KENNERSLEY PARK

Leisure Homes for Senior Citizens

FACT SHEET AND GENERAL RULES AND REGULATIONS KENNERSLEY PARK RETIREMENT COMPLEX

1. HISTORY:

1.1. Kennersley Park Old Age Home was opened in 1974 by the South African Red Cross Society (Border Region) to cater for the needs of the elderly. In 1994 Leisure Homes for Senior Citizens took over the management of Kennersley Park with two other Homes i.e. Langham House in the Quigney (which is no longer operational) and Amatola Haven in Stutterheim (which is now run independently).

1.2. At present, Leisure Homes for Senior citizens have two divisions namely Kennersley Park Care Home with accommodation for 126 and the Housing Division with 154 cottages. Kennersley Park have residents that are partially subsidized by the Department of Social Development.

2. MANAGEMENT:

2.1. Kennersley Park Care Home is divided into three sections:

- Bedsitters: 14 (14 semi-assisted living)
- West Wing: 81 (35 assisted living, 24 semi-frail and 22 memory care)
- East Wing: 30 (30 frail care)

2.2. Management of the Home is under the control of the Nursing Services Manager, who in turn reports to the General Manager and Board of Directors.

3. APPLICATIONS AND ADMISSION PROCEDURE:

3.1. Application forms are available from Reception in East Wing, Kennersley Park.

3.2. Once the forms have been completed, please make an appointment with the Nursing Services Manager to submit them. Please note that all sections of the application form must be filled in and all questions answered.

3.3. Preferred Funeral Directors and General Power of Attorney (if required) must be arranged prior to admission, also if you have a 'Living Will', a copy thereof must be attached to your application form.

3.4. All applications have to be screened, before being admitted, by a Screening Committee, set up by the Department of Social Development. This Committee meets once a month on the last Friday of every month, where the Nursing Services Manager will present the applications for approval by the Department of Social Development.

3.5. Once approved, the application will then be placed on the waiting list for admission as soon as a suitable bed becomes available.

3.6. Please attach the following documentation to your application form:

3.6.1. Copy of Identification document of the applicant and the person signing the application form (Undertaking by Next-of-Kin).

3.7. The Home requires the following information and documents, on admission:

3.7.1. Please provide original proof of residence (no older than 3 months) for the person signing the application form (Undertaking by Next-of Kin) and person signing Surety if different from the person signing the form

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3.7.2. Please provide original proof of banking details (no older than 1 month) of the intended account the debit order for the accommodation fees will be taken off.
3.7.3. Please prove 3 months detailed bank statements of the applicant.
3.7.4. Copy of Identification document of the person signing Surety if different from the person signing Undertaking by Next-of-Kin.
3.7.5. Medical aid details of the applicant if applicable.
3.7.6. Last Will and Testament: written advises as to where this document is lodged, together with the name and contact details of the Executors.
3.7.7. Identity Document and medical aid card can be handed in at Reception for safe keeping.

3.8. In the event of the death of the Resident, documentation and personal effects will be handed over to the person signing the form (Undertaking of Next-of-Kin) alternatively should Leisure Homes cannot contact the aforesaid then one of the other Next-of-Kin listed in the application form will be contacted. Should Leisure Homes not be able to reach any of the listed Next-of-Kin then such personal effects and documentation will be handed to the Executor of the Estate.
3.9. Please understand that our waiting lists are long and priority is given to Residents from our Housing Division.
3.10. Should your application not be considered after 3 years and you are still interested in applying it is requested to please resubmit a new application form. All application 3 years and older will be shredded by Leisure Homes.
3.11. Residents (or those responsible for them) shall give **one calendar months' notice**, in writing no later than the last day of the preceding month, of intention to leave the Home.

