



**CLAUD SWITZER**  
RESIDENTIAL CARE | KAITAIA

# WELCOME



## The History:

**Claud Ivon Claud Switzer Memorial Trust** was a resident of Mangonui County all his life. In 1954 his will provided for the building of the original 14 bed home to care for the aged needy in this area. In 1955 the facility registered as a Charitable Trust. Growth of the facility to its present size has been in planned, progressive stages.

Over the years, several individuals and organisations have generously supported the Claud Switzer Memorial Trust with substantial grants and legacies. These have made it possible for the Trust to develop the facilities and services to what they are today.

In addition, the day-to-day activities of the Trust are significantly enhanced by the generosity of many people in the community who donate their time, produce, gifts, experience, and knowledge. All are appreciated, important and valued. Each in its own way improves the quality of life of our residents.

The Trust is committed to the provision of a full range of care for the older people of this community.

Today the trust provides residential care for ninety-two older people in the Rest Home, Hospital, and the Puriri Secure Unit.

Our community-based day care service developed in 1998 provides day care for both the well elderly and for those with dementia.

We also provide support to older people who require short term/rehabilitation or respite care to support them to remain in their own homes for longer.

## VISION

Our vision is to provide leadership in the care of older people, and a range of services for their changing and diverse needs. These services will continuously evolve to exceed expectations.

## MISSION

The relief, care, welfare, and benefit of aged needy persons within the geographic area, previously known as the Mangonui County and Kaitaia Borough.

## PHILOSOPHY

We believe that the dignity, privacy, and individual rights of all people must be maintained at all times and that their needs should be provided for with patience, understanding, empathy and respect, with a consistently high standard.

We recognise the special relationship between Iwi and the Crown and appreciate that the principles of the Treaty of Waitangi; partnership, participation and protection must underpin any Māori health strategies that we develop.

## COMMITMENTS

We are committed to:

- Reflecting our philosophy in the services we provide
- Providing high quality services
- Operating within a viable and financially sustainable cost structure
- Building empowering partnerships with individuals, parishes, communities and relevant government and non-government organisations

- The partnership of Te Tiriti O Waitangi
- Complying with all legislation relevant to the Trust
- The continuing education of our staff
- Continuing the founding principles of Claud Ivon Claud Switzer Memorial Trust
- Implementing the principles of the Eden Alternative Philosophy.

## CLAUD SWITZER MEMORIAL TRUST HOME AUXILIARY

The Claud Switzer Memorial Trust Home Auxiliary was initially set up in 1972 to support and supplement the material and social needs of the service. They are a voluntary group who actively seek funding for 'luxury' items.

The aims are to add to the comfort of residents and provide items not provided by the Ministry of Health, and so enhance the quality of our resident's day to day lives and activities.

Members of the Auxiliary work closely with our staff, they make personal visits to residents, providing ongoing close and continuing contact, they provide gifts for all residents for their Birthdays and at Christmas time. They also provide additional funds to our Lifestyle Team (Diversional Therapists) to ensure that special occasions can be remembered appropriately.

The Auxiliary meets monthly on the fourth Tuesday of the month at 1.30pm at Claud Switzer Memorial Trust Memorial Trust in the Eden Room. The funds they raise are used according to the best value and needs of the service, for the benefit of all residents. New members are given a warm welcome.

We are pleased to welcome you, making your new home here at Claud Switzer Memorial Trust Memorial Trust. This brochure outlines the services and amenities provided at Claud Switzer Memorial Trust, please do not hesitate to contact us with any questions.

## Caring for you:

### Accommodation

We provide ninety-three beds for Rest Home, Hospital, Secure Dementia Care and including two beds for short stays clients requiring respite or rehabilitation.

### Care Planning

The clinical team manage the care planning process and we like to ensure that each plan of care reflects your needs. We ask for your assistance in the development of your plan. If you have any concerns, please contact the Clinical Nurse Lead or the Registered Nurse on duty to discuss.

### Doctors

Our Doctors visit routinely and will visit you either monthly or three monthly as appropriate and as often as necessary if you are unwell. Your General Practitioner (GP) may already visit Claud Switzer Memorial Trust Memorial Trust and be able to continue to attend to your medical needs. However, if you do not have a local GP, the Clinical Lead Nurse will be able to advise you about the GPs who work in the area and who regularly visit our facility.

