



McKenzie
HEALTHCARE

Information Booklet

Welcome to McKenzie HealthCare

The Manager and Directors of McKenzie HealthCare Limited wish to welcome you and thank you for choosing our facility for your care needs.

It is important to our team that you are satisfied with the quality of the services we provide. This information booklet is provided to help you make the most of your time with us.

In the following pages we hope to answer most of those practical questions that are bound to arise as you settle in. We will inform you of your rights and your responsibilities. At the same time, we hope to provide practical solutions to make your stay as enjoyable as possible.

Should we have overlooked addressing an issue here, please ask any staff member and we will try to find a solution as soon as possible. You might have suggestions about what you would like to see included in this booklet, we welcome any such suggestions on our Feedback form at reception.

Once again, we thank you for the privilege of being able to provide your care.

Kim Entwistle
General Manager



The Team

McKenzie HealthCare is a standalone provider of aged care with 5 company Directors. It employs more than 80 staff to care for residents. Having caring and highly skilled staff is crucial to the provision of our quality services. We have various roles including Registered Nurses, Health Care Assistants, Housekeeping, Hospitality and Administrative services.

Operational Staff:

Manager: Kim Entwistle

Senior Office Administrator: Gaye Jones

Receptionist: Melanie Rusbridge

Clinical Coordinator: Cathie Orange

Senior Nurse/ Infection Control Nurse: Jenny Hall

Staff Educator: Ros Newark

Team Leader – Housekeeping Services: Citadel Llanos

Head Chef – Catering: Keillen Lana

Lead Diversional Therapist: Sheryl Thompson

Company Directors:

