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## **STILLWATER GARDENS CONTACT DETAILS**

60 Templemore Drive  
 Richmond  
 NELSON

Phone: 03 543-8070  
 Fax: 03 544-0506  
 Email: [Stillwater@integritycare.co.nz](mailto:Stillwater@integritycare.co.nz)  
 Website: [www.stillwatergardens.co.nz](http://www.stillwatergardens.co.nz)

Manager:	Mark Nimmo
Business Manager:	Kristin Nimmo
Clinical Nurse Manager:	Cathy Carey
PA to Management Team	Sandra Polglase
Administrator	Lucy Hampton

## **Looking Into Rest Home Care**

Looking at coming into a Rest Home can be quite a traumatic time for you and your family. Often it is not something that we think we need or want but rather something that has to be done for our continued safety and comfort. It is our aim to try and make this time of change and transition as comfortable and pleasant as possible. Our staff are here to answer any questions that you may have and to assist you with anything that you are having problems with.

There are several different options available to you when you are looking into Rest Home, Dementia & Continuing Care. It is important that you choose the option that best suits your lifestyle and requirements.

## **What We Have To Offer**

Stillwater Gardens Rest Home & Continuing Care Unit offers Rest Home (Stage II), Stage III (Dementia) and Continuing (Hospital) Care. We are a 24-hour facility with full time staff and support. We pride ourselves on the High Standard of Care that we provide for our Residents and their families. This continuing Standard is monitored through our Quality Assurance System.

Stillwater Gardens customises care in each area of service to ensure the specific needs of each client group are consistently met. The Rest Home and Hospital staff are supervised by a Registered Nurse who has experience in meeting the special needs of the elderly.

In our Dementia unit, which is a secure unit to ensure the safety of these residents, staff have specialised training in the care of the elderly with Dementia. All staff working in the Dementia unit are required to complete the four unit standards relating to Dementia care and pride themselves on providing a safe, homely and compassionate environment. It is important in ensuring safety, that residents not leave the Dementia unit without appropriate supervision therefore when taking your family member or friend on an outing, please ensure staff are informed in advance. *(For additional information on the Dementia unit please see reception for the Dementia Information Pack)*

The Stillwater Gardens Management Team is made up of our Company Directors, Manager, and Company Secretary. They bring to Stillwater Gardens experience in Dementia, Nursing, and Business Management. The Duty Manager is available to answer any queries that you may have and also to oversee the smooth running of Stillwater Gardens 24 hours a day.

Our Registered Nurses are available to answer any concerns that you may have and also to advocate on your behalf with other Health Professionals to ensure that you receive the optimum medical care that we can provide. They have experience in Geriatric Care and we are confident in their ability to provide a high standard of care for you in your Quality of Life.

As part of our quality programme our Registered Nursing staff have weekly forums in which to review care provision to ensure opportunities for

continuous improvement are identified, implemented and evaluated for effectiveness. We welcome your comments in relation to your perception of all aspects of service provision and will actively seek this through regular consumer surveys.

We have a full time Diversional Therapist who works with our Residents individually and in-group activities. She is responsible for the organising and running of the daily programme. This programme includes newspaper reading, crafts, bingo, special outings and much more.

It is our aim that as you explore the option of moving into a Rest Home you will find viewing Stillwater Gardens a pleasant experience and one that you would like to become more involved with.

### **Referral Agencies**

We work on a regular basis with three main referral agencies in Nelson, these are the local GPs, the A,T & R Unit (Nelson Marlborough District Health Board) and Support Works (local NASC service). As part of establishing your care requirements and eligibility we may need to speak with the appropriate agency. Where possible, we endeavour to discuss this with all prospective clients before making contact.

### **The Process of Admission**

*(Associated Form: Application for Care)*

*(Associated form: Doctor's Assessment)*

It is our policy that where possible, all prospective clients are encouraged to meet with a member of the Management Team and be shown around the Rest Home. This enables you to become a little more familiar with our surroundings and have any questions or queries answered before you make a final decision.

