



CAREMALTA HOME FACILITIES
ROSEVILLE GUIDELINES

VISITING HOURS

- Visiting hours of this Facility are from 09.30 to 13.00 hrs and from 15.00 to 20.00 hrs.
- In instances where the room is sharing with another resident, the maximum allowable number of relatives near a resident is 2 persons at a time.
- Relatives are not to stay in the rooms for long periods of time since other residents residing in room need to have their privacy and quiet time.

RECEPTION SERVICE

- The Facility reception will be open from 06:15 to 20:00 hrs Monday to Sunday including public holidays.
- For any assistance you are kindly directed to contact Reception staff to assist you in your queries.

MEDICINES SERVICES

- On admission all residents must present a chest X-ray / doctor's report to the facility. This is required as per public health regulations.
- Most residents are entitled to Schedule V (yellow card) free medicines.
- POYC service is provided and administered by the Facility. The administration will take care of the collection of the medicines as provided and entitled under this POYC scheme.
- The white control card is to be renewed by the relative who holds the resident's ID card as s/he needs to renew it with his/her own and resident's ID card at St Luke's Hospital.
- All drugs and medication brought to the Facility by the resident must be handed to the Nurse on duty at the time of admission.

BLOOD INVESTIGATIONS SERVICES

- The Facility offers this service on particular days. The Facility is not responsible if any anti-coagulant booklets or investigation forms are lost in the post. Those residents who wish to have the blood taken on the exact date which do not fall on the same days of the service provision may make their own arrangements to have their blood taken at the Health Centre.

GENERAL PRACTITIONERS SERVICES

- Every resident is expected to have his/her own General Practitioner (GP). Residents can keep their family doctor as long as s/he is willing to visit them at the Facility. If own GP does not wish to continue visiting the resident in the Facility we will provide residents with a family doctor against a doctor's charge.
- GP must be called immediately after admission of the Resident and general check-up should be carried six monthly / yearly.
- In case of an emergency, a doctor is called from the Health Centre.
- In case of an emergency when special treatment is needed, relatives are asked to give their consent to the Home to buy treatment on their behalf.

ALLIED SERVICES

- Allied Services including physiotherapy, occupational therapy, podology services and speech therapy are offered by the community care services to those residents who are entitled. The Facility can offer the same services on a private basis.

CATERING SERVICES

- Breakfast is served in the residents' rooms between 08.00 and 09.00hrs whereas lunch and dinner are served in the dining room as follows:

	Lunch	Dinner
1 st Sitting	11.00 hrs	16.45 hrs
2 nd Sitting	11.45 hrs	17.30 hrs

- Room service is provided for ONLY those who are unable to go to the dining room due to illness or any other certified ailment as directed by the nurse/senior care assistant.

ROOM ALLOCATION

- The Company reserves the right to change, in its absolute discretion, the accommodation allocated to the resident whenever the exigencies of the Company so require, and in the best interest of the resident.

PERSONAL ITEMS IN ROOM

- Residents are encouraged to bring personal items such as pictures and photo frames to give a warm feeling to their room.
- Residents are free to bring their own TV sets at the Facility as free to air TV channel stations are provided in every room. Residents may opt for a service by local service providers by entering into a personal direct agreement with the providers themselves. Prior to installation the service provider must seek the permission of the Facility Manager.
- TV sets are to be kept at a low volume otherwise to use head phones.
- No small pieces of furniture, fixtures, equipment, lighting and furnishings are allowed except those already existing in the Resident room. Personal equipment is only allowed with the permission of the Facility.
- It is not advisable to keep valuables and cash in the room than is necessary. Although a lockable drawer is available the company is not responsible for any valuable items left in the room and for the resident's personal finances (money) and/or precious belongings.
- It is the responsibility of the resident and/or the relatives to repair any damages to their personal walking frames wheelchairs etc. Such items should be clearly marked with the name of the resident. Transportation, removal and eventual insurance cover of such items shall be the exclusive responsibility of the resident or the relatives.
- No electrical appliances are allowed within the Facility except those provided by the Facility itself.
- On discharge from the Facility, the residents or relatives are to remove any personal items in the room at their own expense and not later than 48 hours after discharge. Failing to do so the Company reserves the right to remove the items and/or dispose of the same items at its discretion and bill the residents or relatives of any expenses accordingly.

LAUNDRY SERVICES

- The Facility offers this service free of charge to the residents. Residents are to have all clothes clearly marked by using tailor made labels indicating name and surname. Until such identification is done, garments will not be sent to the laundry services.
- Provision of personal clothes must be made adequate to give time for the washing of personal clothing.

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- The Facility accepts no responsibility for any damage to resident's clothing that may occur while in the laundry.
 - Residents opting to have their clothes washed by relatives are to provide a laundry basket so that dirty items can be put there and not sent to the Facility laundry. Missing items should be reported to the House Keeping Supervisor.
 - Residents are not allowed to hang their linen on their balconies.

LINEN/TOWEL SERVICE

- Linen such as sheets, pillow cases and blankets will be provided by the Facility. Such items will be replaced according to need. Dirty linen is picked up in the morning and replaced during bed making where necessary.

MORTUARY ROOM SERVICES

- The Facility is furnished with a mortuary room in the eventuality of a demise of a resident at the Facility.
- Funerary arrangements are to be organized by the relatives. Relatives are to inform reception of the funerary arrangements.
- A death certificate is to be presented to the Facility Manager.
- Residents with particular funerary requirements are to contact the Facility Manager.

