



## **Guide for Residents**

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Owner: Chief Operating Officer

## **Preface**

This Guide for Residents provides relevant information to prospective and current residents at Dar L-Annunzjata. It provides information about the Residence, offered services, practices, as well as expected rights and responsibilities for residents.

## **The Residence**

Dar L-Annunzjata is expected to open its doors for residents around October 2020. It is situated in Tarxien, in the limits of Gudja and Hal Għaxaq, commonly known as Tal-Barrani. It has a 230 bed capacity distributed on 7 clinical floors above street level. Each resident room has a 43-inch TV, appropriate furniture, seating, fridge, height adjustable beds, telephone line and an ensuite bathroom meeting specific clinical needs of the elderly and compliant with standards set by authorities. Each floor will have a dedicated nurse station, kitchenette and a large living/dining area with TVs. The Residence is also equipped with a beauty parlour and a library.

The Ground Floor includes a retail shop, chapel, a large hall with TVs and 7 clinics where specialists provide services to non-residents. There are also large terraces in levels 6 and 7 overlooking the streets and countryside. There is a roof garden accessible for residents, relatives and staff on level 8.

There are 4 floors below street level. The lower floors host a controlled access garage for staff and visitors as well as for services and stores needed in the residence. It is also equipped with a large Rehabilitation Unit including a gym and a heated therapeutic hydrotherapy pool.

All our residents will have a dedicated nurse call system through innovative wearable devices. This allows residents to move around the residence based on their clinical condition yet, can call for help from any place within the residence rather than be limited to make the call by their bedside. Calls will be received electronically on devices that our caring staff will carry with them so that they can assist calls more efficiently, effectively and in a timely manner.

Strong internet connection is provided and available on all levels within the Residence.

## **Mission Statement**

Dar L-Annunzjata is committed to be the leading provider of long-term care for the elderly. It is our mission to establish ourselves as the household name in Malta in providing high quality, holistic and dignified active ageing services with respectful responsiveness to the individual needs of vulnerable senior citizens. Our care programmes are designed and operated with exceptional quality meeting the widest range of current and future senior citizens' needs promoting full potential and inclusion.

## **Values**

Our philosophy in care is surrounded by a set of values:

1. Residents are our priority and they are always in the centre of our activities
2. Dignity, mutual respect, residents' rights and inclusion are pivotal
3. Residents are full of potential and major contributors towards the wellbeing for self, fellow residents, staff at the Residence and, the community at large
4. Staff at Dar L-Annunzjata are the most important resource and as such must be trained, supported, encouraged, recognised and rewarded
5. Policies and procedures provide a fair and consistent application of rule yet, initiative and creativity are encouraged to reach results-oriented objectives

## **Aims & Objectives**

We aim to provide an optimal, resident-centred care taking into account a holistic approach to satisfy residents' individual needs.

To fulfill this aim, we set the following objectives:

1. To reach established Key Performance Indicators
2. To abide with the National Minimum Standards for Care Homes for Older People
3. To abide with the National Commission Persons with Disability Guidelines

4. To follow agreed internal Policies and Procedures relating to Clinical Practices, Human Resources, Hospitality Management, Infection Control and, Administration
5. To abide with set Social Care Standards for older persons
6. To create a conducive environment throughout the residence enabling senior citizens and/or sufferers from dementia to maintain and promote a safe and active ageing.

### **Organisational Hierarchy**

The Residence is run by highly experienced and academically trained professionals namely the Chief Operating Officer; the Head Clinical Services; Head Hospitality Services and, an Administrative Officer. Dar L-Annunzjata will have around 108 fully trained, qualified professionals and passionate personnel.

### **Services and information**

The Residence provide various services and activities promoting active ageing:

### **Visiting Hours**

1. We encourage people to visit residents as much as possible
2. To balance visits with rest and activity time, Dar L-Annunzjata will be open for visitors between 1015hrs and 1200hrs and between 1530hrs and 2000hrs
3. Residents on the danger list can have visitors at all time
4. Dar L-Annunzjata reserve the right to modify visiting hours as appropriate and may refuse entry as indicated
5. Visitors and residents are invited to meet in common areas so that other residents who are confined to their rooms and/or beds can maintain their privacy and rest
6. Not more than 3 visitors are allowed per resident in their respective rooms so that privacy and correct clinical practices are respected

### **Reception Desk**

1. Dar L-Annunzjata Reception will be open on all days including weekends and Public Holidays.
2. Reception Desk will receive all incoming calls and shall direct the calls as appropriate
3. Staff at the reception desk will also serve as customer care officials to whom, any complaints or recommendations should be addressed (Appendix 2)