After you have made the decision to be admitted into our Rest Home we require you to get your doctor to fill in an assessment form and also to arrange an Assessment with Support Works if you have not already done so. This is very important as it allows us to prepare before you come in and make sure that the type of care we are offering you is appropriate to your needs. We will also give you some forms to fill out and bring to your Admission Interview.

This is also the time to meet with a representative from the Superannuitants Department at Work & Income NZ to establish whether you qualify for a Residential Care Subsidy or if you will have to meet the financial requirements yourself. We have brochures on Residential Care Subsidies available for you to look at. Please ask one of the Management Team for a copy.

We encourage you to bring in some of your personal effects. We supply each room with a bed, bedside cabinet and a chest of drawers. You are welcome to bring your own furniture if you wish. We believe that it is important for our residents to have items of importance to them in their room, i.e. pictures and photos, special ornaments etc.

On the day of Admission a mutually convenient time will be made between you and the Rest Home, for you to come in. In most circumstances you will meet with the Registered Nurse. They will conduct an Admission Interview with you, at which time they will ask you questions relating to the type of care and assistance that you require. Once the interview is complete you are free to get settled in. You are welcome to bring a family member or friend to the Admission Interview and to help you get settled in. Otherwise one of our staff can help you at this time.

After your admission we like you to keep us informed as to your changing needs and if there is anything else we can do to make your stay more pleasant.

### **Things To Do Before Being Admitted To A Rest Home**

- Get your usual GP to arrange an Assessment with Support Works
- Arrange to meet with someone from the Superannuitants Department at Work & Income NZ to arrange a Residential Care Subsidy.
- Decide what personal effects you would like to bring into the Rest Home
- Arrange a time for your Admission

## **The Rights And Responsibilities Of The Elderly**

1. Every resident is an individual and is to be treated with respect and dignity by staff.
2. Residents have the right to quality in; care, environment, furnishings, food, and activities, and the Rest Home should maintain the standard.
3. Residents have a right to privacy, which must be respected, in bedrooms, showers etc., records, personal possessions and in relationships. There should be freedom for residents to choose and pursue companionship with their own or opposite sex without fear, criticism or censure from staff or other residents.
  - a Staff to knock before entering residents bedrooms.
  - b Staff to ensure privacy when residents are being showered, dressed, toileted, examined, and/or receiving treatment.
  - c Residents may wish to be present when their closets and drawers are cleaned.
  - d Residents may always close their doors.
4. Resident's confidentiality will be respected and maintained under the constraints of the Privacy Act 1993.
5. Residents have the right to receive information regarding themselves in such a way that they can understand it clearly, e.g. written in large print and using amplifiers.
6. Residents have the right to communicate freely and privately with those of their choice. Staff Should:
  - a Encourage families and friends to visit.
  - b Encourage formation of and participation in residents groups so that as a unit they can express their desires. Residents should be free from unnecessary restraint and interference and should not be discouraged from expressing their thoughts.
7. Residents have the right, if married or in a stable relationship to live together. In the event that they are not both residents of the home, provision should be made so that they can visit each other.
8. Residents have the right to a rehabilitation and socialisation programme that emphasises his or her abilities. Residents will be encouraged to be independent in all activities of daily living.
9. Residents have the right to choose and have access to his or her own doctor. Residents have a right to be advised ahead of time of appointments and have their wishes respected in regard to treatment for which the home is responsible.

