

M.O.T.H.W.A.

M.O.T.H. WOMEN'S



AUXILIARY

MOTHTWA HAVEN PRETORIA

REGISTRATION NUMBER: 001-091-NPO

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PRETORIA

## **MOTHTWA HAVEN PRETORIA HOUSE RULES**

### **1. INTRODUCTION**

- 1.1. MOTHTWA HAVEN Pretoria is an elder care facility that offers full time in-patient frail care and care for dementia patients. **MOTHTWA HAVEN Pretoria is a frail care home and not a hospital.**
- 1.2. MOTHTWA HAVEN Pretoria fully complies with the requirements of the Older Persons Act 13 of 2006 ("*the Act*") and therefore have strict house-rules that has to be adhered to in order to ensure future compliance and compliance with other ancillary laws applicable to institutions that care for older persons.

### **2. ADMISSION, TARIFFS AND PAYMENTS**

- 2.1. Prior to admission of any resident the applicant or person (as recorded in the Admission Policy) must first complete and hand in all the relevant and applicable application forms, personal and medical details and sign the Admission Policy document, and enter into the Resident Agreement, of which this policy document forms part. **NO ADMISSION WILL BE DONE WITHOUT THE RELEVANT DOCUMENTS COMPLETED AND SIGNED**

- 2.2. The first month after admission is considered a probation period and should the resident fail to comply with these house-rules, the Resident Agreement may be cancelled with 1 (One) day notice and the resident be ordered to leave the premises immediately.
- 2.3. Tariffs are calculated on a monthly basis, which is payable in advance on or before the 1<sup>st</sup> of each month the applicant is a resident of MOTHWA HAVEN Pretoria.
- 2.4. **The tariffs are set out in the introduction document and is subject to change by Management on a month notice. Tariffs are usually adjusted on the 1<sup>st</sup> of April of each year, depending on inflation and other factors, but tariff increases is in the discretion of Management and shall at all times be binding on all residents.**
- 2.5. All tariffs must be paid notwithstanding the fact that the resident is absent from the facility during such calendar month for any reason whatsoever.
- 2.6. A non-refundable administration fee in the amount of R\_\_\_\_\_ is payable upon admission.

### **3. BANKING DETAILS**

Account Holder: **MOTHWA HAVEN**  
Bank: **First National Bank**  
Account number: **51461696590**  
Branch Code: **251545**  
Branch: **Gezina**  
Deposit Reference: **Resident's Initial and Surname**

#### **4. NOTICE AND TERM**

- 4.1. The term of the Residents Agreement is governed by the Agreement. The resident or his/her family must 60 (Sixty) days prior to the expiration of the agreement advise management in writing if he/she/they intends to extend the agreement or not. If no such notice is received it shall be deemed that the Resident Agreement is not to be extended and the resident shall vacate the premises on the date that the Agreement lapse without further notice.
- 4.2. In the event that a resident or his/her family wishes to terminate the agreement prior to the full term of the agreement, Management shall be given 1(One) month written notice of such termination. The resident/family/surety shall remain liable to pay the tariff for the notice period and no deposit paid shall be set off against any tariff payable.
- 4.3. Management reserves the right to immediately terminate the Residents Agreement if the **resident and/or family** becomes a nuisance to fellow residents, and/or refuse to abide by the House-rules and/or fail to make prompt payment of any tariffs all of which goes to core of the Resident Agreement. Under such circumstances the resident shall vacate the facility within 14(Fourteen) days of being notified in writing of such termination.
- 4.4. No refunds will be paid in the event of termination in terms of 4.3 above.
- 4.5. Prior to leaving the facility the resident/surety are liable to pay all outstanding tariffs and fees by failure of which the resident/surety will be held liable for legal cost incurred on an attorney – client scale for the collection of such outstanding fees.