### **Family Doctor**

1. Every resident is encouraged to identify and have a named Family Doctor who will be available to visit the resident should there be a need
2. Dar L-Annunzjata can organise visits by the Medical Doctor from the Health Centres when appropriate
3. Dar L-Annunzjata can also provide a private Medical Doctor should the Resident wishes so
4. All payments related to visits by the Private Doctors are borne by the resident
5. Should there be a need for the procurement of addition treatment, resident is to contact family so that items can be bought. Dar L-Annunzjata can contact family in the eventuality that resident cannot contact them for whatever reason

### **Allied Health Professional Services**

1. Dar L-Annunzjata can provide the services of Allied Health Professional at no charge to residents under the Public-Private Partnership Scheme
2. Payments related to private services provided by Allied Health Professional must be borne by the resident

### **Pharmacy Services**

1. All treatment and a medical report must be approved by a medical doctor
2. Dar L-Annunzjata provides supplies of long-term medicine through the POYC Scheme

3. Prescriptions are prepared and signed by a medical doctor at Dar L-Annunzjata
4. All administrative paperwork pertaining to renewals including the Controlled Drug Card are the responsibility of the family
5. All medications must be handed to Dar L-Annunzjata on admission and thereafter. Should a resident opt to keep the medicines and self administer, an appropriate form must be endorsed
6. Dar L-Annunzjata will not be held responsible for any wrongdoings if kept medicines are not taken, wrongly administered, lost or stolen
7. An appropriate lockable drawer will be provided for each resident in their own room for safe keeping of medicine

### **Blood Letting or investigations**

1. Dar L-Annunzjata offers the facility of blood letting on given days
2. Should there be a need for a resident to go to any medical centre for investigations, Dar L-Annunzjata can organise and coordinate transportation

### **Meals and Drinks**

1. Meal time are established as follows:
  - a. Breakfast 0745hrs till 0930hrs
  - b. Drinks 1030hrs till 1100hrs
  - c. Lunch 1120hrs till 1215hrs
  - d. Afternoon Tea 1430hrs till 1515hrs
  - e. Dinner 1715hrs till 1810hrs
  - f. Night drinks 2045hrs till 2230hrs
2. All residents are encouraged to have their meals in the designated dining areas
3. Residents who are unable to eat or drink in dining room shall be offered their meals in their rooms and/or bed
4. Dar L-Annunzjata reserves the right to change meal times as necessary

5. All food and drinks must be consumed within Dar L-Annunzjata by the resident unless approved otherwise by the Management

### **Allocation of Rooms**

1. Residents are assigned a room mainly based on their clinical condition
2. Dar L-Annunzjata is committed to keep the same assigned room however, it reserves the right to move a resident should there be a need
3. Appropriate soft furnishings are available in shared rooms to provide the necessary residents' dignity
4. Residents and relatives will be informed in a timely manner on the possibility to move to another room
5. Dar L-Annunzjata staff will help the resident to relocate

### **Laundry**

1. Linen services including sheets, pillows, pillow cases and blankets will be provided by Dar L-Annunzjata
2. Residents' personal clothes are to be washed and cleaned by the family
3. Dar L-Annunzjata provides laundry services for personal clothes against a fee (Appendix 1)
4. Clothes should be well labelled by the resident or family. Failure of which, Dar L-Annunzjata cannot provide for personal laundry services or held responsible for any shortcomings
5. Residents must have additional clothes until laundry is done
6. No clothes should be left to dry in any place within the residence overlooking the streets

### **Personal Belongings**

1. Permission to get any item from the resident's home into the residence must be sought from Management
2. Free cable TV is available within every bedroom and common areas

3. Residents may opt to keep their valuables either at their home or at the residence's administration officer. Should they opt to keep them, they are encouraged to use the provided lockable drawer at all times. Dar L-Annunzjata shall not be held responsible for any missing item
4. Residents may opt to bring in special aid equipment in which case, they should first be cleared by Dar L-Annunzjata management and then clearly marked as resident's own
5. Responsibility of any maintenance and shortcomings on personal equipment shall be borne by the resident
6. Due to Health and Safety procedures, Dar L-Annunzjata does not accept any use of items such as, but not exclusive to, heaters, electrical blankets and hot plates
7. When resident leaves Dar L-Annunzjata, relatives are asked to vacate the room and belongings within 48 hours following discharge. Dar L-Annunzjata reserves the right to vacate the room and dispose of the items as appropriate. Any costs pertaining to removal and/or disposal of unclaimed belongings shall be paid by the family.

### **Mortuary**

1. Dar L-Annunzjata is furnished with a mortuary room.
2. Funeral services must be arranged by the family.
3. Details of the funeral are to be given by the relatives or delegate to Nurse in charge of the clinical floor where the deceased was cared for.
4. A death certificate is signed by the Medical Doctor from the Health Centre
5. Dar L-Annunzjata reserves the right to transfer the deceased resident by hearse to the Mortuary at Mater Dei Hospital from where the funeral services will take place. Communications will take place between the Residence and the funeral organizer.

