

MYCARE - BASIC BUNDLE OF CARE COVERED BY LEVY

APPENDIX I

GENERAL MINIMUM CARE AND SUPPORT SERVICES TO BE RENDERED BY MYCARE PROVIDER (PTY) LTD AT SHORELINE SIBAYA

Also referred to as Basic Bundle of Services

A Registered Nurse will be appointed as Nursing Services Manager and will be on site Monday to Friday during office hours. Public Holidays excluded. There will be Care Givers on duty 24hours per day.

1. Emergency Services

- 24 Hour First Aid service as first response in conjunction with the Security Company on site
- Response from Emergency ambulance service working with MyCare
- 24 Hour helpline
Ambulance service claims directly from residents Medical Aid. If not on Medical Aid the resident will be invoiced directly.

2. Wellness Management

- Initial assessment to serve as baseline of wellness
- Annual assessments of residents as required by the Older Persons Act. (Act No 6 of 2013)
- Individualised wellness plans for each resident to ensure quality of life.
- Assessing care needs through the use of measurement tools.
- Advise on wellness and care available on a 24 hour basis.

3. Availability, Management And Staffing Of The Sick Bay

- This service, where different levels of care could be rendered, will depend on the demand. This demand might vary from month to month and also as the estate matures.
- For this purpose the Development will make 6 beds available.
- These beds, depending on the demand, could be utilised in a different way agreed upon by MyCare and the Development.

Daily rate plus consumables used will be charged to the individual.

4. Clinic For Basic Monitoring Purposes

- Available to all residents Monday to Friday, with the exclusion of Public Holidays.
- General advise to the individual on wellness and disease if and when required.
- Daily Blood Pressure, Pulse and Temperature monitoring if required.
- All other services offered at the MyCare Centre will be for the residents own account.

MYCARE - BASIC BUNDLE OF CARE COVERED BY LEVY

5. Home Visits To Residents Not Mobile Enough To Visit The MyCare Centre (onsite Clinic)

- Basic monitoring will be done at home, not at the MyCare Clinic and will include same services.
- Same rule applies as stipulated in point 4

6. Availability Of Consumables And Surgical Stock

- MyCare will ensure that consumables are available.
- Any consumable or stock utilised during the course of any service will be for the account of the resident.

7. Access To Members of the Multi-Disciplinary Team

- Social Worker
- Dietician
- Physiotherapist
- *Consulting with any member of the Multi-Disciplinary team – other than the Registered Nurse on-site – is independent from MyCare.*

8. Referral To The Multi-Disciplinary Team Or Service If And When Required

- Any medical or health related discipline for specialist advise

Amongst others:

- Medical Specialist
- Audiologist
- Podiatrist
- Personal Trainer

- Referral to an activity for health improvement
- Referral for yearly check-up

As the need for specific services from members of the multi-disciplinary team grows MyCare will always strive to “bring care home” and set up scheduled visits from these professionals where possible.

9. Availability, Management And Staffing Of Laundry Services

- Service comply with all legal and other requirements related to the care industry.
- Laundry services will be available to all residents on the estate.
- Total management of this service will be by MyCare.

10. Availability, Management And Staffing Of Cleaning Services

Cleaning services refers to general household and domestic cleaning as well as cleaning of communal areas at Shoreline Sibaya.

- Cleaning Services will be available to all residents on the Estate.
- Total management of this service will be by MyCare.