



20/02/2020

Dear Evergreen Lifestyle Muizenberg Residents,

A very **heartfelt thank you** for your continuous support to the Unique Health Team. Your patience with us during our operational changes over the past 6 months is highly appreciated.

To enhance the **Homebased** and **Clinic Services** we have recruited skilled **Registered Nurses (RN's)** that are specifically dedicated to the residents in the Village during the hours of **07h00 – 16h00**. Their days of coverage was extended **to 6 days** per week to **include Saturdays**. The **Clinic Hours** are from **09h00 – 12h00**. The Village RN's will spend their afternoons doing **DQ98 Assessments** (by prior scheduled appointments) and administrative work. We are also endlessly working to streamline all procedures.

One of the revised procedures is the **Emergency Response to Residents Falls**. I would like to take this opportunity to explain the correct procedure that should be followed when a resident slip and fall.

Slip and fall accidents often cause many types of injuries, including:

- Broken bones
- Cuts and bruises
- Dislocations and muscle strains
- Head injuries
- Spine and nerve damage
- Sprained ankles or wrists
- Traumatic brain injuries

We therefore must be very cautious when handling residents that have slipped and fallen. Residents should **not be picked up** by their spouse/family or friends. The resident, spouse/family member/friend or Evergreen/Unique Health employee should immediately press the **TeleCare Red Button**.

The following numbers may also be used alternatively:

Care Centre Reception: Call **176** from the Internal Evergreen Phones
Village Nurses: Call **071-566-2401** (Village Nurse mobile phone)
Village Nurses: Telecare **Yellow** Button

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If the resident is CONSCIOUS and ALERT, the first person to arrive at the scene will:

1. Keep the resident comfortable, relaxed and as still as possible
2. Ask if there is any discomfort, severe pain or throbbing in the head or light headedness
3. Check for signs of bleeding and obvious injury (swelling, unusually positioned limbs)
4. Provide basic first aid if required
5. **Only the Registered Nurse** may determine if the resident requires medical assistance
6. If the Registered Nurse determined that the resident requires medical assistance, and the resident and/or family **refuse the Emergency Referral**, then the resident and/or family must sign the **Unique Health Indemnity Form** indicating their refusal of treatment. A copy of this form is attached for your records.

If the resident is UNCONSCIOUS, the first person to arrive at the scene will:

1. **Call for an ambulance** by pressing the TeleCare Red Button
2. Or alternatively call the preferred ambulance services directly
3. Provide basic life support and first aid as required
4. Stay with the resident and keep providing appropriate care until the ambulance arrives.

I will be available for a Questions and Answer Session at our Evergreen Wellness Day:

Date: Wednesday, 26 February
Time: 10h00 – 11h00
Venue: Bistro Lounge area at Large TV

Warm Regards,

Lee Hampton

UH General Manager – Western cape