## Falls Prevention

Falls and their subsequent outcomes are a serious health threat for older adults. The rate of falls increases proportionally with the increased number of cognitive and functional impairment risk factors. Most falls in older adults are preventable.

To enable us to help keep you safe and reduce the risk of falls for residents - all new residents will be assessed for risk of falls within the first week of admission. Any resident who is assessed as high risk will be referred to a physiotherapist for a mobility assessment and will be offered an individualised exercise and fall prevention plan to reduce the risk of falls and the possible injuries associated with falling. Please ensure that your shoes fit well, give you good support and enable you to walk comfortably and keep your balance.

## Moving and Handling

To ensure we minimise the risks of injury to staff and/or residents we do not move and handle residents manually. Where the assessment of a resident's mobility has determined that we must use mechanical hoists or other such equipment, we would appreciate your cooperation.

## Call Bells

Nurse-call bells are provided for your convenience. They are located by each bed and in the toilets and bathrooms. A carer will show you how to operate the call system.

## Medications

We would appreciate it if you could arrange to be seen by your doctor, no more than two days prior to you moving into Claud Switzer Memorial Trust to obtain the following:

1. A current prescription for all the medications that you take.
2. A printout signed by your doctor of your current medication and dosages; this will include all forms of medication.

When you arrive at your new home Claud Switzer Memorial Trust, we ask for you to provide us with your first month's supply of medications. To comply with regulations, the medications should be in medico packs (ask your pharmacist). The Trust will require the name and address of the pharmacy where you have usually obtained your medications.

If you are taking any medications (prescribed or over the counter) please bring them with you and give them to the Registered Nurse on admission. We will arrange for you to receive the correct medications that have been prescribed by your doctor.

## Physiotherapy

Claud Switzer Memorial Trust employs its own physiotherapist who will assess your special mobility and exercise requirements.

## Podiatry

A private Podiatrist makes regular visits to Claud Switzer Memorial Trust. This service is at your own cost unless it is prescribed by a medical practitioner (See Admission Agreement). We can arrange an appointment for you. The Trust can provide regular six to eight weekly podiatry treatment at a cost to you on a monthly plan or invoiced on completion.

## Personal to you

Make your room personal to you with the help of family, friends, and carers. We encourage you to bring the items that mean so much to you. Downsizing is one of the hardest actions you may have to take when moving into Claud Switzer Memorial Trust. If you require any help setting up your room our lifestyle and care staff are more than happy to help.

## Personal Belongings

Rooms are furnished with the basic requirements of a bed, chest of drawers and a chair. You may wish to bring your own furniture, pictures and/or ornaments to make you feel more at home any chairs must be covered in a washable fabric. Large items of furniture pose significant risks and inhibit movement in a small space.

Furniture should be identified and included/added to your personal property inventory. The Facilities Team must check all electrical items.

A list of all your belongings will be made on arrival and kept on file. Please notify the lifestyle team or Registered Nurse of any addition or change in your chattels. It is your responsibility to make sure your chattels are labelled with your name.

## Meal Service

Delicious and nutritious meals are freshly prepared every day and special dietary needs are catered for. Simply inform the staff if you have any preferences than what is on the menu for the day, and we will do our best accommodate. A registered dietician reviews the menu/food service and is available to us to provide advice on any special dietary needs.

The usual mealtimes are as follows:

<b>Breakfast</b>	8.00am
<b>Lunch</b>	12.00pm
<b>Evening Meal</b>	5.00pm

However, if you prefer to sleep late and like to have breakfast in bed or your meal later, please let us know.

An early morning beverage is available before breakfast, morning tea 10.00am, afternoon tea is at 2.30pm, supper is at 5.00pm. In addition, water, milk, hot beverages, and snacks are available any time and you can help yourself from the household kitchenettes.

Family/whanau are welcome to share a meal with you for a small cost. Please book in advance at Reception. Family/Whanau can also make themselves a beverage from the household kitchenettes.

## Clothing and Linen

Please ensure your clothing is clearly identifiable with your name on an iron on label or permanent pen. We suggest purchasing Name-it, clothing labels, the order form is included in our brochure package. We encourage you to purchase a type A, Iron-on 50 label pack.

All linen is provided, however if you wish to bring any special items, i.e bedspreads these items need to be clearly named.