Neville Brummer – Managing Director

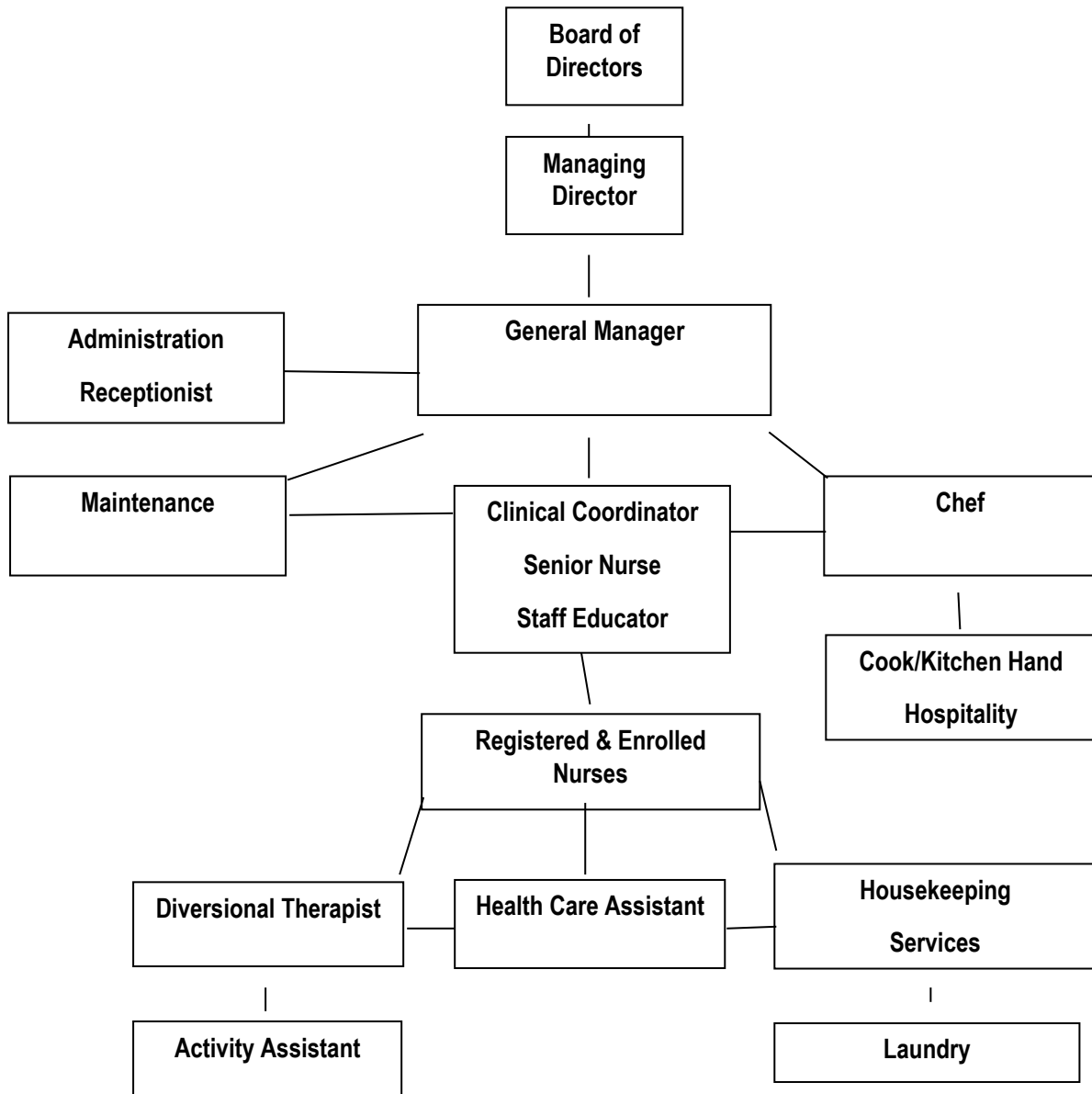
Stephen Crone

Craig Lewis

Jim McClintoch

Douglas Spence

McKenzie HealthCare Governance Structure



Services

McKenzie HealthCare provides a range of services related to Aged Residential Care as follows:

- Hospital level care
- Palliative care
- Rest home level Dementia care
- Rest home level care
- Respite care
- ACC contracts
- Carer Support
- Day Care

The range of services available depends upon the capacity of the facility at the time of enquiry.



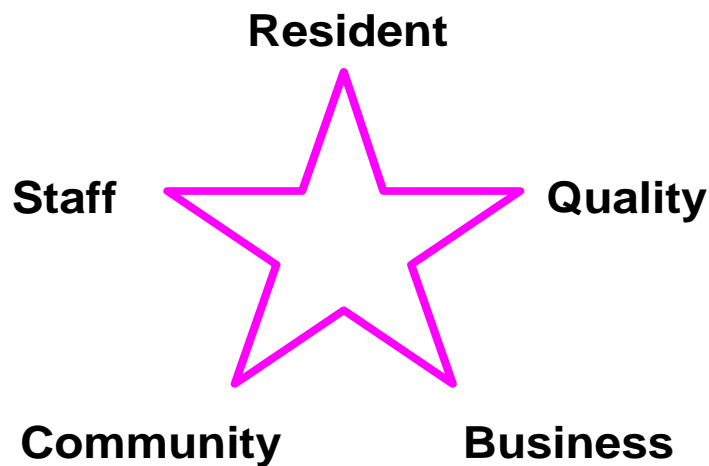
Mission Statement & Philosophy

Mission Statement:

“To provide the highest standards of care in a safe and homely environment”

Philosophy:

“We believe each of our residents has the right to quality care, in a safe, warm and respectful environment at all times”.



Company Goals:

- To operate an innovative, secure and successful holistic Healthcare Service*
- To ensure Resident driven demand for services*
- To attract, retain and nurture quality personnel*
- To ensure robust Continuous Quality Improvement systems*
- To ensure services are integrated with Geraldine and the greater community*

Resident Information

As part of our continuous improvement in quality services we welcome any feedback you might have to improve this Information Booklet for the benefit of future residents at McKenzie HealthCare (MHC). Thank you

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Accommodation

See **Visitor Accommodation** further on in this directory

Activities/Diversional Therapy

Our activity programme is designed and managed by a team of qualified Diversional Therapists (DT). Becoming a DT involves extensive training in what is required to help meet the recreational and social/cultural needs of people in residential care setting. At McKenzie HealthCare the DT is supported by Activity Assistants to implement and maintain the programme tailored to meet the needs of each resident.

Our programme utilises a holistic approach to ensure the residents physical, emotional, social, cultural, sexual, intellectual and spiritual needs are met. This is achieved through group and individual activities.

Regular programme features include: Group and individual exercise sessions to maintain mobility and strengthening, Brain gym exercises, Music, Quizzes, Floor and Table Games, Armchair Travel, Musical Bingo, Bowls, Baking, Craft Sessions, Gardening, Music, Pet visits and Happy Hour.

There are many Theme Days and fundraising events throughout the year including St Patricks Day, Valentine's Day, St Andrews Day, Easter and, of course, Christmas. We are supported by organisations in our community; especially the Alzheimer's Society, Cancer Society and Arthritis Foundation.

Residents have their say and help plan activities at the monthly Resident Forum. We encourage clients to keep up their community contacts and involvement e.g. Probus, Bowls and RSA

There are regular outings in the hospital van for those who are able. We regularly hire the community mobility taxi for those able to go out in wheelchairs.

It is ultimately the choice of the individual to participate in activities. We actively encourage participation and the support of family and friends.