### **Grooming**

1. Residents are to wear personal clothes
2. Dar L-Annunzjata is equipped with a hair salon and haircuts are provided free of charge
3. Additional saloon service carries a fee which must be borne by the Resident



4. Beauticians are also contacted should there be requests from residents
5. Requests for services are done at the Reception or within each nurse's station on respective floors

### **Religious Services**

1. Religious services are provided within Dar L-Annunzjata
2. A dedicated chapel is available on the Ground Floor
3. Mass will be held periodically on a regular basis

### **Security and Safety**

1. There is one main entrance/exit at ground level and another access-controlled entrance/exit at Level -1 of the Residence
2. Controlled Access to respective floors is also available through the available lifts within the car park.
3. Controlled access cards are given to each resident so that the immediate family may have access to the residence during visiting hours
4. All visitors must check in at the reception in the respective floor
5. Relatives wishing to take residents out for some time within the Residence should notify the nursing station on each floor. An estimate time of return should be given.
6. Should relatives wish to take any resident out of Dar L-Annunzjata must inform Dar L-Annunzjata at least 2 hours prior to the planned outing
7. Several CCTV are installed and operational in common areas to sustain security and safety

### **Active ageing**

1. Dar L-Annunzjata is committed to promote active ageing through several activities for our residents.

2. An activity coordinator is assigned to maintain activity levels high and sufficient to maintain active ageing
3. Dar L-Annunzjata provides various multipurpose halls where activities are organized and take place. Such activities will include but not exclusively to exercises, social events, drama, music, crafts, art, movies and education.
4. Dar L-Annunzjata provides for an indoor heated hydrotherapy pool for rehabilitation purposes where physiotherapy, exercises and relaxation can take place
5. A large rehabilitation area is available where residents can have supervised exercise
6. Residents will have schedule access to the available spas within the residence
7. Grooming is available at the saloon area
8. The use of special multisensorial equipment and, periodical visits by specially trained speakers will enhance active physical and mental wellbeing
9. Dar L-Annunzjata coordinates outings for our residents as appropriate throughout the year
10. Notice boards throughout the residence will show the programme of activities scheduled for the current and following weeks in advance.
11. Volunteers and community participation are encouraged to provide their services within Dar L-Annunzjata.
12. Nurses will make a clinical judgement upon the suitability of specific planned events and activities vis-à-vis the clinical condition of the resident.
13. Residents must endorse participation in events and activities and Dar L-Annunzjata does not accept responsibility should an incident happen during these activities
14. Supervision from staff will be provided for during the activities unless there would be other priorities.
15. Residents are invited to keep all places clean after use.

### **Top Floor Open Space**

1. The Residence has a roof garden where residents, staff and visitors can enjoy some open space relaxation within a social environment.

2. Access to the roof garden is between 1000hrs and 1845hrs
3. Residents must be supervised whenever they go to the roof garden and staff on the respective floors must be notified before resident moves out of the floor
4. No access to the roof garden is allowed when it is raining
5. Dar L-Annunzjata reserves the right to change and/or omit access times and to specific residents as necessary

### **Special Celebrations**

1. Private functions can be organized within the residence to celebrate special occasions.
2. Floor nursing station and/or reception should be informed at least 4 days before the occasion.
3. The Residence can assist the family to organize festivities as required

### **General Rules**

1. On and/or potential admission to the Residence, staff will show the resident and family around and answer any questions that they might have.
2. Dar L-Annunzjata will provide the necessary care for each resident and satisfies the residents' right for those activities of daily living based on individual care plans that individual residents may have. Such activities of daily living include but not exclusively to nutrition, bathing, getting dressed, toileting, active ageing, inclusion, transferring, medications, treatment and continence.
3. Individual care plans are revisited periodically based on clinical assessment performed by Dar L-Annunzjata staff and/or other specialists as necessary
4. Dar L-Annunzjata reserves the right to use any certified and allowable equipment or aids in order to provide the safest and holistic care for the residents.
5. This may also include the use of restrainers should a resident be of danger to harm self or others. Prior to restraining, a thorough clinical assessment is done and documented.
6. Residents have the right to refuse any treatment or approach of care but have also the responsibility to endorse such refusal as necessary.