10. When a resident is able to make decisions about their own care they will be involved in the decision process and Informed Consent will be obtained before action takes place. If a resident isn't capable to make an Informed Decision because of their mental state due to illness e.g. Dementia, the Next of Kin/Advocate will be involved.
11. Residents have the right to be free from harassment, coercion, discrimination, and exploitation.
12. Residents and their Next of Kin or Whanau have the right to know the home rules and regulations and to be involved in the decisions concerning his or her welfare and functioning.
13. Residents have the right to receive and to send mail, phone calls (within reason) and messages without interference of censorship and to communicate privately with persons from the community of their choice.
14. Residents have the right to know about their finances. They are to be given the opportunity to manage their financial affairs unless they have delegated, in writing, this responsibility. In the event of the Home being given this responsibility, they will provide, on request, an account of all financial transactions made on behalf of the resident.
15. An evaluation of relationships between a resident and staff member may be made if there is ongoing friction.
16. Residents are entitled to life, love, moral support and comfort from staff, family and friends.
17. Residents have a right to understand and be involved in decisions regarding changes in their daily timetable and accommodation within the home.
18. Residents have the right to interpreter services if required. These can be accessed through the Registered Nurses or Management.
19. Residents have the right to be free from mental and physical abuse. They are also to be free from chemical and physical restraints, unless the use of either is to protect their well being, as documented for a limited time period, by the doctor in their medical records.
20. Residents have the right to participate in cultural, social and religious activities of their choosing both out of and inside the home, providing such activities do not give distress to other residents within the home.
21. Residents have the right to live and die with dignity and in peace and with relatives present if possible.

22. It is the responsibility of staff to ensure residents are assisted and cared for in the manner indicated above and encouraged to be as independent as possible to enhance their quality of life.
23. Copies of this document are part of the resident's admission package and staff orientation package and are available on request. For Residents with sensory loss or impairment a large print copy of the Rights and Responsibilities is available. The opportunity to have them read is also available on request.
24. Residents will be informed if they are going to be involved with any form of research or teaching. If Residents give their Informed Consent then the Rest Home will ensure that they are kept informed of what is happening with the research/ teaching.
25. Residents have the right to raise any concerns or to lodge complaints about their care. A copy of the Complaints procedure is made available as part of the residents admission package and also available on request or off the reception desk.
26. Residents have the right to independently consult with the Health and Disability Patient Advocacy Services.

Contact:

Advocacy Nelson/Marlborough Ltd  
PO Box 2209, Stoke, Nelson  
Ph: 03 544-4116

OR

The Health and Disability Commissioner  
Ph: 0800 11 22 33

Along with Rights come Responsibilities and in order for the home to be the best possible place to live, we as residents agree to carry out the following responsibilities:

1. As residents, we shall remember this is our home and we will:
  - a Treat the building with care.
  - b The staff with courtesy.
  - c And our fellow residents as neighbours.
2. As residents, we shall see that all appointments are kept, unless we have cancelled them through the staff.
3. As residents, we shall ask the staff, whenever unsure or in doubt.
4. As residents, we shall see that all financial matters are kept current.

5. As residents, when we go out we shall tell the staff in charge where we are going and when we hope to return.
6. As residents, we shall comply with all rules and regulations under which the home must operate.
7. As residents, we will treat staff with Dignity and Respect.

It is our hope that all residents will exercise their Rights and Responsibilities.

## **Advocacy Services**

We are able to refer you to an independent advocacy service at the earliest opportunity if you have any concerns over your care or your family's involvement in your care and are not able to reach a resolution.

We have a Corrective Action Request (complaints) process that is easy to follow [please see the Corrective Action Request section] and strive to follow up all concerns within 14 days.

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

For contact details please refer to page 8 clause 26.

## **Allied Health Professionals**

We have a number of external health professionals that visit either regularly or as required. The key people that work in this facility are:

Local Nelson/Richmond GP's  
Gill Bonnington – Podiatrist  
Helena Fox – Psycho-geriatric Specialist Health Nurse  
Mark Walker – Psycho-geriatric Social Worker  
Dr Craig Fenwick– Psycho-geriatric Community Psychiatrist  
Dr Blackbeard            }  
Dr Ball                        }        – Assessment Team  
Trina Boyd                 }

## **After Hours Contact**

Our office is open from 8:30 – 5:00pm Monday – Friday. Should you need to speak with the Duty Manager or Manager urgently outside of these hours, please feel free to ring the Rest Home and ask to be transferred to the Duty Manager or Manager.

