

Negester

ONRUS RIVER SOUTH



Health Care Services

HEALTH CARE SERVICE PROVIDER: NOVEM STELLA CURA (NSC)

The Negester Board contracted NSC to provide health care services in Negester Onrusrivier South.

To ensure quality service and responsible care, all the NSC professional staff namely Registered Nurses, Enrolled Nurses and Enrolled Nursing Assistants are registered with the South African Nursing Council and all personnel including the Care Workers (Bedside Attendants) strictly adhere to the National Scope of Practice Guidelines.

Please note the following:

- **New residents to Negester** must register with NSC and make an appointment with the Registered Nurse for an evaluation before any services can be provided. You can contact the Estate Manager or the Health Care Manager at Negester (028 316 3661) to make an appointment.
- **Not all medical aids** cover long term frail care. Some medical aids provide this kind of cover, but under strictly specified conditions. You therefore need to confirm with your medical aid the extent of your cover with NSC as service provider.
- In the explanation of services provided, a distinction is made between **medical emergencies and non-emergencies**. Please see the table on page 3 for what constitutes an emergency and a non-emergency.
- A distinction is also made between services provided to residents of the **Health Care Center and Houses**. Summaries of these services are provided on pages 4 (Health Care Residents) and 6 (Houses).
- **It is strongly recommended** that the information provided in the tables be read in conjunction with the explanations given.
- Clinic hours: Please note the clinic hours from Monday to Friday:
 - 11:00 to 12:00
 - 15:00 to 16:00

Examples regarded as a medical emergency:

- Symptoms of a heart attack e.g. chest pain, shortness of breath and pain in left arm.
- Severe shortness of breath.
- Severe coughing or vomiting of blood.
- Symptoms of a stroke e.g. numbness in face, arm or leg or difficulty with speech.
- Sudden or unexplained loss of consciousness.
- Wound that will not stop bleeding after a fall and blood is pulsating.
- Head injury with loss of consciousness, decreased level of alertness, confusion, headache, vomiting, irritability.
- Seizures, especially if not a known epileptic.
- Choking and difficulty in breathing blueish lips, skin, fingertips or nail bed.
- Severe abdominal pain.
- Severe burns.
- A fall with visible fractures.

Examples not regarded as medical emergency:

- Assistance with washing, dressing, incontinence and nail care.
- Injections on prescription.
- Irritation of the ear and foreign bodies in an eye, ear or nose.
- Application of ear and eye medication.
- Routine blood glucose testing.
- Change of stoma bags.
- Bladder rinse and catheter changes.
- Routine blood pressure checks.
- Chronic wound care.
- Minor burns treatment.
- Chronic coughing and sore throat.
- Skin rash and infections.
- Mild swelling of legs and hands.
- Gastro-intestinal symptoms like nausea, vomiting and diarrhoea unless dehydrated.
- Enquiries about medication.

HEALTH CARE CENTRE: BASIC CARE

Cost: The cost for this service is determined by the Negester Board and included in the monthly levy. Please see the table on page 4 for costs. All consumables are for the resident's cost.

The following **health care services** are provided:

- The nursing services that fall within the scope of practice of a Registered Nurse or prescribed by a medical doctor are provided during office hours, the full extent of which are specified in the table on page 4.
- Two free visits per month will apply should a resident need to visit the clinic and cannot due to mobility reasons or in the case of a medical emergency. For more than two visits the Fixed Service Tariff will apply.

- Access to a 24-hour emergency support system. Panic buttons are provided by the Board.
- Advice and support to minimize and eliminate risks with the aim of maintaining a healthy lifestyle.
- Assistance to obtain authorisation for benefits from medical aids in the case of emergencies.
- **Services related to accommodation:** Please see the table on page 4.

