**EVERGREEN RESCOM REPORT - JULY 2016**

**HEALTHCARE**

This Report covers the period March 2015 to July 2016

There have been many meetings, surveys and changes to the Healthcare Services provided by EVERGREEN over the period under review.

Due to the deficit in the finances of Evergreen Village Broadacres, the developers desired to reduce the costs of the “Non-Contractual” healthcare services that were being provided through Unique Health.

A survey was conducted among all Residents in August 2015 and the results were discussed with EVERGREEN. However, there was still disagreement about what was contracted through the various Life Rights Agreements. There were also objections about the proposal that Residents were expected to pay for any service provided by Unique Health.

A further meeting with EVERGREEN took place in February 2016 after which, a revised Healthcare Service was accepted by the majority of Residents. Consequently, Residents will be visited regularly by the Nurse (at no cost to the resident) and their vital signs recorded. Residents would only be required to pay for any consumables used.

Currently, we have a Registered Nurse (Sister Linda) who is here from 07h00 to 12h00.on Mondays, Wednesdays and Fridays. There is also an ENA on duty 24/7 to provide emergency assistance if and when needed.

A presentation and demonstration, attended by most Residents, was given in June to explain the use of the Telecare unit and the procedures to follow. This will encourage residents to make use of the facility should the need arise in an emergency.

During the period, various talks on health matters were also presented which were well attended and much appreciated.

Residents are requested to report any Healthcare incident, where the response was considered inadequate, to the Village Manager and also to the ResCom member responsible for Healthcare matters, to ensure proper follow up and to enable appropriate action to be taken to avoid the repetition of the inadequate response to the incident.

Looking to the future, a Frail Care Facility is planned for Evergreen Broadacres when full nursing services will be available on a full time basis. This will certainly assist in improving response to incidents.