



*Resident's Guide
to Access to Healthcare Services
at Summervale*



RESIDENT'S GUIDE TO HEALTHCARE SERVICES AT SUMMERSVALE

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VERSION TABLE

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7b_V3	2025-01-01	-	Initial release





RESIDENT'S GUIDE TO HEALTHCARE SERVICES AT SUMMERSVALE

1 HEALTHCARE SERVICES AT SUMMERSVALE

At Summervale, your health and comfort are our highest priorities. To make sure you have the best possible care, we've teamed up with Oasis Home Care to bring healthcare services right here to you. Oasis offers a range of services designed to work alongside your current doctor and provide extra convenience.

What Services Are Available?

- **On-Site Clinic:** For everyday health needs, we have a convenient clinic right here at Summervale. You can easily get help with minor health concerns, such as:
 - Routine check-ups
 - Managing common illnesses like colds or flu
 - Basic health advice Qualified healthcare professionals staff the clinic, ready to provide timely and accessible care.
- **24/7 On-Call Nurse:** If you have an urgent health concern outside of clinic hours, a nurse is available by phone 24 hours a day, 7 days a week. This ensures you can always get professional medical advice and support when you need it most.
- **Personalized Home Care:** Oasis also offers personalized care in your own home. This may include help with:

- Personal care (like bathing or dressing)
- Reminders to take your medications
- Other support services tailored to your individual needs.

Important Information About the Clinic:

It's important to know that the on-site clinic is for basic care only. It does *not* replace your regular doctor or provide hospital-level care. The clinic also does *not* give out or store prescription medications. For specialized care, hospital visits, or prescription refills, please continue to see your usual doctor. The Oasis team will work closely with your doctor to ensure you receive seamless care.



How This Guide Can Help:

This guide provides all the details about the services offered by Oasis Home Care at Summervale. You'll find information on how to access these services, contact numbers, and answers to common questions. We encourage you to read through the



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guide to learn about the resources available to support your health and well-being. We're confident that our partnership with Oasis Home Care will make life at Summerville even better.

2 SUMMERSVALE HEALTHCARE AND SUPPORT GUIDE

Welcome to Summerville! We understand that as we age, our healthcare needs may change. This guide is here to help you navigate the various care and support options available to you within our community.

Think of this guide as your roadmap to well-being at Summerville. It explains the different levels of care, from assistance with daily tasks to more comprehensive medical support. We want to make sure you have all the information you need to make informed choices about your health and well-being, empowering you to live your best life possible.

Inside this guide, you'll find information on:

- ⊕ **Understanding the different levels of support:** We offer a range of care options to suit your individual needs.
- ⊕ **Accessing healthcare services:** Learn how to easily connect with healthcare professionals and services right here at Summerville.
- ⊕ **Learning about Oasis Home Care:** Meet your dedicated on-site healthcare provider, Oasis Home Care.
- ⊕ **Exploring various living arrangements:** Discover the

different options available to you as your needs evolve.

- ⊕ **And much more:** From financial considerations to staff training and accountability, this guide covers all aspects of healthcare at Summerville.

We encourage you to take your time to read this document carefully, perhaps over a few days, so you can fully absorb the information. Keep it handy so you can refer to it when a specific matter arises affecting your health and well-being. It's your key to a happy, healthy, and supported life at Summerville. If you have any



questions, please don't hesitate to reach out to our friendly staff. We're here to help!

This guide is a valuable resource designed to support your well-being here at Summerville. We encourage you to keep it handy and refer to it whenever you have questions about your care or the services available to you. Remember, we are committed to providing you with the highest quality of care and support, enabling you to enjoy a fulfilling and comfortable life in our community. Please don't hesitate to reach out to our staff with any questions – we are always here to help.



3 DEFINITIONS EXPLAINED

The definitions in this guide are like a special dictionary just for Summerville! They help explain important words and ideas about healthcare and how things work here. This way, everyone understands the same thing when we talk about different types of care, like "assisted living" or "frail care." It's all about making things clear and easy to understand, so you can make the best choices for your health and well-being. Think of it as learning the language of Summerville to help you feel more comfortable and confident here.

Here's how to use the definitions, especially for our senior residents:

- ⊕ **When you see an unfamiliar word:** If you come across a word or phrase you don't recognize while reading through the guide or talking with staff, don't hesitate to look it up in the definitions section.
- ⊕ **Think of it as a glossary:** The definitions are usually found at the back of the guide, like a glossary in a book. They're often in alphabetical order to make them easy to find.
- ⊕ **Ask for help:** If you're having trouble finding a definition or understanding it, please don't hesitate to ask a staff member for help. We're always happy to assist you.

- ⊕ **Use a bookmark or highlight:** To make it even easier, you could place a bookmark in the definitions section or even gently highlight



important definitions for quick reference.

- ⊕ **Read through it at your own pace:** There's no rush! Take your time to read through the definitions at your own pace. You might even want to read a few each day to become more familiar with the terms.

By using the definitions, you'll be better equipped to understand your care options and communicate effectively with our team.

3.1 DEFINITIONS

"Activities of daily living (ADLs)" ADLs, are the basic self-care tasks we do every day to look after ourselves. These are the essential things that help us live independently and comfortably. They include personal hygiene like bathing and grooming, getting dressed, feeding ourselves, using the toilet, moving from one



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place to another (like from a bed to a chair), and walking or moving around. If someone has trouble with these everyday activities, it might mean they could use some extra help or support to maintain their well-being.

"Area" means the whole property known as the Remainder of Erf 5070 The Strand. This includes all of that property, even if it gets divided into smaller pieces later on.

• **"Association"** means the group that manages Summervale Lifestyle Estate. It's officially called the Summervale Lifestyle Estate Home Owners' Association.

• **"Basic conditions of employment"** refers to the minimum rights and protections you have at work, as set out by South African law (the Basic Conditions of Employment Act). This includes things like minimum wages and other important work rules.

• **"Caregiver"** A "Caregiver" is someone who helps another person who needs assistance with everyday tasks because of age, illness, a disability, or other reasons. This help can include:

- ❖ **Personal Care:** Assisting with things like bathing, getting dressed, grooming, using the toilet, and moving around.
- ❖ **Household Tasks:** Helping with light cleaning, preparing meals, and running errands.
- ❖ **Companionship:** Providing social interaction and emotional support.

Caregivers might also help with simple health-related tasks, such as reminding

someone to take their medicine or checking their temperature. However, they are not allowed to give injections or do other medical procedures that require special training.

If a *nurse* (a Registered Nurse or RN) is providing the care, they can do more advanced medical tasks, such as caring for wounds, catheters, or tracheostomies, giving injections, managing medications, providing care after surgery, and creating detailed care plans. So, while all nurses are caregivers, not all caregivers are nurses.

"Companion" A "Companion" is someone or something that helps you feel less lonely and more connected. Loneliness can be hard, especially as we get older, so having companionship is very important.

Companions can be:

• **People:** This includes friends, family, and caregivers who spend time with you, chat, do activities together, and offer emotional support.

• **Pets:** Animals like dogs and cats can provide love, comfort, and a sense of purpose.

• **Activities and Interests:**

Things like hobbies, books, or even using technology can keep you engaged, stimulated, and





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connected to the world around you.

A companion provides comfort, company, and helps you feel less alone.

"Complementary medicine" refers to natural products used to improve or maintain your health. These products come from things found in nature, like plants, minerals, and even some animal products.

They are used for two main reasons:

a) To help you stay healthy, both physically and mentally. b) To help with health problems, like illnesses or their symptoms.

These natural products can be used as health supplements, like vitamins, or as part of recognized practices approved by the South African Health Products Regulatory Authority (SAHPRA), which is the official body that checks the safety and quality of health products.

"Domestic worker" means an employee who performs domestic work in the home of his or her employer and includes—

- a) a gardener;
- b) a person employed by a household as driver of a motor vehicle; and
- c) a person who takes care of children, the aged, the sick, the frail or people with disabilities, but does not include a farm worker.

"Elderly fall" An "Elderly fall" simply means accidentally falling down. This could be tripping, stumbling, or just losing your balance and ending up on the ground or floor. Falls are

unfortunately quite common for older people, and they can sometimes lead to serious problems like injuries, difficulty getting around, or other health issues.

"Employee" means—

- a) any person, excluding an independent contractor, who works for another person or for the State and who receives, or is entitled to receive, any remuneration (salary); and
- b) any other person who in any manner assists in carrying on or conducting the business of an employer, and "employed" and "employment" have a corresponding meaning.

"Employment law" includes this Act,



any other Act the administration of which has been assigned to the Minister, and any of the following Acts—

- a) the *Unemployment Insurance Act, 2001* (Act 63 of 2001);
- b) the *Skills Development Act, 1998* (Act 97 of 1998);
- c) the *Employment Equity Act, 1998* (Act 55 of 1998);



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- d) the Occupational Health and Safety Act, 1993 (Act 85 of 1993); and
- e) the Compensation for Occupational Injuries and Diseases Act, 1993 (Act 130 of 1993).

"Erf" is a piece of land within the larger property (the Area). It's like a plot or a stand. This includes smaller pieces of land that have been officially divided and approved by the local council, and it also includes units in a sectional title building (like a flat or apartment).

"Following through" with your healthcare plan means doing what you and your doctor agree is best for your health. This includes:

- ➊ Taking your medicines: Taking the right amount of medicine, at the right time, and for the right amount of time, just as your doctor tells you.
- ➋ Making healthy changes: Making changes to your lifestyle, like eating better, exercising more, quitting smoking, or other things your doctor recommends.
- ➌ Keeping your appointments: Going to all your doctor's appointments, therapy sessions, and any other tests or checkups.

This is about working together with your doctor to make sure you're getting the best care possible. It's all about you and what works best for you.

"Health agency" means any person other than a health establishment -

- a) whose business involves the supply of health care personnel to users or health establishments;



- b) who employs health care personnel for the purpose of providing health services; or
- c) who procures health care personnel or health services for the benefit of a user,

and includes a temporary employment service as defined in the *Basic Conditions of Employment Act, 1997* (Act No. 75 of 1997), involving health workers or health care providers.

"Health nuisance or health risk" A "Health nuisance or health risk" is something that keeps happening or is always present that poses a serious danger to people's health and well-being. It's something that needs to be dealt with quickly to prevent harm. It could be anything that threatens people's health or lives.

"Health services"

means the different kinds of help you can get to look after your health. This includes:



- a) Medical care, including things like family planning and emergency medical help, which are rights



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protected by the South African Constitution.

- b) Basic things like good nutrition and basic health check-ups, also protected by the Constitution.

Any kind of medical treatment you might need.

"**Health supplement**" is something you



take to improve or maintain your health. It's a product, like a vitamin or mineral, that's taken by mouth. It's meant to:

- a) Support your overall health.
- b) Add to the nutrients you get from your food.
- c) Provide a nutritional benefit.

Health supplements do not include injections or medicines that are classified as Schedule 1 or higher by the authorities (SAHPRA). These are stronger medicines that require more control.

"**Health worker**" is anyone who helps provide health services to people. This includes many different roles, but it doesn't include doctors, nurses, or other formally qualified healthcare providers. Think of health workers as the support staff who assist the healthcare providers.

"Instrumental Activities of Daily Living (IADLs)" are the everyday tasks that let us live independently in our homes

and communities. These are a bit more complex than basic self-care (like bathing and dressing). IADLs include things like:

- ⊕ **Managing Finances:** Handling money, paying bills, and budgeting.
- ⊕ **Preparing Meals:** Planning, cooking, and serving food.
- ⊕ **Housekeeping:** Doing chores like cleaning, laundry, and tidying up.
- ⊕ Shopping: Buying groceries and other necessary items.
- ⊕ **Using Transportation:** Getting around, whether by driving, using public transport, or arranging other transportation.
- ⊕ **Managing Medications:** Taking the right medicines at the right times.
- ⊕ **Using Communication Devices:** Using the phone, writing letters, or using other ways to communicate.

Being able to do these IADLs helps us maintain our independence. As we get older or experience health issues, these tasks can become more challenging. If you find yourself struggling with IADLs, it's a good idea to talk to your doctor or a healthcare professional for advice and support.

"**Land use**" means the purpose for which land is or may be used lawfully in terms of the development management scheme;

"**Medical watching brief**" means carefully keeping an eye on



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someone's health without rushing into treatment. This is often used for older people when their condition is stable, when treatments might cause more problems than they solve, when doctors need more information, or when the person prefers a less aggressive approach.

It involves:

- ✚ Regular check-ups and monitoring.
- ✚ Managing any symptoms to keep the person comfortable.
- ✚ Talking openly with the person and their family.
- ✚ Being ready to start treatment if needed.

Essentially, it's a way of closely following someone's health and making sure they are comfortable without immediately starting active treatment but being prepared to act if things change.

"Overtime" means the time that an employee works during a day or a week in excess of ordinary hours of work.

"Owner" includes their successor-in-title and means –

- a) the person whose name is registered in a deeds registry as the owner of land;
- b) the beneficial owner of land in law;
- c) the owner of land by virtue of vesting in terms of this By-Law or another law; and
- d) the legal representative of the owner or their estate where the registered owner lacks legal

capacity for any reason



including age, mental health, mental disability, end of life or insolvency.

"Patient-centered approach" means that your healthcare is focused on you as an individual. It means that your specific needs, what you prefer, and what's important to you are put first. This includes:

- ✚ **Shared decision-making:** You and your healthcare providers work together to make decisions about your care.
- ✚ **Open communication:** You can easily talk to your healthcare providers and ask questions.
- ✚ **Emotional support:** You receive support for your emotional well-being as well as your physical health.
- ✚ **Coordinated services:** All your different healthcare providers work together to provide you with seamless care.



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In short, a patient-centered approach means that you are an active participant in your own healthcare.

"Person" means an individual, a company, or a trust. For example, if a property is owned by a trust, the trust is considered the "person" who owns the property.

"Polypharmacy" means taking multiple medications at the same time. While it's often defined as taking five or more medications, it's more about whether the medications are appropriate for you, regardless of the number.

Polypharmacy can include:

- ✚ Taking medications, you may not need.
- ✚ Taking medications that do the same thing.
- ✚ Taking medications that might not be the safest choice for you.
- ✚ Experiencing negative interactions between different medications or between medications and existing health conditions.

Important to Note:

Even if you're taking fewer than five medications, you could still be experiencing polypharmacy if your medications aren't working well together or causing problems.

Why This Matters:

- ✚ Taking multiple medications can increase the risk of side effects, interactions, and other health issues. It's

important to review your medications regularly with your doctor or pharmacist to ensure they're still necessary and appropriate for you.

4 MAINTAINING QUALITY OF LIFE STANDARDS IN SUMMERSVALE LIFESTYLE ESTATE

4.1 THE CHALLENGE OF AGING IN PLACE AT SUMMERSVALE

At Summerville, we want everyone to enjoy a good quality of life. Because we're a retirement village for people



50 and over, we know that everyone's health and abilities can change over time. This means we need to be clear about what a good quality of life means here and how we can support everyone.



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We want to avoid situations where someone's declining health makes it hard for them to live comfortably or puts too much strain on the

community. That's why we've created this document. It explains:

- ✚ **What a good quality of life looks like at Summervale.**
- ✚ **What's needed to continue living here.**
- ✚ **What kind of support is available.**

Why This is Important:

Having clear guidelines helps everyone.

- ✚ **For you:** You'll know what to expect and what support you can get.
- ✚ **For your family:** They'll have peace of mind knowing we have plans in place.
- ✚ **For Summervale:** It helps us plan ahead and make sure we have the resources to support everyone's changing needs.

By planning ahead, we can make sure Summervale remains a safe, comfortable, and desirable place to live for many years to come. This also helps our community's reputation as a place that truly cares for its residents.

4.2 UNDERSTANDING SUPPORT AT SUMMERSVALE

At Summervale, we understand that everyone has different needs, and these needs can change over time. To help us better support everyone, we've thought about the different levels of assistance someone might need. Think of it as a range, from being completely independent to needing more help.