## **Appliances**

The following is a list of recognised appliances for use in resident's rooms:

- ✓ Televisions
- ✓ Radios (tape recorders etc)
- ✓ Electric Clocks
- ✓ Video recorders
- ✓ Approved bedside lamps
- ✓ Electric razors
- ✓ Battery chargers

The use of any other appliances needs to be discussed with management to ensure safety criteria are met. We do not promote the use of electric blankets.

Appliances will be monitored by the Rest Home staff on a regular basis. If a fault is identified the item in question will be removed from the room for repair by the residents or by the Rest Home.

## **Community Resources**

The following community support groups are available and may be of interest to you. Please see the staff if you would like to be put in contact with any of them.

Sue Cochrane/Heather Lackner – Field Officer Alzheimer’s Society  
Age Concern  
Hearing Association  
Local Churches  
Local Services Groups

## **Complaints Procedure**

*(Associated Form: Corrective Action Request Form)*

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

You have every right to be involved in decisions affecting your care and we encourage you to explain or discuss your concerns in more depth. In this facility we have a Corrective Action Request Procedure (Complaints Policy), a copy of which has been provided for your interest. We have also provided you with a copy of the Corrective Action Request form to complete should you or your family or whanau have any concerns about your care. Please ask one of the staff if you would like the Corrective Action Request process clarified or if English is your second language.

We ensure that all Corrective Actions are followed up within 14 days and if it is still not to your satisfaction we will keep an ongoing log of the concern until we can reach some compromise.

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

## **Corrective Action Request (Complaints) Procedure**

Residents or their advocate/s have the right to make a Corrective Action Request (Complaint) to Stillwater Gardens.

- A) This procedure will be placed accessible to residents/advocates and staff for easy access. This will allow anonymously if required. Initially this is distributed with the admission package, but further copies will be available from the reception desk.
- B) Corrective Action Request forms are designed to deal with both non conformance's and act as an outlet for preventative action, ideas for improving Stillwater Gardens' Quality System.
- C) Corrective Action Requests (Complaints) should be formalised in writing on a Corrective Action Request form (Located at Reception). Once filled out these should be delivered to the Quality Manager, in person, fax, email, and mail or in the Corrective Action Request Box at Reception.
- D) Where a Sensory Loss or Impairment occurs in an originator of a Corrective Action Request an enlarged version is available.
- E) Corrective action requests (complaints) will be handled sensitively and in a Professional Manner with consideration for cultural and other values.
- F) Advocates for complainants are available if needed: i.e. General Practitioner, Aged Concern, Adards, Interpreters.
- G) All Corrective Action Requests will be accurately recorded on a Corrective Action Request Log. This will include documentation of all discussions relating to the Corrective Action Request.
- H) Investigation of Corrective Action Requests by the Quality Manager may involve discussion with staff, resident/relatives.
- I) Corrective Action Requests will be acknowledged in five working days of receipt.
- J) Stillwater Gardens will follow up Corrective Action Requests (Complaints) within two weeks of being received.
- K) If a Corrective Action Request takes longer than the above period the originator will be updated of the progress at least monthly.
- L) All parties will be informed by the Quality Manager of the outcome of all requests.

- M) After a Corrective Action Request has been followed up monitoring of the area related to the corrective action may take place to ensure that the non conformance doesn't reoccur.
- N) If unresolved, complainants or advocates have the right to take their Corrective Action Request (Complaint) to the Ministry of Health.
- O) Any party has the right to independently seek advice from The Health and Disability Patient Advocacy Services.

For contact details, refer to page 8 clause 26.

## **Consumer Rights**

The Code of Health and Disability Services Consumers' Rights is a regulation under the Health and Disability Commissioner Act which outlines the rights of consumers of healthcare and the duties of providers. It is important that all residents have access to this document and receive a copy of it should they wish.