Admission Agreement

Prior to admission you are required to sign a contract with McKenzie HealthCare. In practice this can be delayed due to the practicalities of getting access to those Next of Kin [NOK] or persons holding Enduring Powers of Attorney [EPOA] for Care and Welfare. However, your admission to McKenzie HealthCare is tacit consent by you, or your Welfare Guardian, to the Terms and Conditions in the Admission Agreement until the

document is signed by a person competent and authorised to do so. A refusal to sign the Admission Agreement can result in you being discharged from our care as we require your authority to provide care. It is very important you or your NOK/EPOA retain a copy of the signed Admission Agreement and refer to it when needing to understand your rights and responsibilities as a resident in our care.

Advanced Directives

Advanced Care Plans/Advanced Directives, Orders for Sustaining Life or Living Wills are documents that advise how a person is to be cared for should they no longer be able to convey those wishes themselves. These tend to include advice around whether they be resuscitated or not. No person, other than the resident may issue or sign a resuscitation order. If you have not made your intentions known, in writing, whilst you were legally and medically competent to do so, then staff must act as though you are to be resuscitated unless there is a compelling medical reason for why you should not. We recommend everyone has an Advanced Care Plan, a Will and an Enduring Power of Attorney in place.

Ambulance/St Johns

The initial ambulance service is paid for by the public hospital or residential care service sending the resident to McKenzie HealthCare. McKenzie HealthCare pays for ambulance service from McKenzie HealthCare to the public hospital, or other service being sought, and the return journey. The exceptions to this are outlined in the Admissions Agreement.

Car Parking Facilities

Please feel free to park anywhere in our main car park which is open 24 hours a day. Disabled parking is available. Should your family/whanau wish to stay overnight, say in a campervan or motor home, please seek the permission of management to do so.

Care Planning

It is imperative that you and your Next of Kin/Enduring Power of Attorney/Personal Welfare Guardian are involved in the planning of your care. Soon after admission you will go through a process involving a medical assessment and nursing assessment (interRAI assessment). You will be asked for your allergies, likes and dislikes, daily needs and people and activities that are important to you. You will have any treatments explained to you in language you understand. Once every 6 months we will hold a **Multi-disciplinary Meeting** where your care needs and treatment regimes will be discussed with you to identify if changes need to be made. This information is held on the interRAI National Database. You or your NOK/EPOA are encouraged to attend one of these per year. You will be formally notified of this meeting and advised of its outcome. If, at any stage, you are unsure of what your treatment consists of please ask the Clinical Coordinator or Senior Nurse. We are obliged to ensure you are fully informed of your care options and understand the implications of those options. This is called Informed

Consent and it is your fundamental right.

Church Services

Church Services are held monthly in the Kauri Lounge.

Anglican – 2nd Wednesday of the month

Presbyterian – 3rd Friday of the month

Communion – Fridays

These will be advised by way of notice on the notice board in the Kauri Lounge. Everyone is welcome to attend, and we are happy to arrange for other denominations upon request.

Clothing

The provision of appropriate clothing is the responsibility of the resident and their family or power of attorney. All clothing items must be clearly and permanently named. If the name labels are becoming unclear, we ask that you replace them immediately. We recommend easy care and easy wash garments. We take no responsibility for the shrinking, discolouration or losing of garments such as woollens and white material. If you decide to use expensive woollen garments, we advise you take them home to wash them yourself.

We do provide a laundry service for personal clothing items on an “all care, no responsibility” basis. We undertake to take reasonable care for the laundering and distribution of your personal clothing items but will not replace lost or damaged items.

Complaints

It is common for people in care to feel uncomfortable expressing a concern they might have. We pride ourselves on managing complaints and feedback professionally and have a full procedure in place to ensure they are managed appropriately. If you have ***Compliments, Concerns or Complaints*** do please let us know. In the first instance we recommend you communicate to the Registered Nurse or senior staff member on duty. This should resolve most issues on the spot. Should you still not be satisfied please speak with the manager directly or make an appointment at reception so that she can assist. You will find the procedure to follow, and appropriate forms, at reception. If you have a formal complaint, please use the forms provided at reception so that we can properly process it to ensure the most appropriate help /change or response. In the Admission Agreement we have provided, step by step, the procedure to follow to resolve most issues.

Confidentiality

Your privacy is paramount to us. We will be providing personal care to you and, in order to do so, you are asked to disclose to us personal information. Our staff sign confidentiality clauses in their Employment Agreements to ensure that information that is private to you remains that way. Our computers are password protected and files locked away. Only those staff authorised to look at your file, for the purpose of

conducting care, or audits ensuring care delivery, may do so.