✚ Stage 1: Active and Independent:



This is for those who are very active and independent, like someone who's still very fit and active. You're able to do everything yourself, participate in activities, manage your own affairs, and take care of your home. You need little to no support.

- ✚ **Stage 2: Mostly Independent, with a Little Help:** You're still able to do most things on your own, but you might need a little help now and then. This could be with things like heavy cleaning, getting around, or preparing meals sometimes.

- ✚ **Stage 3: Needing More Regular Help:** You need more regular help with everyday tasks like bathing, dressing, getting ready, and



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managing medications. You might have some trouble getting around or have some memory issues that require support.

⊕ **Stage 4: Needing a Lot of Support:**

You need a lot of help with most daily activities. You might have significant physical or memory problems and need 24-hour care. This stage focuses on comfort and care in the later stages of life.

Why This is Helpful:

Understanding these different stages helps us:

- ⊕ **Understand your needs:** It helps us recognize the different levels of support people might need.
- ⊕ **Provide the right support:** It helps us make sure we're offering the right kind of help at the right time.
- ⊕ **Plan for the future:** It helps us plan for the future needs of the community.

4.3 SUPPORT AVAILABLE AT EACH STAGE

Stage 1: Active and Independent:

- ⊕ You can enjoy all the social activities, recreational facilities, and community events we offer.
- ⊕ We'll take care of basic maintenance for your property, so you don't have to worry about it.

Stage 2: Mostly Independent, with a Little Help:



- ⊕ If you need a hand with things around the house, we can arrange help with cleaning, laundry, or having meals delivered.
- ⊕ We can also help with transportation if you need it.
- ⊕ If you need occasional medical help or nursing support, we can arrange that too.

Stage 3: Needing More Regular Help:

- ⊕ We have on-site assisted living options available, or we can connect you with home healthcare providers.
- ⊕ These services can help with personal care like bathing and dressing, managing your medications, and other support you might need.

Stage 4: Needing a Lot of Support:

- ⊕ For those who need more extensive care, we offer frail care facilities or can arrange



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specialized nursing care, either here at Summerville or at a suitable facility nearby.

4.4 WHEN LIVING AT SUMMERVALE MIGHT NEED TO CHANGE

We want everyone to be able to live comfortably and safely at Summerville. Sometimes, though, changes in someone's health might mean that living here is no longer the best option for them. These decisions are never easy, and we always consider each situation carefully and with compassion. Here are some situations that might suggest a change is needed:

- ⊕ **Serious Memory Problems:** If someone has severe memory problems, like advanced dementia or Alzheimer's disease, it can become very difficult for them to live safely and independently, even with support. If Summerville isn't equipped to provide the specialized care needed for these conditions, this would be an important consideration.
- ⊕ **Needing Constant Nursing Care:** If someone needs constant nursing care or has very limited mobility that we can't properly manage here at Summerville, it might be necessary to consider other care options.



⊕ **Behaviours That Cause Concern:**

Concern: If someone displays behaviours that could be harmful to themselves or others, or if their behaviour significantly disrupts the peace and well-being of others in the community, we would need to address the situation.

⊕ **Complex Medical Needs:**

If someone has very complex medical needs that require constant medical attention beyond what our staff can provide, it may be necessary to find a more suitable care setting.

4.5 IMPORTANT CONSIDERATIONS

At Summerville, we understand that needs change over time. We're committed to supporting our residents in a caring and respectful way, while also ensuring a comfortable and harmonious community for everyone. Here's how we approach this:

- ⊕ **Clear Guidelines:** We have clear, written guidelines that explain how we assess residents' needs, provide support, and, in



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rare cases, determine if Summerville is no longer the best fit. These guidelines are shared openly with all residents.

- **Regular Check-ins:** We regularly check in with each resident to understand how they're doing, both physically and mentally. This helps us make sure everyone is getting the right level of support.
- **Strong Healthcare Connections:** Through Oasis, we work closely with local doctors, nurses, and other healthcare professionals to ensure residents have easy access to the medical care they need.
- **A Caring Approach:** Any decisions about residency are made with great care and respect for each individual. We work closely with residents and their families to explore suitable alternatives and provide support during any transitions.

We believe in finding a balance between respecting each resident's independence and ensuring the well-being of the entire Summerville community. We want everyone to feel supported and comfortable. By clearly outlining the types of support we offer and the criteria for residency, we help residents make informed choices about their care and lifestyle. This also helps us manage resources effectively and ensure we can provide appropriate support to everyone. This approach helps create a strong sense of community where everyone feels valued and respected.

5 SUMMERSVALE LIFESTYLE ESTATE RESIDENCY AND SUPPORT POLICY

5.1 POLICY OVERVIEW

At Summerville, we want everyone to enjoy a comfortable and fulfilling life. This means we have a clear plan in place to understand each resident's needs, provide the right support, and ensure Summerville remains a welcoming home for all. This plan covers how we:

- **Assess your needs:** We'll regularly check in with you to understand how you're doing and what support you might need.
- **Provide support:** We offer a range of services to help you maintain your independence and well-being.
- **Ensure Summerville is the right fit:** In rare cases, we may need to discuss whether Summerville can continue to meet your changing needs.

Our main goal is to help you enjoy a high quality of life while maintaining a supportive and thriving community for everyone at Summerville. This applies to all of our residents.

5.2 DEFINITIONS:

To help everyone understand how we provide care at Summerville, here are some explanations of common terms:

- **Independent Living:** This means you're able to manage your daily life on your own, without needing regular assistance.



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- **Mildly Dependent Living:** This means you might need a little help from time to time with certain tasks, like heavy cleaning or transportation.
- **Moderately Dependent Living:** This means you need regular help with several everyday activities, such as bathing, dressing, or preparing meals.
- **Highly Dependent Living:** This means you need extensive care and assistance with most or all daily activities. This level of care may also be needed during a transition to end-of-life care.
- **Regular Assessment:** This is a regular check-in where we look at your physical health, your memory and thinking skills, and your overall well-being. This helps us ensure you're getting the right support.
- **Support Services:** These are services we provide to help you with daily living. Examples include help around the house, transportation, meal preparation, personal care like bathing and dressing, and nursing care.

5.3 POLICY STATEMENTS

5.3.1 Assessment of Resident Needs

We want to make sure everyone at Summervale receives the right care and support. Here's how we understand your individual needs:

- **Before you move in:** We'll have a friendly conversation to learn about your current needs and how we can best support you. This is our first step in getting to know you.
 - **Regular check-ins:** We'll have regular check-ins with

you, conducted by qualified professionals like registered nurses, social workers, or occupational therapists. These check-ins help us understand if your needs have changed over time. We'll do these as needed, and they help both you and your family make informed decisions.



■ **What we'll talk about:** During these check-ins, we'll discuss your:

- Physical health
- Memory and thinking skills (cognitive function)
- Emotional well-being
- Social needs (how you connect with others)

■ **Your involvement:** We encourage you and your family to be actively involved in these discussions. Your input is very important to us.

■ **Personalized support plans:** We'll use the information from these discussions to create a support plan that's tailored just for you. This ensures you receive the specific support you need.



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5.3.2 PROVISION OF SUPPORT SERVICES

At Summervale, we can help you access a range of services to make your life easier and more comfortable. We work with trusted service providers to offer support tailored to your individual needs. These services may include:

- ⊕ **Help around the house:** This includes things like cleaning, laundry, and having meals delivered to you.
- ⊕ **Help getting around:** We can arrange transportation assistance if you need help with getting to appointments or other outings.
- ⊕ **Help with personal care:** This includes assistance with bathing, dressing, and grooming.
- ⊕ **Help with medications:** We can assist with managing your medications to ensure you take them correctly.
- ⊕ **Nursing care:** If you require nursing care, we can help you access those services.
- ⊕ **Access to healthcare professionals:** We can help you connect with doctors and other healthcare professionals as needed.

It's important to know that residents are responsible for the cost of these support services. We can provide you with information about pricing and available options.

5.3.3 RESIDENCY REVIEW PROCESS

Sometimes, residents' needs change. If we find that we can no longer properly support a resident within Summervale, we'll start a review to see if staying at Summervale is still the best option. We handle this with great care and respect.

What might cause a review?

A review might happen if:

- ⊕ Someone's physical or mental abilities decline significantly.
- ⊕ Someone develops behaviours that could be unsafe for themselves or others.
- ⊕ Someone needs constant medical care that we can't provide at Summervale.
- ⊕ A professional assessment suggests that Summervale is no longer the right place for them.

How does the review process work?

Oasis will carry out the review,



following established procedures.

- ⊕ The resident, and/or their family or chosen representative, will have the chance to share their thoughts and opinions.
- ⊕ We'll make decisions with compassion and respect, carefully considering all the possibilities.
- ⊕ If we decide that staying at Summervale is no longer suitable, we'll help the resident and their family find other living arrangements and make the move as smooth as possible.

COMMUNICATION AND TRANSPARENCY

You'll receive a copy of this information when you move in, and



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we'll always make it easy for you to access it again if you need to.

If we make any changes to this information, we'll let you know promptly.

We'll keep in regular contact and make sure it's easy for you to ask questions or share any concerns you might have.

5.3.4 Collaboration with Healthcare Professionals

At Summervale, we work closely with local doctors, nurses, and other healthcare professionals to ensure you have access to the medical care and support you need.

5.3.5 REVIEW

We regularly check and update this information to make sure it continues to meet everyone's needs at Summervale. The trustees, with advice from experts, will review it as needed. This helps us keep up with any changes and ensure we're always providing the best possible care and support.

Here's how we make sure everything stays up-to-date:

- ⊕ **Regular reviews:** We'll have scheduled reviews, probably once or twice a year, to check how well things are working and see if anything needs to be clearer or improved.
- ⊕ **Your feedback:** We want to hear from you! We'll make it easy for residents, families, and staff to share their thoughts and suggestions. This might include surveys, suggestion boxes, or regular meetings.



⊕ **Keeping track of services:** We'll keep track of how often different support services are used. This helps us understand what people need and make sure the right services are available.

⊕ **Staying informed:** We'll keep up-to-date with the latest best practices in healthcare, any new laws, and industry standards. This ensures everything we do is in line with current knowledge and legal requirements.

⊕ **Looking at the numbers:** We'll also look at information collected from resident assessments and service use to spot any trends and make informed adjustments. This helps us base any changes on real evidence.

By constantly checking and updating this information, we can make sure Summervale continues to adapt to everyone's changing needs and maintain a high standard of care and quality of life for everyone in our community.



6 ELDER CARE WITHIN THE NUCLEAR FAMILY: CHALLENGES AND STRATEGIES

Many families today still consist of parents and their children living together. However, it's becoming more difficult for these families to provide all the care needed by their older members. This is due to several reasons, such as changing family structures, different expectations about care, and financial pressures. This discussion looks at the relationship between older people and their families, highlighting some of the challenges and suggesting ways to provide better support.

6.1 THE IMPACT OF NUCLEAR FAMILY STRUCTURE ON ELDER CARE

Here are some things about modern families that can make it harder to care for older relatives:

- ⊕ **Smaller families:** With fewer family members, there are fewer people to share the responsibility of caregiving. This often means the burden falls heavily on adult children. While it's good to be independent, smaller families might also mean less support from other relatives who might have helped in the past.
- ⊕ **Families living far apart:** Often, family members move away for work or other reasons. This can make it difficult for them to provide regular support and assistance to their older relatives.

⊕ **Both partners working:** Nowadays, it's common for both partners in a couple to work. This, along with changing roles for men and women, can make it very difficult for those who are also trying to care for an older family member. It can be hard to balance work and caregiving responsibilities.

6.2 KEY CHALLENGES FACED BY NUCLEAR FAMILIES IN ELDER CARE



Families today face many challenges when caring for their older members:

- ⊕ **The strain on caregivers:** Adult children often become the main caregivers, which can be very demanding physically, emotionally, and financially. This strain can be even greater depending on the caregiver's own age, health, family relationships, and how much care is needed.
- ⊕ **Feeling lonely:** Older people in smaller families can sometimes feel lonely because there are fewer people around and less social interaction compared to



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larger families. This is especially true for older women.

- ✚ **Money worries:** Caring for an older person can be expensive, with costs for medical care, medications, and changes to the home. If the older person or the caregiver has to give up work, money problems can become even worse.
- ✚ **Difficult arrangements:** It can be difficult to manage doctor's appointments, medications, and deal with the healthcare system. This can be even harder if there are problems with transportation or if it's difficult to find information and support.
- ✚ **Lack of support from other family:** Smaller families often don't have the same support from other relatives that larger families might have. This means they often have to rely on paid services, which may not provide the emotional and social support that's needed. Feeling obligated to care for family can add to the caregiver's burden.

It's important to remember that older people can also contribute to their families. They can provide emotional support, share their knowledge and experience, and help with childcare or household tasks. However, this depends on their health, mental abilities, financial situation, and how well they get along with other family members. Good relationships between older parents and their adult children are very important for everyone's well-being and can help prevent feelings of being neglected.

6.3 STRATEGIES FOR SUPPORTING AGING LOVED ONES

To best support our older loved ones, families should plan ahead and take a well-rounded approach:



- ✚ **Open and ongoing conversations:** It's important to start talking early and continue discussing what your older family member wants, prefers, and is worried about. Include them in decisions about where they live, their healthcare, finances, and end-of-life wishes. It's helpful to write down these important decisions and preferences.

- ✚ **Organizing care:** It's a good idea to have one person in the family act as a coordinator to manage communication and work with doctors and other healthcare providers. Setting up a way to easily share information among family members is also helpful. It's important to understand what kind of support is needed and explore available resources and services.



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- **Practical and emotional support:** Regular visits and social interaction are very important. Offer help with everyday tasks like bathing, dressing, and cooking, as well as things like managing finances and appointments. Offer understanding and emotional support and encourage activities that keep them mentally and physically active.
- **Financial and legal planning:** It's important to have open conversations about finances and insurance. Talking to legal and financial professionals can ensure that important documents are in order and finances are managed well. Look into any available financial assistance programs.
- **Taking care of the caregiver:** It's crucial to recognize and address the stress that caregivers can experience. This means taking time for self-care, using respite care (temporary relief for caregivers), and joining support groups. It's also important to be flexible and adjust care plans as needs change.

6.4 THE IMPORTANCE OF PROACTIVE ENGAGEMENT

The connection between older people and their families is a complex mix of caregiving, emotions, money, and changing views in society. It's vital for families to recognize and accept that they have a key role in caring for their older relatives. This isn't just a moral duty; it's a practical necessity.

The first step is to have open and honest talks with older family members about their wishes, preferences, and worries. These conversations should be handled with sensitivity, understanding, and respect, creating a shared plan together. These open talks are the basis for everything else.



To effectively address these challenges, we need a broad approach that strengthens support services, promotes community solutions, encourages understanding between generations, and prioritizes the well-being of those providing care. This proactive approach turns families from passive bystanders into active participants in ensuring a dignified and fulfilling later life for their older members.

6.5 BENEFITS OF PROACTIVE ELDER CARE

Taking a proactive approach to caring for older family members brings many benefits:

For Older Individuals:

- **Feeling better:** Creating an atmosphere of respect and



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open communication improves emotional well-being and reduces feelings of loneliness and dependence.

- **Staying in control:** Open conversations empower older people to express what they want and prefer, allowing them to maintain control over their lives.
- **A better quality of life:** Addressing concerns and planning ahead improves comfort, dignity, and overall quality of life.

For Families:

- **Stronger family bonds:** Open communication builds trust, understanding, and empathy, strengthening family relationships.
- **Less stress and conflict:** Planning ahead and communicating clearly prevents misunderstandings, disagreements, and stressful situations.
- **Better prepared for the future:** Thinking about future needs and exploring available resources helps families make informed decisions and avoids feeling overwhelmed.

6.6 POTENTIAL CONTRIBUTIONS OF SUPPORT ORGANIZATIONS (E.G., OASIS)

Organizations like Oasis offer many helpful services to support families caring for older relatives. These services include:

- **Helping families communicate:** They provide resources like



guides and online tools to help families have important conversations.