4. FEES:

4.1. Matters relating to admission, charges and finance are dealt with at Leisure Homes Reception Office at Kennersley Park, Beacon Bay. Our Reception Office is open at the following times:

Monday to Friday: 08.15 am – 12.00 pm
13.00 pm – 16.15 pm

The office is closed over week-ends and public holidays.
4.2. A once off non-refundable admission fee is payable on admission of R747.50 per application.
4.3. Accommodation fees, as assessed by Leisure Homes for Senior Citizens, are payable by debit order, **monthly in advance**, and no later than the 7th of the month. Legal action will be taken against defaulters.
4.4. It must be recognised that, at the sole discretion of Leisure Homes, accommodation fees are increased annually, usually in June of each year. Please be advised that the annual increase is on the room price fee and not on the amount charged after the subsidy from Social Development.
4.5. Should a resident qualify for a Social Development Grant on admission it is not guaranteed that the Grant will apply in the following year due to the Department cutting the number of qualifying subsidized beds. The Home applies the LIFO method and will advise the resident or family should such an event arise.
4.6. In the event of death, **no refund** of fees for the remainder of the month will be made. Any credit balances will only be refunded at month end following the month of decease/departure.
4.7. A resident will remain liable for the full accommodation fees during temporary absences, including hospitalization.

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4.8. Pocket money for residents can be deposited and withdrawn at the Reception Office. Residents are not allowed to keep money in their rooms. If they do, we will not be held responsible should it go missing. Residents' cash is not for paying residents personal accounts which includes pharmacy deliveries. The family must open up an account at their preferred pharmacy. All account payments must either be done by the Resident or family member direct with the creditor. Resident Cash refunds will only be paid at month end following the month of decease/departure.

4.9. STRICLTY FORBIDDEN Residents and families are requested not to give money of any amount or items (this include food items of any kind) directly to the staff. Should any gratuities wished to be given, Leisure Homes has a separate staff fund account which is administered by the General Manager. Any monies can be paid and receipted by Reception situated in the East Wing or alternatively an electronic transfer. Please notify the Administration block if you have made any transfers for this purpose so the monies can be allocated accordingly. Alternatively, any items can be donated to Kennersley Park White Elephant Stall via communication with the Nursing Services Manager. On any special occasion should the Resident or family thereof wish to treat the staff with cake/eats to please inform the Nursing Services Manager or Senior Sister on the date and intention to do so. Furthermore, should any specific gifts wish to be given to staff then please administer this via the Nursing Services Manager or Senior Sister only (This is not the Professional Nurse on duty of the ward). Residents and families thereof can jeoparise the staff employment with our organisation should this not be strictly followed**.**

4.10. Fees include all meals, servicing of rooms, all nursing care (if and when required), laundry and VAT. Fees however, do not include inter alia, any medical costs, medicines, special surgical dressings, transportation by ambulance, shopping and private medical appointments or incontinence aids.

4.11. Bedsitters and Southwynd rooms are serviced once a week and laundry is also done weekly. This is done daily in all other Units.

5. VISITING HOURS:

5.1. Residents may be visited anytime from 09.30 am – 20.00 pm.

5.2. Please make arrangements with the Professional Nurse in charge of the Unit, if you need to come at other times.

5.3. When visiting, please announce yourself to the Prof Nurse on duty in the Nurses Station, of the Unit you are visiting.

5.4. Should you wish to go out with your family/friends for an afternoon or weekend, please notify the Prof Nurse in charge of the Unit, and supply the necessary details in the visitor's book in each department.

5.5. For security reasons, family members will be asked to sign in at the Security Gate, when they enter our premises.

5.6. Unless a court order is issued, visitation rights cannot be restricted by the request of the Next-of Kin, however, visits can be requested to be supervised. Excursions out of the complex with visitors can be prohibited by the Next-of-Kin.

5.7. At the request of the Resident visitation can be denied. Alternatively, if a visitor upsets a Resident, we reserve our rights to request the visitor in question to leave the premises and the Next-of Kin will be informed of such incident.

6. MEAL TIMES:

- Breakfast: 08.00 am
- Morning tea: 10.00 am
- Lunch: 12.00 pm

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- Afternoon tea: 15.15 pm
- Supper: 16.45 pm

7. DIETARY REQUIREMENTS:

7.1. As I am sure you can understand, we are unable to cater for 'likes and dislikes' but we do cater for residents with special dietary requirements for medical reasons. If you need a special diet, please get a letter from your Doctor for this. This does not apply to Diabetics, as they will be served a Diabetic Diet. If you are i.e., vegan or pescatarian, we will try to accommodate you as much as possible, but there are certain foods that we will not be able to provide, which will be for your own account.