Cultural Safety

From time to time we care for people of different ethnicities. Our staff have training in Cultural Safety to learn to respect the requirements of different cultures. Should you have any cultural needs please advise us so that we can accommodate them. McKenzie Health Care have kaumatua and cultural advisors for Maori and Pacifica.

Donations

Our undertaking is to provide the best quality of care and services practicable within the fees set by the District Health Boards. Families often wish to show their appreciation of the work staff do in this regard by way of making a donation. Donations can be from a box of chocolates, bunch of flowers or cash contribution to the provision of funding for some hospital equipment that will benefit future residents and make the staff's job easier such as a high low bed or recliner chair. We are all here to improve the quality of lives of the residents and to care for the staff providing this service. Any donations that support these aims are gratefully received. Please ask at reception if you would like to give a donation.

Electrical Equipment

Any electrical equipment being brought on to the premises, such as radios, computers, TVs and lights, must have an approved ETSA safety testing tag that is current within the last 12 months. This is in the interest of resident safety.

Enduring Power of Attorney

The Personal Property Protection Act 1987 has provision for someone to manage your property and your personal health and welfare should you become incapacitated for whatever reason. We require residents to have someone appointed for both of these roles. It can be the same person acting on your behalf for both or a different person for each. There are legal forms to be completed to award authority to act on your behalf and you must be mentally competent to complete the form. Otherwise the family court can appoint someone to act on your behalf. If a resident is admitted without these documents in place, we will ask that Powers of Attorney be appointed as soon as possible. Otherwise we will not have proper legal authority to provide healthcare. ***Where we find families non-compliant with this request, we may have to ask the resident to leave our care.***

Fire Alarms

Staff regularly practice fire drills so please do not be alarmed if you hear a fire alarm sounding. Staff will advise you on how to respond. We have fire sprinklers throughout the building for your safety. There are designated assembly points that the staff will guide or take you to. Sometimes this will be to take you to a different part of the building, in what we term a **"Staged Evacuation"**. Only in a full evacuation would you be taken out of the building. For your convenience and safety, you will not be asked to

evacuate the building for a fire drill. **It is essential that all visitors sign in and out of the Visitors Register when visiting clients** so that we know who is always in the building.

Gifts

Staff are not permitted to accept gifts from residents or their families. Please do not embarrass them by putting them in that situation. Grateful residents or families may, instead, make a donation that might benefit staff or future residents generally. See Donations.

GP

All residents are required to have a General Practitioner for their medical oversight. All continuing care/long stay & palliative care residents are offered GP services (House Doctor) provided by Four Peaks Health as the preferred provider of medical services. Where residents choose a doctor other than the House Doctor, the resident will be charged the difference between what their doctor charges MHC and the House Doctor's charge to MHC.

Residents must be seen by a GP on admission either monthly or three-monthly for residents whose medical condition is stable. The Next of Kin is encouraged to attend a doctor's visit to have input into care planning and have any questions answered.

Haircuts

We have an onsite salon and contracted hairdresser who would be happy to cut/style your hair. Appointments are made by arrangement at reception. You are welcome to provide your own hairdresser should you choose. The charges for this service are provided at cost and paid for by the resident at the time of the hair cut or charged monthly.

Informed Consent

We must have your consent, or that of your Enduring Power of Attorney—Personal Welfare, to provide you with healthcare services. To ensure you are getting care that is appropriate for you need to be informed as to what care is being offered and why. It needs to be in a language you understand so that you have control over what options you wish to take up and which you don't. If you or your Welfare Guardian doesn't understand why you are having certain treatments or medications, please ask the Registered Nurse in charge.

Insurance

We accept no liability for any personal items or furnishings. Please arrange your own insurance to cover any valuable items such as hearing aids, dentures, glasses, jewellery, televisions, radios, clothing and furniture. This is not an exhaustive list. From time to time hearing aids and dentures get into the laundry, rings can go missing and dentures and glasses can break. These items must be covered by your own insurance policy.

Internet/Wi Fi

We do not provide free Wi Fi to residents or visitors. Short-term access may be given at the discretion of the General Manager. The Wi Fi password will be changed regularly. Please ensure that any devices purchased for residents have data plans paid for privately. We recommend that if possible, family members organise this. However, residents are welcome to have their own private telephone line installed for this purpose. —See Telephone.

Interpreter

If English is not your first language, we are happy to help locate an interpreter for you to assist in communicating your needs. Please ask the Nurse in Charge.

Intimacy & Sexuality

This is your home, and as such it is important that you enjoy the sort of privacy you would expect in your own home. We are happy to ensure you have signs or a lock on doors to ensure adequate privacy is provided to meet your needs. Intimacy and sexuality are a normal part of a healthy adult's life. Age and disability should not be used to get in the way of your needs being appropriately met. However, nursing staff may intervene if they believe the resident is not able to consent to acts of intimacy and may be, therefore, vulnerable to exploitation.