Under the Health and Disability Services Code, the resident has the right to:

- 1] Be treated with respect
- 2] Freedom from discrimination, coercion, harassment and exploitation
- 3] Dignity and independence
- 4] Services of an appropriate standard
- 5] Effective communication
- 6] Be fully informed
- 7] Make an informed choice and give informed consent
- 8] Support
- 9] Respect with regard to teaching or research
- 10] Lodge complaint

## **Cultural support options where available**

We are able to provide information about cultural support groups and referral sources should you require or request it. Please let our staff know if written or spoken English is difficult for you so we can accommodate this when we are providing you with information. We may be able to bring in an interpreter or translator if a family member or friend is unavailable to assist.

## **Doctors Visits**

Residents are visited by their GP at least three monthly. Florence Medical Centre are our preferred Medical Practice, however if you would like to retain your usual GP, you may providing they are willing to visit. In these instances a surcharge may apply.

## Fee for Service

Our fee for service varies according to the needs of our residents, in order to avoid confusion, please discuss this with management prior to admission.

## Food

Our mealtimes at this facility are:

Breakfast:	8:00am
Morning Tea:	10:00am
Lunch:	12:00noon
Afternoon tea:	2:00pm
Dinner:	5:00pm
Supper:	7:00pm

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

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

## Fire Evacuation Procedures

Please check that you have been shown / provided information on / know how to use:

Emergency Call Bell System	<input type="checkbox"/>
Location of Fire Exits	<input type="checkbox"/>
Location of Fire Extinguishers	<input type="checkbox"/>
Fire Drill and Evacuation Procedures	<input type="checkbox"/>

In the event of the fire alarms sounding, please follow the instructions of the staff members on duty.

A full copy of the Fire Evacuation Procedure is on the wall in reception along with a floor plan of the building.

A comprehensive disaster plan is reviewed and updated regularly. Please feel free to discuss any concerns that you may have in this area with the Manager.

## Informed Consent

*(Associated Form: Health Information Release Form)*

The Rest Home must obtain informed consent from the resident in line with the Health and Disability Services Consumer Rights Code 1996. The process for seeking consent either from the resident or from their Enduring Power of Attorney must be provided to the resident in a form that is understood.

At the time of consent being sought, the information must be clearly outlined and the resident must be encouraged to ask questions. The resident must be informed of the following:

- A separate consent must be obtained for each proposed treatment or procedure and services will only be provided if the resident has made an informed choice and given consent. Consent must be in writing if:
  - ✓ The resident is participating in research.
  - ✓ The procedure is experimental.
  - ✓ General Anaesthetic is used.
  - ✓ For Advance Directives (Resuscitation Orders)
  - ✓ There is significant risk of adverse effects on the consumer.
- If a circumstance arises where there is a potential contentious issue of informed consent or if the resident and or / their advocate (family/whanau, enduring Power of Attorney) does not consent, then all relevant information must be recorded in the records.
- Every resident is deemed competent to make an informed choice unless there are reasonable grounds for believing that they are not competent. In this situation they give informed consent appropriate to their level of competence.
- Every resident has the right to withdraw consent to services or refuse services.
- Every resident has a right to express a preference as to the provider of the service.

## **Insurance**

Whilst we will take all due care to protect your personal belongings, you need to discuss with your family / whanau or Enduring Power of Attorney whether you need to take out your own personal insurance particularly for items of significant value.

## **Laundry services**

Like most facilities, we launder all of our residents' clothing on site as required. Whilst we take all due care when laundering, you need to be aware that we can not be held financially liable should clothing become damaged or loss occurs.

We ask that your clothes are discreetly but clearly labeled with your name and that your family / whanau / or friends are able to take home clothing items of value or significance. We are unable to routinely hand wash garments but will do so in special circumstances and we ask that you organise your own dry-cleaning.

## **Mail**

External mail is received Monday – Saturday. Personal mail for residents will be distributed by the Diversional Therapist on Monday – Friday. Any mail of a personal nature (i.e relating to personal finances etc) will be forwarded onto either the resident or Enduring Power of Attorney where appropriate.

