



CAREMALTA HOME FACILITIES
Casa Marija (Sliema) GUIDELINES

VISITING HOURS

- Visiting hours of this Facility are from 10.00 to 11.00 and 15.00 to 20.00. No relatives are allowed in the premises before /after the said times.
- The maximum number of visitors near a resident is 2 persons at a time.

RECEPTION SERVICE

- The Facility reception will be open from 0700 to 1900 Monday to Sunday including public holidays.

MEDICINES SERVICES

- On admission all residents must present a chest X-ray / doctor's report/ hospital discharge letter to the facility. This is mandatory as per public health regulations.
- Most Residents are entitled to Schedule V (yellow card) for free medicines.
- POYC service is provided and administered by the Facility. The Facility administration will handle the medicines as provided and entitled under this POYC scheme.
- The Narcotics control card is strictly to be renewed by Resident/Relative who holds the Resident ID card at St Luke's Hospital G`Mangia.
- All drugs and medication brought to the Facility by the Resident / relative must be handed to the Nurse on duty.

CATERING SERVICES

- Meals are served in the dining room in one and/or two sittings for both lunch and dinner. Serving guide times are as follow:

BREAKFAST	07.30am
LUNCH	11.30am
AFTERNOON TEA	02.30pm
DINNER	05.30pm

General Rules

- Personal items, such as pictures and photo frames, are allowed to make the room feel more homely.
- TV connection is provided in every room, where the Facility is providing free-to-air channels through GO plc., and Residents are to get their own TV sets in line with the Facility regulations. Residents are free to opt for more channels offered by Go plc., which Residents / Relatives will need to deal directly with the service provider (GO plc.). Charges are payable directly to the service provider by the Resident / Relatives. Prior to any works related by the service provider, the Resident / Relatives are kindly obliged to inform the Facility Manager.
- Free-to-air channel stations are offered on all TVs which are found in all common areas of our Facility, available to all Residents.
- TV sets are to be kept at a low volume otherwise to use head phones.
- Small pieces of furniture, fixtures, equipment, lighting, and furnishings are NOT allowed (except from those offered by the Facility in each Resident's room) without the Facility Manager permission.

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- As much as possible it is NOT advisable to keep valuables and cash in the room more than the merely necessary although 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 (articles of jewelry, watches, etc.).
 - 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.
 - All electrical items brought by the Resident on admission or during accommodation in the Facility shall be subject to authorization by the Facility Manager, before their use. These items must be certified by a competent individual for Portable Appliance Testing (PAT testing), and to ensure the place of origin and compatibility with the local regulations.
 - It is our purpose to maintain the Facility always in a good running order. All faults should be immediately reported at the reception
 - The Company accepts no responsibility for safe operation or maintenance of any items accepted at the Facility.
 - Due to Health and Safety precautions, the Company prohibits the use of items such as, but not limited to, heaters, electrical blankets and hot plates.
 - 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.
 - 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.
 - 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 and Smoking, alcohol consumption and smoking in the Facility is prohibited, smoking is only permitted facilities outside main door entrance.
 - If lawful damage is established, the responsible person shall reimburse the damages
 - Relatives or any visitor to the Resident, which the Company decides, in its absolute discretion, is seriously 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 for breakfast, lunch, afternoon tea and dinner at the Facility, any other snacks or sweets requested are to be supplied by the Resident.

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- Relatives are not allowed in the dining room during meal times.
 - Fire Safety, the Facility is equipped by a fire alarm system where 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 reflect the environment of the place they are visiting.
 - 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
 - Pets are only allowed in the Facility by authorization of the Facility Manager
 - Residents and Relatives are not encouraged to offer tips or gifts.
 - No verbal and/or physical abuse is tolerated on Residents and members of staff by the Relatives, the company reserves the right to take any necessary action
 - Any charges are to be paid at the Facility Administration as no members of staff are authorized to receive any cash money as payments.

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
- 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.

LINEN/TOWEL SERVICE

- Linen such as sheets, pillow cases, blankets will be provided by the home. 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.
- Funerary arrangements are to be organized by the Relatives. Relatives are to inform reception of the date, time and venue of the Funerary Mass.
- A death certificate is to be presented to the facility Manager.

RELIGIOUS SERVICES

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

SECURITY SERVICES

- 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 visiting.
- 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.

MULTI-PURPOSE ROOM

- The Facility offers a Multi-purpose room, for the use of activities, exercise classes, lectures, and meetings. Unless in use, the room is kept open all day for the personal use of the Residents. Residents are requested to clear up and keep clean after use.

WITNESSING OF WILLS AND OTHER DOCUMENTS

- CareMalta does not allow any staff members including the Facility Manager to act as a witness in the signing of important documents, such as wills, testimonies and power of attorney, pertaining to the Residents.

ACTIVITIES

- Generally, Residents are accompanied by the Active Ageing Facilitator who coordinates both activities and outings, where Residents are encouraged to participate. In summer, outings happen in the evening whilst in winter, they are commonly done in the morning. Transport for wheelchair users is provided.

NOTICE BOARDS

- The facility provides notice boards/s where information and activities programs of the current week are exhibited. Residents and relatives are strongly encouraged to refer to 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.

