

Dear Evergreen Residents

**EVERGREEN CARE (PTY) LTD**

I would like to bring a number of changes to your attention with regard to our care services. With effect from 1<sup>st</sup> October 2019 Evergreen Care will take over the management of our clinics at Bergvliet, Diep River, Noordhoek and Lake Michelle. This is the first step in our strategy to bring our care services in-house to ensure that we improve service levels going forward.

Our clinics will in future be staffed by Evergreen Care Nursing Personnel on the following basis:

- 1 Enrolled Nursing Auxiliary (ENA) per day and night shift i.e. 24-hour coverage.
- An Enrolled Nurse would work between the clinics, supervising the ENAs.
- Nurses will undergo a stringent orientation programme during the first month, as well as continuous training throughout the year.

### **Healthcare Risk and Compliance Manager**

In addition to the above, Evergreen Care has appointed a highly qualified Healthcare Risk and Compliance Manager, responsible for developing standards, policies and procedures for all our clinics and ensuring that we comply with Statutory Regulations as well as COHSASA standards. COHSASA is an internationally recognised accreditation company that measures compliance and care levels in private hospitals.

### **Care Manager**

Evergreen has also appointed a qualified Social Worker (previously an experienced Village Manager) to consult with residents and their families when requested or required, and to investigate any incidents or accidents that occur within the Evergreen Care System.

### **Care Services**

The following services will be offered and charged for in terms of Board of Healthcare Funder Rates (BHF):

- Medical and nursing procedures such as wound care, catheterisation and IV therapy.
- Placement of nurses or care workers for day and night homecare.
- Hospital visits and assistance with post-operative care.
- Health risk assessment and chronic disease management.
- Multi-disciplinary services delivered in the home, which may be charged directly to the residents' medical aid: Physiotherapy/Occupational Therapy/Speech Therapy/Dietician/Psychiatrist.

### **Emergency Care**

Emergency Care should always be summoned via the Telecare Unit in every home and apartment and not via the Clinic Nurse. This will ensure that the ambulance and paramedic are dispatched immediately.

Do not hesitate to contact your Village Manager with any questions you may have.

Elize Porter

**Managing Director: Evergreen Care**