

## FEEL WELCOME AT MPUMALANGA FRAIL CARE CENTRE

*Have a pleasant stay with us*

### HOUSE RULES

- 1 Addresses and telephone numbers of next of kin as well as your doctor must be submitted to the office and nurse in charge on arrival. All medication to be declared to the nurse in charge and handed over.
- 2 Everything possible is done to ensure the safety of our residents. Management does not take any responsibility for any accident or injury of residents during their stay.
- 3 Board money is strictly to be paid in advance for one calendar month no later than the seventh of each month.
- 4 Management does not take responsibility for loss of any personal items or money.
- 5 Residents are to take meals in the dining room. Exceptions will only be made on recommendation by nursing staff.
- 6 No residents are allowed in the kitchen.
- 7 No meals are to be prepared in rooms
- 8 Residents are not allowed to interfere with cleaning staff. Any complaints are to be discussed with the housekeeper.
- 9 Residents leaving the Centre to go to town or away for a weekend, must sign out and back in Register and a contact number must be available.
- 10 All residents to be dressed clean and neatly. Residents must preferably bath or shower daily or at least twice a week, except bedridden patients. Men are to shave, or be allowed to be shaved, regularly except if a full beard or moustache is preferred.
- 11 Residents who can bath or shower alone may do so any time during the day or evening. Residents who need assistance to bath will do so according to a timetable. This timetable should be to the satisfaction of the resident. Please discuss any problems with the nurse in charge.

- 12 The hair salon is available daily on the premises and residents are welcome to make use of it, at a reasonable fee.
- 13 Laundry of clothes is done by the Centre and all clothing must be marked. Management is not responsible for maintenance or mending of clothing.
- 14 Only heaters approved by SABS to be used.
- 15 No crockery or utensils are to be removed from the dining room to the rooms.
- 16 To bring heater, microwave or fridge into room, please obtain permission from the Nursing Service Manager.
- 17 Radios or television should not be irritating to fellow-residents.
- 18 Rooms should not be cluttered. Loose carpets, etc can cause injury.
- 19 No fire-arm or any other weapon is allowed.
- 20 Please use water and electricity sparingly. Do not overload plugs.
- 21 Residents may only use own telephones.
- 22 One calendar month's notice must handed in to the Nursing Service Manager of the Centre
- 23 No stock or equipment may be removed which belongs to the Centre
- 24 If a resident leaves or is deceased, no board money will be paid out pro rata.
- 25 No smoking is allowed inside the building (it is the PUBLIC HEALTH LAW). Please smoke outside.
- 26 Hospitalisation: Management is not responsible for residents to and from hospital. Washing of a hospital patient's clothes is not the responsibility of the Centre. Family members can take clothes home to be washed.
- 27 Medication : No next of kin are allowed to provide residents directly with medicine. All medicine must be handed over to the nurse in charge. Management or staff will order private medication from suppliers. Next of kin must arrange for repeat prescriptions and an account at a Pharmacy.
- 28 All medicine will be handled by the nurse in charge. No medicines are to be kept in rooms without permission. Abuse of drugs or alcohol is strictly prohibited. Management retains the right to search rooms or lockers for the abovementioned if a person is suspected of abuse.
- 29 If a person leaves the Centre permanently or is deceased, all personal belongings must be removed within seven days. The Centre does not take responsibility for personal belongings.
- 30 When a resident is deceased, a death certificate will be issued by the resident's doctor and family members must collect it from the doctor's consulting rooms.

31 Management or staff is not responsible for transporting residents to and from Doctors, Dentists, Optometrists, etc. This is the responsibility of the next of kin. Please notify nursing staff if in advance if an appointment has been made.

32 Meal times: Breakfast 8:00  
Lunch 12:00  
Supper 17:00

Teatimes: Mornings 10:00  
Afternoon 15:00  
Evenings 20:00

33 Residents who will not eat at the Centre must notify the kitchen staff

34 Time of rest is between 13:00 and 15:00. Please respect this.

35 NO FIGHTING, BAD BEHAVIOUR, OBSCENE LANGUAGE OR DISTURBING OF PEACE WILL BE TOLERATED.

No person has the right to use abusive language towards, or assault staff members.

36 If the conduct of any resident is of such a nature as to disturb good order in the Centre, management retains the right to give such individual written notice leave the Centre within 24 hours.

MANAGEMENT  
JULY 2013