Mail

Stamps can be purchased from Reception. Mail is collected 3 times a week from a post-box outside Reception by NZ POST. Mail is delivered for residents via the Diversional Therapy Staff on duty.

Meals

We have a 4-week cyclical menu to reduce repetition in our meals. You may well have special dietary requirements, and these will be assessed on admission and on an ongoing basis. If you have special likes and dislikes you must let the Nurse in Charge know so that these can be accommodated to the best of our ability. Sometimes you may have special needs that require input from a Registered Dietician.

Medication

It is important that you declare all medications that you are taking so that we understand what your needs are. If the doctor prescribes medication for you, we will endeavour to ensure you understand what the medication is and what its purpose is and its side effects. Our intention is to ensure you have the minimum amount of medication necessary for your health and welfare.

We will also try to have prescribed the most cost-effective form of a medication, often called "generics" or identical in type and function but of a different name. You are entitled to request a brand of medicine, should that be an option, however if that brand costs more than the one we would provide then you will have to pay for any difference

in cost. Where you request an especially expensive medication that is not subsidised you will be expected to pay for that yourself, should it be prescribed. Where an product is not prescribed but is widely used in Aged Care, is recommended for its excellence such as certain skin creams, and based on a Registered Nurses assessment of your needs, you may be asked to meet the cost of the product after you have been fully informed about the benefits of the product.

Natural Medicines/Nutritional Supplements

We welcome the use of homoeopathic medicine, complementary (alternative) medicines and nutritional supplements. Please advise the GP what it is that you wish to take. You are responsible for the provision of your own complementary medicines.

It is very important that you notify us what supplements you are taking, or wish to have administered, so that we can have the doctor and pharmacist check that they are compatible with other medicines you are on. Herbal Medicines may be safe but there are some that can cause problems with conventional medicine either by neutralising the effectiveness of the medicine or radically worsening side effects. All your medications must be documented in our systems for your safety.

Nurse Call System

For your safety and convenience, we have a nurse call system so that if you require assistance you can press a handset to request assistance. Please be aware that for a standard call, staff may take some time to attend if they are busy in your area, attending to the needs of another resident. We attempt to answer your calls as quickly as possible for your convenience.

Outbreak—Infectious Diseases/Infestations

Occasionally infectious diseases and infestations prevail in our communities such as seasonal ‘flu’. Occasionally there are more serious forms of viral or bacterial infections that are highly contagious and can easily and quickly spread through families and institutions. Example of this is Norovirus (a virus that causes vomiting and diarrhoea). When 2 or more clients are identified as being likely to have these sorts of illnesses, we will react by moving to contain an Outbreak or infestation.

With an Outbreak there is significant risk of the illness spreading to other clients, staff and families. We have the authority to control the movement of visitors and staff. We notify the Public Health Office and implement a range of procedures including limiting visiting until the illness is contained and has passed.

Sometimes people can “Carry” quite serious types of a disease without realising it. Although you may have no symptoms, or the symptoms may be mild for you, the disease may be life threatening for residents and could cause significant distress to them and staff. Given the vulnerabilities of residents we ask that should you be experiencing symptoms of vomiting, diarrhoea, fever or runny nose and coughing, that you avoid visiting until the symptoms have passed. This is in the interest of resident and staff safety.

Premium Room charges

We offer the option for residents to select rooms that have Premium pricing which is not covered by the maximum contribution (private paying clients) or TLA subsidy rate (subsidised clients).

As per Residents Admission Agreement *“Premium Room Services, being services constituted by the additional features of a permanent or fixed nature in a Premium Room (being a room that is superior, by virtue of such additional features, to a Standard Room). Any other services which are requested by the Resident but are outside the scope of the Services provided by this Agreement as specified in clause 1.1. “*

Rooms with additional charges include these features: Room size 19 square metres; private ensuite bathroom; overhead hoist system; superior bed and mattress; balcony; Smart television.

Please discuss these options with the General Manager

Public Transport

Access to Geraldine is by car or bus. Timaru airport is about 25 minutes' drive away. There is no local bus service within Geraldine. If you do not have a car then local transport can be arranged with the Geraldine Community Bus Service Trust. Phone 03 693 1007. This service travels to Timaru and is available to both visitors and residents.

Refreshments

All client meals and refreshments are provided for under the service agreement. Visitors may pre-order meals which will be charged as per our Fee Schedule. Please see staff on duty regarding refreshments such as cups of tea, coffee or Milo.