## **5. NURSING CARE AND MEDICATION**

- 5.1. MOTHWA HAVEN Pretoria complies with staff / resident ratios as required in the regulations of the Act. In the event that a resident or family require personal nursing care or constant supervision for a resident such requirement must be discussed with the Manager. If such request is approved the resident/family/surety shall be liable for the cost of the additional personal care worker/nurse on top of any normal fees or tariffs that are payable as per the Resident Agreement.
- 5.2. It is the responsibility of the resident or family member, which ever the case may be, to ensure that the Nursing Manager is advised in writing of all special requirements as prescribed relating to the resident which includes special medical treatment, exercise and diets.
- 5.3. Prior to admission all medical prescriptions must be handed to the Nursing Manager or her duly authorized staff member and all medication must be handed in to the dispensary. **Resident are not allowed to keep any medication or self-medicate.** In the event that a resident has a specific need for medication other than medication prescribed for minor ailments such as a headache or colds, same must be conveyed to the nurse on duty who will dispense medication as per the instruction of the Nursing Manager. **Under no circumstances may family members medicate resident without the prior knowledge of the Nursing Manager.**
- 5.4. It is understood that residents will visit doctors, hospitals and/or clinics on a regular basis. Upon the return of the resident to the facility all prescriptions and medication received must be handed into the dispensary and Nursing Manager must be advised of any change in treatment regiments.
- 5.5. **No staff member may be sent to purchase any medication.**

- 5.6. Residents which belong to a medical aid are advised to register with Noord Pharmacy, who has a service delivery agreement with MOTHWA HAVEN, to have their medication delivered to the facility.
- 5.7. Although MOTHWA HAVEN Pretoria does have transportation facilities, it is first and foremost the responsibility of family to transport residents to and from hospitals, clinics and doctors. In the event of an emergency MOTHWA HAVEN Pretoria reserves the right to call on ambulance services to move a resident to a medical facility, the cost of which shall be borne by the resident/family/surety.
- 5.8. All able residents are expected to receive exercise at least twice a day. Therefore, they shall be up and from bed by no later than 08:30 for morning exercises and activities. Afternoon exercise shall be conducted after 15:00.
- 5.9. Bedridden residents will be turned by staff in accordance with nursing care plans and medical protocols.
- 5.10. **MOTHWA HAVEN Pretoria reserves the right to move a resident from any specific section to another section in accordance with the resident's medical condition without prior notice to family. This is to ensure best practises and care.**
- 5.11. Any social or welfare issues regarding a resident must immediately be brought under the attention of the Nursing Manager who will address the matter in accordance with needs and with the assistance of a Social Worker.

## **6. TREATMENT OF RESIDENTS AND STAFF MEMBERS**

- 6.1. MOTHWA HAVEN Pretoria has a zero-tolerance policy insofar as ill treatment of residents are concerned and such behaviour will not be tolerated. Any incident of ill treatment in any way whatsoever must immediately be reported to the Manager.

- 6.2. Similarly does Management expect that residents shall treat all staff members with dignity and respect and any form of harassment, swearing at, racial remarks and especially violent behaviour towards staff members will not be tolerated. A breach of this clause goes to the core of this House Rules and shall be considered as a material breach and the Management reserve the right to immediately cancel the Resident Agreement as stipulated in 4.3 above.
- 6.3. It is important to note that family members shall adhere to the rules of treatment of staff and residents. Under no circumstances may family members intervene or interfere or confront staff members or residents regarding any situation whatsoever. In the event that a family member is dissatisfied with any treatment or have knowledge of ill treatment of a resident, it is incumbent on them to immediately report this to the Manager so that it can be investigated, and proper disciplinary steps be instituted. In the event that a family member does not comply herewith, access to the facility by such family member can be denied and management strictly reserves the right of access. Continuous disregard of this rule can lead to the termination of the Resident Agreement and the resident will be forced to vacate the facility as stipulated in 4.3 herein above.
- 6.4. **No monies of favours shall be paid directly to any staff members under any circumstances**

## **7. GRIEVANCE PROCEDURES**

- 7.1. All grievances shall be directed to the Manager of MOTHWA HAVEN Pretoria. Such grievances may be done in writing or orally, whichever the resident/family member chooses.

- 7.2. The Manager shall within 7 (seven) working days provide written feedback to the resident or family member of the outcome/solution of the grievance.
- 7.3. In the event that no solution or suitable outcome be reached the Manager shall appoint an independent mediator to investigate the grievance and the finding of the mediator shall be binding on all parties concerned.

## **8. PERSONAL EFFECTS AND ELECTRICAL APPLIANCES**

- 8.1. Any valuable items should be recorded in the administration office. MOTHWA HAVEN Pretoria will not be responsible for any loss or damage to personal items.
- 8.2. MOTHWA HAVEN Pretoria does not supply toiletries and clothing.
- 8.3. There is a laundry facility available at MOTHWA HAVEN Pretoria. All clothing washed at the laundry must be clearly marked. MOTHWA HAVEN Pretoria does not take responsibility for unmarked clothing going missing.
- 8.4. Residents are allowed to provide their own duvets, sheets and blankets. Similarly such goods must be clearly marked and identifiable.
- 8.5. Residents are allowed to have snacks in their room but have to ensure that Nursing Staff are aware of the snacks.
- 8.6. **No electrical appliances other than those supplied by the MOTHWA HAVEN is allowed in the rooms**
- 8.7. If a resident wish to hang pictures same must be requested from management who will provide the services of the in-house handyman to assist therewith.

