

## Phyllis Robertson Home admission information

Phyllis Robertson Home is a residential care facility for adults with disabilities. It is situated in the suburb of Prinshof, at the extension of Dr Savage Road West between Tshwane Hospital and the Pretoria Zoo. Phyllis Robertson Home prides itself with a tranquil and spacious environment which promotes a sense of wellbeing for all who live, work and visit the premises.

**Accommodation** is divided into 5 categories:

- ❖ Acute care - Phyllis Robertson Home is not a facility suitable for frail or acute care. Where a resident requires more care than what can be provided by a shared care-worker, a private care worker will have to be hired for daytime hours and the costs thereof paid by the family. This includes profoundly disabled residents. These are residents who require intensive assistance with Activities of Daily Living (ADLs)
- ❖ Extensive care – Residents who require nappy changes, to be lifted onto/from the toilet or different feeding requirements.
- ❖ Full care - Residents who require moderate assistance with ADLs fall into this category. There are care-workers and a staff nurse in addition to the professional nurse and housemother, who collectively look after the wellbeing of the residents 24 hours a day.
- ❖ Standard - Residents who can see to their own ADLs but require supervision and medication management.

**Admission criteria** are as follows:

- ❖ Persons with any form of disability may be considered depending on the stability of the condition and the level of care required
- ❖ Availability of space. Where suitable space is not available, the applicant may be placed on the waiting list
- ❖ Ability to afford fees (inclusive of social grant)
  - Standard residence – **R12 100pm**. Single room or
  - Standard residence – **R12 200pm** for a single room with a veranda or
  - Standard residence – **R14 500pm** for a large single room
  - Full care – **R3 300pm additional**
  - Extensive care – **R4 000pm additional**
  - **R600** per day for respite care *(only when a vacant room is available and fully payable up front);*
- ❖ Fees exclude toiletries, medication, diapers, additional transport and any other additional expenses
- ❖ An increment is applied at the beginning of April annually. This is usually between 8% and 10% but is not guaranteed to be limited. Increases are determined by the reigning economic situation and the success of the previous year's fundraising efforts.
- ❖ A security deposit of 1.5 times the initial monthly fees will be required prior to admission or an undertaking to pay it in 3 equal monthly installments. This amount will be considered an interest-free loan and will be repaid after exit from the home. Should payments be made later than the 5<sup>th</sup> of the month, we reserve the right to increase this amount to 3x the last month's invoice amount.
- ❖ Proof of employment – A letter from the employer(s) of the legal guardian(s) confirming employment and stating how long the guardian(s) has been employed
- ❖ Copy of payslip of guardian(s)
- ❖ 3 Months bank statement of guardian(s)
- ❖ Proof of medical aid or registration as a state patient (for the applicant)
- ❖ Proof of funeral policy (for the applicant) or completed funeral policy application to PRH fund
- ❖ Proof of trust or similar (providing for future care of the applicant after death of guardian)
- ❖ Undertaking to maintain regular contact (residential)
- ❖ Proof of legal guardianship
- ❖ Proof of address of guardian(s)
- ❖ ID copies of applicant and legal guardian(s)
- ❖ By signing the application forms, you give permission to Phyllis Robertson Home to do a credit profile check
- ❖ A probation period of 3 months applies to all new intakes. During this, the home reserves the right to ask a family to immediately remove a resident that does not integrate well into the life of the centre.
- ❖ At any time after the probation period, the home reserves the right to require removal of any resident who becomes unstable and disruptive or who poses a risk to self, another resident or property

## Services

All the needs of the residents are provided for. These include:

- ❖ 3 nutritionist-approved meals a day
- ❖ Cleaning
- ❖ Laundry
- ❖ Medication management
- ❖ Basic nursing care
- ❖ Psychosocial support – individual counselling; educational and socialisation groups
- ❖ SASSA – assistance with new applications and renewals
- ❖ Social activities – regular dances, occasional outings (when lockdown levels allow this)
- ❖ Monthly shopping trips – 9 residents at a time once a fortnight

## Medical care

In terms of medical care, Phyllis Robertson Home employs a registered nurse and enrolled nurses who see to the daily medical requirements of the residents. Transport is provided for hospital, clinic or private medical professional visits to and medication is collected monthly from government facilities. Families pay for transport costs (the first trip per month is free). In some cases, a care worker is provided as support to accompany a resident and families pay for this. Although Phyllis Robertson Home assists with making appointments and transport, the medical wellbeing of any resident remains the responsibility of the parent/guardian and where medication is not provided by the state, it will be obtained at the parent/guardian's cost.

