

26 February 2024

**Dear Residents,**

We are pleased to announce the appointment of a highly qualified and experienced Registered Professional Nurse, Nicola Brandt, at Evergreen Noordhoek.

Nicola would commence her role on the 15<sup>th</sup> March 2024. The initial week of her tenure will be dedicated to orientation, with her official duties as the Registered Nurse at Noordhoek beginning on the 25<sup>th</sup> March.

Nicola brings a wealth of expertise to our team, having commenced her training at Addington Hospital. Her extensive background includes specialized knowledge in Training and Education, proficiency in medical procedures, hospital case management involving medical aid processes, and valuable experience in hyperbaric units.

Notably, she has recently contributed her skills and knowledge while working at Medicross. We are Confident that Nicola's professional background and commitment to healthcare will enhance the quality of service at Evergreen Health Noordhoek.

Nicola Brandt's working schedule would be from Monday to Friday, starting at 08h00 and concluding at 17h00.

However, we would like to bring to your attention a special arrangement regarding Thursday afternoons, whereby Nicola will be overseeing the health of residents in Lake Michelle.

Until the 25<sup>th</sup> March, Sharon Adams will continue to provide nursing services at Noordhoek for residents from 08h00 to 17h00 covering Tuesdays, Wednesdays and Fridays.

We appreciate your understanding and cooperation as we ensure a seamless transition and continuity of healthcare services.

If you have any questions or concerns, please feel free to contact me.

### **Healthcare Services available to Noordhoek Residents**

#### **1. Telecare:**

In the event of an emergency, residents can access the Telecare Emergency service by following these steps:

- In case of an emergency press the Telecare panic Button.
- Upon activation, the system connects resident to a 24-hour call centre.
- The call centre will contact you through your device to establish the level of response required.
- The call centre will initiate and immediately dispatch an ambulance.
- The call centre will alert reception and relevant on-site personnel.

## **2. Noordhoek Healthcare Centre**

For any requirements related to short or long-term care at Noordhoek two bed Healthcare Centre, residents are encouraged to reach out to our healthcare department. Depending on the specific needs of the resident, our Healthcare team is readily available to arrange appropriate staff, ensuring 24- hour coverage when necessary.

## **3. Care Giver (Paid for basis)**

The Care Giver is available to provide essential support to residents during the day (Monday- Sunday 07h00 to 19h00). The scope of assistance includes but is not limited to:

- Hygienic needs
- Meal assistance
- Emergency support
- Medication assistance
- Comfort and Companionship

## **4. Registered Nurse Nicola Brandt Monday to Friday**

A range of essential healthcare services aimed and promoting the well-being of residents.

- Healthcare Assessments – Assessing vital signs, mobility and other relevant health indicators
- Medication Management
- Medical procedures e.g. wound and stoma care
- Health Education
- Consultations

## **5. Process for residents needing assistance outside of specific hours.**

Residents needing assistance outside of the specific hours, can contact Village Management - who will escalate to the request to healthcare for coordination.

## **6. Non-Chargeable Services:**

The Annual DQ98 Assessment is a proactive and comprehensive evaluation conducted by our healthcare professionals to assess the dependency levels and care needs of each resident. The DQ98, or Dependency Questionnaire, is a standardized tool used to gauge the level of assistance required by individuals in various aspects of daily living. This assessment is an integral part of our commitment to ensuring the well-being and personalized care of our residents.

## **7. Chargeable Services (Most Medical Procedures covered by Medical Aid)**

- Residents who require information or advice on medical procedure should initiate the process by contacting Village Management who will escalate to Healthcare Case Management
- The Healthcare Case Manager will guide residents through the pre-authorization process with their medical aid.

## **8. Weekly visit from Medical Practitioner:**

- Dr F Kimmie would be available for home call outs.
- Please arrange with Noordhoek Reception or Healthcare if you would need a Dr's visit.
- The charge would be per consultation, and would be submitted to medical aid, any balance must be paid by the resident
- General Consultation R700 (Minimum of 2 residents)
- Urgent Call Out R1350

## **9. Multi-Disciplinary Team (MDT) – Physio, Occupational and Speech therapist**

- The Multi-Disciplinary Team (MDT) is a specialized group of healthcare professionals dedicated to providing comprehensive care, particularly for residents requiring assistance, especially in the post-hospitalization period.
- This structured approach ensures that residents, receive the necessary MDT services post-hospitalization and that the financial aspects, are managed efficiently through direct submission to the medical aid.

## **10. Sub-Acute Services – Muizenberg Healthcare Centre** **Admission Criteria:**

- Recent hospitalization
- Complex medical needs
- Recovery and Rehabilitation
- Bridge between hospital and home
- Specialized Medical Care

## **11. Hospital Visit Coordination**

The Healthcare Team will visit residents whilst you are in hospital, coordinating post-hospital assessment evaluating residents' health status and determine on-going care requirements. Communicating directly with treating specialists to obtain detailed information on the resident's diagnosis, treatment plans, and recommended post-hospitalization care.

- The Evergreen Health Case Manager, takes the lead in initiating contact with the resident's medical aid provider.
- Submitting authorization requests to the medical aid for various transitional care services, ensuring coverage for recommended interventions.
- Organizing all authorized transitional care services covered by the medical aid, including sub-acute care, home care, and MDT services.
- Serving as a liaison between the healthcare team, specialist, and the medical aid to ensure clear communication and understanding of the resident's care needs.

## **12. Medi-Clinic Specialists**

Medi- Clinic specialists, including two Orthopedic surgeons, a Plastic Surgeon and a neurosurgeon, are available during the week at Evergreen Noordhoek. These highly skilled specialists, who typically operate at Constantiaberg Medi-Clinic, will be rotating their services to cater to our residents' medical needs.

For more information or to make a booking, please feel free to reach out to Village Management or the Healthcare Team. We are here to ensure you have convenient access to the specialized care you may require.

## **Regards**

Elize Porter  
Managing Director  
Evergreen Health