- **Providing education and support:** They offer workshops, seminars, and online materials about aging and caregiving.
- **Connecting families with resources:** They help families find relevant community services and support.
- **Bringing generations together:** They organize programs and events that encourage interaction between younger and older generations.

By providing these tools and resources, these organizations help families:

- Communicate openly and honestly.
- Make informed decisions.
- Access essential support.
- Build stronger family connections.

Ultimately, this contributes to a better and more supportive experience for



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everyone involved in caring for older family members.

6.7 CONCLUSION

Caring for older family members within today's smaller families is certainly complex. While the structure of these families and changes in society create challenges, they also highlight how important it is to plan ahead and communicate openly. By taking a well-rounded approach that considers practical needs, emotions, finances, and logistics, families can manage these challenges effectively. Taking this initiative not only improves the well-being and dignity of older individuals but also strengthens family relationships and creates a more supportive family unit. Ultimately, recognizing and accepting this responsibility is essential for ensuring a dignified and fulfilling later life for our older loved ones within the context of the modern family.

7 STANDARDS OF LIVING: CARE AND SUPPORT OFFERINGS

7.1 STANDARDS OF LIVING

At Summervale, we're committed to providing excellent care and support for all our older residents. We follow the guidelines set out in the Older Persons Act of South Africa to ensure we create a caring and supportive environment. Our focus is on helping you maintain your dignity, independence, and overall well-being.

7.2 SELF-FUNDED COMPREHENSIVE CARE SERVICES

At Summervale, we offer different levels of care to meet everyone's individual needs:

- **Independent Living:** If you're able to manage on your own, you'll have the freedom to do so while still having access to support if you need it.
- **Assisted Living:** If you need help with daily tasks like managing medications or preparing meals, we offer personalized support.
- **Memory Care:** We provide specialized care for residents with memory problems, ensuring they receive the attention and support they need.



- **Palliative and Hospice Care:** We offer compassionate end-of-life care, focusing on comfort and quality of life for both residents and their families.

It's important to know that these services are provided by a separate company, Oasis Home Care (Pty) Ltd. You'll pay them directly for any services you use. The Summervale management will oversee these services to ensure they meet the required standards.



7.3 TRAINED AND COMPASSIONATE STAFF

The caregivers from Oasis are highly trained in how to best care for older people. All staff complete accredited training programs that cover important topics like:

- Your rights as an older person
- Ways to stay active and engaged
- Understanding your physical, emotional, and social needs

This ensures that you'll receive care from knowledgeable professionals who truly care about your health and well-being.

7.4 SAFETY AND ACCESSIBILITY

At Summerville, we follow all national building regulations to ensure a safe and easy-to-navigate environment for everyone. This includes:

- Easy access for everyone, with no barriers to movement.
- Safety measures to prevent accidents.
- A secure environment that protects your rights.

7.5 COMMUNITY ENGAGEMENT

At Summerville, we're dedicated to providing excellent care that follows the guidelines of the Older Persons Act. Through personalized care from a separate service provider, well-trained staff, strong safety measures, and a welcoming community, we create an environment where you can live with dignity and respect. Our

comprehensive approach ensures you receive the support you need while enjoying a safe, fulfilling community that values your well-being, independence, and quality of life.

7.6 THE ROLE OF COMMUNITY SUPPORT



The support of our community is a vital part of how we care for our residents. It helps everyone feel a sense of belonging and connection, which is important for emotional well-being. When residents and their families actively participate in shaping and supporting our services, it creates a welcoming and inclusive atmosphere where everyone's contributions, experiences, and individual needs are valued.

Also, community involvement is essential for maintaining and improving the quality of our care. By sharing feedback and having open discussions about our services, residents and their families help us create a responsive environment that adapts to changing needs effectively..

7.7 PROMOTING TRANSPARENCY AND ACCOUNTABILITY

At Summerville, we believe in being open and accountable. That's why we have oversight from groups like the Summerville Lifestyle Estate Owners' Association (SLEOA) and experts. They keep a close eye on the care services provided to ensure you receive



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consistent, high-quality, and affordable support. You and your family can be confident that all care decisions are made honestly and with your best interests at heart.

7.8 A SHARED VISION FOR EXCELLENCE

Working together as a community is key to creating a place where older residents can live fulfilling lives while receiving the care and support they need. By everyone working together – residents, families, and caregivers – Summerville creates a lively and supportive community that puts health, safety, and dignity first. This teamwork not only improves the quality of life for residents but also creates a legacy of compassionate care that reflects what Summerville stands for.

8 LIVING ARRANGEMENTS FOR SENIORS: A CONTINUUM OF CARE

8.1 A GUIDE TO SENIOR LIVING OPTIONS

Choosing the right place to live for an older loved one is a big and often emotional decision. There are many different options available, each designed to meet different needs and levels of care. This guide provides an overview of common living arrangements for seniors, from independent living for active older adults to specialized care for those with more complex health or memory concerns. Our goal is to help families

understand the range of choices and start thinking about what might be the best fit. It's important to remember that this information is just a general guide. We always recommend a professional assessment to determine the specific needs of your loved one and ensure they receive the best possible care. The following chart will give you a quick look at the main features of each type of living arrangement.

8.2 TYPES OF SENIOR LIVING ARRANGEMENTS

Type of Living Arrangement	For Whom	Features	Support Services	Staffing Requirements
Independent Living	Active, self-sufficient individuals who can manage daily tasks without assistance.	Private homes or apartments within a community; access to shared amenities.	Minimal; optional housekeeping or meal delivery.	Companion
Assisted Living	Individuals needing help with some daily tasks but mostly independent.	Private or semi-private apartments with access to shared facilities.	Personal care, meals, housekeeping, and basic health monitoring.	Caregiver
Memory Care	Residents with cognitive impairments like Alzheimer's or dementia.	Secure environments, specialized staff, and tailored activities.	Advanced personal care, therapies, and behavioral monitoring.	Nurse, Caregiver
Skilled Nursing Facility	Individuals with complex medical needs requiring round-the-clock care.	Licensed facilities with private or semi-private rooms, equipped for medical treatment.	Comprehensive nursing care, physical therapy, medication administration, and	Medical Doctor, Nurse



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	nursing care.	nts and rehabilit ation.	physician oversight.	
Home-Based Care	Residents preferring to stay at home while receiving support.	Care provided in personal living spaces.	Personal care, health monitoring, meal preparation, and companionship.	Caregiver, Companion
Palliative Care	Individuals with chronic illnesses focused on improving quality of life.	Integrated into various living settings (home, assisted living, Skilled Nursing Facility).	Pain management, emotional support, and care coordination.	Caregiver, Nurse
Hospice Care	Residents with terminal illnesses, typically in the final months of life.	Provided at home, in a hospice facility, or within a skilled nursing setting.	Comfort-focused care, pain management, emotional and spiritual support, and bereavement counseling for families.	Caregiver, Companion, Nurse

8.3 BENEFITS OF A CONTINUUM OF CARE

This range of living options offers reassurance for both older residents and their families, providing peace of mind at every stage of life. By catering to individual needs—whether it's supporting independence, offering compassionate assistance, or providing specialized care—these options ensure that residents can enjoy dignity, comfort, and a fulfilling life. For families, it provides confidence that their loved ones are in good hands, no matter how their needs change. This allows families to focus on spending quality time together rather than worrying about practical arrangements. Together, these living arrangements create a secure,

fulfilling, and supportive community where every resident feels valued and cared for throughout their journey.



8.4 TAKEAWAY FOR FAMILIES

Finding the right living situation for an older loved one can feel overwhelming, but understanding the choices available is the first step. This guide has explained the main features of different living options, from independent living to hospice care, and the kinds of support and staff usually available in each.

Remember, this information is just a starting point. It's important to think about your loved one's specific needs, what they prefer, and their financial situation. Talking openly with them, as well as consulting with doctors and senior living advisors, is very important. Visiting different places or looking into home care options yourself can also be very helpful.

The main goal is to create a safe, comfortable, and fulfilling environment where your loved one can truly thrive. By taking the time to research and carefully consider all the options, you



can make a well-informed decision that promotes their well-being and gives peace of mind to the whole family.

9 ROLES AND TRAINING NEEDS IN ASSISTED CARE

9.1 INTRODUCTION

While the roles of people who help in the home can sometimes overlap, there are important differences between them:

⊕ **Domestic workers:** These individuals mainly focus on keeping the house clean and tidy. They handle tasks like cleaning, laundry, cooking, and running errands. Their interaction with family members is usually related to these tasks. While formal training isn't always required, some employers might prefer someone with experience in cooking or cleaning. However, training in basic first aid, safety, and good communication can be helpful for everyone.



⊕ **Companions:** Companions focus on providing company and emotional support. They chat, go on outings with people, and offer light assistance to make them comfortable. The main focus is on building a friendly relationship and preventing loneliness. Formal qualifications aren't usually required, but training in good communication, listening skills, understanding changes that come with age, and basic first aid can be very helpful. Some companions might also benefit from training in activities like art, music, or other hobbies they can share.

⊕ **Caregivers:** Caregivers provide direct care and support to people with physical, medical, or memory problems. They help with everyday tasks like bathing, dressing, and eating, managing medications, helping people move around, and monitoring their health. This role requires



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close interaction and a strong focus on the person's well-being. Therefore, caregivers need more specialized training and may need qualifications, depending on the specific care they provide. Common training includes CPR and first aid, medication management, and specific techniques for conditions like dementia or Parkinson's disease.

Understanding these differences in training is important so that people receive the right kind of support from qualified individuals.



9.2 KEY DIFFERENCES AND TRAINING REQUIREMENTS

To sum up, domestic workers, companions, and caregivers all provide valuable help to individuals and families, but their roles are quite different in what they do, the tasks they perform, and the training they need. Domestic workers take care of the household, companions offer company and emotional support, and caregivers provide direct care for people with various needs.

Understanding these differences is key to finding the right kind of help.

Proper training is essential for all these roles, although the type and amount of training varies. While domestic workers benefit from basic safety and communication skills, companions need training in interacting with people and understanding the changes that come with age. Caregivers, in particular, need specialized training and often qualifications to safely and effectively perform tasks like managing medications, helping people move around, and providing specialized care for specific conditions. Importantly, caregivers often need supervision from healthcare professionals when carrying out medical or complex tasks to ensure they're following best practices and keeping the person they're caring for safe. Investing in the right training ensures the safety and well-being of both the caregiver and the person receiving care, ultimately leading to better outcomes and a higher quality of life for everyone involved.

Assisted Care Classification Table			
Feature	Domestic Worker	Companion	Caregiver
Primary Focus	Maintaining the household environment	Providing social interaction and emotional support	Providing physical, medical, and cognitive care
Key Tasks	Cleaning, laundry, cooking, errands	Conversation, outings, light household tasks	Assisting with ADLs, medication management, mobility, health monitoring
Interaction Focus	Primarily the home environment	Primarily the individual's social and emotional well-being	Primarily the individual's physical and mental health
Training	Basic safety, first aid, and communication skills	Training in communication, active listening, understanding	Specialized training and certifications (first aid, medication)



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		age-related changes, and basic first aid	management, specific condition care)
Training Classification	Basic/Informal	Interpersonal / Relational	Formal/Certified
Healthcare Provider Supervision	No	No	When performing medical or complex care tasks
Assisted Care Classification	No Direct Care	Varies	Direct/Personal Care

- Here's a simple explanation of the different types of assistance you might receive:
- **No Direct Care:** This is when someone, like a domestic worker, focuses on tasks around the house, such as cleaning and cooking. They don't provide hands-on personal care.
- **Direct/Personal Care:** This is when a caregiver provides direct help with daily activities, like bathing, dressing, and eating, as well as other health-related tasks. Oasis is ultimately responsible for professional nursing care and oversight.
- **Varies:** A companion might offer some light assistance to make you more comfortable, such as helping with meal preparation or light housekeeping related to your immediate needs, but their main role is to provide company and social interaction, not direct personal care.

9.3 THE IMPORTANCE OF TRAINING FOR DOMESTIC WORKERS, COMPANIONS, AND CAREGIVERS



People who help in the home provide different types of valuable support. Domestic workers focus on household tasks, companions offer company and emotional support, and caregivers provide direct personal and medical care. It's important to understand these differences to find the right kind of help. While basic skills are helpful for everyone, companions need training in interacting with people, and caregivers need specialized qualifications, often requiring supervision from healthcare professionals for more complex tasks. Investing in proper training ensures the safety and well-being of both the person providing care and the person receiving it, leading to better results and a higher quality of life for everyone.



10 THE VALUE OF A "MEDICAL WATCHING BRIEF" IN ELDER CARE

10.1 A MEDICAL WATCHING BRIEF

A "medical watching brief" for older adults means we're keeping a close eye on their health without rushing into treatment right away. We use this approach when:

- ⊕ Their condition is stable or changing very slowly, so we want to avoid unnecessary treatments and potential side effects.
- ⊕ The risks of treatment might be greater than any potential benefits.
- ⊕ We need more information to understand what's happening and what might happen in the future.
- ⊕ The older adult, or their family, prefers a more cautious approach, focusing on comfort and quality of life.

10.2 KEY ASPECTS OF A MEDICAL WATCHING BRIEF

When we use a "watching brief" for older adults, we focus on these things:

- ⊕ **Regular check-ins:** We'll schedule regular check-ups, physical exams, and possibly some tests (like lab work or scans) to keep track of their health and see if anything changes.
- ⊕ **Managing discomfort:** We'll make sure any bothersome symptoms are managed to keep them comfortable, even if we're not using treatments to cure the underlying condition.

⊕ **Clear communication:** We'll talk openly with the older adult and their family, explaining why we're using this approach, what the potential risks and benefits are, and answering any questions.

⊕ **Being flexible and checking in again:** This isn't a "set it and forget it" approach. We'll regularly review the situation and be ready to start active treatment if it becomes necessary.



10.3 BENEFITS OF A MEDICAL WATCHING BRIEF

A "watching brief" approach for older adults offers several benefits:

- ⊕ **Less unnecessary treatment and fewer side effects:** This means less burden and potential harm from treatments that might not be helpful.



- ⊕ **Better quality of life:** By focusing on comfort and managing symptoms, we aim to help them feel as well as possible.
- ⊕ **More informed decisions:** We can gather more information over time, which helps everyone make better decisions about care.
- ⊕ **Respect for their choices:** It respects the older adult's wishes and their family's preferences for a more cautious approach.

A medical watching brief is a thoughtful decision made by the healthcare team, working closely with the older adult and their family.

11 DETERMINING THE NEED FOR HOME SUPPORT

Figuring out if an older adult needs extra help from a caregiver, companion, or domestic worker depends on their unique situation and what kind of support they need. This means looking at:

11.1 CONDUCTING A NEEDS ASSESSMENT

- ⊕ **Physical Needs:** Evaluate the ability to perform Activities of Daily Living (ADLs) (bathing, dressing, eating, toileting, mobility). Significant assistance with ADLs indicates the need for a caregiver.
- ⊕ **Medical Needs:** Assess medical conditions, medication requirements, and the need for health monitoring or specialized procedures, strongly suggesting a caregiver, potentially with specific certifications.



⊕ **Cognitive Needs:** Evaluate cognitive function, memory, and signs of cognitive impairment. Assistance with memory, decision-making, or safety monitoring may require a caregiver experienced in dementia care.

⊕ **Social and Emotional Needs:** Consider social interaction needs, loneliness, and the desire for companionship. A companion is most suitable if social engagement and emotional support are primary needs.

⊕ **Household Needs:** Assess the need for assistance with household tasks (cleaning, laundry, cooking, errands). A domestic worker is appropriate if these are the primary needs.

11.2 ANALYSING THE TASKS INVOLVED

- ⊕ **Direct Care Tasks:** Physical contact, personal care, medication administration, and medical procedures require a caregiver.
- ⊕ **Indirect Care Tasks:** Household management, meal preparation (without direct feeding assistance),



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and errands are typically handled by domestic workers.

- ⊕ **Supportive Tasks:** Social interaction, emotional support, accompanying on outings, and light assistance fall under the scope of a companion.