In terms of psychosocial support, the home has a part-time social worker who sees to it that residents have someone to talk to regarding any personal and interpersonal challenges they may be experiencing. The housemother organises and coordinates social events. Additional therapies such as physiotherapy and occupational therapy are only provided sporadically when students from the University of Pretoria complete their practical phases under supervision. If required, the family needs to arrange privately.

## Rooms and personal items

Rooms are provided unfurnished. Families are encouraged to personalise the room of the resident with photos, decoration, familiar bedding and other items that may make the room more comfortable/homely for the resident. Electronics like a personal TV or computer are permitted, with the understanding that the home will not take any responsibility for these or any other personal item. All personal belongings must be clearly marked with the resident's name. All phones, tablets or computers provided to residents must have an app to enable tracing installed on it. We request that the rooms remain simply and minimally decorated. Too many items may make the room look untidy, have the potential to be a safety hazard and become a hindrance when it comes to providing care and cleaning. Cameras may be installed in the room and monitored by the family.

## Protective workshop

Employment Solutions is an independent protective workshop on the premises where residents who are able to work with their hands may be occupied with assembling and packaging work from 08:00 to 15:00 from Monday to Friday. Guardian(s) to contact Employment Solutions directly to apply for inclusion on 012 325 6585.

## Stimulation centre

Residents are kept busy with supervised crafting activities at the Tolbos stimulation centre from 09:00 to 12:00, twice a week.

## Visitation

Residents may go "home" for a day, weekends or longer (a week's notice is required for a period longer than a week to ensure medication supplies are adequate) and families may visit daily from 09:00 – 11:30 and again from 13:30 – 16:00. Giving notice a day prior of your intention to visit a resident, will be advantageous for our ablution planning and is a requirement for care-dependent residents.

## **Respite care**

When a vacant room is available, this service is available to families seeking short-term accommodation for their loved ones with disabilities. Criteria apply for the approval of this requests within the capabilities of the home. Emergency contacts should be available for the duration of their stay at Phyllis Robertson Home.

## **Fees**

As Phyllis Robertson Home is an independent non-profit and non-governmental organisation, fees have to be charged in order to maintain good quality care for all residents. Fees are to be paid strictly by the 5<sup>th</sup> of every month in advance.

Both the family and the beneficiary will be expected to respect our strict routines and abide by the rules of PRH at all times. PRH promises to maintain good quality care for residents and day attendees.

## **Application Process**

The application process entails the following:

- ❖ A tour of the facility
- ❖ Completion of application forms as fully as possible
  - The medical questionnaire has to be completed and signed by a medical practitioner who knows the applicant's history and the most recent treatment regime
- ❖ Panel interview with the management team, involving the applicant and legal guardian (or other person responsible for fees)
- ❖ Review of application by the panel
- ❖ Acceptance/non-acceptance, depending on whether admission criteria are met and consideration of
  - The probability that the resident will "fit in"
  - The ability of the current staff to adequately manage the long term care of the applicant
- ❖ Once a room has been allocated, fees are due from the first day of the next month, as well as a daily rate should the room be occupied before the 1<sup>st</sup> day of the next month. NO Room will be "kept" for anyone and should the applicant be unable for any reason to move in on the 1<sup>st</sup> day of the next month, the applicant will be placed on the waiting list and the available room will be allocated to another applicant.
- ❖ If no room is available, the applicant will be placed on the waiting list
- ❖ The decision to accept or decline any application is at the sole discretion of the management and will be final. No single manager has the authority to override the decision of the management forum or make any undertakings to the contrary. Reasons for not accepting the applicant need not be given. An unsuccessful application may be resubmitted after six months if the material facts have changed
- ❖ A resident may be moved to a higher category at any time after taking up residence should his/her needs require a greater level of care

When applying for admission to residence, families sign indemnity forms which cover outings. However, where necessary, families may be required to provide additional permissions and complete indemnity forms. Should this be the case, the general manager will communicate in advance.

All enquiries and new applications should be directed to the general manager:

**Jady Hewitt**

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WhatsApp: +27 82 922 5075

<mailto:admin@phyllisrobertsonhome.org.za>

<https://phyllisrobertsonhome.org.za/>