

# **SOF FAD1/A - SOFCA ADMISSION AGREEMENT & HOUSE RULES**

## **1. INTRODUCTION**

SOFCA is an elder care facility that offers full time in-patient frail care and care for dementia patients.

SOFCA is a frail care home and not a hospital.

SOFCA fully complies with the requirements of the Older Persons Act 13 of 2006 ("the Act") and has strict house-rules that must be adhered to in order to ensure compliance with the Act and compliance with other ancillary laws applicable to institutions that care for older persons.

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

Prior to admission of any resident, the application form, complete with all attachments requested, must be completed, signed and handed/mailed to the office for pre-admission screening.

**NO ADMISSION WILL BE DONE WITHOUT THE RELEVANT DOCUMENTS COMPLETED AND SIGNED.**

The first month after admission is considered a probation period and should the resident, resident's family or friends/visitors fail to comply with these house-rules, the admission agreement may be cancelled with 1 (One) day notice and the resident be ordered to leave the premises immediately.

Fees are calculated on a monthly basis, which are payable in advance on receipt of your monthly invoice from SOFCA.

The fees are set out in the admission form. Fees are adjusted on the 1st of April each year, and the increase is dependent on inflation and other factors. The annual increase is at the discretion of the Board/Management and shall be always binding on all residents.

All fees must be paid every month, even if the resident is absent from the facility during such calendar month for any reason whatsoever.

## **3. BANKING DETAILS**

Account Holder:	SOFCA
Bank:	Nedbank, Hermanus
Account number:	1470014343
Branch Code:	198765
Deposit Reference:	Account number on invoice/statement

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

If a resident or his/her family wishes to terminate the Admission Agreement, management must be given 1(one) month written notice of such termination. The resident/family/surety shall remain liable to pay the fees for the notice period and no deposit paid shall be off set against any fees payable.

Management reserves the right to immediately terminate the Admission Agreement if the **resident and/or family and visitors** become a nuisance to fellow residents, and/or refuse to abide by the House-rules and/or fail to make prompt payment of accounts received. Under such circumstances the resident shall vacate the facility within 14 (fourteen) days of being notified in writing of such termination.

No refunds will be paid in the event of termination in terms of above.

Prior to leaving the facility the resident/surety are liable to pay all outstanding accounts, failure of which the resident/surety will be held liable for legal costs incurred for the collection of such outstanding fees.

#### **5. VISITING HOURS**

Visiting hours are open for your convenience, although no visitors are allowed during mealtimes. Visitors are allowed in the rooms, except when a resident is being attended to by a caregiver. Please show consideration and wait until the caregiver has completed her/his tasks before entering a room.

All new/first time visitors please introduce yourself to the sister-on-duty or the nursing manager.

All visitors enter SOFCA at their own risk as we accommodate dementia residents who can be difficult at times. No visitors may approach any resident who is not their family member.

##### **Visiting hours:**

Morning: 09:30 11:45

Afternoon: 13:15 16:45

Evening: 18:15 20:00

#### **6. NURSING CARE AND MEDICATION**

SOFCA complies with staff / resident ratios as required in the regulations of the Act. If a resident or family require extra personal nursing care or constant supervision for a resident this matter must be discussed with the senior nursing staff. If such request is approved the resident/family/surety shall be liable for the cost of the additional personal caregiver on top of any normal fees that are payable.

It is the responsibility of the resident or family member 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.

On admission all medical prescriptions & medication must be handed to the senior nursing staff on duty. Thereafter, all medication will be controlled by the nursing personnel. Residents are not allowed to keep any medication or to self-medicate. If 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 a resident (including natural remedies) without the prior knowledge of the Nursing Manager. All non-prescription medications dispensed from SOFCA stock will be charged to the resident's account.

HGT & urine testing is conducted monthly on all residents – the cost of the test strips will be charged to the residents' account.

It is understood that residents will visit doctors, hospitals and/or clinics on a regular basis. All such visits must be reported to the nursing staff before the appointment. Upon the return of the resident all prescriptions and medication received must be handed into the senior sister on duty and the Nursing Manager must be advised of any change in treatment regimens.

Should a resident require medical oxygen or any other medical/special nursing procedure e.g. catheterisation or intravenous infusion, whether chronically or in an emergency, all medical stock used will be charged to the resident's account.

**No staff member may be sent to purchase any medication.**

Residents who belong to a medical aid are advised to register with Alex Grant or Onrus Pharmacy, who will deliver their medication to SOFCA.

Although SOFCA 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 SOFCA 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.

SOFCA 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.

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

SOFCA has a zero-tolerance policy insofar as ill treatment of residents is concerned and such behaviour will not be tolerated. Any incident of ill treatment must immediately be reported to the relevant area manager.

Management expects that residents/family members and visitors 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 these House Rules and shall be considered as a material breach and the Management reserve the right to immediately cancel the Resident Agreement.

It is important to note that family members/visitors shall adhere to the rules of treatment of staff and residents. Under no circumstances may family members/visitors intervene or interfere or confront staff members or residents regarding any situation whatsoever. If a family member/visitor is dissatisfied with any treatment or have knowledge of ill treatment of a resident, it is their responsibility to immediately report this to the senior sister on duty so that it can be investigated, and proper disciplinary steps taken. If a family member/visitor does not comply herewith, access to the facility by such family member/visitor can be denied and management strictly reserves the right of access. Continuous disregard of this rule can lead to the termination of the Admission Agreement and the resident will be forced to vacate the facility as stipulated above.

