

# FAIRLIE HOUSE

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Residents

Rules & Regulations

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# **1. Introduction**

Welcome to our home, where the well-being and comfort of our residents are our utmost priorities. These Rules & Regulations are designed to ensure a safe, respectful, and enjoyable environment for all residents, with clear guidelines for their guardians. By signing this document, guardians agree to abide by these Rules & Regulations.

## 2. Mission Statement

*Our Mission Statement defines what we do.*

**F**airlie House is a private group home that provides a secure family home, loving care, meaningful occupation and quality leisure for intellectually or physically disabled adults.

- We encourage our Residents to manage their lives to the maximum whilst we provide support in those areas where they cannot cope alone.
- We encourage individuality rather than group thinking. We boost positive self-worth and strive to achieve a “win win” situation in every encounter. A calm and meaningful lifestyle for our Residents ensures a low stress environment.
- We pay very careful attention to respecting the Resident’s privacy and dignity at all times.
- Our Residents, being adults, are treated as such and they are respected without judgement.
- We do not judge our Residents and we expect that they do not judge each other.

### 3. Philosophy

*The Fairlie House Philosophy is the bedrock on which we run our house.*

Our home and the care we provide is to be the best thing that has happened to any Resident who is placed with us. Whilst in our care, our Residents are safe, loved, cared for, respected, clean, protected and disciplined. Their occupation is meaningful and fulfilling. Regardless of a Resident's history or how they were treated, our home is their sanctuary.

Courtesy and kindness are the platform from which we manage our Residents' lives. We show respect in all dealings with them. Any Resident walking into our home is treated with utmost dignity and kindness.

Residents are expected to behave in a dignified, adult, socially acceptable and considerate manner. We do not tolerate any form of poor behaviour. Our discipline philosophy is consideration, good manners and courtesy – enduring values. The House and our Residents enjoy the best outcomes when those that are part of the Residents lives follow our lead regarding behavior. We are better as a team!

Our language is always mild and polite. We do not shout, swear or use an authoritative tone when communicating with our Residents, and we expect that our Residents reciprocate this behaviour.

We do not judge our Residents and we expect that they do not judge each other.

#### **House Non-Negotiable Rules**

- A high standard of personal hygiene
- Zero tolerance for violence

## 4. Basic Guidelines

*The basic tenets of the way we work with our Residents.*

- ✓ In any situation, we seek a “win win” result. Staff members never approach a situation with the need for an ego win. We strive to, at worst achieve a neutral result and at best, a positive result. If we achieve a negative result, we will have failed at our task.
- ✓ Our Residents and their parents or guardians are our “customers” and we are driven to provide customer satisfaction. The Resident is the centre of all that we do and we keep this in mind at all times. A customer only remembers the experiences they have had and we need to ensure that all customer experiences with us are good and that the customer wants more and more of us.
- ✓ We perform our tasks and provide care far above any “best practice” policies. We strive only for excellence, less than this is not acceptable.
- ✓ We intend to provide a level of care that all other facilities aspire towards. We do this by setting behaviour standards, careful client selection, providing excellent services, using only fresh produce to prepare our meals, excellent hygiene and housekeeping standards, gentle Resident management and, most importantly, no abuse.
- ✓ We do not use nick names for our Residents, only their names – the nick names are often misunderstood and cause offence.
- ✓ All leisure equipment is for the exclusive use of the Residents. Staff may not force their choices of entertainment on the Residents. Residents are to choose what they watch (except for inappropriate programmes), listen to or play.
- ✓ All Residents have the right to make their own choices. Staff members are to assist them to make the correct choices in terms of safety, appropriateness, and consequences.
- ✓ Residents are to be encouraged to join in any social activities. There is no social exclusion at Fairlie House. It is to be remembered that social activities have a “feel good” aspect to them and this is to be always encouraged.
- ✓ Residents have a right to be clean, to wear appropriate clothing and live in clean conditions. It is our duty to ensure that this happens efficiently, pleasantly, and regularly. No Resident may, under any circumstances, ever be perceived to be dirty or unkempt.