11.3 CONSIDERING THE LEVEL OF TRAINING REQUIRED

- ⊕ Specialized medical knowledge, certifications, or healthcare provider supervision necessitate a qualified caregiver.
- ⊕ Strong interpersonal skills and understanding of age-related changes are best suited for a companion.
- ⊕ Household management tasks generally require only basic safety and communication skills.

11.4 HYBRID ROLES

A hybrid role may be suitable in some situations:

- ⊕ **Companion/Caregiver:** Provides companionship and light personal care, but not complex medical procedures. Suitable when companionship and support are primary needs, with some personal care assistance.
- ⊕ **Domestic Worker/Companion:** Handles household tasks and provides some social interaction. Suitable when household chores are the primary need, with added benefit from social interaction.

Reaching an Objective Decision

- ⊕ Use a standardized assessment tool.
- ⊕ Document specific tasks required.

- ⊕ Consult with healthcare professionals for medical or complex care needs.
- ⊕ Define roles and responsibilities in a written job description.
- ⊕ Prioritize the individual's needs and preferences.

Regular reassessments are essential to ensure ongoing appropriate care as needs evolve.

11.5 PROACTIVE ELDER CARE AND THE "MEDICAL WATCHING BRIEF" WITH A CARE ORGANIZATION

Establishing a "medical watching brief" with a care organization (e.g., Oasis) offers significant advantages. While domestic workers and companions provide valuable support, their scope is limited. They may not be equipped to handle increasing care needs or readily report negative changes.

In this context, a "medical watching brief" refers to proactive monitoring and advisory services. It involves regular contact and observation to identify changes in physical, cognitive, or emotional states. This provides expert guidance and prevents potential crises.

11.6 BENEFITS OF A CARE ORGANIZATION'S "MEDICAL WATCHING BRIEF"

- ⊕ **Objective Monitoring:** Professional caregivers identify subtle changes often overlooked by family or basic support providers.
- ⊕ **Expert Recommendations:** Guidance on appropriate care levels, transitions to more intensive



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care, specialized services, and access to resources.

- ⊕ **Advocacy and Coordination:** Liaison between family, healthcare providers, and care providers ensures a comprehensive approach.
- ⊕ **Preventative Care Strategy:** Proactive monitoring prevents rises and facilitates smoother transitions to higher care levels.

11.7 A COLLABORATIVE APPROACH TO QUALITY OF LIFE

Ensuring optimal quality of life requires a collaborative approach involving healthcare providers, comprehensive assessments, and considering a "medical watching brief" with a care organization. This proactive approach empowers families to navigate elder care with confidence, ensuring appropriate care and support throughout their loved one's journey. Open communication and shared decision-making are essential for maximizing well-being at every stage.

11.8 PROACTIVE ELDER CARE WITH A MEDICAL WATCHING BRIEF

Establishing a "medical watching brief" early provides peace of mind and ensures timely support as needs change, a valuable strategy for all families, but especially important when family members are geographically distant and unable to visit their loved ones regularly. Even when family lives nearby, busy schedules, work commitments, and their own family responsibilities can limit their ability to provide consistent oversight. A "medical watching brief" bridges this gap, providing a professional "eye" on

the situation, regardless of the family's proximity. This proactive approach offers several key benefits:



- ⊕ **Early Detection of Changes:** Trained caregivers can identify subtle shifts in physical, cognitive, or emotional well-being that might be missed during infrequent visits, phone calls, or even regular family visits. This early detection allows for prompt intervention, potentially preventing crises, hospitalizations, and a decline in quality of life. This is beneficial for **all** families, not just those at a distance, as subtle changes can be easily overlooked in the course of everyday life.
- ⊕ **Objective Assessment:** Caregivers provide an objective perspective, free from the emotional biases that can sometimes affect family members. This impartial assessment ensures that changes in condition are accurately documented and communicated to all relevant parties. This objectivity is valuable even for families who are closely involved, as emotional attachment can sometimes cloud judgment.



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- **Regular Communication and Updates:** The care organization maintains regular contact with the family, providing updates on their loved one's condition and any concerns that arise. This consistent communication keeps **all** family members informed and involved in their loved one's care, regardless of location. It also reduces the burden on one family member to act as the sole point of contact.
- **Coordination of Care:** The care organization can act as a liaison between the elderly individual, their family, healthcare providers, and other relevant parties (e.g., therapists, pharmacists). This coordination ensures that everyone is on the same page and that care is delivered seamlessly, reducing the stress and time commitment for family members. This is particularly helpful when multiple family members are involved in caregiving from different locations.
- **Peace of Mind:** Knowing that a professional is regularly monitoring their loved one's well-being provides significant peace of mind for **all** family members, reducing stress and worry. This is especially important for those who are unable to visit frequently due to distance, work, or other commitments. It also prevents family conflict that can arise from differing opinions on care needs.
- **Support During Transitions:** A "medical watching brief" provides crucial support during transitions, such as after a hospital stay or during a period of declining health. The care organization can help coordinate necessary services,

ensuring a smooth and safe transition back home or to a different level of care.

- **Reduced Caregiver Burden:** Even when family members are nearby, the burden of caregiving can be significant. A "medical watching brief" provides respite and support, reducing the risk of caregiver burnout and allowing family members to maintain their own well-being.



By establishing a "medical watching brief," families can proactively address potential health issues, ensure timely and coordinated support, and maintain a strong connection with their loved ones, regardless of distance or personal circumstances. It offers a structured and professional approach to monitoring and managing care needs, benefiting everyone involved.



12 IMPROVING HEALTHCARE ACCESS FOR SUMMERSVALE RESIDENTS

12.1 The Current Healthcare Landscape

The Summerville Lifestyle Estate Owners' Association (SLEOA) recognizes the critical importance of high-quality healthcare for its residents' well-being and is committed to addressing current challenges. While SLEOA does not directly provide healthcare services, ensuring convenient and reliable access is a priority. The current healthcare landscape presents several key issues:

- **Lack of Provider Coordination:** Healthcare services within the estate are fragmented, with multiple independent providers operating without central coordination. This lack of integration leads to duplicated efforts, gaps in care, and difficulties for residents navigating the system. Residents struggle to identify the appropriate provider for specific needs, causing delays in care and potentially compromising health outcomes. This fragmentation also hinders communication between healthcare professionals, impacting continuity of care and potentially leading to conflicting treatment plans.
- **Uncertain Provider Qualifications:** The absence of a standardized vetting process creates uncertainty regarding providers' qualifications, training, and adherence to professional standards. Residents

struggle to verify credentials and expertise, raising concerns about care quality and safety. This lack of transparency erodes trust and creates anxiety, especially for residents with complex medical needs.

■ **Absence of Elderly Care Oversight:**

Given the significant elderly population, the lack of dedicated oversight and quality assurance for elderly care is a critical concern. Without established standards and monitoring, ensuring appropriate, compassionate, and consistent care is difficult. This increases the risk of neglect, suboptimal care, and potential safety issues.

12.2 Enhancing Healthcare within Summerville Lifestyle Estate



Through collaborative planning, SLEOA and Oasis Home Care have established a partnership to enhance resident healthcare. Oasis will serve as the sole on-site healthcare provider for the Summerville community within the SLEOA domain (excluding the Parch Properties frail care unit), prioritizing resident health and well-being. This partnership will provide residents with access to a comprehensive range of services, including skilled nursing,



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personal care, medication management, and post hospital rehabilitation. By consolidating services under a single provider, SLEOA aims to streamline care coordination, improve communication, and ensure residents receive consistent, high-quality care under the direction of the trustees after consultation with experts in the field. Committee.

12.3 ADDRESSING KEY HEALTHCARE CHALLENGES

Consolidating all estate healthcare services under a single accountable entity directly addresses the challenges of fragmented service delivery, uncertain provider qualifications, and the critical need for robust oversight, especially for the vulnerable elderly and their care.

12.4 STREAMLINING AND COORDINATING CARE

This unified approach streamlines access to care, ensures consistent quality standards, and fosters seamless communication and coordination among healthcare professionals.

12.5 OVERSIGHT AND ACCOUNTABILITY

The SLEOA's ongoing oversight, through its established checks and balances, strengthens the partnership by ensuring accountability and adherence to the highest standards of care.

12.6 BENEFITS FOR THE SUMMERSVALE COMMUNITY

Residents benefit from the assurance of vetted, qualified professionals delivering coordinated, resident-centric care, with community-based oversight. This enhanced organization promotes better individual health outcomes and strengthens the overall health and welfare of the Summerville community by fostering a more supportive and secure environment.



12.7 A FOUNDATION FOR FUTURE HEALTHCARE DEVELOPMENT

This structured approach mitigates current risks and establishes a solid foundation for future healthcare planning and development, ensuring the community's evolving healthcare needs are met with professionalism, compassion, and a commitment to their collective well-being.

12.8 STRENGTHENING THE SUMMERSVALE HEALTHCARE ECOSYSTEM

Oasis Home Care assumes full professional responsibility for patient in



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their care in conjunction with the patient's healthcare provider if applicable, delivering high-quality medical and support services. This includes managing all aspects of care, from clinical assessments and treatment planning to ongoing monitoring and support, ensuring consistent, effective, and personalized care. Centralizing this responsibility provides residents and their families with confidence in the expertise and oversight applied to their well-being.

SLEOA actively monitors and enforces compliance with established care standards, ensuring alignment with regulatory requirements and the estate's commitment to residents' welfare and quality of care. This dual approach provides external oversight, holding Oasis accountable and offering an objective evaluation of care practices. SLEOA's role reinforces its proactive commitment to resident health and safety, fostering a sense of security through rigorous checks on care delivery.

This balanced framework allows Oasis to focus on specialized patient care while SLEOA ensures providers consistently meet estate standards. This collaboration promotes resident satisfaction, trust, and overall well-being.

12.9 SECURING A HEALTHIER FUTURE

SLEOA recognizes the importance of accessible, quality healthcare. The partnership with Oasis aims to address current challenges and improve resident well-being. This initiative will enhance coordination, ensure quality standards, and provide residents with peace of mind.

Successful implementation requires:

- **Formal Partnership Agreement:** A formal agreement outlining service scope, responsibilities, and performance metrics.



- **Comprehensive healthcare plan:** It prioritizes resident well-being through a patient-centered approach, addressing individual needs with detailed strategies. To maximize effectiveness, the plan emphasizes interdisciplinary collaboration among healthcare providers, leverages technology for enhanced care delivery and communication, and incorporates continuous quality improvement processes to ensure optimal outcomes and resident satisfaction.

- **Robust Quality Assurance:** Measures to monitor Oasis Home Care's performance and ensure adherence to professional standards.

- **Effective Resident Communication:** Keeping residents informed about the initiative, its benefits, and any changes.

- **Regular Evaluation and Improvement:** Periodic reviews to assess service effectiveness and identify areas for improvement.



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These steps will significantly enhance the resident healthcare experience and position Summerville as a leading retirement community.

12.10 ANTICIPATED IMPACTS OF THE SLEOA-OASIS PARTNERSHIP

The partnership is expected to have several positive impacts and potential challenges:

➊ Improved Access to Quality

Healthcare: Positive: Streamlined services, reduced need for off-site care, and a more personalized approach.

- **Challenge:** Potential initial resistance to consolidating care.
- **Mitigation:** To address this, a comprehensive communication plan will be implemented to educate residents about the benefits of the new partnership and address any concerns proactively, ensuring a smooth transition.

➋ Higher Standards of Oversight and Accountability: Positive

Positive: Rigorous framework for maintaining high standards.

- **Challenge:** Requires resources and time from SLEOA.
- **Mitigation:** A dedicated oversight committee, comprised of qualified SLEOA members and resident volunteers, has been established. This committee will implement

clear reporting mechanisms to ensure efficient and effective oversight, fostering shared responsibility for maintaining high standards within the Summerville community.



➌ Increased Coordination and Reduced Fragmentation: Positive

Positive: Better continuity of care.

- **Challenge:** Reliance on Oasis's coordination with external specialists.
- **Mitigation:** Clear communication protocols and service level agreements will be established with Oasis, outlining responsibilities for coordination with external specialists and ensuring seamless information exchange.
- **Enhanced Trust and Peace of Mind: Positive:** Reassurance for residents and families.



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- **Challenge:** Depends on Oasis's performance and transparency.
- **Mitigation:** Regular performance reviews, resident feedback mechanisms, and transparent communication about service delivery will be implemented to build and maintain trust and ensure accountability.
- **Clear Framework for Quality Assurance and Continuous Improvement: Positive:** Supports high standards and enhances the estate's reputation.
- **Challenge:** Self-funded by service users.
- **Mitigation:** This system operates independently of SLEOA funding, with no impact on the budget or membership levies.
- **Enhanced Resident Engagement and Satisfaction: Positive:** Fosters community engagement.
- **Challenge:** Requires a structured communication plan.
- **Mitigation:** A multi-faceted communication strategy will be implemented, utilizing various channels such as newsletters, resident meetings, and online platforms, to ensure consistent and effective communication and encourage resident feedback.

■ **Financial and Operational Impact:**

Positive: Potential cost reduction and attraction of new residents.

- **Challenge:** Requires careful financial planning.
- **Mitigation:** A detailed financial model will be developed and will be regularly monitored to ensure the partnership remains financially sustainable and delivers value for the community.

■ **Legal and Ethical Responsibility:**

Positive: Aligns with the right to healthcare access.

- **Challenge:** Increases SLEOA's legal responsibility.
- **Mitigation:** SLEOA has consulted with legal counsel to ensure all agreements and processes are compliant with relevant regulations and to establish clear lines of responsibility and liability.



12.11 Overall Impact

Effective implementation of this strategy should significantly improve resident health outcomes, well-being, and satisfaction. However, careful planning, transparent communication,



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and a sustained commitment to quality assurance are essential to address potential challenges. By fostering a collaborative, resident-focused healthcare environment, SLEOA can position Summervale as a model of high-quality, accessible, and responsive care for retirement communities in South Africa.

13 ASSESSMENTS FOR NEW RESIDENTS

10 ASSESSMENTS FOR NEW RESIDENTS

Effective 1 January 2025, prospective residents are required to undergo a comprehensive assessment at their own expense prior to consideration of their applications for residency or property ownership in the Area.

Residents prior to 31 December 2024 are exempt from this requirement. Existing residents as of December 31, 2024, are exempt from this requirement. This assessment includes:

13.1 CORE ASSESSMENT

COMPONENTS

- 1. Occupational Therapy and Social Welfare Assessments:** Conducted by a registered Occupational Therapist selected by SLEOA in consultation with Oasis Home Care. These assessments evaluate the applicant's functional abilities, identify specific needs related to daily living activities, social support network, social needs, and eligibility for any social welfare benefits or programs that may support their residency. This may

involve gathering information about family support, community involvement, and access to social services. These assessments help ensure the applicant's overall well-being and connect them with appropriate resources.

- 2. Nursing Care Assessment:** Conducted by Oasis Home Care or a general practitioner (optional), this assessment evaluates the applicant's overall health status, including medication needs, dietary requirements, existing medical conditions, and any required nursing interventions. This assessment may be carried out by the applicant's general practitioner of choice as well.
- 3. Financial Assessment:** When deemed necessary, an independent financial advisor will assess an applicant's ability to meet the financial obligations of residency, which may include assisted care. This review ensures the long-term financial well-being of both the resident and the community.





13.2 ADDITIONAL INFORMATION AND SPECIALIST REFERRALS

Additional health reports submitted by the applicant, including those from their designated caregiver and general practitioner (GP), will be subject to review. Should the information gathered from these sources, including the applicant, caregiver, and GP, indicate the need for further evaluation, specialist or psychiatric assessments at the applicant's expense may be recommended. This comprehensive review process is implemented to ensure a thorough and holistic understanding of the applicant's health status. All new residents are subject to this process.

