

***LONG TERM CARE:
YOUR GUIDE TO ACCESSING A NURSING HOME***



Eastern
Health

LONG TERM CARE PROGRAM

www.easternhealth.ca

December 2016



www.easternhealth.ca

ABOUT LONG TERM CARE

Long Term Care (LTC) homes are facilities for people who need moderate to total help with activities such as feeding, bathing and walking. They are often called Nursing Homes. Eastern Health operates 13 Nursing Homes that are publicly funded by the provincial government. Eastern Health also admits to some beds at Chancellor Park Nursing Home, a privately operated Nursing Home in St. John's. Additionally, Eastern Health operates 2 Protective Community Residences, with one located in Clarenville and one located in Bonavista. The Protective Community Residences provide specialized care and accommodation for individuals with varying levels of dementia.

The process to access a room is outlined in this brochure. (One exception is the Caribou Memorial Veterans Pavilion at the Leonard A. Miller Centre in St. John's which also provides care for qualifying Veterans. Access to this site for qualifying Veterans is arranged through the Department of Veteran Affairs Canada and differs from the process described here.)

These facilities are located throughout the Eastern Health region. See the back cover for a list of Nursing Homes and Protective Community Residences in Eastern Health.

Admission to these facilities are based on:

- The care and services you need.
- The Home ability to meet your care needs.



Some Homes have special units called “wanderguard” and “protective care units.” Wanderguard and protective care units provide a safe environment for residents who may be at risk of getting lost if they leave the unit or Home unaccompanied. Residents on some units, called wanderguard units, are required to wear a bracelet which will alarm to let staff know they are near an

exit. Other units called protective care units may have a coded lock on the door to prevent residents from leaving. Only residents who require these types of services will be admitted there.

NURSING HOME PLANNING

We understand moving to a Nursing Home is a big change in your life. We would like to help you with this change by providing you with information that may help you prepare for this change. A good plan will help you and your family more easily adjust to the change.

RESPECT

We believe every resident and staff member has the right to be treated with dignity, respect, and courtesy. Our *Statement of Rights and Responsibilities* describes your rights and our expectations of you in a Home. We will be a partner with you in your care.

PRIVACY AND CONFIDENTIALITY

We take seriously our duty to keep your information private. It will only be released when you give us approval to do so or when we are required or permitted by law. If you want information shared with others, such as family, you must provide approval.

Our staff works together as a team to provide you with services. This means that some of your information may be shared amongst the team members in your “circle of care” to make sure you get the best possible care. We have policies, procedures and safeguards in place to make sure your information is protected from being lost or shared without your permission.

Privacy and confidentiality is your right and our responsibility.

SAFETY

Providing quality, safe care to you is very important to us. We have safety programs that help us give safe care to our residents. These include programs to reduce falls, prevent skin problems, and better share information about your care. We believe safety is everyone's duty. We promote and value your role in your safety and the safety of others.

All Homes are smoke-free. Residents, family and staff are not permitted to smoke within the Home or on its grounds. Each Home has rules on whether or not you can drink alcohol there. You must follow the safety guidelines in your Home if alcohol is allowed.



APPLYING

If you live in the community and need to go to a Nursing Home you or your family should call the Eastern Health office in your area. For office listings see your telephone book or visit the Eastern Health website (www.easternhealth.ca) and view the telephone list under the Contact tab. If you are in hospital at the time you need to go to a Home, the hospital social worker will help you apply.

The steps to be admitted to a Home include:

- A nurse or social worker will meet with you and/or your family to complete an assessment to determine your care needs. They will discuss your care options with you. Your doctor will complete a medical report and arrange for a chest x-ray, if needed.

- You and/ or your family are encouraged to visit a few Nursing Homes before naming the Homes you prefer on the application. However, there is no promise one of your preferred Homes will have a vacancy for you when you need it.
- Your assessment is reviewed by the health team in Placement Services. Your application will be approved and put on a waitlist if you need Nursing Home care. If you do not need Nursing Home care the nurse or social worker will discuss other services that may be available to you.
- The nurse or social worker who completed your assessment will let you know if you have been approved for placement or wait-listed for a Home. You will also receive a letter from Placement Services when your name has been added to the wait-list.



PREPARING THE APPLICATION

When you apply for placement in a Home it is important to have all of the needed papers available. These include:

- Current MCP number and expiry date
- List of all current medications
- Social Insurance Number
- Private Insurance Information

PREPARING FOR DECISION MAKING

We encourage you to discuss your preference for personal care, medical treatment, health care services and financial matters with your family. We recommend you complete an Advanced Health Care Directive (AHCD) and Power of Attorney before your admission.

An AHCD is a written statement of your health care wishes and /or who you name as your substitute decision maker. It is only used if you are ill or injured and cannot share your health care wishes. If you do not have an AHCD before entering a Home, you will be given information and help to complete one when you enter the Home.

A power of attorney is a written document that names the person you wish to act for you in relation to financial matters. An enduring power of attorney is required if you become mentally incapacitated. We urge you to see a lawyer and discuss your wishes regarding your financial matters.

WHAT IS THE COST?

Once you move into a Nursing Home a financial assessment will be done. If it is determined you need help to pay the monthly fee as set by the Provincial Government, you are entitled to keep a set amount of money each month from your income. Ask your nurse or social worker what the rates are at the time of your application. When you complete the financial assessment you will need:

- Birth certificate
- Social Insurance number
- Latest bank statement
- Verification of income- Obtained from Income securities 1- 800-227-9914
- Private drug insurance information

- Most recent Notice of Assessment- obtained from Canada Revenue Agency
- Copies of your most recent T4's and T4A's
- Original power of attorney, enduring power of attorney or legal guardianship – if completed

TAKING A TOUR

It is always nice to visit a few Nursing Homes before naming your preferred Homes on your application. You must pre-arrange your visit by contacting the Social Worker at the Home you want to visit. When visiting, ask lots of questions.



BEING OFFERED A VACANCY

Unfortunately, you are not guaranteed a space in your preferred Home. A number of factors affect where the vacancy is offered:

- Your preferred Home may not have the right vacancy available when you need it, while another Home does.
- Your preferred Home must be able to provide the type of care you need. For example, protective care is only offered in some Nursing Homes.
- If you are waiting in a hospital or Personal Care Home you will be expected to take the first space offered that meets your needs even if it is not your Home of choice. You may ask for a transfer to your preferred Home once you are admitted to a Home.

ROOMS AVAILABLE

You may have to share a room in the Nursing Home. Some Homes have private rooms which are assigned based on care requirements. Once you go to your new home you can ask the social worker about private rooms.

You cannot choose who you will share a room with. Staff tries very hard to match you and your roommate. You may ask for a room change if problems do arise. It is always best to discuss roommate issues with staff.

MOVING TO A HOME

Once you are accepted into a Home you will need to prepare for the change. The Long Term Care program has prepared information to help you on your journey.

These include:

- *Move-in Day* – A Guide for residents and families.
- *Your New Home in Long Term Care* – A Resident and Family Handbook
- *Resident Safety in Long Term Care : Your Role*- A guide to get you involved in your safety