HEALTH CARE CENTRE

	BASIC CARE	ASSISTED CARE	FRAIL CARE
HEALTH CARE SERVICES	<ul style="list-style-type: none"> • The following clinical services are rendered free of charge at the Clinic (patient pays for consumer items) during office hours: blood pressure measurement; blood sugar testing; urine testing; wound care; removing stitches; flu injections; basic general examination. • Two free visits at flat per month for medical emergencies. If more than two, Fixed Service Tariff will apply. • 24/7 Emergency access • Advice and assistance: healthy lifestyle. 	<ul style="list-style-type: none"> • All the health care services as specified alongside under Basic Care. • Daily care services of two hours for contracted services that include inter alia bath; dress; making bed; order medicine from chemist as per doctor's prescription and manage and administer to patient (includes injections); observation, e.g. blood pressure, sugar and urine; wound care; nebulisation; enema; faecal impaction by hand. 	<p>All the health care services as specified alongside under Basic Care and Assisted Care on a 24/7 basis. The "two free visits per month" in the Basic Care column and the "daily care services of two hours" obviously does not apply as all the specified services are offered on a full-time basis.</p>
ACCOMMODATION	<ul style="list-style-type: none"> • Accommodation: 29 m²; bedroom, bathroom, kitchen, air conditioner • DSTV connection. Electronic equipment for account of lessee/owner. • Lunch (three-course) • Weekly cleaning and laundry services. • Use of library, coffee bar, TV-room, lounge and other common areas 	<ul style="list-style-type: none"> • Accommodation: 29 m²; bedroom, bathroom, kitchen, air conditioner • DSTV connection. Electronic equipment for account of lessee/owner. • Lunch (three-course) • Weekly cleaning and laundry services. • Use of library, coffee bar, TV-room, lounge and other common areas 	<ul style="list-style-type: none"> • Accommodation: 29 m²; bedroom, bathroom, kitchen, air conditioner • DSTV connection. Electronic equipment for account of lessee/owner. • Breakfast, lunch (three-course) and supper. • Daily cleaning and laundry services. • Use of library, coffee bar, TV-room, lounge and other common areas • Coffee & tea in rooms
COST	<p>Approximately R13 200 per month calculated as follows: Rental of flat: As decided between owner and lessee, but approximately R6 500; Services: R6 700. Flat owners consequently pay R6 700. Electricity excluded; water included.</p>	<p>Approximately R21 200 per month calculated as follows: Rental of flat: As decided between owner and lessee, but approximately R6 500; Services: R14 700. Flat owners consequently pay R14 700. Electricity excluded; water included.</p>	<p>Approximately R31 800 per month, calculated as follows: Rental of flat: As decided between owner and lessee, but approximately R6 500; Services: R25 300. Flat owners consequently pay R25 300. Electricity excluded; water included.</p>

HEALTH CARE CENTRE: ASSISTED CARE

Cost: The cost of this service are determined by the Negester Board. Please see the table on page 4 for costs. All consumables are for the cost of the resident.

The following **health care services** are provided:

- The services listed under Basic Care Services in the table on page 4.
- Daily care services of two hours for contracted services as listed in table on page 4.

Services related to accommodation: Please see the table on page 4.

HEALTH CARE CENTRE: FRAIL CARE

Frail care services are offered in any of the 50 units in the Care Centre. Residents occupying units in the Health Care Center have the option of receiving Frail Care Services in their residential units.

Applicants for admission to the Frail Care Units, or for the Frail Care Package, will be screened prior to admission being granted. Residents can be admitted on a short- or long-term basis and if the need arises for Frail Care Assistance and there are no vacancies, a waiting list will apply.

Cost: The cost for this service is determined by the Negester Board. Please see the table on page 4 for costs. All consumables and medical waste removal will be an additional cost for residents and cost may vary from month to month.

Health care services: This level of care is for individuals who require 24-hour supervision with continuous care and that cannot on the longer term be accommodated in their flats.

Services related to accommodation: Please see the table on page 4

HOUSES: BASIC CARE

Cost: The cost for these services is included in the monthly levy determined by the Negester Board.

The following health care services are provided:

Please see the table on page 6 for a detailed specification of services provided.