- 8.8. **Radio's and TV's and music may not be played loudly, especially between 13:00 and 15:00 and after 21:00 or in such a way as to cause a nuisance to other residents. If the resident is hearing impaired, please notify management so that appropriate measures can be taken.**

**9. ABSENTEEISM**

- 9.1. If a resident is going to be absent from the facility and miss more than two meals, such absenteeism must be reported to the office so that record thereof could be kept, and arrangements be made regarding meals.
- 9.2. In the event that a resident will be out for a day excursion or visit they are to return to the facility before 18:45. The main doors to the facility will be closed and locked at 19:00. If a resident return after 19:00 special arrangement must be made with the office so that appropriate arrangements can be made for the resident to gain access to the facility. No access will be granted after 21:00.

**10. MEALS**

- 10.1. MOTHWA HAVEN Pretoria serves meals to all residents and is not a self-catering facility.
- 10.2. **Meals are strictly served at the following times:**

<b>Breakfast:</b>	<b>08:00 to 09:00</b>
<b>Morning tea:</b>	<b>10:00</b>
<b>Lunch:</b>	<b>12:30 to 13:30</b>
<b>Afternoon tea</b>	<b>15:00</b>
<b>Supper</b>	<b>16:00 to 17:30</b>



- 10.3. Meals are only fed to residents in the dining hall and if the resident has become bedridden or is unable to attend the dining hall the sister on duty will instruct a care worker to assist a resident in taking his/her meal.

## **11. PERSONAL HYGIENE**

- 11.1. It is expected from residents to bath daily and attend to their personal hygiene.
- 11.2. In the event that a resident cannot attend bathing on his/her own, a care worker will assist during such sessions. Please advise Management thereof so that the necessary instructions could be conveyed to the staff on duty.
- 11.3. Bedridden residents will be bed washed by care workers.
- 11.4. All able residents are expected to keep their rooms neat and tidy. There are cleaning staff on duty, and they will attend the mopping of floors and dusting of the rooms as well as garbage removal.
- 11.5. Residents are not to roam the corridors in night gowns and slippers or without being properly attired.

## **12. PETS**

- 12.1. Due to medical reasons residents are not allowed to keep pets.
- 12.2. There are feral cats that are roaming the premises. Residents are not to feed them at any stage as it encourages them to return.

## **13. FIREARMS**

No firearms are allowed on the premises and any resident found with a firearm will be asked to immediately leave the premises.

**14. ALCOHOL**

- 14.1. MOTHWA HAVEN Pretoria has a zero-tolerance towards alcohol abuse and alcohol is strictly forbidden on the premises.
- 14.2. Since most of the residents are using chronic medication the use of alcohol is strictly forbidden.
- 14.3. Any resident found abusing alcohol will be dealt with in accordance with a Social Worker and a welfare plan will be structured in conjunction with management, the cost of which shall be borne by the resident/surety.

**15. SMOKING POLICY**

- 15.1. **NO SMOKING IS ALLOWED INSIDE THE BUILDING AT ANY TIME**
- 15.2. Smoking is only allowed in demarcated areas outside the building and residents who smoke must ensure that cigarette buds are properly put out and discarded in the provided containers.
- 15.3. Any resident found to be smoking in a room will be warned and cigarettes will be confiscated due to fire hazards. Continued breach hereof could lead to the termination of the Resident Agreement.

I \_\_\_\_\_ declare that I have taken cognizance of the House-rules and that any unclear rules have been explained and clarified. I undertake to abide by the house rules and understand that by breaking these rules the Resident Agreement may be terminated.

THUS DONE AND SIGNED AT PRETORIA ON THE \_\_\_\_ DAY OF \_\_\_\_\_ 20\_\_

\_\_\_\_\_  
RESIDENT

\_\_\_\_\_  
FAMILY MEMBER

Relationship:\_\_\_\_\_

\_\_\_\_\_  
On behalf of Mothwa Haven