

ODW/27.10.2020

**CARE SERVICES:**

**1 HOUSES AND APARTMENTS**

**COMPULSORY MINIMUM CARE SERVICES INCLUDED IN SERVICES LEVY:**

**1.1 Primary Care – Estimated at R 744 - 00 per section / month (2021).**

Primary care consists of maintaining a healthy independent lifestyle for individuals for as long as possible within the comfort of their own home. A set levy for all residents are applicable **for the availability of the services and includes the following:**

- A. An initial medical assessment of each new resident prior to occupation of a residential unit.
- B. A yearly re-assessment of each resident's general health and well-being.
- C. Access to clinic services for all residents at specified times staffed by a registered/staff nurse Monday to Fridays which includes regular monitoring of resident's health status at the clinic e.g. blood pressure measurement, blood sugar, urine testing etc. to minimize risks (preventative care). – Cost of any consumables used will be for the account of the resident).
- D. Availability of medical procedures prescribed by a doctor e.g. administering injections, simple wound care, etc. which falls within the scope of practice of a Registered Nurse.
- E. Access to a 24-hour emergency call system manned by staff registered with the South African Nursing Council. Free emergency callouts will be limited to one free call-out per month.
- F. Advice and support regarding resident's general health and lifestyle to minimize and eliminate risks where possible with the aim to maintain a healthy lifestyle.

- G. One home visit per month where a resident's mobility may prevent them from attending the clinic and will be done by appointment (this is only applicable where a person's medical condition justifies a home visit and will be determined by Medwell Staff).
- H. Where applicable, a care manager will assist to obtain/request benefits from the medical aid on behalf of residents, if such benefits are available from that relevant medical aid and is subject to each medical aids rules, policies and prescribed benefits. (Registered Nursing Agency Practice No. 8001979 is available to negotiate fees with Medical Aids.
- I. Availability of Managed Home-Based Care Services.
- J. Discount on tariffs for managed home-based care services offered by Medwell SA.
- K. Reduced cost for admission to the care unit.
- L. Implementation and use of Medwell Software to clinically manage all resident's clinical information and health status.

## **1.2 Frail Care**

A Frail Care ward will be available with the completion of phase 1 at an estimated reduced rate to residents of R 25 000 – 00 per person/ month (2021)

## **1.3 Optional Extra Care Services Available At Additional Fees:**

All services over and above the services included as part of the levy is subject to an individual assessment and an agreed care plan. The following services can be rendered in the comfort of your home or apartment:

- A. Home based Frail care / Post-hospitalization Care / Post-operative care / Palliative / Terminal Care.
- B. Personal Care (Assistance with personal hygiene / incontinence care / bath / shower / wash / mouth care / hair care / nail care / dressing).
- C. Nebulisation.
- D. Wound care procedure at home. When performed at the clinic or care unite, consumables only will be charged.
- E. Stoma care procedures.
- F. Catheter care procedures.

- G. Performing blood pressure, sugar levels and urine sample procedures.
- H. Medication Administration (order, receive, administer prescription medication).
- I. Administration and ordering of blister packaging.

2. **PREMIER LIVING CARE**

2.1 **Premier Living Medical Services – Estimated at R 3121.20 per section / month (2021):**

This level includes support and assistance with daily living activities over the long term to people who can no longer function independently. This level of service includes all the services listed under Primary Care Services and includes the following additional care services:

- A. Access to a 24-hour nurse call system.
- B. Daily visits by staff (if required)
- C. Medication administration (this does not include administering medication merely the administration if required)
- D. General health monitoring in conjunction with the residents' doctor.
- E. Feedback to family members where required on the well-being of the resident
- F. Close proximity and availability of registered nursing staff.

**Housekeeping**

- A. Bed linen, towels and 5kg of personal clothing 1 x week is included. Additional laundry services will be available at additional cost per section
- B. General cleaning of unit 30 min 2-x week is included. Additional cleaning services will be available at additional cost per section
- C. Compulsory monthly Food & Beverage Discretionary Spend may be utilized for daily meals ordered from the restaurant at no additional delivery cost to Premier Living Suites.

**Additional Services available:**

Daily showering and dressing assistance, (if medically required) - limited to one hour per day. Cost to be as per fees structures provided.

## **2.2 Managed Home Nursing Services**

Home nursing services can be provided and can be tailored to the individual's personal and medical needs. Services rendered will be provided at a discounted rate to the normal tariffs charged by Medwell SA for private home nursing services. Where a medical aid is involved the relevant medical aid tariffs will be applicable. Services will be implemented and managed by the appointed Care Manager and registered nursing staff of the village.

## **2.3 Medical Aid Claims**

Medwell SA and its incorporated entities are accredited with the Board of Healthcare Funders of South Africa with a Home Nursing Practice Number (8001979). Depending on the relevant medical aid of a resident, the individual's medical condition, the rules and regulations of the relevant medical aid, certain services and procedures can be claimed directly from the medical aid on behalf of the resident. A pre – authorisation is required in all cases and will be negotiated on behalf of the resident/patient by Medwell SA.

## **2.4 Frail Care:**

A frail care ward will be available with the completion of phase 1 at an estimated reduced rate to residents of R25 000 – 00 per person/month (2021)

## **2.5 Memory Care Unit (available from the completion of phase 1B).**

**An initial medical assessment of each new resident prior to admission into the Memory Care Unit. Monthly costs will be calculated based on the severity of the residents' condition and the level of care they will require.**

**The Memory Care facility is designed and laid out in such a way as to assist with resident orientation and navigation around the unit.**

**Special care has been taken with regards to the design for the safety and wellbeing of all residents within the unit.**

**Residents within the Memory Care Unit enjoy their own exclusive therapeutic and safe outdoor landscaped garden, which is important for both the body, mind and soul.**

**Themed hobby and activity areas will be provided for, in order to stimulate residents' normal daily activities (Under the supervision of trained staff) for example a replica Kitchen.**