

## CARE & SUPPORT SERVICES AT SHORELINE SIBAYA

### APPENDIX II

#### ADDITIONAL CARE SERVICES TO BE RENDERED BY MYCARE AT SHORELINE SIBAYA

***Fees are payable for these services. It will be for the individuals own account. These services could be requested by the individual, their treating Doctor or a family member responsible for the individual.***

##### 1. Home Care Services

- MyCare will take on the responsibility of home based care to the individual requiring this service. The cost of which shall be borne by the resident requesting this service.
- Different care options will be available – ranging from one (1) hour of care up to 24 hours care, depending on the individuals requirement.
- An individualised care plan will be set up to serve as guide to the Carer.
- Supervision of such a service will be from both the Registered Nurse placed at Shoreline Sibaya as well as the Home Care Division at MyCare offices.
- Included in this service is a scheduled visit from the Registered Nurse at Shoreline Sibaya once a fortnight.
- The Quality Assurance Manager of MyCare will do reviews once a quarter with the resident making use of Home Care Services to ensure quality of the service.
- A Registered Staff Member will be on standby 24 Hours per day.
- Additional visits from the Registered Nurse will take place on an ad hoc basis if and when required.
- Daily monitoring is done and a file on the service provided, is kept current.

##### 2. Services Offered At The Sick Bay

*This service could include any of the extended clinic services as stipulated in point 3. If utilised while in the Sick Bay the resident will only be charged for consumables used as the actual service will be incorporated in the Sick Bay fees.*

The Sick Bay provide a variety of care options:

- Respite care
- Post-op recovery if no specialised nursing care is required
- Day care
- Long-term care should resident choose not to have care at home

A daily rate plus consumables used will be charged to the individual

##### 3. Extended Clinic Services

*All services as stipulated under point 4 in Annexure A form part of services offered in Annexure B.*

Services described below are available to all residents Monday to Friday, with the exclusion of Public Holidays.

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The following services will be charged for at market related price:

- Vital sign monitoring if required more than once a week
- Monitoring of Glucose levels
- Urine dipstick test
- Rapid cholesterol test
- Giving of injections prescribed by a Doctor
- Basic wound care
- Basic hand and foot care not requiring specialist treatment from a Podiatrist
- Medication management which includes ordering, pre-packing or blister packing and medication reminders
- Insertion of a catheter
- Stoma care
- PEG tube feeds

### **4. Home Visits To Residents Not Mobile Or Well Enough To Visit Clinic**

- Basic monitoring will be done at home and not at Clinic
- Same rule and services applies as stipulated in point 3

### **5. 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.
- Consumables are excluded from any fees payable for services the resident might utilise. This will always be charged separate.
- Pricing will be market related.

### **6. Services - Social Worker**

Services offered include:

- Assistance with life changing decisions
- Counselling:
  - Family counselling
  - Management of loss
  - Trauma counselling
  - Mediator
  - Conflict resolution
  - Ombudsman services
- Administrative Support:
  - Applications for grants and rebates
  - Medical Scheme mediation
- Group Therapy
- Community Work:
  - Advice and information on community involvement

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- Interaction with the community
- Advisor to trustees, nursing staff and individual

### 7. Services - Dietitian

Services offered include:

- Meal plans for healthy living
- Specialised diets and meal plans for specific requirements
- Meal plans according to Doctor's prescription/request
- Vitality Nutrition Assessment
- General consultation on healthy living

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

- Podiatrist
  - Referral to any medical discipline for specialist advise
  - Referral to an activity for health improvement
  - Referral for yearly check-up
  - Referral to specialist services if required as part of the wellness program
- 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. Laundry Services

- Service will comply with all legal and other requirements specific to the care industry.
- Total management of the laundry including staffing.
- Laundry services will include:
  - washing, drying, ironing and folding of clothes
  - washing, drying, ironing and folding of linen
  - washing, drying, ironing and folding of soiled linen
  - washing, drying, ironing and folding of restaurant linen
- A fully equipped laundry to specific specifications will be made available to MyCare.
- All laundry equipment will remain property of the Development.
- All servicing and replacement of equipment will be the responsibility of the Development

### 10. Cleaning Services

*Cleaning services refer to general household and domestic as well as office cleaning which will be charged for at an hourly rate and payable by the individual utilising this service.*

Assisted Living offers a bouquet of services of which cleaning forms part. Residents utilising this service will not pay separate fees for cleaning as the cleaning fee is incorporated in the total charge.

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- Domestic cleaning services will be managed, staffed and coordinated by MyCare.
- No industrial cleaning will be offered.
- Where industrial cleaning is required MyCare will access quotes for the Development to consider.
- Residential cleaning typically includes, but is not limited to the following:
  - Kitchen
  - Living areas
  - Bedrooms
  - Bathrooms
  - Floors (Mopping or vacuum)
  - Dusting
- Office and communal area cleaning will include:
  - Entrances
  - Executive offices
  - Additional offices
  - Common areas
  - Reception area
  - Lobby
  - Restrooms
  - Hallways and Stairwells
  - Elevators
  - Sick Bay
  - Clinic