Restraint

It is our policy to not restrain residents unless there is a compelling safety reason to do so. We work with residents and families to strike a balance between managing risk of falls and harm and residents right to dignified care without loss of freedom. Examples of restraint include the use of bedrails and lap belts to wheelchairs. Sometimes these items are requested by the resident where they fear they might fall out of bed or might find the rail useful to assist with turning over in bed. When used in this way, we call these enablers and not restraints. There are NZ Standards that govern the use of restraints. We will only apply a restraint as a last resort and in consultation with the doctor and the family. The use of restraints invokes additional consent requirements and forms to be completed for monitoring resident comfort and safety when restraints are applied.

Smoking – Smoke free

McKenzie HealthCare and our grounds are completely **smoke free** for all staff, residents

and their visitors.

Staff Relations

The relationship between staff and residents is a professional and therapeutic one.

Telephone

There is a cordless telephone available in the main reception area for public use. We do pay commercial rates on this, so we request you keep your calls short. It is preferable for you to arrange for the person to call you if you wish to have a longer conversation. Clients are welcome to arrange with Spark or other providers to have a private telephone installed in their room. This will be an arrangement directly between the resident and the telephone service provider.

Television

We provide a television in the main lounges. We also encourage social interaction and like people to come out of their bedrooms during the day.

Smart televisions are provided in all rooms in the Willows and Beech Wings. These can also be connected directly to Sky boxes, which residents will need to organise privately. You are welcome to provide your own television for your room in all other rooms. We recommend that the size of the screen for Older People is a **Minimum of 21 inch** and is **Widescreen** in line with new broadcasting standards by television stations. With the aging process the eyesight does not tend to be as sharp as it once was and with degenerative changes more light is needed. All TVs supplied must now have either a built in Freeview tuner or a separate Freeview or Sky decoder supplied by the resident. NB: any televisions being brought onto the premises must have a current ETSA electrical safety tag attached. This is a resident safety issue.

Sky TV

We provide Sky in the Kauri Lounge. Residents wishing to install Sky TV in their rooms, are welcome to arrange this themselves. The bedrooms in the Willows and Beech Wings can connect directly to Sky. There are several Sky Satellite Dishes that can be tapped into for other rooms.

Transport

Please see your admission agreement for the range of activities for which we will provide transport free of charge and for those services for which charges apply. We will provide free transport where a procedure is prescribed by your GP under our contract with South Canterbury District Health Board or the Ministry of Health. For private paying residents and those opting to partake in social outings transport charges tend to apply as per our Fee Schedule.

Valuables

McKenzie HealthCare takes NO RESPONSIBILITY for the safety or care of any personal

items. We recommend that expensive jewellery and non-essential items, or those of significant sentimental value, are left at home with your family. We have a small safe for small amounts of personal cash and temporary storage of personal valuables. Please arrange your own **Contents Insurance** to cover any valuables you choose to bring in to care including but not limited to; hearing aids, glasses, dentures, clothing, watches, rings, jewellery, TVs and radios.

Visiting Hours

Family/whanau and friends are an important part of resident's health needs and visiting is very much encouraged. If safe to do so, we encourage family members to assist residents with some care or at mealtimes on an ongoing basis. This activity can be a very beneficial in maintaining the relationship between the resident and their loved ones.

We do not have specific visiting hours though we do ask that consideration be given to the needs of the resident. **All visitors are required to sign in** at Reception in the "**Visitors Register**". This is so that we know who is in the building in case of fire or natural disaster such as earthquake. Please fill in the time you leave the building as well.

Visitor Accommodation

McKenzie HealthCare does not provide guest accommodation. However, should a client be seriously ill, or in the end stage of life, family members will be encouraged to remain with their loved one in support—at the discretion of management. The Family Room in the Smith Unit has a sofa bed available for family.

Our primary responsibility is the care and comfort of the resident. We see each resident's immediate family and close friends as an essential part of the care team. As far as possible we will make you comfortable at the bedside if you wish to stay with your loved one over night at these times.

Please discuss any requirements you might have with the Registered Nurse in charge.

The closest Motel is:

Andorra Motel,

16 McKenzie Street

Geraldine 7930

Phone: 03 693 8622

Email: andorra.motel@xtra.co.nz

Residents Rights and Responsibilities

RIGHT 1.

Right to be Treated with Respect

1. Every consumer has the right to be treated with respect.
2. Every consumer has the right to have his or her privacy respected.
3. Every consumer has the right to be provided with services that take into account the needs, values and beliefs of different cultural, religious, social and ethical groups, including the needs, values and beliefs of Maori.

RIGHT 2.

Right to Freedom from Discrimination, Coercion, Harassment and Exploitation.

1. Every consumer has the right to be free from discrimination, coercion, harassment and sexual, financial or other exploitation.

RIGHT 3.

