CAREMALTA HOME FACILITIES

GUIDELINES

VISITING HOURS

- Visiting hours of this Facility are from 10:00 to 14.00 and 15.00 to 20.00. No Relatives are allowed in the premises before 10.00 and after 20.00.
- In instances where the room is shared 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 the room need to have their privacy and quiet time.

FRONT OFFICE

- The Facility reception will be open 24 hours Monday to Sunday including public holidays.
- For any assistance you are kindly requested to contact the Reception staff (24-hour service) to assist you with your queries

MEDICINES SERVICES

- On admission all residents must present a chest X-ray/medical report to the facility. This is mandatory 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 ministration will take care of the retrieving of the medicine as provided and entitled under this POYC scheme.
- The white control card is strictly to be renewed by the Relative who holds the Resident's ID card as needs to renew it with own and the 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 anticoagulant booklets or investigation forms are lost in the post. Those Residents who wish to have their blood taken on the exact date which does not fall on the same days as the service providers are allowed to attend the Health Centre.

GENERAL PRACTITIONERS' SERVICES

- Every Resident is expected to have their own General Practitioner (GP), all Residents can keep their family doctor as long as he/she is willing to visit them at the Facility should the need arise. If our own GP does not wish to continue visiting the Resident in the Facility, we will provide the Resident with a family doctor. For more details contact the Facility Manager.

- GP must be called immediately after admission of the Resident and general check-up should be carried out six months.
- In case of an emergency a doctor is called from the Health centre (free of charge).
- In case of an emergency when special treatment is needed, Relatives are informed whether to give consent for the nurses to buy treatment or else the Relatives buy treatment themselves.
- Prescriptions are to be supplied by the Resident/Relative

ALLIED SERVICES

- Physiotherapy and Occupational therapy are offered for free by the community care services. (Active Ageing and Community Care) Podology and Speech therapy services is also offered on the same basis.
- The Facility can provide physiotherapy and Occupational therapy services at a charge if requested.

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 follows:

BREAKFAST	07.00 am	09.00 am
LUNCH	11.30 am	12.45 pm
AFTERNOON TEA	03.00 pm	03.30 pm
DINNER	05.00 pm	05.45 pm
EVENING TEA	7.30 pm	

Times may change from one facility to another.

- Room service is provided for ONLY those 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 wherever the exigencies of the Company so require, and in the best interest of the Resident.

PERSONAL ITEMS IN ROOM

- Personal items, such as pictures and photo frames, are allowed to make your room feel more homely.
- TV connection outlet is provided in every room and Residents are to get their own TV sets in line with the Facility regulations. The resident is free to opt for a service by either Melita or Go plc. Charges are payable directly to the service provider by the Resident. Prior to any work-related service providers, the Resident is kindly obliged to inform the Facility Manager.
- TV sets are to be kept at a low volume otherwise use headphones.
- No, small pieces of furniture, fixtures, equipment, lighting, and furnishings are allowed except the existing in Resident's room in the Resident room without the Facility Manager's permission.
- As much as possible it is not advisable to keep valuables and cash to be kept in the room more than the merely 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 (articles of jewellery, 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 authorisation by the Facility Manager before their use. These items must be certified by a third-party competent authority ensuring the place of origin and compatibility with the local regulations.
- Due to Health and Safety precautions, the Company prohibits the use of items such as, but not limited to, heaters, electric blankets and hot plates.
- 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.
- The Facility accepts no responsibility for any damage to the 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, pillowcases, and 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 bedmaking 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.
- 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, colouring, and blow dries. Residents need to book their hair-dressing requests directly with the reception. Residents will be accompanied by carers if they have mobility difficulties.
- 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.
- 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 they will go to.
- Family members, accompanying their Relatives out from the Facility for a day or more should report this to the 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 a change of plans, please inform Reception.

- Common areas are also CCTV controlled for health and safety purposes only.

PRIVATE FUNCTIONS

- Private functions can be organized at the Facility to celebrate a birthday, an anniversary or some other special occasion, for further details contact the Facility Manager.

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.

WELLNESS CENTRE (where available)

- The Facility offers a Wellness Centre, for the use of physical activities, and exercise classes.
- Special and regular sessions are organised under appropriate supervision. Unless in use, the room is kept open all day for the personal use of the Residents, but the Company is not responsible for any injuries incurred by the Resident during such use if unsupervised.

SWIMMING POOL (where available)

- The Facility offers a swimming pool Facility, for the use of physical activities, and exercise classes. Special and regular sessions may be organised under appropriate supervision. Unless in use, the pool is available for the personal use of the Residents, but the Company is not responsible for any incidents incurred by the Resident during such use if unsupervised.

GARDENS AND OPEN SPACES

- The Facility has gardens and/or 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 orientation sessions for them in the preadmission phase where the Head of Department together with the Nurse and Manager will explain the Homes' procedures followed by a show round.
- 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 are prohibited, and smoking is only permitted in designated areas outside.
- Take care and avoid damaging items/ furniture found in your room. When lawful damage is established, the responsible person shall reimburse the damages.
- Relatives or any visitor to the Resident, whom 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 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 are also offered during the evening in the room.
- Relatives are not allowed in the dining room during mealtimes.
- Fire Safety, the Facility is equipped with a fire alarm system which is checked periodically. Fire drills also make part of the plan.
- Dress-Code. Relatives are reminded to visit the Facility in a proper dress manner that reflect 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 home will be locked after 9 pm.
- Pets are only allowed in the Facility by authorisation 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.
- When reallocation to another Facility is requested, consult with the Facility Manager as to fill in the application form. The application form is sent to the authorities, and it is up to them when such requested move takes place.
- 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

- It is our purpose to maintain the Facility always in good running order. All faults should be immediately reported for your own safety and for any maintenance request 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 cannot act as a witness in the signing of important documents, such as wills and power of attorney, pertaining to the Home's Residents. This is according to CareMalta Policy.

ACTIVITIES

- Activities and outings are organised on a fortnightly basis.
- 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.

INCIDENT REPORTING

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

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 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.