13.3 OBJECTIVES OF THE ASSESSMENTS

These assessments serve several important purposes:

- ⊕ Accurately categorize residents based on their healthcare needs.
- ⊕ Inform applicants and their families about the applicant's health status and associated costs.
- ⊕ Provide information on available healthcare services and care levels.
- ⊕ Advise on necessary care equipment.
- ⊕ Gather essential health information, including medications, medical aid details, dietary needs, and specialist care requirements.

13.4 BENEFITS OF THE PRE-ADMISSION ASSESSMENT PROCESS

The comprehensive pre-admission assessment process, encompassing occupational therapy, nursing care, financial, and social welfare evaluations, along with the review of external health reports and the potential for further specialist assessments, ensures a holistic understanding of each prospective resident's needs. This multi-faceted approach is important for promoting resident well-being, facilitating effective resource allocation, and ensuring a successful and sustainable residency within the community.



13.5 REJECTION OF INITIAL APPLICATION

If an initial application is rejected by Oasis or the occupational therapist, the applicant can appeal by submitting a comprehensive report from a specialist physician. This report must detail the applicant's medical condition, considering the findings of the original Oasis and occupational therapist reports.



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The specialist physician's report should include:

- ⊕ Detailed medical history: A complete account of the applicant's relevant medical history, including past illnesses, treatments, and pre-existing conditions.
- ⊕ Comprehensive clinical examination: Details of a physical examination conducted by the specialist, focusing on areas relevant to the application.
- ⊕ Clear diagnosis: A concise diagnosis of the applicant's condition based on the medical history and examination.
- ⊕ Impact on functionality: A clear explanation of how the condition affects the applicant's ability to work or perform daily activities, addressing the specific requirements of the benefit being sought.
- ⊕ Addressing discrepancies: Explicit explanation of any differences between the Oasis/occupational therapist reports and the specialist's assessment.
- ⊕ Supporting documentation: Relevant medical records, such as test results, imaging reports, and previous medical records.

The trustees also have the right to obtain an independent specialist report from a physician of their choice for an impartial evaluation. Both the applicant's and the trustees' reports will then be reviewed by an independent specialist for a final, objective opinion.

The applicant is responsible for all associated costs, including their own specialist's report and the

independent review. This financial responsibility will be clearly communicated at the start of the application process. This process ensures a thorough and fair evaluation, with a clear appeal pathway for rejected applications.



13.6 KEY POINTS

Here are the key points regarding the appeal process for a rejected application:

- ⊕ **Initial Rejection:** If Oasis or the occupational therapist rejects the initial application, the applicant can appeal.
- ⊕ **Applicant's Specialist Report:** The applicant must submit a comprehensive report from a specialist physician. This report must:
 - Detail the applicant's medical history.



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- Provide details of a clinical examination.
- Offer a clear diagnosis.
- Explain the condition's impact on functionality (ability to work/daily activities).
- Address any discrepancies with the original Oasis/occupational therapist reports.
- Include supporting medical documentation.

- **Trustees' Independent Report:** The trustees can also obtain an independent specialist report.
- **Independent Review:** Both reports (applicant's and trustees') will be reviewed by an independent specialist for a final, objective decision.
- **Cost Responsibility:** The applicant is responsible for all costs associated with these reports, including the independent review. This will be communicated upfront.
- **Purpose:** The process ensures a thorough, fair, and transparent evaluation with a clear appeal pathway.

13.7 CONCLUSION

The pre-admission assessment process, effective from January 1, 2025, represents a comprehensive and multi-faceted approach to evaluating prospective residents. This process, encompassing occupational therapy, social welfare, nursing care, and financial assessments (when

necessary), along with the review of existing medical documentation and the potential for specialist referrals, aims to ensure a holistic understanding of each applicant's needs.

The objectives are clear: to accurately categorize residents based on healthcare needs, inform applicants and their families about health status and associated costs, provide information on available services and care levels, advise on necessary equipment, and gather essential health information. This thorough evaluation promotes resident well-being, facilitates effective resource allocation, and contributes to a sustainable and successful residency experience within the community.

Furthermore, a clearly defined appeals process, involving specialist physician reports and independent review, provides a fair and transparent pathway for applicants whose initial applications are not approved. While the applicant bears the costs associated with these assessments and any subsequent appeals, this comprehensive approach ultimately benefits both the individual and the community by ensuring appropriate placement and support for all residents.

14 OASIS'S EXCLUSIVE ON-SITE HEALTHCARE SERVICES (PACKAGES OF CARE)

As the estate's **exclusive on-site healthcare provider**, Oasis Home Care offers the following services to residents:



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14.1 CLINIC SERVICES

The on-site clinic offers a range of services, including primary care, men's and women's health services including lab work and reproductive health care, and counselling. The clinic's dedicated team uses modern facilities and technology to provide a positive patient experience, prioritizing accessibility, confidentiality, and adherence to current medical guidelines.

14.2 CLINIC HOURS AND STAFFING

Initially, the clinic will operate three days a week with limited nursing staff hours. As demand grows, the clinic will expand its capacity, including increasing staff and extending operating hours. The clinic offers convenient walk-in appointments for minor health issues during regular hours, eliminating the need for pre-scheduled appointments.

14.3 IMPORTANCE OF COMMUNITY CLINIC USE

The continued availability of the clinic's services, staffing levels, and operating hours depends on sufficient community support and utilization. Residents are strongly encouraged to use the clinic to ensure it remains a valuable community resource. Here's why:

Financial Stability: Like many community clinics with self-funding models, the on-site clinic relies on various funding sources. Low patient volume reduces revenue, impacting the clinic's ability to cover operating costs (staff salaries, equipment maintenance,

supplies, and building upkeep). This could lead to reduced services, operating hours, or even closure.

- Staffing:** Staffing levels are directly linked to patient volume. Low usage may result in reduced staffing, potentially leading to longer wait times, limited services, and staff burnout. Higher usage allows the clinic to maintain appropriate staffing for efficient and timely care.



- Resource Allocation:** Medical supplies, equipment, and space utilization are based on anticipated need. Low utilization results in inefficient resource use. Consistent and sufficient usage justifies continued resource allocation.
- Demonstrated Need:** Community support and utilization demonstrate the need for the clinic's services. High usage confirms the clinic's value and helps secure continued funding, attract qualified staff, and potentially expand services. Low usage may be interpreted as a lack of need, jeopardizing future support and development.
- Maintaining Service Quality:** Consistent patient volume helps



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clinic staff maintain their skills and allows for professional development and training, ensuring they stay current with the latest medical practices and provide high-quality care.

In short, community use of the clinic is essential for its financial health, adequate staffing, efficient resource use, demonstrating community need, and maintaining high-quality care. By using the clinic, residents directly contribute to its continued operation and ensure access to convenient, local healthcare.

14.4 CORE SERVICES

The clinic provides a comprehensive range of essential healthcare services, including:

- ✚ **Minor Ailment Consultations:** Treatment of common, self-limiting conditions such as colds, flu, minor injuries, and acute illnesses.
- ✚ **Reproductive health services;** The clinic will offer comprehensive reproductive health services to all residents and staff members.
- ✚ **Medication Administration:** Administration of over-the-counter medications as prescribed by a healthcare provider.
- ✚ **Health Assessments:** Regular health assessments and screenings to monitor vital signs, detect potential health issues early, and promote preventive care.
- ✚ **Health Education and Promotion:** Providing education and advice on healthy aging, nutrition, exercise, and disease prevention.

The clinic also offers workshops and seminars to promote wellness and independent living.

- ✚ **Basic Nursing Procedures:** Performing procedures such as wound care, injections, and simple dressing changes.
- ✚ **Medication Management:** Assisting with medication management, including blister packing, education on proper usage, and monitoring for potential drug interactions or adverse effects.



Additional Services

The clinic also offers:

- ✚ **Referrals:** Coordination of referrals to specialists such as physicians, physiotherapists, and occupational therapists.
- ✚ **Equipment and Supplies:** Access to essential medical equipment and supplies, including blood pressure monitors, glucose meters, nebulizers, and wound care supplies.
- ✚ **Ambulance Services:** Coordination of ambulance services for medical emergencies.
- ✚ **Pharmacy Services:** Assistance with prescriptions, coordination with



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local pharmacies, and medication education.

This comprehensive range of services plays a crucial role in promoting resident health and well-being, enhancing their quality of life and fostering a sense of security.

Note: The on-site clinic provides basic healthcare services for minor ailments and routine checks. It is not a hospital or day hospital and cannot provide advanced medical care or hospitalization. The clinic also does not dispense or store prescription medications.

14.5 EMERGENCY SERVICES

14.5.1 Emergency Medical Services: Nurse on Call

To ensure resident well-being during medical emergencies, the clinic provides a 24/7 nurse on-call service. This service is intended for situations such as:

- ✚ Chest pain
- ✚ Difficulty breathing
- ✚ Severe bleeding
- ✚ Sudden loss of consciousness
- ✚ Suspected stroke
- ✚ Elderly falls

14.5.2 Contacting the Nurse on Call

To contact the nurse on call:

1. Dial the nurse's emergency number on your intercom handset.
2. Clearly state your name, house or flat number, and the nature of the emergency.

A nurse is available 24/7 and will respond immediately to assess your situation and provide medical advice. Based on this assessment, the nurse may then conduct an in-person visit, arrange additional support services, or, if necessary, dispatch emergency medical services.



14.5.3 Cost of Service

Effective 1 January 2025, the following fees apply to site visit call-outs and are subject to adjustment based on the consumer price index:

- ✚ **For non-registered clients of Oasis Health Care:** R 350 for the first hour and R 115 for each additional hour.
- ✚ **For registered clients of Oasis Health Care including those under a medical watching brief:** No fee is payable.
- ✚ The cost of any consumables used during the call-out will be charged to the resident.
- ✚ Residents are responsible for any ambulance costs incurred.

14.5.4 Other Non-Medical Emergencies

For non-medical emergencies, such as:

- ✚ Fire
- ✚ Security breaches



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Please **press the panic button** to alert security/building management. Do not use the nurse on-call service for these situations.

14.6 PRIVACY

We understand the importance of privacy and are committed to maintaining resident confidentiality during all call-outs. This means that any personal information shared with our staff will be treated with the utmost care and will only be used for the purpose of providing necessary assistance. We also take steps to ensure that call-outs are conducted discreetly and with minimal disruption to other residents.

15 PAYMENT FOR OASIS'S SERVICES (FEE-FOR-SERVICE)

15.1 FLEXIBLE PAYMENT OPTIONS

Oasis offers various payment methods for convenience and affordability: direct billing to medical aids (minimizing upfront costs for eligible residents), credit card payments, and bank transfers.

15.2 FINANCIAL ACCESSIBILITY

SUPPORT

Recognizing potential affordability concerns, Oasis provides a dedicated support team to help residents navigate payment options and make informed financial decisions. This team also assists in identifying potential financial assistance programs to

reduce financial stress and enhance resident well-being.

15.3 TRANSPARENT FEE STRUCTURE

Oasis provides a comprehensive fee-for-service guide detailing all charges, enabling residents and their families to plan effectively and avoid unexpected costs. This reinforces Oasis's commitment to high-quality, affordable care.



15.4 BENEFITS TO SLEOA

The Oasis Home Care proposal offers several key advantages for SLEOA and its residents:

1. No Direct Financial Commitment:

Commitment: The patient fee-based system requires no upfront investment or direct cost burden for SLEOA, allowing the estate to provide valuable healthcare services without allocating additional financial resources. This model reduces financial and professional risks for the estate.

2. Resident-Centered Care:

Oasis provides professional, tailored healthcare services directly to residents, enhancing their quality of life. This patient-driven



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approach ensures customized care based on individual needs and preferences.

3. **Oversight and Quality**

Assurance: SLEOA's active monitoring of care quality ensures both the provision of appropriate care and adherence to high professional standards, thereby reinforcing its commitment to quality and accountability.

4. **Provision of Office Space:**

Providing office space facilitates seamless healthcare delivery, enabling easy resident access and promoting efficient communication between Oasis staff and SLEOA management.

5. **Enhanced Resident Satisfaction:**

This proposal supports SLEOA's aim to meet residents' healthcare needs, assuring access to high-quality healthcare options that contribute to their well-being, potentially improving resident satisfaction, retention, and attracting new residents.

6. **Sustainability and Flexibility:**

The fee-based system offers flexibility and scalability, allowing services to adapt to evolving resident needs without requiring long-term financial commitments from SLEOA.

7. **Risk Mitigation:**

By entrusting care provision to a professional service like Oasis and with oversight from the trustees, SLEOA minimizes liability risks

and ensures adherence to care protocols.

In conclusion, the collaboration between Oasis and the trustees has resulted in a mutually beneficial healthcare plan for Summerville and its residents, ensuring high-quality care and minimizing financial risk for the estate. This balanced, sustainable model promotes well-being, satisfaction, and security.



16 HOME-BASED CARE SERVICES

16.1 TRANSPARENCY AND CHOICE

At Oasis Home Care, the organization believes in working together with residents to ensure their well-being. While Oasis Home Care is the primary healthcare provider, the organization understands that residents may have established relationships with other healthcare professionals. Therefore, residents are welcome to choose specific services or providers for specialized care, ensuring this care complements, rather than duplicates, the services already provided by Oasis



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Home Care. This collaborative approach focuses on addressing complex or unique health needs requiring specialized expertise, such as cardiology, neurology, or oncology, subject to availability and estate guidelines. This allows Oasis Home Care to support residents' overall care plan while also respecting their existing connections.

16.2 SOCIALIZATION AND ACTIVITIES

Oasis Home Care will collaborate with SLEOA to integrate with existing social health and welfare activities and events, fostering a sense of community and well-being. This includes organizing social gatherings, workshops, and outings to address residents' social and emotional needs alongside their physical health, creating a vibrant and supportive environment.

16.3 PRIMARY HEALTH CARE (PHC) SERVICE

The PHC service provides limited home-based care, assisting with basic daily living activities for up to three hours per day. This service is suitable for residents who require minimal support and maintain a degree of independence.

16.4 HOME-BASED CARE (HBC) SERVICE

The HBC service provides comprehensive, long-term care for residents with significant health needs or disabilities. This service is tailored to each resident's specific needs and may include:

- **Emergency Response:** Managing emergencies, stabilizing patients, arranging ambulance transport, and notifying loved ones.
- **Health Record Keeping:** Maintaining accurate and up-to-date health records.
- **Nutritional Support:** Assisting with meal planning, preparation, and feeding, and providing dietary advice.
- **Health Monitoring:** Conducting regular health checks, including vital sign monitoring and basic health screenings.
- **Personal Care:** Assisting with personal hygiene, including bathing, showering, dressing, and grooming.
- **Medication Administration:** Administering prescribed medications, including blister-packed medications.
- **Mobility Assistance:** Assisting with transfers, ambulation, and wheelchair use.
- **Cognitive Stimulation:** Engaging residents in cognitive activities and social interaction to promote mental well-being.
- **Emotional Support:** Providing companionship and emotional support to reduce loneliness and isolation.

The HBC service can be provided for extended periods, including overnight care when necessary.



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16.5 MENTAL HEALTH SERVICES

Oasis Home Care recognizes the importance of mental well-being as an integral part of holistic health. To address the emotional and psychological needs of Summervale residents, Oasis will collaborate with a network of qualified mental health professionals, including counsellors, psychologists, and psychiatrists.

This partnership provides access to a range of services, from individual counselling and group therapy to specialized support for residents experiencing grief, anxiety, depression, or other mental health challenges. These tailored services will be readily available, creating a supportive environment that fosters emotional resilience and enhances quality of life. Oasis will also facilitate ongoing assessments and mental health check-ins to enable early intervention and ensure timely access to needed support.

17 OASIS HOME CARE STAFF

17.1 EMPLOYMENT AND STAFF MANAGEMENT

Oasis Home Care is the sole employer of its nursing and caregiving staff, managing all aspects of their employment, including recruitment, hiring, performance management, and termination. Residents, their families, and estate management have no involvement in these employment matters. While existing residents as of 31 December 2024 may continue to employ independent domestic workers, companions, or caregivers, all caregivers engaged

after 1 January 2025 must be employed by Oasis to maintain the integrity of healthcare services. In such instances where residents directly employ staff, they are responsible for complying with South African labour law.