7. Dar L-Annunzjata has a zero tolerance for any type of abuse on residents, visitors, service users/providers and, staff. The residence reserves the right to take the necessary action as deemed appropriate which may include but not exclusively to transfer from allocated rooms, expulsion from the Residence and, reports to the Police or other authorities based on the alleged infringements.
8. Residents have the right to know at least 4 hours before the relocation of the allocated room and have the responsibility to comply with the decision taken by management.
9. Residents have the right to know at least 1 day before the relocation out of Dar L-Annunzjata.
10. Alcohol is allowed if maintained within normative limits. Smoking is prohibited unless the roof garden is used under supervision.
11. Responsibilities on willful damages should be borne by the perpetrator.
12. Dar L-Annunzjata reserve the right to stop visitors on its premises should there be sufficient ground to prevent any serious detriment to residents, staff or infrastructure.
13. Residents are provided with three meals and snacks. Additional drinks are also available in common areas. Relatives are invited to provide further drinks should the resident wishes to.
14. No food is allowed out of the dining area.
15. Personal care items but not exclusive to like soap, creams and lotions must be provided by the family.
16. Residents, staff and relatives are to wear decent clothes within Dar L-Annunzjata.
17. Confidential space is available for all residents should they need to consult with any person or professional including but not exclusively to legal and/or financial consultants
18. Entrances/Exits to the Residence will be locked at 2100hrs.
19. Pets are allowed in the residence during visiting hours, after authorisation from the Head of Home.
20. Additional nappies exceeding the number supplied through PPP Schemes will have to be provided by the residents' relatives.

21. Dar L-Annunzjata is equipped with the latest fire safety material including fire retarding equipment, fire alarms, escape routes and fire extinguishers. Fire drills are performed on a regular basis.
22. No staff is authorised to receive payments except from the Residence' Administration.
23. Staff should be informed of any faults so that remedial action is taken.
24. Incident reports can be logged at the reception.
25. Residents have the responsibility to respect Dar L-Annunzjata resources including premises and staff as well as fellow residents, relatives and visitors.
26. Staff members cannot act as witness during wills or power of attorney.
27. All information is kept confidential and anonymity is maintained throughout.

### **Disclaimer**

Dar L-Annunzjata is governed through a set of Policies and Procedures in line with the National Minimum Standards and set Key Performance Indicators. If and for any reason, interpretation of situations is unclear, the final decision and exclusive direction should be taken by Senior Managers or by the most senior staff within Dar L-Annunzjata which direction must be respected and followed throughout.

## Appendix 1

### Fees

#### Medical Doctor Visit

Specialist Consultant

General Practitioner

#### Private Allied Health Professional

Physiotherapist

Occupational Therapist

Psychologist

Speech & Language Therapist

Podologist

Others

#### Private Cable TV

#### Saloon Services

#### Catering Services

#### Laundry Services

Personal Clothing (per item)

## Appendix 2

### **Customer Care Policy**

Dar L-Annunzjata is committed to deliver optimal service and care. Because we have our residents at heart and in the centre of all our activities, through this Customer Care Policy Dar L-Annunzjata is committing itself to quality service as well as provide for an efficient and effective way to handle suggestions and complaints if any.

1. Any issues related to customer care will be dealt with in a timely manner, without discrimination.
2. All cases will be treated with respect.
3. Feedback from Dar L-Annunzjata staff will be provided immediately as per provided Residence's Policies and Procedures
4. Attempt to resolve pending issues at the point of contact.
5. Services at Dar L-Annunzjata are provided within a safe environment.
6. All actions will be according to law
7. Keep residents' need within the centre of our activities
8. Ensure that Dar L-Annunzjata staff are treated with respect
9. Ensure a clear pathway through which anyone can approach the Residence's Customer Care services
10. Recommendations to ameliorate our services are invited and welcomed
11. Ensure the possibility of a face to face contact
12. Ensure that telephone calls are answered within 60 seconds during normal working hours.
13. Any stored non-urgent calls on an answering machine will be replied within 24 hours of the call during weekdays and, within 50 hours during weekends and Public Holidays.
14. Emails and/or other written enquiries are to be acknowledged within 50 hours.
15. Timeframes are determined during which a pending issue is solved.
16. A named Dar L-Annunzjata staff will be assigned and known to enquirers to tackle each issue.

17. Dar L-Annunzjata keeps a record of every notification and remedial actions if any and draws up periodical learning conclusions from them
18. All residents will have the right to speak with customer care and shall be respected throughout.
19. Complaints can be done in person, through a phone call or written to the Customer Care Desk at the reception desk or email [customer care@eldercare.com.mt](mailto:customer care@eldercare.com.mt)
20. Head of Home or delegate will contact the complainant within 60 hours.
21. Attempts are made to settle pending issues within 10 days
22. All information will be recorded on the specific Dar L-Annunzjata Forms
23. Should there be a need for the complainant to contact the Social Care Standards Authority, contact details are as follows:  
Address: 469, Institute Bugeia  
Triq il-Kbira San Ġużepp  
St Venera, SVR 1012 – Malta  
Telephone: 2549 4400  
Email: [info.scsa@gov.mt](mailto:info.scsa@gov.mt)
24. Residents have the right to speak to any Social Care Standards Authority's representative during their routine inspections at the Residence