



**CAREMALTA HOME FACILITIES  
CASA SAN PAOLO GUIDELINES**

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## VISITING HOURS

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- Visiting hours of this Facility are from 09.30 to 11.30 and 15.30 to 21.00. No Relatives are allowed in the premises before 09.30 and after 21.00
- 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

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- The Facility reception will be open from 0700 to 1900 Monday to Sunday including public holidays.
- For any assistance you kindly directed to contact Reception staff ( 24 hour service) to assist you in your queries

## MEDICINES SERVICES

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- On admission all residents must present a chest X-ray / doctor's 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 administration 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 Relative who holds the Resident ID card as needs to renew it with 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. At the discretion of the Facility Manager, the Resident may be permitted to look after own medication. In such an eventuality the Company shall not be held responsible for the safekeeping and dispensing of the medication.

## BLOOD INVESTIGATIONS SERVICES

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- 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 are allowed to attend the Health Centre.

## GENERAL PRACTITIONERS SERVICES

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- Every Resident is expected to have an 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 own GP does not wish to continue visiting the Resident in the Facility we will provide Residents with a family doctor (at a charge to follow up or else we could contact a doctor from Health Centre). For more details contact the Facility Manager.
- 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 (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 are buy treatment them- selves.
- Prescriptions are to be supplied by the Resident/Relative

## ALLIED SERVICES

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- Physiotherapy and Occupational therapy are offered for free by the community care services from St Vincent De Paule Residence (SVPR). It is up to SVPR discretion about the frequency of visits. Podology and Speech therapy service is also offered by (SVPR) on same basis.
- The Facility can provide physiotherapy and Occupational therapy services at a charge, if re- quested.

## CATERING SERVICES

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- 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	08.00am
09.00am LUNCH	11.30am
12.45pm AFTERNOON TEA	03.00pm
03.30pm	
DINNER 05.45pm	05.00pm

*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

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- 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

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- 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. 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 works related service providers, the Resident is kindly obliged to inform 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 from the existing in Resident's room in the Resident room without the Facility Manager 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 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 the Facility Manager, before their use. These items must be certified by a third party competent authority ensures the place of origin and compatibility with the local regulations.
- 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.
- 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 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, 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.
- 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 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.

- 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 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 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 Resident during such use if unsupervised.

## SWIMMING POOL (where available)

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- 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 Resident during such use if unsupervised.

## GARDENS AND OPEN SPACES

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- 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

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

## GENERAL RULES

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- On admission Residents coming from the community are given orientation sessions for them in the pre admission phase where the Lead Carer 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 is prohibited, smoking is only permitted facilities outside main door entrance
- 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, 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 .Tea and coffee is also offered during the evening in the room.

- 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.
- 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 9pm.
- Pets are only allowed in the Facility by authorisation of the Facility Manager
- Nappies are supplied by the Welfare Committee however it is the Facility policy that nappies are used as a last resort since we encourage Residents to be fully independent as possible. Any shortage of nappies further to the supplement of the Welfare Committee must be furnished by the Resident and/or Relatives
- 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 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 a 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

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- 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

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- 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

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- Residents are encouraged to report any incident within the Facility they deem important. A form is available at reception desk which can be easily filled, even by the assistance of our staff members. All incident reports are evaluated by the Lead Carer which will then be 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 to Residents.

## NOTICE BOARDS

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- 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

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- 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.