## 5. Acceptance

*Fairlie House has certain criteria that a new applicant or existing Resident's behavior is measured against to decide whether a placement will take place, or, in the case of an existing Resident, the placement will continue or be terminated.*

**A**pplicants can only be accepted where their behavior does not include any of the following behavioral tendencies.

1. If the Applicant is generally non-co-operative and needs to be negotiated with in order for basic activities to be completed – hygiene, medication, dressing, resting, meals and mealtimes, bedtimes etc.
2. Violence – if the Applicant resorts to violence as a natural method of expressing their dissatisfaction, frustration, or dislike. Incidents of violence are not accepted at Fairlie House. We do understand occasional flare ups are part of normal living but resorting to violence as a method of dealing with these occasions is not acceptable.
3. Temper tantrums – if the Applicant is prone to these if they do not get their own way or they are displeased. This includes the tendency toward spitting, screaming, running wild, damaging property, or causing upset amongst the other Residents in the house.
4. Disruptive – if the Applicant disrupts the functioning of the house or activities or the other Residents.
5. Behaviorally challenged – if the applicant has behavioral issues or habits that are disruptive, upsetting or affect other Residents.
6. The Applicant does not have a support group that can be called upon in the event of any issues.
7. Where we assess that the family is about to “dump” the Applicant and have little further to do with them.
8. Where we assess the family as unduly influencing the Applicant's behavior or interfering with our methods or way of running our facility.
9. Where there are insufficient funds for the monthly fees. We do not receive any form of financial support besides the monthly fees we are paid.
10. Where the family is unable to afford the monthly fees or is not able to find sponsorship for these fees.

## 6. Payment Terms and Conditions

### Standard Payment Terms

1. Guardians agree to pay the care home fees as set out in the resident's contract. Payments are due monthly in advance, with the first payment required on the day of admission and subsequent payments on the same day of each month thereafter.
2. The care home fees cover accommodation, meals, basic care services, and activities. Additional services requested outside of the standard package will be charged separately.
3. Payment can be made via bank transfer, cash, or any other method agreed upon with the care home management. Detailed invoices will be provided monthly, detailing all charges incurred.

### Late Payment

1. If payment is not received within 14 days of the due date, a reminder notice will be sent to the guardian. Interest may be charged on late payments.
2. Continued failure to make payment within 28 days of the due date will result in a meeting being scheduled with the guardian to discuss the payment issues and explore possible solutions.

### Non-Payment

1. Persistent non-payment (beyond 60 days) without any arrangement or communication regarding payment resolution may result in the initiation of legal proceedings to recover the debt. This action is a last resort, and the care home prefers to work with guardians to find a suitable payment plan if financial difficulties arise.
2. In extreme cases of non-payment, and after all other avenues have been exhausted, the care home reserves the right to terminate the residency contract. Guardians will be given a minimum of 30 days' notice if this action is considered necessary.
3. The care home commits to treating all cases of late or non-payment with sensitivity and confidentiality, understanding the potential for unforeseen financial difficulties. Guardians are encouraged to communicate openly and promptly with the care home management about any potential payment issues to prevent escalation.

## 7. Daily Living

*Daily and weekly routines contribute directly to the happiness of residents.*

All Residents are expected to participate in activities. We however do not force the issue, due to the wide variety of disabilities we deal with, we understand that there are some disabled who are simply disinterested in participating and to force them would result in the entire activity being disrupted.

All Residents make up their own beds and tidy their rooms (naturally, staff follow and ensure the task is correctly done and smarten up the room) to the best of their ability.

A typical Daily and Weekly Program will include:

Day	Time	Activity
All	06:00	Tea before breakfast
All	07:00	Breakfast
All	07:30	Hygiene routine
All	08:00	Group activities
Monday		Blood pressure and weighing
Tuesday		Nails, ears and feet
Wednesday		Wednesday Bible Study
Thursday		Doctors or clinic visits
All	10:00	Mid-morning tea
All	10:30	Back to "work"
All	12:30	Lunch and rest
All	14:30	Group's activities according to the weather and season
All	15:00	Mid-afternoon tea
All	15:30	Back to "work"
All	16:30	Finish work prepare for dinner
All	17:00	Dinner
All	18:00	Evening games, TV and videos
Sunday		Sunday Service

**RESIDENT RULES & REGULATIONS**

## 8. Residents Possessions

The following policy applies to Residents possessions:

1. Staff may not accept any gifts from a resident at any time under any circumstances. Only management may arrange for these gifts.
2. Staff members may not solicit any donations or gifts from parents or guardians.
3. Staff may not borrow or use any property belonging to the residents at any time, under any circumstances.
4. Staff may not use any product or item belonging to the residents. This includes medicines, drugs, hygiene products, fragrances, deodorants, make up or creams of any type or form.
5. Any equipment belonging to the Residents may not, under any circumstances, be borrowed, used removed or, in any other way, be tampered with by staff.
6. Staff may not remove from the premises, for any reason, property of the residents.
7. All clothing and possessions of the residents is to be clearly marked by the family.
8. Any theft of resident's property will result in criminal charges being laid and the cost of the stolen item being deducted from the staff's annual bonus.
9. Residents may not keep any form of valuables in their rooms – this includes money and jewellery. These items need to be handed in and stored by management until required. Staff finding these items are to leave them where they found them and report the matter to management for action and safe storage arrangements with the Resident.
10. Staff members are to respect the Resident's property as if it were their own.
11. Staff members assisting Residents to dress as well as those cleaning rooms and laundry staff are all responsible for ensuring that all clothes are clearly marked. No staff member can claim that it is not their job to ensure clothing is marked.