17.2 STAFF IDENTIFICATION

For easy recognition, all Oasis Home Care staff wear company-approved uniforms. Nursing and caregiving staff specifically wear avocado-green scrubs with the company logo and clear identification tags displaying their names and positions. Staff report to a supervisor upon arrival for duty to sign-in and verify their uniforms.



17.3 CODE OF CONDUCT AND PROFESSIONALISM

Oasis Home Care prioritizes resident well-being and enforces a strict Code of Conduct and Disciplinary Procedure policy for all staff. Any misconduct, particularly abuse of elderly residents, will be taken seriously and addressed promptly. Residents, their families, estate management, or anyone witnessing such behaviour should report it immediately to either Oasis Home Care or estate management. All reported concerns will be investigated thoroughly according to established policies.



17.4 REPORTING FEEDBACK

We encourage open communication. To ensure all feedback is documented and addressed, please submit any concerns regarding staff behaviour, care quality, or services provided by Oasis Home Care in writing to:

**The Care Manager Oasis Home Care
59 George Street, George Park,
STRAND, 7140 Attention: Mr. Leslie
August**

17.5 REPORTING METHODS

You can submit your feedback in the following ways:

- **In writing:** Use the provided address above.
- **Email:** leslie@oasis-wc.co.za
- **WhatsApp:** 071 370 5996
- **Verbally (followed by a written report)**

17.6 RESPONDING TO FEEDBACK

- All feedback, both positive and negative, will be acknowledged in writing within 72 hours.
- We will conduct a thorough investigation and provide a written response detailing the outcome of your concerns.
- We understand that disagreements may arise. In such cases, we are happy to involve a mutually agreed-upon party to mediate a resolution.

17.7 PROFESSIONAL LIABILITY

COVERAGE

For your peace of mind, all Oasis care staff have professional liability coverage:

- **Nurses:** Covered through the South African Nursing Council.
- **Caregivers:** Covered through Simah Risk Advisors (License no: FSP13223).

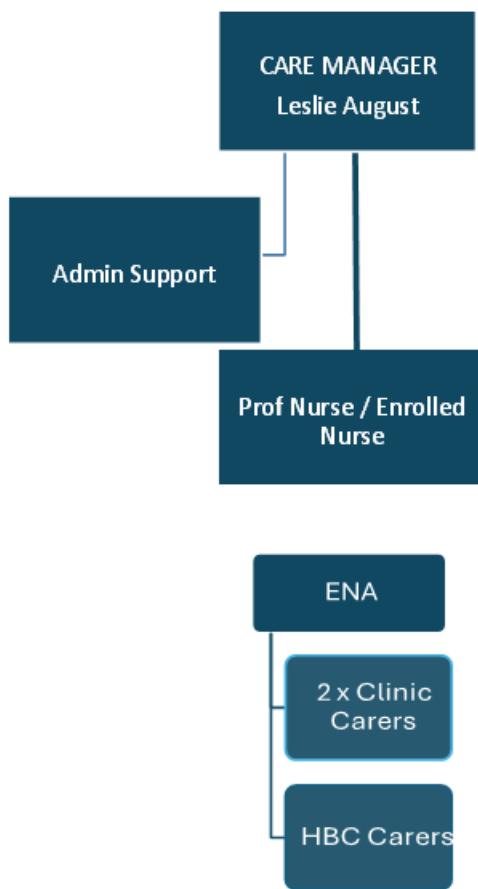


18 OASIS HOME CARE LEADERSHIP, MANAGEMENT, AND SUPERVISION

18.1 ORGANIZATIONAL STRUCTURE



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18.2 COMMUNICATION STRATEGY

Oasis Home Care will manage all communication with residents and their families regarding healthcare services, contractual matters, and feedback procedures (complaints and compliments). Communication methods will include in-person meetings, emails, phone calls, online meetings, and WhatsApp messages.

18.3 CONFIDENTIALITY AND PRIVACY (POPIA COMPLIANCE)

18.3.1 Patient records

Oasis Home Care is committed to protecting resident privacy and maintaining confidentiality in accordance with the Protection of

Personal Information Act (POPIA). We maintain confidential client records containing necessary information for providing healthcare services, including:

- Copy of ID or Passport
- Contact details (phone numbers, email address)
- Medical information (medical reports, assessment reports, prescriptions, medical aid details)

Patient files, charts, and reports created by nursing and caregiving staff are also part of these confidential records. Oasis Home Care will not share sensitive information with unauthorized individuals. We adhere to strict data protection protocols to ensure the secure storage and management of all personal information provided by residents.

18.3.2 The Importance of Medical Records in Patient Care

These comprehensive medical records are crucial for providing safe, effective, and coordinated patient care. They serve several vital purposes:

⊕ **Continuity of Care:** Medical records provide a complete history of a resident's health, including past illnesses, treatments, allergies, and medications. This information is essential for all healthcare professionals involved in the resident's care, ensuring consistent and informed decision-making across different shifts, caregivers, and healthcare settings.

⊕ **Informed Decision-Making:** Accurate and up-to-date medical records enable healthcare providers to make informed



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diagnoses, develop appropriate treatment plans, and monitor the effectiveness of interventions. They provide the necessary context for understanding a resident's current health status and potential risks.

Effective Communication: Medical records facilitate communication and collaboration among the healthcare team. They provide a central repository of information that can be easily accessed by authorized personnel, ensuring everyone is on the same page regarding the resident's care.

Legal and Ethical Protection: Medical records serve as legal documentation of the care provided to a resident. They can be used to demonstrate compliance with professional standards and regulations and can be crucial in legal or ethical matters.

Quality Improvement and Research: Anonymized and aggregated data from medical records can be used for quality improvement initiatives, research studies, and the development of best practices in healthcare. This contributes to advancing medical knowledge and improving patient outcomes.

Personalised Care: By documenting individual resident needs, preferences, and responses to treatment, medical records enable the provision of personalized care that is tailored to each resident's unique circumstances.

18.3.3 Assurance for Residents

Oasis Home Care understands that entrusting the organization with personal medical information requires trust. The organization assures its residents and their families that these records are maintained with the utmost care and in their best interests. These records are essential tools that empower Oasis Home Care's healthcare providers to deliver the best possible care, tailored to each individual's unique needs. They ensure:

Safer Care: By providing a complete picture of a resident's health history, these records minimize the risk of errors and ensure that all care decisions are made with complete information.

More Effective Treatment: Accurate records allow healthcare providers to track the effectiveness of treatments and make adjustments as needed, leading to better health outcomes.

Improved Coordination of Care: These records facilitate seamless communication between all members of the healthcare team, ensuring everyone is working together to provide the best possible care.



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By maintaining accurate, confidential, and accessible medical records, Oasis Home Care ensures the highest quality of care for its residents while upholding their right to privacy, ultimately working in the best interests of its residents, their families, and its dedicated healthcare providers.

19 EXISTING HOME-BASED CARE (HBC) SERVICE PROVIDERS

19.1 CONSOLIDATING HEALTHCARE SERVICES FOR ENHANCED EFFICIENCY

Authorizing Oasis Home Care as the sole on-site healthcare provider is a strategic move to enhance both the quality and efficiency of healthcare services. Consolidating services under a single provider ensures consistent, standardized care, facilitates better oversight and allows for more effective resource allocation, ultimately benefiting residents.

Currently, multiple providers operate with varying protocols and approaches, leading to inconsistencies in service quality.

Appointing Oasis Home Care as the exclusive provider allows for a unified care plan tailored to the estate's residents and community, resulting in better, more administratively manageable health outcomes for SLEOA under controlled conditions.

Coordinating with multiple providers increases administrative complexity, creates potential confusion, and complicates performance monitoring. A single provider enhances accountability by clearly defining responsibilities, allowing any issues to be addressed directly with Oasis Home Care for efficient resolution. Emergency preparedness also improves, facilitating seamless coordination during critical situations and preventing delays or fragmented responses. This decision aligns with the estate's long-term healthcare vision and management, enabling Oasis Home Care to deliver consistent, reliable services while maintaining high safety and performance standards.

Financially, engaging a single provider allows for better cost control and negotiation of competitive rates, benefiting residents. Multiple providers can lead to uncoordinated charges and higher overall costs. Furthermore, consolidating health records under a single provider enhances resident safety and data privacy by reducing risks associated with fragmented record-keeping.

The decision to authorize Oasis Home Care as the sole on-site healthcare



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provider represents a strategic and forward-thinking approach to enhancing the quality, efficiency, and overall management of healthcare services within the estate. This consolidation addresses existing challenges associated with multiple providers, including inconsistencies in care, complex administration, and potential gaps in communication. By establishing a unified system under Oasis Home Care, the estate ensures consistent, standardized care tailored to the specific needs of its residents and community. Furthermore, consolidating services strengthens emergency preparedness, simplifies communication, and enhances resident safety and data privacy through unified health records. The financial advantages of engaging a single provider are also significant, allowing for better cost control, negotiation of competitive rates, and avoiding the complexities of managing multiple billing and payment structures.

19.2 THE IMPORTANCE OF UNITY OF PURPOSE THROUGH ONE PROVIDER

The core strength of this decision lies in the unity of purpose achieved through a single provider. This unified approach fosters a cohesive and collaborative environment focused solely on the well-being of the residents. Key benefits of this unity of purpose include:

- Consistent Standards of Care:** With one provider, residents receive consistent, standardized care based on best practices and tailored to the estate's specific

needs. This eliminates the inconsistencies and potential confusion that can arise from multiple providers with varying protocols.



- Enhanced Communication and Coordination:** A single point of contact simplifies communication between residents, families, estate management and healthcare providers. This streamlined communication minimizes misunderstandings, facilitates quicker responses to concerns, and ensures seamless coordination of care.
- Improved Accountability and Oversight:** With clearly defined responsibilities and a single point of accountability, any issues can be addressed directly and efficiently with Oasis Home Care. This enhances oversight and ensures that performance standards are consistently met.
- Stronger Focus on Resident-Centred Care:** A unified approach



allows for a stronger focus on resident-centred care, as all efforts are aligned towards a common goal of providing the highest quality of service. This fosters a sense of trust and confidence among residents and their families.

Efficient Resource Utilization: Consolidating resources under a single provider allows for more efficient allocation of staff, equipment, and other resources, maximizing the impact of healthcare spending and ensuring that resources are available where they are needed most.

Enhanced Emergency Preparedness: Unity of purpose is critical in emergency situations. A single provider facilitates clear communication channels and coordinates responses, minimizing delays and ensuring that residents receive timely and appropriate care during critical events.

In conclusion, authorizing Oasis Home Care as the sole on-site healthcare provider is a strategic decision that prioritizes resident well-being, enhances operational efficiency, and strengthens the estate's ability to provide high-quality, consistent, and reliable healthcare services. The unity of purpose achieved through this consolidation is essential for realizing the full potential of this approach and ensuring the long-term health and well-being of the estate's residents.

20 STAFF TRANSITION AND CONTINUITY OF CARE

20.1 STAFF INTEGRATION AND TRAINING

Oasis Home Care and the trustees are committed to a smooth and respectful transition, prioritizing both resident well-being and fair treatment of existing service providers. To facilitate this, the following approach will be implemented:



20.1.1 Integration of Existing Healthcare Staff

Oasis Home Care will assess existing healthcare staff currently working on the estate for potential integration, provided they meet Oasis's employment requirements as specified under South African Labour Law. This assessment will be conducted on an individual basis to ensure fair consideration of each staff member's qualifications and experience and to assist them with their career development. Oasis Home Care offers comprehensive training programs, including upskilling opportunities, for those who require additional training.



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to meet their job requirements. Oasis Home Care provides comprehensive training and upskilling programs to ensure both professional development for staff and consistently high-quality care for residents.

20.1.2 Transition of Domestic Workers and Companions to Caregivers

Recognizing the valuable relationships between residents and their existing domestic workers and companions, Oasis Home Care is pleased to offer a unique opportunity for these individuals to transition into caregiver roles. This will be facilitated through the following process:

- 1. Free Caregiver Training:** Oasis Home Care will provide complimentary, full-time caregiver training at the Oasis training school for existing domestic workers and companions interested in upskilling.
- 2. Continuity of Care During Training:** To ensure uninterrupted service for residents during the training period, Oasis Home Care will provide a temporary replacement caregiver at the employer's expense. This ensures that residents continue to receive consistent care while their existing staff member is in training.
- 3. Guaranteed Employment with Oasis:** Upon successful completion of the training program, Oasis Home Care will offer employment to the newly upskilled caregiver, ensuring continuity of care for the

resident and job security for the caregiver.

- 4. Direct Contracting with Oasis:** Moving forward, the resident will contract directly with Oasis Home Care for caregiver services. This streamlines administration, ensures consistent standards, and provides residents with direct access to Oasis's support and management.



This structured transition process offers several key advantages:

20.1.3 Respecting Existing Relationships and Ensuring a Smooth Transition for Staff:

- Valuing Existing Relationships:** The transition acknowledges and values the existing relationships between residents and their trusted caregivers.
- Individualized Transition Plans:** Each caregiver will have an individualized transition plan, tailored to their specific circumstances and needs, ensuring a smooth and supportive process.
- Open Communication and Consultation:** Ongoing open communication and consultation with existing staff will occur throughout the transition to address



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concerns and provide regular updates.

20.1.4 Providing Upskilling Opportunities and Fostering Career Development:

- Valuable Upskilling Opportunities:** Oasis Home Care provides valuable upskilling opportunities for existing caregivers, enhancing their skills and career prospects within the healthcare sector.
- Clear Career Pathways within Oasis:** Clear career progression opportunities will be available within Oasis, offering long-term growth and development.
- Recognized Qualifications and Certifications:** Upskilling programs may lead to recognized qualifications or certifications, further enhancing career prospects and professional recognition.
- Mentorship and Support Programs:** Mentorship and support programs will be available to help staff integrate into Oasis and develop their skills.

III. Ensuring Uninterrupted Care and Enhancing Quality of Care for Residents:

- Seamless Continuity of Care:** The transition ensures seamless continuity of care for residents throughout the process, minimizing disruption and maintaining established routines.
- Meeting High Standards of Training and Competency:** All caregivers will meet Oasis Home Care's high standards of training and

competency, ensuring consistent and professional care.

- Personalized Care Plans:** Oasis Home Care will develop personalized care plans tailored to each resident's individual needs, preferences, and medical requirements.
- Access to Specialized Services:** Residents will have improved access to specialized services offered by Oasis, such as e.g., medical watching brief, dementia care and physiotherapy.



- Access to Technology and Resources:** Caregivers will have access to advanced technology, medical equipment, and other resources within the Oasis network, enabling them to provide enhanced care.
- Regular Supervision and Performance Evaluation:** Regular supervision and performance evaluations will be conducted to ensure ongoing quality control and



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identify areas for further development.

⊕ **24/7 Support and On-Call Assistance:**

Assistance: Oasis will provide 24/7 support and on-call assistance for caregivers, ensuring prompt response to emergencies and challenging situations.

20.1.5 Streamlining Management and Enhancing Communication:

- ⊕ **Single Point of Contact:** A single point of professional contact will be established for residents, families, and estate management for all caregiver-related inquiries and concerns, simplifying communication and administration.
- ⊕ **Improved Communication and Reporting:** Improved communication and reporting mechanisms, such as regular updates to families on their loved ones' care, will be implemented.
- ⊕ **Simplified Billing and Payment Processes for Residents:** Residents will benefit from simplified billing and payment processes through a single provider.

20.1.6 Integrating Support and Enhancing Healthcare Delivery through the Oasis Network:

- ⊕ **Integrated Support and Emergency Backup:** Caregivers will be fully integrated into the wider Oasis network and professional support structures, ensuring access to resources, expertise, and backup in case of patient emergencies and care.
- ⊕ **Enhanced Healthcare Delivery:** This integration enhances the overall

quality, reliability, and responsiveness of healthcare delivery to residents.