7.2. All meals must be taken in the dining room unless the Resident is, for medical reasons, unable to go through to the dining room. The Professional Nurse in charge of the Unit, will decide as to whether meals may be served in the resident's room or not. Tea is served in the lounges and dining rooms and can be served in bedrooms if the Professional Nurse authorizes it, for medical reasons.

7.3. Families may be asked to contribute snacks, juices or supplementary food if required.

7.4. An evening snack for the diabetics is provided, if prescribed by the Doctor.

7.5. Unfortunately, early morning or late evening tea/coffee is not provided. You may bring your flask to make your own if required.

7.6. If you are going to be away for any meal, the Registered Nurse in your Unit must be notified in advance.

8. MEDICAL/NURSING CARE: (this is applicable to all Units in the Home)

8.1. All medical matters are under the direct control of the Nursing Services Manager.

8.2. The Nursing Services Manager is responsible to the General Manager. In the absence of the Nursing Services Manager, these matters must be referred to the Senior Professional Nurse.

8.3. While every precaution and due diligence is applied, it is a condition of admission to the Homes that Leisure Homes and their Staff **shall not be liable in any way for any injury sustained by a resident, or for the loss of any valuables or personal effects.** Residents are requested to refrain from bringing in valuables or items of sentimental value. If any items are brought in, it is entirely at your own risk. Our premises are monitored by CCTV Monitoring System.

8.4. All medication must be handed in to the Professional nurse on admission. We require an up-to-date prescription from the Doctor for medication handed in. **Important:** No Medicines may be kept with the resident, either in their rooms or wards.

8.5. Medical Care in the Home can be as follows:

8.5.1. Geriatric service: This service is available to subsidized, frail aged (Frere Hospital patients)

8.5.2. Private patients: For those on Medical Aids (or whose families request a private Doctor)

8.6. Residents under the care of a Geriatric Service: The Doctor will see these residents at the Home and their medication will be obtained from either Frere Hospital or one of the community Health Centers. There is no charge for this service. If hospitalization should be required, then the resident will be sent to Frere Hospital. If the state pharmacies are unable to supply the medication, it will be the family's expense to purchase these medicines from a private pharmacy.

8.7. Residents under the care of the private Medical Practitioner are requested **not** to call their Doctor **without** consulting the Professional Nurse in the ward first.

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8.8. All communication with regard to the care and medication of yourself (or your loved one) must be between the Professional Nurse and the medical practitioner**. Please understand that no verbal instructions from a family member/friend can be accepted. The Doctor must communicate any changes of care/medication with the Professional Nurse on duty.**

8.9. In an emergency situation, the Doctor will be called and the resident will be sent to the hospital of his/her choice. Family members will be notified of such events. For continuity of care, it is preferable that you only have one medical practitioner.

8.10. Relatives are required to accompany Residents to Hospitals, especially after hours, weekends and at night.

8.11. Special items like linen savers, special dressings, 'glucostix' for blood-sugar monitoring will have to be supplied by the family. The Home can supply these items but at an additional fee. Disposable incontinence aids (nappies) can be purchased from the Home at a very reasonable cost (we purchase at wholesale prices).

8.12. IMPORTANT Should there be a change in the health status of a Resident, we reserve the right, to move residents from one room to another or from one Nursing Care Unit to Another. This is a non-negotiable condition of admission, and will be done to facilitate the care of your loved one. A Resident may also be requested to move for the operational requirements of the Care Home. As a courtesy, you as the family will be notified of any such moves, but your permission for such a move is not required.

9. PERSONAL EFFECTS/FURNITURE:

9.1. All the domestic, catering and other related matters are under the control of the Nursing Services Manager and the Housekeeper. Resident is not permitted to have private domestic workers undertake any duties in the Home.

9.2. Electric irons, kettles, hot plates, electric blankets, microwave ovens or any other electrical appliances, (except fans) may not be used in any of the rooms. All rooms have wall heaters.