Right to Dignity and Independence

1. Every consumer has the right to have services provided in a manner that respects the dignity and independence of the individual.

RIGHT 4.

Right to Services of an Appropriate Standard

1. Every consumer has the right to have services provided with reasonable care and skill.
2. Every consumer has the right to have services provided that comply with legal, professional, ethical and other relevant standards.
3. Every consumer has the right to have services provided in a manner consistent with his or her needs.
4. Every consumer has the right to have services provided in a manner that minimises the potential harm to and optimises the quality of life of, that consumer.
5. Every consumer has the right to co-operation among providers to ensure quality and continuity of services.

RIGHT 5.

Right to Effective Communication

1. Every consumer has the right to effective communication in a form, language, and manner that enables the consumer to understand the information provided. Where necessary and reasonably practicable, this includes the right to a competent interpreter.
2. Every consumer has the right to an environment that enables both consumer

and provider to communicate openly, honestly and effectively.

RIGHT 6.

Right to be Fully Informed

1. Every consumer has the right to the information that a reasonable consumer, in that consumer's circumstances, would expect to receive including:
 - a) an explanation of his or her condition;
 - b) an explanation of the options available, including an assessment of the expected risks, side effects, benefits and costs of each option;
 - c) advice of the estimated time within which the services will be provided;
 - d) notification of any proposed participation in teaching or research, including whether the research requires and has received ethical approval;
 - e) any other information required by legal, professional, ethical and other relevant standards;
 - f) the results of tests;
 - g) the results of procedures
2. Before making a choice or giving consent, every consumer has the right to the information that a reasonable consumer, in that consumer's circumstances, needs to make an informed choice or give informed consent.
3. Every consumer has the right to honest and accurate answers to questions relating to services, including questions about:
 - a) the identity and qualifications of the provider;
 - b) the recommendation of the provider;
 - c) how to obtain an opinion from another provider;
 - d) the results of research
4. Every consumer has the right to receive, on request, a written summary of information provided.

RIGHT 7.

Right to Make an Informed Choice and Give Informed Consent

1. Services may be provided to a consumer only if that consumer makes an informed choice and gives informed consent, except where any enactment, or the common law, or any other provision of this Code provides otherwise.
2. Every consumer must be presumed competent to make an informed choice and give informed consent, unless there are reasonable grounds for believing that the consumer is not competent.
3. Where a consumer has diminished competence, that consumer retains the right to make informed choices and give informed consent, to the extent appropriate to his or her level of competence.
4. Where a consumer is not competent to make an informed choice and give informed consent, and no person entitled to consent on behalf of the consumer is available, the provider may provide services where:

- a) It is in the best interest of the consumer;
 - b) Reasonable steps have been taken to ascertain the views of the consumer;
 - c) Either:
 - i) If the consumer's views have been ascertained, and having regard to those views, the provider believes, on reasonable grounds, that the provision of the services is consistent with the informed choice the consumer would make if he or she were competent; or
 - ii) If the consumer's views have not been ascertained, the provider takes into account the views of the other suitable persons who are interested in the welfare of the consumer and available to advise the provider.
5. Every consumer may use an Advance Directive in accordance with the common law.
6. Where informed consent to a health care procedure is required, it must be in writing if:
- a) The consumer is to participate in any research;
 - b) The procedure is experimental;
 - c) The consumer will be under general anaesthetic
 - d) There is a significant risk of adverse effects on the consumer.
7. Every consumer has the right to refuse services and to withdraw consent to services.
8. Every consumer has the right to express a preference as to who will provide services and have that preference as to who will provide services and have that preference met where practicable.
9. Every consumer has the right to make a decision about the return or disposal of any body parts or bodily substances removed or obtained in the course of a health care procedure.
10. Any body parts or bodily substances removed or obtained in the course of a health care procedure may be stored, preserved, or utilised only with the informed consent of the consumer.

RIGHT 8

Right to Support

- 1. Every consumer has the right to have one or more support persons of his or her choice present, except where safety may be compromised, or another consumer's rights may be unreasonably infringed.

RIGHT 9

Rights in Respect of Teaching or Research

- 1. The rights in this Code extend to those occasions when a consumer is participating in, or it is proposed that a consumer participate in, teaching or research.