Please ensure that items brought to our facility are suitable for washing in a commercial laundry. The cost of dry cleaning is the resident's responsibility, and this should be arranged by the residents or their family/whanau.

## Toiletries

Residents or their representatives are responsible for the cost of your personal toiletries consistent with their individual preference.

## Mail

Incoming personal mail will be delivered to you Monday, Wednesday, and Fridays as per delivery days. Outgoing mail should be stamped (stamps are available to purchase at reception) and handed to a staff member for posting or placed in the post box available.

## Telephones and internet

A cordless telephone is available in each household; please make a note of the household you

live in. You may have a telephone in your room, however, installation and ongoing rental will be your own cost. We have Wi-Fi throughout CSMT so that clients, visitors, staff, and contractors can connect to the internet. Please arrange this service with the lifestyle team.

### Valuables/Money

We advise you not to keep large amounts of money and/or jewellery in your room. We endeavour to take all care but cannot accept responsibility for your valuables or money. Valuables/money may be given to the lifestyle team for safe custody (see insurance).

### Insurance

Residents are advised to hold personal effects insurance for any valuables/belongings as they would if they were in their own home.

### Money/Comfort funds

We recommend that you set up a Comfort Fund whereby the Business Manager can hold monies in the safe for you to access as you require. Drawing on this account may be done during office hours via reception. We keep a running balance of your funds via our online Leecare system.

### Pets

Pets are welcome to visit Claud Switzer Memorial Trust and may come to live at Claud Switzer Memorial Trust, so long as the animal can be cared for appropriately by the resident and / or family, please discuss this with the Resident Wellness Co-ordinator, who will go over the CSMT pet policy. We have eight resident cats and two birds. We also have an active visiting pet programme.

## Claud Switzer Memorial Trust lifestyle opportunities

### Orientation

Within the first three days of you moving into Claud Switzer Memorial Trust one of our lifestyle team will meet with you to discuss the activities that you may wish to participate in and to ensure that you receive a thorough orientation to your new home.

### Lifestyle/Diversional Therapy

We provide a comprehensive activity programme called “Home Happenings” which is displayed in each household and handed to each resident weekly. This displays the events throughout the week you may wish to attend. The aim is to enhance each resident’s social, spiritual, emotional, and physical need.

### Volunteers

Volunteers imbue daily life with spontaneity by creating an environment in which unexpected and unpredictable interactions and happenings take place. **That is the antidote to boredom.**

Volunteers and residents form close and continuous relationships and take part in meaningful activities—for both the resident and volunteers. Volunteers are there to support the growth of the residents, to recognise their needs and interests and to visit them regularly to provide loving companionship in their lives. **This is the antidote to loneliness!**

### Outings

We have a wheelchair carrier, and our Lifestyle team arrange to take residents on regular outings. These may be shopping trips, picnics, or outings to places of interest. If you know of an interesting place you would like to visit, please put forward your suggestion.

Private outings are encouraged with families/friends, and for safety reasons, we ask that you inform us of the dates and times of your departure and return. If you wish to take your relative on an outing and they are unable to get into the vehicle themselves, you will need to arrange a safe transfer. We are no longer able to assist with these transfers since the introduction of the ACC New Zealand Patient Handling Guidelines and our 'No Lift Policy.'

### **Mobility Scooters**

Independence is respected in Claud Switzer Memorial Trust if you wish to bring in your mobility scooter. We would appreciate being advised prior to the mobility scooter being brought in to ensure that there is a space in our scooter storage area. We also need to be satisfied that the resident is both competent and sufficiently mobile to be able to manage the scooter safely without there being a health and safety risk to themselves or others. This may require an assessment by their General/Nurse Practitioner and/or a physiotherapist or Occupational Therapist.

### **Taxi Service/bus link**

Kaitaia offers a private taxi service and there is a bus link service available. Please ask at the reception for contact numbers and timetables.

### **Holistic Health Services**

For those that wish to look at Holistic health services and healing, please speak to our Lifestyle Enhancer. These services can be arranged at a personal cost to you. Services can range from Reiki, Massage, Rongoā homeopathy and many more.

Our lifestyle team offer aromatherapy oils to help with health and well-being of the mind, body, and spirit.