Stamps can be purchased through the office during normal office hours. Mail for posting can be left at reception.

## **Medication**

Our staff are trained in the safe administration of medication. For the safety of our residents we ask that all medications be kept locked in the office and that medication is only administered by trained staff. If you wish to go out we ask that you check with the staff if any medication needs to be given before you leave.

## **Outings**

*(Associated Form: Permission for Outings)*

Our Rest Home provides regular and varied outings for residents. The dates, times and whether there is a cost associated is usually published in advance in the monthly in-house magazine.

If you are going out with a relative or friend we ask that you let a staff member know and sign in and out in the book at reception. It is helpful if you can also leave an approximate time for your return.

## **Philosophy**

Our facility has the following Vision and Mission statements and Philosophy as outlined below for your reference.

“Our aim is to provide holistic care to our residents in a pleasant, caring, homely environment which recognises their cultural needs and enables them to maintain dignity, independence, individuality and involvement in their quality of life. Support from family and friends is recognised as an integral part of the resident’s care.”

### **Privacy Protocol**

We are committed to ensuring that your privacy and dignity is maintained at all times whilst you are in our care. We keep information about your wellbeing and lifestyle needs on file but this is confidential only to the people responsible for your care. We aim to achieve a balance between respecting the individual’s right to choose and the privacy of other residents in our care. We have a documented protocol for meeting all of your privacy requirements including clinical treatments and procedures, family discussions and any desire for intimacy. (refer to Rights & Responsibilities of the Elderly)

### **Recreation**

We are keen to determine your interests in the areas of Arts, Music, Exercise, Life Skills Development, Spiritual guidance and Recreation. We provide a full-time Diversional Therapist. We also provide the services of a Chaplain.

We are keen for you to contribute any ideas for activities to the staff and we will endeavour to accommodate them.

The following is an example of the weekly Activities programme. Entertainment from Community Based Groups is arranged and advertised in the in-house magazine.

Craft/Baking – Monday afternoon  
Bingo – Tuesday afternoon  
Church Service – Wednesday morning  
Swimming – Wednesday afternoon  
Walking/Bus Outing – Thursday morning  
Entertainment – Thursday afternoon  
Bus Outings – Friday afternoon

### **Resident Incidents**

Residents and their families need to understand that all incidents and accidents involving them [including neglect and abuse] need to be documented so management can ensure that solutions are found and the situation does not arise again. Please use the Corrective Action Request Form available or feel free to talk about the issue with one of the Nurses or Management.

Our staff encourage issues of concern to be raised so that we are able to continuously improve the care that we provide.

### **Resident and Service Areas.**

Our Rest Home has areas both inside and outside that may pose a danger to your health and safety. We have an outside area that has been made safe for your use and comfort. Inside a number of areas have been designated “staff only” and we ask that you respect our need to operate the facility in such a way. These areas include the Kitchen, Laundry, Nurse’s Stations and Offices.

We have tried to make our Rest Home as homely as possible, so there are similar hazards as those you would expect to find in your own home. Please observe those common things and if you are unsure please ask a staff member.

If you identify something that could harm others or you injure yourself, please notify a staff member who will get you first aid assistance if necessary and assist you to complete an Accident/Incident/Hazard form.

For the safety of our residents we ask that if you open a secure door that you ensure it is firmly closed and locked behind you.

### **Resident Choice**

We are committed to ensuring that all residents are given adequate choice in relation to quality of life and conducting activities fundamental to their daily routine.

Where possible we aim to ensure that your individual values and beliefs are incorporated into the organisation of the home.

### **Service Review/Feed back**

We are a Ministry of Health Certified Rest Home and adhere to regular monitoring requirements outlined in our Service Specifications. We welcome your feedback regarding our service and care. Please feel free to approach the Registered Nurses if you have any questions or concerns regarding your care. We also encourage you to participate in our annual surveys relating to service and dietary requirements. Any request can be formalised by completing a Corrective Action Request form.