RELIGIOUS SERVICES

- Religious services are offered every day at the Facility's Chapel. Room service of Holy Communion is offered to all those Residents who cannot attend Mass in the Chapel

HAIRDRESSER SERVICES

- A hairdresser is in attendance for haircuts, coloring and blow dries. Residents need to book their hair dressing requests directly with the Reception. Residents will be accompanied by the carers if they have mobility difficulty.
- The services of a Beautician are also offered by appointment at a charge.

SECURITY SERVICES

- There is only one main entrance which is controlled by the reception area and is always locked.

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- For Health and Safety reasons relatives entering the Facility must log their visit, including name and surname, number of persons entering, the time they enter and leave the Facility and the room visited.
 - Family members, accompanying their Relatives out from the Facility for a day or more should report this to reception area. An estimated time of return should be indicated for safety reasons. Reception needs to be informed if the Resident will be eating out or at the Facility. Should there be change of plans, please inform Reception.
 - Common areas are also CCTV controlled for health and safety purposes only.

ROOM ALLOCATION

- The Company reserves the right to change, in its absolute discretion, the accommodation allocated to the Resident wherever the exigencies of the Company so require and in the best interest of the resident.

PRIVATE FUNCTIONS

- Private functions can be organized at the Facility to celebrate a birthday, an anniversary or any other special occasion. Further details may be obtained from the Facility's administrative offices.

MULTI-PURPOSE ROOM

- The Facility offers a Multi-purpose room for the use of activities, exercise classes, lectures, and meetings.

GARDENS AND OPEN SPACES

- The Facility has gardens and open spaces for the leisure time of the residents. Residents and relatives are welcome to enjoy these places during the day and during visiting hours.

OTHER SERVICES

- Free cable TV is found in all common areas of our Facility available to all Residents

GENERAL RULES

- On admission residents coming from the community are given an information session in which the Home's procedures will be explained.
- The Company reserves the right to use any assistive aids to handle the resident, e.g. lifter, if the resident becomes too dependent or too heavy to be handled solely by staff.
- Alcohol consumption and smoking in the Facility is prohibited. Smoking is only permitted outside the main door entrance.
- Take care and avoid damaging items/ furniture found in your room. When lawful damage is established the responsible person shall be liable to reimburse the damages.
- Relatives or visitors which the Company in its absolute discretion decides ton detrimental to the Home or to the welfare and health of the other Residents and/ or staff may be asked not to enter the premises.
- Bath soaps, lotions, creams, shaving blades etc. are to be supplied by residents/relatives
- The resident is entitled to breakfast, lunch, afternoon tea and dinner at the Facility. Any other snacks or sweets requested are to be supplied by the resident. Tea and coffee is also offered during the evening in the room.
- Relatives are not allowed in the dining room during meal times.
- The Facility is equipped with a fire alarm system which this is checked periodically.
Fire drills also make part of the plan.
- Relatives are reminded to visit the Facility in a proper dress manner that reflects the environment of the place they are visiting.
- Food is not allowed out of the dining room.
- If nutritional supplement is required the resident is to have own supplements otherwise to ask nurse/senior care assistant on duty to buy at a charge.
- The Main door of the Facility will be locked after 8pm.
- Pets are only allowed in the Facility with the authorization of the Facility Manager.

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- Nappies are supplied through the subsidized scheme or brought privately.
 - Staff members are not allowed to receive gifts or gratuities.
 - No verbal and/or physical abuse is tolerated on Residents and members of staff by the residents and or their relatives. The company reserves the right to take any necessary action when such cases occur.
 - When a reallocation to another Facility is requested an application needs to be filled in by the Facility's management.
 - Any charges are to be paid at the Facility Administration as no members of staff are authorised to receive any cash money as payments

REPORTING OF FAULTS IN THE ROOMS

- Our aim is to maintain the Facility in a good running order. All faults should be immediately reported for your own safety. For maintenance requests and faults needed in your room inform Reception. The Maintenance Department will look into each fault reported and act on a priority basis. Do not contact the Maintenance Department directly as all requests must be recorded through Reception.

WITNESSING OF WILLS AND OTHER DOCUMENTS

- All staff members of the Facility including the Facility Manager are not allowed to act as witness in the signing of important documents.

ACTIVITIES

- Activities and outings are organised on a fortnightly basis. All residents are encouraged to attend.
- Generally residents are accompanied by the Active Ageing Facilitator who coordinates both activities and outings. In summer outings take place in the evenings whilst in winter they are held in the morning. Transport for wheelchair users is provided

INCIDENT REPORTING

- Residents are encouraged to report any incident which they deem important. A form is available at reception desk which can be filled with the assistance of our staff members. All incident reports are investigated and acted upon by the Facility Manager.
- All information is kept confidential. Incident reports help management identify issues and act quickly to avoid unnecessary problems to residents.

NOTICE BOARDS

- The facility provides notice boards where information and activities programs of the current week are exhibited. Residents and relatives are strongly encouraged to consult the notice board regularly.

DISCLAIMER

- While every effort was made to be as clear as possible on the presentation of these House rules, in eventuality of doubt or unclear interpretation, the Facility manager will have the final word.