**No tips, loans or gifts of any kind are to be made directly to any staff members under any circumstances. Please co-operate fully in this matter.**

## **8. GRIEVANCE PROCEDURES**

All grievances shall be directed to the relevant area manager. It is preferred that any grievances are submitted in writing by email/letter/WhatsApp message.

The manager shall within 7 (seven) working days provide written feedback to the resident or family member/visitor of the outcome/solution of the grievance.

If no solution or suitable outcome has been 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.

## **9. PERSONAL EFFECTS**

All personal effects must be recorded in the 'Items List' on admission and updated when changes are made to the inventory of the resident.

We recommend valuable jewellery is kept to the minimum.

Residents are requested not to keep cash on their person but to hand it in to the sister-on-duty, there is a small safe available for limited amounts. Larger amounts or other valuables can be handed into reception where a larger safe is available. Any valuables kept by the resident are his/her own responsibility and SOFCA does not accept responsibility for them.

There is a laundry facility available at SOFCA. All clothing washed at the laundry must be clearly marked. SOFCA does not take responsibility for unmarked clothing going missing. All clothing must be machine washable and able to be tumble dried.

Please ensure you have sufficient clothing for all seasons.

Residents must provide their own duvets, sheets and blankets – all of which must be clearly marked and identifiable.

Radio's, TV's and music may not be played loudly, especially 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.

SOFCA does not supply toiletries or clothing.

SOFCA will not be liable for any loss or damage to personal items.

## **10. MAINTENANCE & CLEANING**

Rooms are cleaned daily. Spills & splashes are to be reported to the nursing staff or housekeeping supervisor immediately.

All repair work in and around your room must be arranged through management. Report any faults to the nursing manager.

Nails can only be inserted into the walls with permission from the maintenance staff.

All electrical equipment must comply with SABS and is to be maintained by the resident/family.

Any additional equipment for private use is with permission from the management and is used at the owners own risk.

## **11. OUTINGS AND HOLIDAYS**

Residents must be accompanied by a responsible person should they wish to go out. The resident/family member/visitor must sign out in the register at reception and sign in on return to SOFCA.

Medication for the required amount of time will be issued by the sister-in-charge and explained to the responsible person.

The kitchen must be advised should a resident skip a meal – or whether a meal must be kept in the case of late arrival.

If a resident is 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 wishes to return after 19:00 special arrangement must be pre-made with the office so that appropriate arrangements can be made.

## **12. MEALS**

SOFCA serves meals to all residents and is not a self-catering facility. Special diets are only served if medically prescribed – ie. Diabetics, hypertension or in the case of food allergies. Personal preferences are to be supplied by the family or will be charged to the resident's account if supplied by SOFCA. Limit the number of snacks kept in the rooms or label snacks and hand them into the sister-in-charge, these will be kept in the fridge/kitchen as appropriate, please feel free to ask for your snacks as and when you want them.

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.

No alcoholic substances are to be kept in the room.

Special requests regarding drinks/meals are to be directed to the nursing manager.

Should a resident be on or become dependent on TUBE FEEDING (e.g. Ensure or other supplementary meals) it will be for the residents account or must be provided by the family.

Residents and/or visitors are not allowed in the kitchen due to Health & Safety regulations.

Meals are served at the following times:

Breakfast:	08:30
Morning tea:	10:00
Lunch:	13.00
Afternoon tea:	15:00
Supper	17:00

## **13. PHONE CALLS**

No calls can be transferred to the frail care before 09:30 in the morning or during mealtimes. Office hours are 07:00 to 16:00 Monday to Friday. Outside of office hours – if the landline is unavailable, call or WhatsApp the cell phone.

## **14. CHANGE OF ADDRESS/CONTACT DETAILS**

Next-of-kin must inform SOFCA of any changes to personal details.

If going on vacation, weekend away etc. please leave an alternative emergency contact number with the nursing manager/sister-on-duty.

## **15. POPI ACT**

All residents/family members/visitors are expected to adhere to the POPI Act and to respect the privacy of SOFCA's residents and staff members.

## 16. SMOKING POLICY

### NO SMOKING IS ALLOWED INSIDE THE BUILDING AT ANY TIME

Smoking is only allowed in demarcated areas outside the building and residents who smoke must ensure that cigarette butts are properly put out and discarded in the provided containers.

Any resident found 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 this Agreement.

## 17. SOFCA CONTACT DETAILS

Postal Address

SOFCA

PO BOX 321

HERMANUS, 7200

Phone: 028 312 3236/3276

Cell: 076 814 3301 (for use outside of office hours)

Email:

Nursing manager: [sofcanursingmanager@gmail.com](mailto:sofcanursingmanager@gmail.com)

Sister-on-duty: [nursing.sofca@gmail.com](mailto:nursing.sofca@gmail.com)

Admin/accounts: [jennievorster@gmail.com](mailto:jennievorster@gmail.com)

General manager [sofcafrailcare@gmail.com](mailto:sofcafrailcare@gmail.com)

Ensure queries are directed to the correct department.

## 18. COMPLIMENTS & COMPLAINTS

We appreciate either compliments or complaints, as we strive to improve our service continuously. Should you have any reasonable complaint or suggestion, please direct them to the nursing manager. Should you still be dissatisfied, direct your complaint/suggestions in writing to the general manager.

I declare that I have read and understand this agreement. I undertake to abide by the house rules and understand that by breaking these rules this agreement may be terminated.

Read and signed by: \_\_\_\_\_  
Name & Signature

Date: \_\_\_\_\_