mobility Scheme for subsidised taxi use see "Taxis".

Trust Account

We operate a Trust Account on behalf of residents. You are welcome to deposit funds into the Residents' Trust Account and withdraw from those funds as required for outings and personal spending.

You can arrange for your Work and Income benefits to be direct credited into this account under your name. You can make deposits and withdrawals as needed and monthly statements are provided for all transactions. You do not have to pay extra for using this service however, any interest earned is used to cover administration costs.

Valuables (including money)

It is not recommended that you keep valuables or large amounts of money in your bedroom. If you do this, it is at your own risk.

You are welcome to deposit funds into the Residents' Trust Account and withdraw from those funds as required for outings and personal spending. We can also lock small amounts of money in the reception safe.

Vehicles

See "Cars".

Visitors

Visitors will be welcomed at all reasonable times. We particularly value the involvement of family/whānau and friends in the care and support we provide. However, we do ask that visitors sign the Visitors Register Book to ensure, in case of an emergency, we know who is on site.

Wifi

See "Internet".

Work and Income

See "Benefits, Funding Arrangements and Subsidies".

Wheelchairs

Most of our residents have a wheelchair funded for them and have service arrangements in place. We do not provide or service wheelchairs. If your wheelchair needs to be serviced, we can assist you to contact the relevant service provider. If you personally own your wheelchair, any service or maintenance costs are your responsibility.

See also "Mobility Aids".

Website

www.sjog.org.nz



My Notes




My Notes

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