HOUSES

		BASIC CARE	ASSISTED CARE	FRAIL CARE
HEALTH CARE SERVICES		<ul style="list-style-type: none"> The following clinical services are rendered free of charge at the Clinic (patient pays for consumer items) during office hours: blood pressure measurement; blood sugar testing; urine testing; wound care; removing stitches; flu injections; basic general examination. Two free visits at flat per month for medical emergencies. If more than two, rates for home-based care services will apply. 24/7 Emergency access Advice and assistance: healthy lifestyle. 	<ul style="list-style-type: none"> Health services as specified alongside under Basic Care. Contractual agreement to provide a selection of inter alia the following services at a Fixed Service Tariff: Bath, dress, making bed; order medicine from chemist as per doctor's prescription and administer to patient (includes injections); blister packaging; observation, e.g. blood pressure, sugar, urine; wound care; nebulisation; enema; faecal Impaction by hand. 	<p>Health Care Center If admitted to Health Care Center: All the health care services as specified alongside under Assisted Care on a 24/7 basis</p> <p>Home Nursing Services Contractual Home Nursing Services under supervision of a qualified Nurse for 6, 12 or 24 hours per day at a Fixed Service Tariff</p>
	COST	<p>Fixed Service Tariff: R60.00 per 30 minutes</p>	<p>Fixed Service Tariff: R60.00 per 30 minutes</p>	<p>Home Nursing Services Fixed Service Tariff: 6 hrs/day</p> <ul style="list-style-type: none"> Mon to Sat: R500/day Sunday: R620.00/day Public Holidays: R730.00/day <p>Fixed Service Tariff: 12hrs/day</p> <ul style="list-style-type: none"> Mon to Sat: R500.00/day R500.00/night Sundays: R620.00/day/night Public Holidays: R720.00day/night <p>Fixed Service Tariff: 24 hrs</p> <ul style="list-style-type: none"> Mon to Sat: R990.00 Sundays: R1230.00 Public Holidays: R1435.00 <p>Sleep-in Daily Tariff:</p> <ul style="list-style-type: none"> Mon to Sat: R575.00 Sundays: R710.00 Public Holidays: R830.00 <p>Sleep-in Monthly package: R18 315.00</p>

- Advice and support to minimise and eliminate risks with the aim of maintaining a healthy lifestyle. Assistance to obtain authorisation for benefits from medical aids.
- Two free home visits per month will apply should a resident need to visit the clinic and cannot due to mobility reasons or in the case of a medical emergency. For more than two visits, home-based care rates will apply.

HOUSES: ASSISTED CARE

Cost: The cost for these services are included in the monthly levy determined by the Negester Board. Please see the table on page 6 for costs. All consumables are for the cost of the resident.

The following **health care services** are provided:

- All the services listed under Basic Care Services in the table on page 6.
- Daily care of two hours for contracted services in the table on page 6.

Arrangement must be made beforehand for the above-mentioned services to be rendered at residents' houses.

HOUSES: FRAIL CARE (HOME-BASED CARE)

Health care services: Frail Care Services are only provided in the Health Care Center. Residents in houses that are in need of Frail Care Services will therefore have to be admitted to one of the Frail Care Units in the Health Care Center.

Applicants for admission to the Frail Care Units or for the Frail Care Package will be screened prior to admission being granted as terms and conditions apply.

Residents can be admitted on a short- or long-term basis and if the need arises for Frail Care Assistance and there are no vacancies, a waiting list will apply with interim services rendered at home.

Home nursing services: Homes: Frail Care Services as provided in the Health Care Center cannot be provided in the houses. Residents in houses can, however, contract specified Home Nursing Services to be provided at the houses.

Cost: Please see the table on page 6 for the cost of:

- Full Frail Care Services rendered in the Health Care Center.
- Home Nursing Services rendered at home.

All consumables and medical waste removal will be an additional cost for residents and cost may vary from month to month.

KEY CONTACT NUMBERS:

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