### **Sexuality and Intimacy**

Whatever sexual activities residents' choose to participate in within the privacy of their rooms, will be acceptable to management. It is recognised that residents have the right to choose provided that any sexual activity is kept within the privacy of their own room and therefore cannot offend others.

Where a resident expresses the wish for specific cultural, religious or ethnic practice, these requests will be accepted in the context of the request made and the availability of an appropriate private area.

We are happy to put you in touch with an appropriate counselling service or provide you with any educative or informative material regarding sexual health advice.

### **Smoking**

We facilitate a smoke-free environment. Smoking is not permitted anywhere on the Stillwater Gardens site. Residents, staff and visitors are asked to smoke down near the bridge/reserve area.

### **Telephone**

A telephone for residents use is situated in the library. All toll calls are at a personal charge to the residents and can be arranged through the office. A personal telephone line can be connected to your room at your expense. Please speak with management if you need assistance in this area.

### **Transport**

Should you require transport outside of the facility, our local taxi company is: Nelson Taxis.

We also organise a number of outings outside of the facility and ask you to co-operate in the wearing of seatbelts or any other safety restraint/device whilst travelling.

### **Trust Account**

We operate a separate Trust account for our residents. The purpose of this is to pay for incidental items which are not included as part of the Rest Home fees. Please feel free to discuss any queries you have regarding this with the Office Administrator.

We encourage residents not to carry large amounts of cash. A small amount of money is held on site and can be debited against your petty cash account should the need arise. Please speak to the office staff regarding your individual requirements.

### **Visiting**

There are no restrictions on visiting hours. We encourage you to have visitors as you would normally do in your own home. We have a visitors lounge with tea and coffee making facilities that you are welcome to use. Please feel free to talk to one of the Registered Nurses or Management team if you have any concerns surrounding the best time to visit.

### **Visitors Meals**

If you have a relative or friend that would like to share an occasional meal with you please let the staff know in advance and this can be arranged at no charge. Regular meals are available at a cost of \$5.00 each.

### **Voting and Jury service rights and responsibilities**

You have the right to vote and participate in jury service should you be required. Our staff will assist you at these times to ensure that you make informed choices.

### **Waiting list**

There are times when we are unable to accommodate your needs immediately, due the unavailability of a bed. In this instance we will work with you to try and find a solution that best suits your needs.

It is our policy to try and accommodate the changing needs of the residents in our Rest Home as well as meet the needs of people in the community. For this reason, our waiting list works on a system of prioritisation (greatest need).

## Suggested Clothing list

### Men

3-5 Singlets  
5-7 pairs of underpants  
4-5 Shirts  
2-3 Track Pants  
3-4 Trousers  
1-2 Jersey's/Cardigans  
2-3 Sweat shirts  
6-7 Handkerchiefs  
1 Warm Coat/Jacket  
1-2 pair Slippers  
2-3 pair Shoes  
3-5 pair's Socks  
1 dressing gown  
3-4 pairs of pyjamas

### Women

3-5 Singlets  
5-7 pairs of knickers  
3 Bra's  
3 Petticoats  
3-5 Dresses  
1-2 Jersey's/Cardigans  
2-3 Sweat shirts  
6-7 Handkerchiefs  
1- Warm coat/Jacket  
1-2 pair Slippers  
2-3 pair Shoes  
3 Pantyhose  
2/3 pair Socks/Bedsocks  
1 dressing gown  
3-4 nighties or pairs of pyjamas

Toiletries

Personal Belongings (Photos/Pictures) etc

### **Please note:**

All clothing and personal items are to be named (labelling pens are available on request).

You may like to consider getting your clothes modified with Velcro or zips etc. to help if clothing is tight or your dexterity is not so good or you are having difficulty with buttons etc. Please see staff at time of your admission if you have any questions.

*This list is a guideline only*