### **Residents Meetings**

We invite you and your nominated representative/carer/support person to attend these meetings which are held monthly. The meetings provide a forum for ideas, questions, and an opportunity for residents to discuss concerns and compliments.

### **Gardens**

Here at Claud Switzer Memorial Trust we have extensive well-kept gardens with outdoor seating and paths for easy walking. Those interested in gardening are welcome to assist. We ask that you do not put pots on decks as these damages the wood.

### **Hairdressing**

We provide a hair dressing salon where our privately contracted hairdresser provides hairdressing services at a reasonable price. The care staff can advise you about what days the service is available and appointments are made with the receptionist.

### **Newspapers**

A complimentary copy of the Northland Age, Advocate and the New Zealand Herald are at reception for your convenience. However, if you prefer to have your own newspaper, please arrange for your family/whanau to organise this through the Herald and/or The Northland Age.

### **Library**

The Library from the Far North District Council visits regularly and can be contacted as needed. Claud Switzer Memorial Trust also has a selection of books throughout the facility including large print books.

### **Chaplaincy**

Chaplains from all denominations are available to visit you. Please ask for the list of local Chaplains, we can arrange a visit for you, or you may wish to contact them yourself.

## Cultural Values & Beliefs

We live in a very diverse cultural community and therefore it is important to us that we meet the cultural needs of all individuals with sensitivity and understanding. We welcome suggestions, requests, or advice to help us to ensure that we do meet the cultural needs of all the people we encounter.

## General House Keeping

To keep the Claud Switzer Memorial Trust wheels running in an orderly and compliant fashion there are some policies and procedures we would like you to know about.

### Electrical Items

At Claud Switzer Memorial Trust we have implemented the following policy concerning the use of electrical items, this includes the use of:

Televisions (flat screens which must be secured safely), Radios, Electric Razors, Fans, and any other electrical equipment. All electrical equipment brought into Claud Switzer Memorial Trust must have an electrical test, it will be tagged and incorporated into a periodic inspection program. Personal equipment testing and tagging will be an additional cost to you for each electrical item that requires testing. It will be repeated and charged to you annually.

We ask that you seek assistance and clarification on the use of any extension cords before bringing them on site.

### Electric blankets, hot water bottles and wheat bags

For health and safety reasons electric blankets, hot water bottles and wheat bags are not used at Claud Switzer Memorial Trust. Gel heat packs are available to purchase, please speak to any clinical team member if required.

### Emergency Procedures

All staff are trained in procedures to be followed in the event of an emergency such as fire. In the unlikely event that an emergency does occur, please remain where you are until a staff member advises you what to do. Our home has multiple fire safe doors/walls to ensure your safety.

### Identification/Photographs

We display a photograph of you on your personal medical and medication record. In addition, photographs of residents participating in events are displayed and then held in our home. We do ask your consent before we post photos on any online/or community pages.

### Smoking/Vaping

Smoking or Vaping are not permitted in Claud Switzer Memorial Trust by residents or staff. However, there are designated smoking areas outside - check with the staff for the location.

### Security

1. Nurse Call system: All residents have their own call bell in their bedrooms. Please use it if you require assistance from staff.
2. All external doors in the facility are secured each night by 8.30pm.

### Visitors

For security reasons we secure all external doors each night by 8.30pm hrs and therefore we prefer visitors to call between 7.00am and 8.00pm hrs.



Please enter the building at the main reception and sign in and out in the visitor's book. If you wish to visit outside of these times, please contact the Registered Nurse on Duty. All visitors to Claud Switzer Memorial Trust are asked to respect the rights of other residents, their visitors, and our staff.

## Financial Information

We welcome all visitors and enquiries. If you would like to view our facilities and talk to staff, please contact the Resident Wellness Co-ordinator, who will be happy to arrange a time to meet with you, show you around and answer your queries - phone (09) 408 8829

### Charges

The availability of subsidies for care varies according to financial and personal circumstances. You will need to discuss your own situation with your needs assessor to ascertain your entitlements. Care fees are set by the District Health Board rather than an individual site, so all Care Centres within a region will charge the same amount for a standard room.

WINZ revises the care fees in July each year. To find out the current care fee set by the DHB visit: [New Zealand Gazette](#).

Private payment will be made in advance on a monthly basis. On admission payment will be made up to the end of the current calendar month. On the 1<sup>st</sup> of the following month, monthly payments will commence based on one twelfth of the annual rate.