9.3. All necessary furniture, furnishings, bedding and towels can be provided by the Home. The use of personal furniture and personal effects is encouraged to make your stay in the Home as homely as possible, however must be discussed with the Nursing Services Manager prior to admission. **Strictly no fire arms or weapons of any kind will be permitted.**

9.4. Any article brought into the Home is done so **entirely at your own risk**. Neither Leisure Homes nor their staff, will be held liable for any losses or damage. At the request of Management, you will be asked to remove any of these items brought in, should the need arise. We do not have any storage facilities. If the item has not been removed after Management's request in a period of 1 month, unless prior arrangement is made, the item will be sold either at auction/White Elephant Store. All proceeds will be donated to Kennersley Park.

9.5. Radios, television sets and sewing machines are permitted, but only if used in such a way as not to cause discomfort or annoyance to other residents. Management retains the right to regulate their use. If the resident is hard of hearing, special earphones must be provided for their Radio/TV. DSTV or Openserve decoders and dishes, installations and repairs are the responsibility of the Resident and not of Kennersley Park.

9.6. It will be realized that storage problems arise if large quantities of personal effects are brought into the Home, and the company usually only gives consent to items mentioned above. Rooms may not be overcrowded, as cleaning and nursing care (if and when required) then becomes a problem.

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10. WHAT TO BRING:

10.1. It is imperative that all articles brought into the Home must be clearly marked. Clothing should be marked with sewn-in labels and furniture with a permanent marker.

10.2. On admission, a "kit" list is drawn up of all articles brought into the Home. Families to please check the list within 2 weeks of admission to confirm if they are happy that all items have been disclosed. In order to keep this list updated and valid, please tell the Professional Nurse in the ward if and when new items are brought in and old ones removed. Please note that all clothing should be of the "wash and wear" type. We will not be held responsible for damages. If a Resident refuses to have his or her belongings kitted, they will have to sign an indemnity form.

10.3. Bed linen is provided by the Home and we prefer that this is used, especially in Frail Care. However, if private linen is brought in the Home we will not be held liable for any damage or loss incurred. This linen will also be laundered weekly.

10.4. The following is a guideline of what to bring, as the cupboard space in the rooms are limited:

10.4.1. Toiletries

10.4.2. Clothing (not more than 5 of each): Dresses, slacks, jerseys, shirts, skirts, sleepwear etc.

10.4.3. Gowns (summer and winter)

10.4.4. 1 pairs of Slippers

10.4.5. Shoes (with non-slip soles if at all possible)

10.4.6. Furniture and furnishings (as approved by Nursing Services Manager).

10.4.7. Torch (mandatory for loadshedding)

11. OTHER FACILITIES:

- Tuck-shop: Situated in West Wing on the left of the entrance. Opens twice a week Tuesday and Thursday from 14.00 pm – 16.00 pm.
- Hairdressers: We have two Salons, one in West Wing and one on the First Floor in East Wing. Appointments can be made with the Professional Nurse in your unit.
- Library: Situated in West Wing and is open daily.
- Church Services: Inter-denomination (and other) Services are held in the Chapel. Please consult the Weekly Calendar on the Notice Boards.
- Post Office: Post Boxes are situated on the Ground Floor near Reception and near the Tuckshop in West Wing. Our driver clears these boxes every morning. The Post Office clears the red Postbox outside Southwynd every day by 12.00 pm.
- Transport: Residents must buy tickets at Reception.
  Our Kombi offers the following transport facilities:
  Medical: For any Doctors/Dentist or Hospital appointment (daily).
  Shopping: A trip to Vincent Park is done on the first Thursday of the month from 13.30 pm – 15.30 pm.
  A trip to Retail Park, and Major Square (Spargs) is done every Thursday from 13.30 pm – 15.30 pm.
  A trip to OK Stores is done every Friday from 10.00 am – 11:00 am.

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Shopping is for Residents who are still cognitively able to shop by themselves and are mobile without someone else's assistance. Unfortunately, no other transport can be provided.