⊕ **Compliance with Regulations and Best Practices:**

Best Practices: Oasis Home Care operates in full compliance with all relevant regulations and best practices in the healthcare industry, ensuring a high level of professionalism and accountability.

20.1.7 Focusing on Resident Well-being:

- ⊕ **Enhanced Resident Well-being and Quality of Life:** Ultimately, this transition aims to enhance resident well-being, quality of life, and peace of mind through consistent, high-quality, and personalized care.

This approach reflects Oasis Home Care's commitment to a responsible and compassionate transition, prioritizing both the well-being of residents and the fair treatment of existing staff.



Addressing Current Care Concerns

The trustees have emphasized the critical need for consistent care standards, addressing serious concerns about the current situation. There are instances where untrained companions and carers are administering high-potency medications without the necessary qualifications. This poses a significant risk of life-threatening situations due to improper administration, lack of



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professional oversight, and potential patient non-compliance with doctor's instructions.

20.2 RISKS OF UNTRAINED

CAREGIVERS

Untrained caregivers often lack the skills to recognize warning signs of health crises, such as overdoses, allergic reactions, or other adverse drug events. Elderly patients require specialized expertise in dosage administration due to their differing physiological responses compared to younger individuals. Failure to promptly recognize and respond to these critical issues can have severe, even life-threatening, consequences.

20.3 LACK OF PROFESSIONAL SUPPORT AND STANDARDIZED PROTOCOLS

Equally concerning is the lack of a professional support system for these caregivers, which is essential for managing the complex healthcare needs of elderly residents. The absence of standardized medical protocols is unacceptable to the Trustees. Addressing these deficiencies is crucial for safeguarding resident health and well-being.

20.4 ENSURING CONSISTENT, PROFESSIONAL CARE

Inconsistent care standards on the estate are unacceptable, jeopardizing community integrity and placing vulnerable residents at significant risk. Families relying on existing caregivers may be unaware of these deficiencies, making transparent action essential. Oasis Home Care's

approach, based on professionally trained staff, established protocols, and a comprehensive support system, directly addresses these concerns, ensuring resident safety, well-being, and dignity.

20.5 ENHANCING THE STANDARD OF CARE

The transition to Oasis Home Care is a pivotal step in enhancing the estate's standard of care. This change ensures all residents receive professional, compassionate, high-quality support, providing families with peace of mind knowing their loved ones are cared for by skilled caregivers within a structured, accountable framework. By eliminating inconsistent service delivery, the estate safeguards resident well-being and fulfills its responsibility to provide safe, consistent, and exceptional care.



20.6 BUILDING A SUSTAINABLE HEALTHCARE MODEL

This transformation addresses immediate concerns and establishes a



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foundation for a sustainable, secure, and exemplary healthcare model for the community's future. Residents and families seeking professional guidance are encouraged to contact Oasis Home Care directly, as each case requires a tailored assessment to effectively meet individual needs.

20.7 ESTATE MANAGEMENT

COMMUNICATION

Estate management will manage all communication regarding Oasis becoming the sole home-based healthcare provider to estate agencies, residents, their families, and other relevant stakeholders.

20.8 CONCLUSION

The transition to Oasis Home Care as the sole on-site healthcare provider marks a significant investment in the well-being and future of the estate's residents. This strategic decision addresses critical concerns regarding inconsistent care standards, the risks associated with untrained caregivers, and the lack of professional oversight. By consolidating healthcare services under Oasis Home Care's professionally trained staff, established protocols, and comprehensive support system, the estate is establishing a new benchmark for resident care. This shift ensures consistent, high-quality, and compassionate support, providing families with invaluable peace of mind knowing their loved ones are in capable hands.

This transformation represents more than just a change in service providers; it signifies a commitment to building a sustainable and exemplary healthcare

model for the community. It addresses immediate needs while laying a strong foundation for the future, ensuring that residents receive the highest standard of care as their needs evolve. The structured transition process, including the integration and upskilling of existing staff, demonstrates a commitment to both resident well-being and the fair treatment of those who have served the community.

It is central to emphasize that while compassion and a desire to help are commendable, untrained individuals must not encroach upon the scope of practice of a trained caregiver. As the ravages of age unfold, elderly individuals often require specialized care and attention. Untrained assistance, however well-intentioned, can inadvertently pose significant dangers due to a lack of understanding of complex medical needs, medication management, and the ability to recognize subtle but critical changes in a resident's condition. This transition to professional care ensures that residents receive the appropriate level of expertise and support, minimizing risks and maximizing their well-being.

The Summerville community's full support of this initiative is crucial for several key reasons. Firstly, it directly aligns with Summerville's core value of prioritizing resident well-being and providing a safe and supportive living environment. By endorsing this transition, Summerville demonstrates a clear commitment to upholding the highest standards of care for its residents. Secondly, this partnership with Oasis Home Care enhances the estate's reputation as a premier senior



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living community, attracting prospective residents and maintaining property values. A robust and reliable healthcare system is a significant draw for those seeking a secure and comfortable retirement. Finally, Summerville's backing ensures a unified and seamless transition process, minimizing disruption and maximizing the benefits for all stakeholders. This collaborative approach fosters a stronger sense of community and reinforces

Summerville's dedication to providing exceptional care for its residents.

This partnership with Oasis Home Care represents a collaborative effort to enhance the quality of life for all residents. The estate encourages residents and families seeking professional guidance to contact Oasis Home Care directly, ensuring that each individual's needs are assessed and addressed with personalized care plans. Estate management will continue to manage all communication with estate agencies, residents, their families, and other stakeholders to ensure a smooth and transparent transition. This collaborative approach will build a stronger, healthier, and more secure community for all.

21 ACCOUNTABILITY STRUCTURE

21.1 RESIDENT FEEDBACK

Oasis Home Care and the Trustees value resident input and encourage open communication. Residents can provide feedback and suggestions

regarding care quality, services, and staff performance through:

- Written submissions
- Direct discussions with Oasis staff
- Online surveys

This feedback will be used for continuous service improvement. Regular resident satisfaction surveys will also be conducted to gather comprehensive data and identify further areas for enhancement.



21.2 PERFORMANCE MEASUREMENT

Oasis Home Care's performance will be measured using Key Performance Indicators (KPIs), including:

- Emergency call response times
- Adherence to care plans
- Resident satisfaction

Regular performance reviews will be conducted to identify areas for improvement. Formal Service Level Agreements (SLAs) between estate management and Oasis Home Care will outline specific service



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commitments, performance standards, and dispute resolution mechanisms.

21.3 REGULAR REVIEW MEETINGS AND COLLABORATION

Regular meetings between Oasis Home Care and estate management will facilitate ongoing communication and collaboration on healthcare matters and service delivery. These meetings will provide a forum for Oasis to:

- ✚ Report on adverse incidents affecting resident health and safety.
- ✚ Provide updates on resident health status and emerging trends.
- ✚ Seek guidance on complex cases or ethical dilemmas.
- ✚ Collaborate on service improvement initiatives.
- ✚ Ensure alignment of Oasis services with the estate's overall goals.
- ✚ Address concerns raised by residents or their families.

22 BUILDING A HEALTHIER FUTURE TOGETHER

The partnership between SLEOA and Oasis Home Care represents a significant commitment to enhancing the health and well-being of Summerville residents. This initiative is more than a change in service providers; it is an investment in our community, designed to create a supportive and thriving environments for all. By prioritizing coordinated, high-

quality care, clear communication, and robust accountability, we are building a stronger, more secure future for ourselves and our loved ones.

This comprehensive approach offers numerous benefits that directly impact the lives of Summerville residents:



- ✚ **Enhanced Quality of Life:** Access to consistent, high-quality care enables residents to maintain their independence and enjoy a higher quality of life for longer. This includes proactive care focused on prevention and wellness, not just reactive treatment of illness.
- ✚ **Peace of Mind for Families:** Knowing that their loved ones are cared for by qualified professionals within a structured and accountable system provides families with invaluable peace of mind. This reduces worry and allows families to focus on spending quality time with their loved ones.
- ✚ **Stronger Sense of Community:** By working together to support this initiative, we strengthen community bonds. A thriving and well-cared-for community attracts new residents, maintains property values, and enhances Summerville's reputation as a premier retirement destination.



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✚ **Proactive and Preventative Care:**

The focus on standardized protocols and coordinated care means that potential health issues can be identified and addressed earlier, often preventing more serious complications and reducing hospitalizations.



✚ **Increased Resident Engagement and Satisfaction:**

The emphasis on open communication and feedback mechanisms ensures that residents' voices are heard, and their needs are met, fostering a greater sense of ownership and satisfaction within the community.

We encourage every member of the Summerville community to embrace and support this important initiative. By working together, we can ensure that this partnership reaches its full potential, creating a community where residents feel safe, supported, and empowered to live their lives to the fullest. This is an investment in our collective future, and we are confident it will yield significant and lasting benefits for all.

22.1 SIGNIFICANT MILESTONE

The Summerville Lifestyle Estate Owners' Association (SLEOA) partnership with Oasis Home Care is a

significant milestone in our shared journey to prioritize the well-being and quality of life of all residents. This carefully designed initiative reflects SLEOA's unwavering commitment to creating a supportive, inclusive, and forward-thinking community where every resident feels valued, cared for, and secure.

By consolidating healthcare services under a single, highly qualified provider, we have addressed long-standing challenges such as fragmented care, inconsistent standards, and limited oversight. This partnership introduces a comprehensive, resident-centered healthcare model that ensures easy access to professional, coordinated, and compassionate care tailored to individual needs. Residents can now benefit from a unified approach to healthcare that fosters seamless communication among professionals, consistent quality, and peace of mind for both residents and their families.

Oasis Home Care's dedication to professional excellence, backed by SLEOA's robust oversight guarantees that care is delivered with the utmost expertise and accountability. From preventive health measures and emergency response to home-based care and mental health support, this partnership equips residents with a broad range of services designed to promote well-being and independence while addressing complex medical and emotional needs.

Importantly, this collaboration goes beyond merely solving immediate healthcare concerns. It establishes a



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foundation for long-term growth, adaptability, and sustainability, ensuring that the estate evolves to meet future healthcare demands with professionalism and compassion. The emphasis on transparency, structured feedback mechanisms, and proactive communication reinforces the community's trust in this initiative while fostering a stronger sense of unity and shared purpose.

We understand that transitions can bring uncertainties, but residents can rest assured that every step has been meticulously planned to minimize disruption and maximize benefits. The clear framework for quality assurance, regular performance reviews, and opportunities for resident engagement ensures that this partnership remains responsive, dynamic, and aligned with the community's values.

This is more than just a change in service providers; it is an investment in the health, happiness, and security of every Summerville resident. By working together and embracing this initiative, we are building a community that stands as a beacon of exemplary care, one that future generations will look to as a model of retirement living. With this partnership, we are not just meeting healthcare needs—we are enhancing lives, strengthening bonds, and securing a brighter, healthier future for everyone at Summerville.

23 OASIS HOME CARE'S COMMITMENT TO THE RESIDENTS OF SUMMERSVALE

At Oasis Home Care, they are deeply committed to providing exceptional care and support to the residents of Summerville. They understand the importance of maintaining a comfortable, secure, and dignified environment, and we are dedicated to upholding the highest standards of healthcare within this community. This commitment is reflected in our approach to care, which is guided by the principles of South Africa's *National Health Act* and the *Patients' Rights Charter*.



23.1 OASIS' PLEDGE TO YOU:

Oasis pledges to uphold the following rights for every resident:

- 1. A Safe and Comfortable Environment:** Oasis will ensure a clean, safe, and comfortable



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environment for all care, whether at the clinic or in your own home.

2. Active Involvement in Your Care:

Oasis believes in empowering you to be an active participant in your healthcare. This means:

- Clearly explaining your health condition, treatment options, and any associated risks in easy-to-understand language.
- Respecting your right to agree to or refuse any treatment.
- Supporting your right to seek a second opinion from another healthcare professional.

3. Access to Quality Care:

Oasis is committed to providing access to the agreed-upon healthcare services within Summervale.

4. Clear Communication About Your Health:

Oasis will ensure you understand your health condition, any diagnoses, and your treatment plan, using clear and simple language.

5. Respect for Your Privacy:

Your health information will be treated with the utmost confidentiality and will only be shared with your permission or as required by law.

6. Informed Consent for All Procedures:

Oasis will always explain any medical procedure or treatment thoroughly and

obtain your informed consent before proceeding.

7. Respect for Your Right to Refuse Treatment:

Oasis fully respects your right to refuse any treatment, after explaining the potential consequences.

8. Support for Second Opinions:

Oasis will support you in seeking a second opinion from another healthcare professional if you choose.



9. Consistent and Reliable Care:

Oasis is dedicated to providing continuous, coordinated, and reliable care, especially for those receiving in-home services.

10. Avenues for Feedback and Concerns:

Oasis encourages you to share any feedback or concerns you may have. **Oasis** has clear procedures in place to address any complaints fairly and effectively.

23.2 OUR SHARED RESPONSIBILITIES:

To ensure the best possible care experience, **Oasis** also encourage residents to:



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- Share Important Health Information:** Provide Oasis with complete and accurate information about your medical history, current health status, and medications.
- Treat Our Staff with Respect:** Extend courtesy and respect to our dedicated healthcare providers and staff.
- Collaborate on Your Care Plan:** Work with Oasis to follow your agreed-upon treatment plan and communicate any difficulties you may encounter.
- Maintain Appointments:** Keep scheduled appointments whenever possible and notify Oasis promptly if you need to reschedule.
- Use Resources Responsibly:** Utilize healthcare resources thoughtfully and responsibly.
- Ask Questions and Seek Clarification:** Don't hesitate to ask questions if you are unsure about any aspect of your care. Oasis is here to help.
- Actively Participate in Your Well-being:** Take an active role in your health by adopting healthy lifestyle choices and working in partnership with Oasis' care team.

23.3 OASIS' COMMITMENT TO SUMMERSVALE:

- Estate Policies:** Oasis will work closely with Summerville to ensure our services align with estate policies and procedures.

- Open Communication:** Oasis will maintain clear and open communication channels between residents, families, Summerville management, and our care team.
- Clear Care Agreements (for In-Home Care):** For in-home care, Oasis will establish clear care agreements outlining services, schedules, and responsibilities.
- Emergency Preparedness:** Oasis will ensure residents, and their families are fully aware of emergency procedures and how to access immediate assistance.

23.4 FINAL THOUGHTS:

At Oasis Home Care, we believe that quality healthcare is built on trust, respect, and open communication.



We are dedicated to building strong relationships with the residents of Summerville and their families, providing not just medical care, but also compassionate support and a genuine commitment to enhancing their overall well-being. Oasis is confident that their partnership with Summerville will create a model of excellence in senior care, ensuring a



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vibrant, healthy, and supportive community for all. Oasis encourages you to reach out to us with any questions or to discuss your individual care needs. Oasis is here to serve you.



24 SCHEDULE

This schedule identifies the documents used and serves as a reference for their respective requirements. Permitted variations must meet all applicable requirements as outlined in the relevant sections.



24.1 OASIS HOME CARE NURSING ASSESSMENT FORM

Oasis Home Care utilizes a comprehensive nursing assessment form to evaluate the care needs of prospective residents, contingent upon their informed consent. This practice reflects a commitment to ethical healthcare, respecting patient autonomy, adhering to legal mandates regarding informed consent, and fostering a strong client-provider relationship built on trust. The assessment gathers the following information:

24.1.1 Resident Information

- **Personal Details:** Resident's name, identification number, date of birth, contact information, and other relevant biographical data.
- **Next of Kin Information:** Details of spouse, partner, or other designated family members to facilitate communication and support.

24.1.2 Medical and Health Status

- **Medical History:** Comprehensive medical information, encompassing medical aid details, primary physician contact information, known allergies, chronic conditions, surgical history, use of mobility aids, current prescription and over-the-counter medications, vital signs, and any other pertinent health-related information.
- **Sensory Status:** Assessment of hearing, vision, and oral health (including dentition).