RIGHT 10

Right to Complain

- 1) Every consumer has the right to complain about a provider in any form appropriate to the consumer.
- 2) Every consumer may make a complaint to -
 - a) The individual or individuals who provided the services complained of;
 - b) Any person authorised to receive complaints about that provider;
 - c) Any other appropriate person, including -
 - i. An independent advocate provided under the Health and Disability Commissioner Act 1994;
 - ii. The Health and Disability Commissioner.
- 3) Every provider must facilitate the fair, simple, speedy, and efficient resolution of complaints.
- 4) Every provider must inform a consumer about progress on the consumer's complaint at intervals of not more than 1 month.
- 5) Every provider must comply with all the other relevant rights in this Code when dealing with complaints.
- 6) Every provider, unless an employee of a provider, must have a complaints procedure that ensures that -
 - a) The complaint is acknowledged in writing within 5 working days of receipt, unless it has been resolved to the satisfaction of the consumer within that period;
 - b) The consumer is informed of any relevant internal and external complaints procedures, including the availability of
 - i. Independent advocates provided under the Health and Disability Commissioner Act 1994;
 - ii. The Health and Disability Commissioner;
 - c) The consumer's complaint and the actions of the provider regarding that complaint are documented;
 - d) The consumer receives all information held by the provider that is or may be relevant to the complaint.
- 7) Within 10 working days of giving written acknowledgement of a complaint, the provider must, -
 - a) Decide whether the provider:
 - i. Accepts that the complaint is justified;
 - ii. Does not accept that the complaint is justified;
 - b) If it decides that more time is needed to investigate the complaint, -
 - i. Determine how much additional time is needed;
 - ii. If that additional time is more than 20 working days, inform the consumer of that determination and of the reasons for it.
- 8) As soon as practicable after a provider decides whether or not it accepts that a complaint is justified, the provider must inform the consumer of

- a) The reasons for the decision;
- b) Any actions the provider proposes to take;
- c) Any appeal procedure the provider has in place.

At McKenzie HealthCare we also believe the resident has the right to:

1. Know the names and job title of the staff caring for you
2. Have all cares planned and supervised by a Registered Nurse
3. Seek a second opinion from another Registered Nurse or Doctor should you be unhappy with the advice or treatment you are receiving
4. Ensure the strictest confidentiality about any aspect of your stay at McKenzie HealthCare
5. Have a support person or advocate present when discussing your treatment plan even if this requires the presence of an interpreter
6. Have you or your representative be fully informed and involved in the development of your treatment plan
7. Have your spiritual and cultural needs met as much as practicable
8. Refuse treatment or the care being offered
9. Discharge yourself from McKenzie HealthCare against the advice of your doctor, nurse or McKenzie HealthCare management except where this is illegal
10. Comment on or make a complaint about any aspect of our services
11. Read your resident files held at this hospital as per the Privacy Act 1993
12. Receive full and open disclosure from McKenzie HealthCare staff if things go wrong or an adverse incident occurs.
13. Expect any information about you to be stored securely and confidentially at McKenzie HealthCare
14. Have the consequences explained to you should you NOT wish to provide us with information
15. To have a doctor of your choice

Resident Responsibilities are to:

1. Ensure McKenzie HealthCare is given access to all relevant information to assist in delivering safe care
2. Ensure the rights of other clients, staff and visitors are respected
3. Treat McKenzie HealthCare property with care and respect
4. Make suggestions regarding ways to improve our service

5. Comply with any reasonable and lawful requests from staff members
6. Let us know of your whereabouts at all times
7. Inform nursing staff of any change in health
8. Inform nursing staff of any alternative or complementary medicine you might be receiving
9. Observe McKenzie HealthCare's Smoke Free policy.
10. Ensure McKenzie HealthCare's account is paid on time
11. Ensure valuables are stored safely and personal property is insured
12. Supply Clothing and footwear that is easily launderable or make alternative arrangements
13. Relay any complaints or concerns to the Registered Nurse in Charge or General Manager as soon after they come to your attention as possible.

Family/ Whanāu/Visitors Responsibilities are to:

1. Sign the ***Visitors Register***, at the reception desk, inform the Nurse in Charge that they are here and to sign out of the ***Visitors Register*** when leaving McKenzie HealthCare
2. Check that foods, beverages, medicines, nutritional supplements and alternative medicines brought in are checked with the Registered Nurse first, for resident safety reasons
3. Do not smoke anywhere within the hospital or hospital grounds. Respect the rights of other residents, staff and visitors
4. Do not give matches, lighters or cigarettes to residents
5. Inform the Nurse-in-Charge, and seek permission, should they wish to take the resident for a walk or on an outing
6. Speak respectfully and civilly to the staff. (Aggressive behaviours, verbal abuse and intimidation of staff will not be tolerated.)



Notes:



McKenzie HealthCare Limited

Trading as

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Disclaimer: Every endeavour has been made to ensure the accuracy, legality and currency of the material presented in this booklet. However, we reserve our right to revise the information provided, at any time, as we continue to develop our services. Any Resident Information Booklet with a newer Version Date on the front cover will supersede that with an older date.