12. GENERAL:

12.1. Smoking is strictly forbidden in all areas of the home. Smoking is only permitted outside on the verandas or patios where demarcated. Smokers are asked to be considerate to non-smokers and must at all times practice fire prevention.

12.2. Alcohol: Storage and consumption is permitted in the rooms but should be taken in moderation. If it is found that this is being abused, the Home reserves the right to control consumption.

12.3. Wheelchairs and walkers: Should you need the use of a wheelchair throughout the day, please bring your own. Wheelchairs and walkers may be hired from the home at a nominal fee if available.

12.4. CCTV Cameras: The Home is monitored by CCTV cameras and all footage is the property of Leisure Homes. No footage is authorized to leave the premises of Leisure Homes. Please be advised in certain sections of the Home, where we feel that you or your loved ones will be unable to communicate effectively on incident, we have placed CCTV cameras in either the bedrooms and/or bathrooms. This specific camera footage is on a closed circuit and are not displayed on monitors but are for viewing on incident only under strict access control.

12.5. It is not Leisure Homes responsibility for arranging a SASSA pension for a Resident. It is the family's responsibility. Should the Resident be on the card withdrawal system it is the family's responsibility to withdraw the money. No Leisure Homes staff member is allowed to withdraw the money on behalf of the Resident.

12.6. No staff member, including the Nursing Services Manager and the Administration Staff, are allowed to witness any policy or legal documentation including but not limited to Power of Attorney and Last Will and Testaments.

13. FUNDRAISING:

13.1. We have wonderful and very active Fundraising committee made up of Cottage and Home Residents. If you would like to get involved, please speak to the Nursing Services Manager.

13.2. The funds raised are used to buy specialized equipment and to make our environment more pleasant for our Residents.

13.3. Please do support them wherever and whenever possible. We have a very successful Bazaar in September/October of each year and any help you are able to offer will be appreciated.

14. FAMILY REPSPONSIBILITY:

14.1. Although the ultimate responsibility for your loved one still rests with you the family, you have chosen to admit your loved one to our Home, please trust that we will care for them to the best of our ability and in accordance with our high standards. Your support and co-operation are essential in trying to assist your love done to adjust to their changing circumstances and new environment and for them to be happy here.

14.2. Allow us the time to get to know them, and allow them the time to settle in and get used to the new routine of the home. Unfortunately, due to obvious reasons individual one-to-one care is not possible, as your loved one will be cared for in a Unit of 20 – 30 other residents.

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15. CONTACT DETAILS:

- Kennersley Park Reception: 043 702 5900 / reception@leisurehomes.co.za
- Nursing services Manager: 043 702 5900 ext 224 / nm@leisurehomes.co.za
- General Manager: 043 702 5900 ext 205 / gm@leisurehomes.co.za

We would like to extend a very warm WELCOME to you and your family and hope that you will have a long and happy association with us and our family at Kennersley Park.

Management and Staff
Kennersley Park
Updated: 01 November 2024

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KENNERSLEY PARK

Leisure Homes for Senior Citizens

FACT SHEET AND GENERAL RULES AND REGULATIONS KENNERSLEY PARK RETIREMENT COMPLEX

ACKNOWLEDGEMENT

I, the undersigned, ……. Id Number……...

on behalf of Resident……...

have read the foregoing Rules and Regulations set out on page 1 – 9, hereby undertake to accept and abide by such Rules and Regulations as a condition of admission.

By signing the rules and regulations, you agree to the use of the Resident's and your personal information as required under the Protection Personal Information Act, 2013. You also consent to the sharing of personal information with third parties such as other medical professionals for purposes of rendering treatment to the Resident with medical schemes for billing purposes.

Leisure Homes for Senior Citizens may include a photo of the Resident in our annual magazine publication or on an alternative social media platform. Leisure Homes will at all times take into consideration the integrity and dignity of the Resident before such publication but should the Resident or family wish not to be included to please advise management accordingly.

I, the undersigned, hereby

- ☐ give consent
- ☐ do not give consent (please tick the appropriate box)

for the Resident's photos to be included in such publications.

……..... NEXT-OF-KIN
DATE:

……..... WITNESS

……..... WITNESS

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