



## FRAIL CARE - GOLD.

### What we offer to our residents:

#### **Fully Compliant with:**

- \* Housing Development Schemes for Retired Persons Act 65 of 1988.
- \* Older Persons Act 13 of 2006.

#### **Accommodation available:**

- \* Comfortable, spacious **private room** without en-suite **bathroom** for absolute peace, tranquillity and privacy.

#### **Nursing Care:**

- \* Aldem is **BHF registered** in respect of services rendered by the Registered Nurse, to ensure medical aids makes the maximum contribution towards the care for our senior citizen
- \* **24/7 registered nurse on duty** and always available for professional support and assistance.
- \* All Aldem staff members receive a flu vaccination annually to ensure that the **risk of transmission is limited.**
- \* All Careworkers are **fully qualified**; we do not use students as part of our core staff.
- \* Aldem staff members are **carefully screened** before appointment, including reference checks and lie detector tests.
- \* Care offered and included in the packages, but excludes consumables:
  - Personal appearance care;
  - Personal hygiene regime management;
  - Assistance with walking;
  - Assistance with mobilization;
  - Caring of hands and feet;
  - Minor wound care;
  - Eye care;
  - Back and pressure part care;
  - Passive and active exercise;
  - Emotional support;
  - Socialization encouraged with other patients;
  - Assistance with basic needs;
  - Feeding and/or help with feeding of patient;
  - PEG tube feeding;
  - Nasogastric tube feeding;
  - Catheter care;
  - Supra-pubic catheter care.



### **Health Care Plan:**

- \* **Individualised health care plan** to incorporate all the needs of the senior citizen is developed by a registered nurse and continuously reassessed. **IMPORTANT** with exclusion of medicine control, should residents be assessed as frail, normal frail care tariffs will apply, and residents are welcome to choose at that stage, which frail care package will work best for them.
- \* Specifically developed **software** is implemented to ensure that all tasks according to the health care plan are managed.

### **Accountability**

- \* All Aldem staff members receive as part of their monthly remuneration, an amount equal to 20 % of their Gross Salary in the form of a **merit bonus** which is directly link to their performance.
- \* Aldem has a **zero tolerance level for transgressions**, which ensures that our senior citizens get the care and respect they deserve.
- \* **Direct access** to the executive of the company if there is any aspect the senior citizen wishes to bring to his attention to ensure the highest standard of service delivery.

### **The Facility:**

- \* Facility is **open 24/7** for family and friends to come and visit at any time convenient for them and their loved one.
- \* All beds are hospital beds with **various** settings to ensure senior citizens' comfort, the resident have the option to furnish their room themselves at their own cost, including their own bed if so preferred.
- \* Special **orthopedic mattresses** are provided for each bed to ensure the absolute comfort and support for all our residents.

### **Health and Safety:**

- \* Aldem embraces the regulations on Health and Safety, and ensures that an **audited Health and Safety check** is done annually.
- \* As part of our commitment to the Safety of our senior citizens, Aldem is in possession of a **valid fire certificate**, and has documented emergency procedures that will be followed in the event of a fire threat.

### **Emergency Response:**

- \* **Emergency call buttons** are located throughout the facility
- \* Ambulance services are provided by ER24, which in our opinion is the best in South Africa, to the nearest hospital **free of charge** in the event of an emergency.
- \* Included in the ER24 package is **IDME**, a groundbreaking initiative from ER24 which allows any member to press a panic button number on their phone, allowing ER24 to triangulate the senior citizen's position, and send emergency assistance immediately, anywhere in South Africa.

### **Medication Control:**

- \* All medication are carefully controlled and **only dispensed by the registered nurse on duty**.

- \* The **medication is pre-packaged** according to dispensing requirements by a qualified pharmacist in order to ensure that all medication is correctly administered.

#### **Doctor's Rooms:**

- \* Medical **doctor's rooms** are available on the premises to ensure easy access to a doctor for all our residents. (Costs are for each resident's own account.)

#### **Security:**

- \* The Facility has ample **secure parking** for our visitors.
- \* The frail care facility, including all bedrooms is **monitored 24/7 by cameras**, with the senior citizen or family members having the option to have the room camera switched off. Key benefits of the camera monitoring system include:
  - Staff is more vigilant
  - Any incident can be easily investigated, and reported on.
  - The continuous monitoring of the cameras can ensure that critical response can be triggered in case of an emergency even in the event that the senior citizen is unable to trigger the emergency call.

#### **Entertainment and Connectivity:**

- \* **LCD Flat screen television** with free entertainment package is included with an option available to upgrade to the full DSTV Bouquet
- \* All residents have **access to Skype**, to enable them to keep in touch with loved ones, no matter how great the distance.
- \* Where requested, **Facebook** accounts will be opened for the resident.
- \* **Email addresses** are created for each resident who are still able to make use of this.
- \* Our receptionists are trained and are always **available to assist** residents where needed in the use of the technology.

#### **Library**

- \* Our facilities boast a **fully equipped library** with a variety of reading material, with all residents welcome to explore, read and learn as they prefer.

#### **Nutrition:**

- \* All meals are prepared under the **close supervision of a qualified chef**, supported by qualified sous chefs.
- \* Menus are approved **by a registered dietician**, meeting the specific dietary requirements for the senior citizen, also taking into account any other specific dietary preferences.
- \* **Sumptuous** breakfast - the most important meal of the day – as well as a great **variety** of lunch and dinners will be served.
- \* All menus are **continuously updated** taking into account seasonal changes.
- \* **Freshly baked / prepared snacks** are offered to our residents during tea times, and a late night snack will also be available on request.
- \* **Tea and coffee** will always be available during the day and night.

**Recreational Activities:**

- \* An information schedule will be displayed on all notice boards throughout the facility.
- \* A complete diary is kept on each patient to ensure that progress is monitored and recorded.
- \* All activities are done with a senior staff member on duty, and present.
- \* Some examples of activities at our facilities:
  - Clay sculpting
  - Painting
  - Music therapy
  - Pet therapy (once a month)
  - Manicures and pedicures
  - Movies
  - Beadwork
  - Stress balls
  - Story telling
  - Church ceremonies twice a month, also recorded and played to the residents every Sunday morning after breakfast.

**Laundry:**

- \* Laundry is **collected and done daily**, and we ask that the senior citizens please mark their clothing clearly and legibly.
- \* We will **arrange** for any dry-cleaning items, should this be requested. Please note that though we will ensure that the dry-cleaning is done by a reputable business, it still remains the responsibility of the resident and/or family.

**Garden:**

- \* Our facilities have **lovely gardens** in which, weather permitting, residents can wander about, enjoying nature while soaking up some sunlight.

**House Keeping:**

- \* **Daily cleaning** of rooms and/or bathrooms is included in all packages.