Residential Care Subsidy payment on admission will be made up to the end of the current (superannuation) payment fortnight and fortnightly thereafter.

Fees will be increased in line with any cost of living adjustments or charges made to payments from the District Health Board. Services covered by the residential care fee and those for which access is facilitated, but costs are paid for by the resident, are detailed in the Admission Agreement

### Billing and Accounts

Client billing and accounts are managed at Claud Switzer Memorial Trust Residential Care. Enquires and or payments should be made directly to Claud Switzer Memorial Trust at the following address:

Claud Switzer Memorial Trust Residential Care  
71 South Road  
Kaitaia 0410  
Telephone: 09 408 1480 ext. 206  
Email: [leigh@switzer.org.nz](mailto:leigh@switzer.org.nz)

Accounts will be available on Monday to Wednesday 9.00am–4.00pm hrs.

If you would like to pay your account by direct credit, please ensure that you put the full name of the resident as a reference. Payment should be made to the following account:

Name of Account: Claud Switzer Memorial Trust Board  
Bank: ASB Kaitaia  
Account Number: 12 3096 0203868 00

## Resident Phone Policy

The below applies for residents who request to have their own personal landline phone in their room.

- Set up cost: \$200 for installation & set up fees (on-charged)
- Monthly costs: \$55.00
  - \$45 per month for phonenumber + \$10 per month for lease of the phone and wireless adapter.

Once order is placed, it is 2-4 weeks for installation (depending on availability of technician)  
The monthly charges include all calls to New Zealand and Australian landlines and mobiles.  
All additional charges (e.g., international calls) will be on-charged to the resident.

The phone and wireless adapter remain the property of CSMT.

CSMT will remain responsible for the item should any damage occur, unless it is deemed deliberate.

## Donations

Claud Switzer Memorial Trust Memorial Trust is a not-for-profit Organisation registered under the Charities Commission. We depend on community support by way of donations, bequests and grants to help us to serve older people's needs in the Far North. Your support to improve our services would be greatly appreciated.

## Eden Alternative

We are in the process of completing the 10 principles of the Eden Alternative, having already achieved principles 2,3,4,5,8,9 and 10. The mission of the Eden Alternative is to improve the well-being of older people and those who care for them by transforming the communities in which they live and work. The vision is to **eliminate loneliness, helplessness, and boredom.**

The Eden Alternative shows how companionship, the opportunity to give meaningful care to other living things and the variety and spontaneity that mark and enlivened environment, can succeed where pills and therapies often fail. Places that have adopted the Eden Alternative typically are filled with plants, animals and are regularly visited by children.

## The Ten Principles of The Eden Alternative:

### Principle One:

**The Three Plagues of** loneliness, helplessness, and boredom account for the bulk of suffering among our Elders

### Principle Two:

**Building Human Habitats** an Elder-centered community commits to creating a Human Habitat where life revolves around close and continuing contact with plants, animals, and children. It is these relationships that provide the young and old with a pathway to a life worth living.

### Principle Three:

**The Balm of Companionship** Loving companionship is the antidote to loneliness. Elders deserve easy access to human and animal companionship.

#### Principle Four:

**Care Balancing** an Elder-centered community creates opportunities to give as well as receive care. This is the antidote to helplessness.

#### Principle Five:

**Life's Spice** an Elder-centered community imbues daily life with variety and spontaneity by creating an environment in which unexpected and unpredictable interactions and happenings can take place. This is the antidote to boredom.

#### Principle Six:

**Filling Caleb's Basket** Meaningless activity corrodes the human spirit. The opportunity to do things that we find meaningful is essential to human health.

#### Principle Seven:

**Treatment as the Servant of Care** Medical treatment should be the servant of genuine human caring, never its master.

#### Principle Eight:

**Decision Rings** an Elder-centered community honors its Elders by de-emphasizing top-down bureaucratic authority, seeking instead to place the maximum possible decision-making authority into the hands of the Elders or into the hands of those closest to them.

#### Principle Nine:

**Understanding Frost** Creating an Elder-centered community is a never-ending process. Human growth must never be separated from human life.

#### Principle Ten:

**The Magic Wand** wise leadership is the lifeblood of any struggle against the Three Plagues. For it, there can be no substitute.