24.1.3 Care Planning and Agreement

- **Assessment Outcome:** Following evaluation by a registered nurse and occupational therapist, this section documents the determined level of care required by the resident, along with the clinical rationale supporting the recommendation.
- **Resident Agreement:** This section outlines the proposed care plan based on the assessment findings, soliciting the resident's agreement and confirming their understanding of associated service costs and affordability.

This comprehensive assessment process enables Oasis Home Care to effectively understand each resident's unique needs and develop individualized care plans to ensure optimal well-being.

OASIS HOME CARE

A business division of the OASIS PRIVATE PRACTICE and HOME CARE SERVICES (PTY) LTD

59 George Rd, George Park, STRAND, 7140 | Cell: 071 370 5997 | Email: leslie@oasis-wc.co.za

Nursing assessment form



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IMPORTANT INFORMATION TO NOTE!

- This assessment will be conducted by a registered nurse (or an enrolled nurse delegated by a registered nurse).
- This is a compulsory assessment, and all residents are required to participate.
- In addition to this assessment, an occupational therapy (OT) assessment will also be conducted.
- The purpose of these two assessments is to determine the resident's care and nursing needs, as well as their cognitive, emotional, psychological, and physical functioning.
- Based on the outcomes of both assessments, Oasis Home Care will determine whether the resident requires home-based care and, if so, at what level.
- The resident, their family, or the person responsible for their finances will be responsible for the costs of the OT and nurse assessments.

PERSONAL INFORMATION				
Name and Surname of Resident				
ID No.			Flat/House No	
Date of Birth		Age	(Gender):	
Home Tel. No.		Cell Phone		Other
Email Address				Language
NEXT OF KIN INFORMATION				
Spouse /Partner				
Mr / Mrs			Cell:	
Date of Birth		Age	(Gender):	
Name and Surname of family member 1 (other than spouse)				
Relation to Resident				Cell Phone
Home Tel. No.			Email Address	
Name and Surname of family member 2				
Relation to Resident				Cell Phone
Home Tel. No.			Email Address	
MEDICAL AID INFORMATION				
Medical Aid Scheme				Med Aid No
Med Aid Plan			Main Member	
MEDICAL AND HEALTH INFORMATION				
Doctor (GP)			Office No	
Known allergies	1.		2.	
	1.	2.	3.	
Chronic Illness	4.	5.	Pacemaker	(Yes) / (No)
Previous Operations		1.		When?
2.		When?		Other
Mobility	Independent / Assistance / Walking aid / Wheelchair / Prosthetic			
Teeth	Own / Bridges / Dentures		Weight	
Hearing	Normal / Hard of hearing / Hearing Aid / Deaf		Disability	(Yes) / (No)
Vision/Sight	Good / Spectacles / Contact lenses / Poor eye sight / Blind			Specify:



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Prescription Medication	1.			
	3.			
	5.			
	7.	8.		
Over the Counter Meds	1.	2.		
	3.	4.		
	5.	6.		
	7.	8.		
Vital signs	BP:	HGT	Resp:	Pulse:
Other relevant health information: _____ _____ _____ _____ _____ _____ _____ _____ _____				

Assessment done by: _____

Date: _____

Signature: _____

CATEGORY OF CARE AS PER OCCUPATIONAL THERAPY and NURSING ASSESSMENTS

Determined level of care	Reason(s) for
	1.
	2.
	3.
	4.
	5.
	6.
	7.

For the resident's notice:

This category of care was based on 2 professional health assessments. It is my professional opinion that you would require the following care support and assistance:

_____, with _____ x carer(s), working _____



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If you agree please indicate (YES) / (NO). The cost for this care service is R _____. If affordable (YES) / (NO). If NOT affordable, a lower fee care service will be discussed with you.

Signature of resident: _____ **Date:** _____

Name & Surname of Witness: _____ **Signature of Witness:** _____



24.2 OCCUPATIONAL THERAPISTS IN SOUTH AFRICA: HELPING OLDER ADULTS LIVE INDEPENDENTLY

As we age, everyday activities like getting dressed, cooking, or even simply opening a jar can become more challenging. This is where occupational therapists (OTs) can make a big difference. In South Africa, OTs are healthcare professionals registered with the Health Professions Council of South Africa (HPCSA). They specialize in helping people of all ages, including older adults, overcome challenges that affect their ability to participate in daily life.

24.2.1 What do Occupational Therapists for Older Adults do?

OTs work with older adults to:

- **Improve physical function:** This includes exercises to strengthen muscles, improve balance, and increase flexibility. These activities can help prevent falls and maintain independence.
- **Adapt the home environment:** OTs can suggest modifications to the home, such as installing grab bars in the bathroom, adding ramps for wheelchairs, or rearranging furniture to create a safer and more accessible living space.
- **Recommend assistive devices:** These can include canes, walkers, wheelchairs, or specialized eating utensils to help older adults perform daily tasks more easily.
- **Teach new skills and techniques:** OTs can teach older adults new ways to perform tasks that have become difficult, such as dressing, bathing, or cooking. They may also teach energy conservation techniques to help manage fatigue.
- **Provide emotional support and counselling:** OTs can help older adults cope with the emotional challenges of aging, such as loss of independence, changes in physical abilities, and social isolation.

24.2.2 Where do Occupational Therapists Work?

OTs work in a variety of settings, including:

- Hospitals
- Clinics
- Retirement homes
- Community centres
- Private practice

If you are an older adult experiencing difficulties with daily activities, an occupational therapist can help you maintain your independence and improve your quality of life.



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COMMITMENT AND FORMS

Relevant forms available on request

Madré Fraenkel occupational therapist

guiding your life's journey

Good day

I am an Occupational Therapist assisting Oasis Care with Occupational Therapy services.

The focus on evaluations is to establish client's levels of functioning from a cognitive, emotional and physical perspective. Recommendations are made. This is all done in order to assist with good quality of care, with a holistic approach.

Evaluations are charged at a special rate for Oasis Care clients, at R700 for the evaluation and report. Additional costs may occur, depending on the site of the evaluation.

Feel free to contact me with any further questions in this regard.

Madré Fraenkel
Occupational Therapist
082 593 6528

Building 2F
Arun Place.

+27 82 698 6528 | cfraenkel@madréfraenkel.co.za | 2F Arun Place, Somerhill West
Occupational Therapist | practice no. 06980738 | www.madréfraenkel.co.za
Madré Fraenkel Inc | Director: Madré Fraenkel


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24.3 OCCUPATIONAL THERAPY REPORT

Madré Fraenkel
occupational therapist

guiding your life's journey

Occupational Therapy Report

1. Personal information:

Name and surname:	
Date of birth:	
Age:	
Date of evaluation:	
Contact details:	
Language:	
Address:	
Referred by:	
Information obtained:	
Consent to share the document with relevant parties:	
Application for:	

2. Reason for the evaluation:

3. Background:

Childhood:

Adult life:

Education and Work:

General:

- Hobbies:
- Interests:
- Loneliness:
- Driving:
- Animals:
- Domestic life:
- Social habits:
 - Alcohol use:
 - Smoking:

Client Name:
Date: 2024.09.09

+27 82 593 6528 | dementia@madrefraenkel.co.za | 2F Arun Place, Somerset West
Occupational Therapist | practice no. 0698733 | www.madrefraenkel.co.za
Madré Fraenkel Inc | Director: Madré Fraenkel

Mf.
1



RESIDENT'S GUIDE TO HEALTHCARE SERVICES AT SUMMERSALE

Madré Fraenkel
occupational therapist

guiding your life's journey

4. Medical information:

5. Formal testing:

5.1 Test 1

5.2 Test 2:

5.3 Test 3:

5.4 Test 4:

5.5 Test 5:

5.6 Test 6:

6. Summary:

Recommendations

Madre Fraenkel
Occupational Therapist
082 593 6528

CONFIDENTIAL

Client Name:
Date: 2024.09.09

+27 82 593 6528 | dementia@madrefraenkel.co.za | 2F Arun Place, Somerset West
Occupational Therapist | practice no. 0698733 | www.madrefraenkel.co.za
Madré Fraenkel|Inc | Director: Madré Fraenkel

Mf.

2



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24.4 ESSENTIAL HEALTH PHARMACY SERVICES

The Essential Health Pharmacy Group has been appointed as the prescription medication provider for the Summerville Community. They offer a range of services designed to improve patient care and convenience:

24.4.1 Core Services

- **Pharmaceutical Care:** Essential Health provides comprehensive pharmaceutical care. This involves more than just dispensing medications; it includes actively collaborating with patients and other healthcare providers to optimize medication use and improve patient outcomes. Pharmacists offering pharmaceutical care review patient medication histories, identify potential drug interactions or adverse effects, counsel patients on proper medication use (including dosage, timing, and administration), and monitor the effectiveness and safety of their medications. They also provide education on disease management and healthy lifestyle choices.
- **Repeat Medication Service:** Patients can utilize a streamlined repeat medication service, eliminating the need to queue or obtain medical aid authorizations for recurring prescriptions. However, a visit to your doctor may still be necessary. While this service simplifies refills for stable, ongoing conditions, regular check-ups with a physician are crucial for several reasons: to monitor the effectiveness of the medication, assess for any developing side effects, evaluate the progression of the underlying condition, and determine if any adjustments to the treatment plan are needed. Laws and regulations also often require periodic physician reviews for certain medications.
- **Home Delivery in Summerville:** Essential Health offers a delivery service, bringing medications directly to patients' homes within the Summerville community.
- **Gordon's Bay Branch Access:** Patients can also access services at the Gordon's Bay branch for added convenience.

24.4.2 Specialized Services

- **Blister Packing Services:** Blister packing is available to assist with medication management. This involves packaging medications into individual, sealed compartments organized by day and time, which helps patients adhere to their prescribed regimens, especially those taking multiple medications.
- **Chronic Medication Management:** Essential Health specializes in chronic medication management within home-based care and old age home facilities. This service focuses on ensuring patients with long-term conditions receive consistent and appropriate medication. It often involves close collaboration with caregivers and other healthcare professionals to monitor medication effectiveness, manage side effects, and adjust treatment plans as needed. *Medication management* encompasses the processes and practices used to ensure the safe and effective use of medications. This



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includes selecting appropriate medications, prescribing correct dosages, administering medications properly, monitoring for therapeutic effects and adverse reactions, and educating patients about their medications.

24.4.3 Financial Benefits and Payment Options

- **Reduced Co-payments:** Many medical schemes require patients to pay a portion of the cost of their medication, known as a co-payment. This is the amount the patient pays out-of-pocket, while the medical scheme covers the remaining balance. Essential Health works to minimize these co-payments, particularly for chronic medications. They may achieve this through various means, such as negotiating favourable rates with medical schemes, optimizing the dispensing process to reduce costs, or participating in programs that offer lower co-payments for certain medications. By minimizing co-payments, Essential Health aims to reduce the financial burden on patients managing long-term health conditions, making essential medications more affordable and accessible.
- **Account Facilities:** Account facilities are available at all Essential Health branches. Applying for an account is quick and easy.

24.4.4 Why Choose Essential Health?

In conclusion, patients in the Summerville community should choose Essential Health Pharmacy Group for their prescription medication needs due to the numerous benefits they offer:

- **Convenience:** Services like repeat medication refills without queuing or medical aid authorization hassles, home delivery within Summerville, and access to the Gordon's Bay branch provide significant time-saving and convenience.
- **Comprehensive Care:** Essential Health provides comprehensive pharmaceutical care, going beyond simply dispensing medications to actively manage and optimize patient medication use.
- **Improved Medication Adherence:** Services like blister packing and specialized chronic medication management support patients in adhering to their prescribed medication regimens.
- **Cost Savings:** By working to minimize co-payments, especially for chronic medications, Essential Health helps reduce the financial burden on patients.
- **Flexible Payment Options:** The availability of account facilities provides patients with flexible payment options.

24.4.5 What Patients Need to Do

To benefit from these services, patients should:

- **Transfer their prescriptions to Essential Health Pharmacy.**
- **Inquire about setting up a repeat medication service if applicable.**



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- **Consider applying for an account for convenient payment options.**

These combined benefits make Essential Health a valuable resource for the Summerville community, promoting better health outcomes and a more positive patient experience.



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24.5 SOUTH AFRICAN PATIENT RIGHT'S CHARTER

The Patients' Rights Charter

For many decades the vast majority of the South African population has experienced either a denial or violation of fundamental human rights, including rights to health care services. To ensure the realisation of the right of access to health care services as guaranteed in the Constitution of the Republic of South Africa (Act No 108 of 1996), the Department of Health is committed to upholding, promoting and protecting this right and therefore proclaims this **PATIENTS' RIGHTS CHARTER** as a common standard for achieving the realisation of this right.

This Charter is subject to the provisions of any law operating within the Republic of South Africa and to the financial means of the country.

A healthy and safe environment

Everyone has the right to a healthy and safe environment that will ensure their physical and mental health or well-being, including adequate water supply, sanitation and waste disposal as well as protection from all forms of environmental danger, such as pollution, ecological degradation or infection.



Participation in decision-making

Every citizen has the right to participate in the development of health policies and everyone has the right to participate in decision-making on matters affecting one's health

Access to healthcare

Everyone has the right of access to health care services that include:

- i. receiving timely emergency care at any health care facility that is open regardless of one's ability to pay;
- ii. treatment and rehabilitation that must be made known to the patient to enable the patient to understand such treatment or rehabilitation and the consequences thereof;
- iii. provision for special needs in the case of newborn infants, children, pregnant women, the aged, disabled persons, patients in pain, person living with HIV or AIDS patients;
- iv. counselling without discrimination, coercion or violence on matters such as reproductive health, cancer or HIV/AIDS;
- v. palliative care that is affordable and effective in cases of incurable or terminal illness;
- vi. a positive disposition displayed by health care providers that demonstrate courtesy, human dignity, patience, empathy and tolerance; and
- vii. health information that includes the availability of health services and how best to use such services and such information shall be in the language understood by the patient.



Knowledge of one's health insurance/medical aid scheme

A member of a health insurance or medical aid scheme is entitled to information about that insurance or medical aid scheme and to challenge, where necessary, the decisions of such health insurance or medical aid scheme relating to the member.



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Choice of health services

Everyone has the right to choose a particular health care provider for services or a particular health facility for treatment provided that such choice shall not be contrary to the ethical standards applicable to such health care providers or facilities, and the choice of facilities in line with prescribed service delivery guide lines.



Be treated by a named health care provider

Everyone has the right to know the person that is providing health care and therefore must be attended to by clearly identified health care providers.



Confidentiality and privacy

Information concerning one's health, including information concerning treatment may only be disclosed with informed consent, except when required in terms of any law or an order of the court.



Informed consent

Everyone has the right to be given full and accurate information about the nature of one's illnesses, diagnostic procedures, the proposed treatment and the costs involved, for one to make a decision that affects any one of these elements.



Refusal of treatment

A person may refuse treatment and such refusal shall be verbal or in writing provided that such refusal does not endanger the health of others.



Be referred for a second opinion

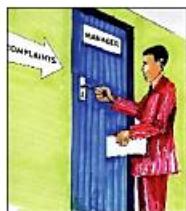
Everyone has the right to be referred for a second opinion on request to a health provider of one's choice.



RESIDENT'S GUIDE TO HEALTHCARE SERVICES AT SUMMERSALE

Continuity of care

No one shall be abandoned by a health care professional worker or a health facility which initially took responsibility for one's health.



Complain about health services

Everyone has the right to complain about health care services and to have such complaints investigated and to receive a full response on such investigation.

Responsibilities of the PATIENT

Every patient or client has the following responsibilities:

- to advise the health care providers on his or her wishes with regard to his or her death.
- to comply with the prescribed treatment or rehabilitation procedures.
- to enquire about the related costs of treatment and/or rehabilitation and to arrange for payment.
- to take care of health records in his or her possession.
- to take care of his or her health.
- to care for and protect the environment.
- to respect the rights of other patients and health providers.
- to utilise the health care system properly and not abuse it.
- to know his or her local health services and what they offer.
- to provide health care providers with the relevant and accurate information for diagnostic, treatment, rehabilitation or counselling purposes.



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