Electronic goods such as DVD / CD players, cameras, cell phones, MP3 players, electronic games etc. can be problematic. Consider –

- They are expensive and attractive to thieves.
- They are easy to steal.
- Very easy to hide.
- Break easily.
- Require batteries.
- For the “have not” Residents they are attractive items

This means that these items are really at risk of damage or loss and the Resident gets upset when they go missing or damaged. This causes problems for our staff who are expected to prevent loss or damage. This problem is compounded in Residents that are not necessarily capable of caring for these items and rely on the staff to do so. Time spent on searching or caring for these items is time lost in providing care for the Residents. The same applies to time spent consoling the Resident who is upset about the damaged or missing item. It is best that these items are not brought to Fairlie House, and rather kept at home.

**RESIDENT RULES & REGULATIONS**

## **9. Access for Health and Safety Inspections and Maintenance**

1. Guardians grant permission for care home staff to enter the resident's room for health and safety inspections, routine maintenance, and emergency repairs without prior notice.
2. Staff will endeavor to conduct inspections and maintenance with minimal disruption to the resident. Guardians and residents will be notified of any major maintenance activities that require temporary relocation within the care home.

## 10. Choice of TV Channels

1. The care home is committed to providing a diverse range of TV channels to cater to the interests of all residents. A committee of residents and staff will meet quarterly to review and decide on the available TV channels.
2. Guardians and residents are encouraged to submit their channel preferences to the committee. The final selection will aim to balance the preferences of all residents, promoting inclusivity and minimizing conflicts.
3. Changes to the TV channel lineup will be communicated to all residents and guardians at least two weeks before implementation.

## 11. Communication with Residents

*Residents are encouraged to keep in contact with family and friends, and Fairlie House supports them in doing so.*

**R**esidents who are literate are encouraged to write letters which are scanned and e-mailed. Fairlie House will provide stationery for this purpose.

Residents are allowed to utilise the telephone although excessive use is not encouraged. It is preferable for the parents or guardians to phone in so as to ensure that communication can and does take place.

All calls to Residents may be made on +263 787657180.

Please call between the following times:

08h30 to 12h30

14h30 to 19h00

Please show consideration for other parents and guardians who wish to phone in and keep your calls reasonably short. Please do not phone late evening as, in most cases, it would necessitate getting the Resident out of bed to take the call.

## 12. Communication with Fairlie House

Communication with Fairlie House may be via any of the channels listed below:

Telephone – +263 787657180

Fax – xxx

E-mail address – [Fairliehouse@gmail.com](mailto:Fairliehouse@gmail.com)

After hours emergency numbers – +263 787657180

Office hours – 08h00 to 17h00

Please restrict your contact with Fairlie House to the hours above. If there is an emergency that Fairlie House can take immediate action on, please contact the emergency numbers above. You will only speak to a staff member at this number. No Resident can be contacted on this number.

If a death of a family member has occurred during the night, please communicate this to management after 08h00 when they will be able to convey the news to the Resident if the family is not able to do so in person.

Please do not pass messages via the Resident, as we cannot accept the accuracy of these messages. Any messages regarding the Residents leaving the premises or going home or problems or instructions must please be directed to management rather than the staff or the Resident.

Parents and guardians are welcome to make an appointment for a meeting at any time, management are always available to meet.

## 13. Visitation & Holidays

*We do not encourage home visits for the first 6 to 8 weeks in order that the Resident may have time to settle, build relationships and begin to identify Fairlie House as their home.*

**T**here is no restriction on visits except where the regular visits begin to interfere with the house routine. Some Residents are unable to settle after home visits and, in those cases, we encourage parents and guardians to visit the Resident at Fairlie House or only take them out during the day.

Fairlie House is open throughout the year and there is no limit on home visits. If, however, the Resident struggles to settle after a home visit, we encourage parents and guardians to take the Resident less often but for longer periods.

Residents are to be returned to Fairlie House between the following times:

08h00 to 12h00

14h30 to 17h00

Returning a Resident outside of these times means that the returning Residents upsets the house routine plus their own.

Special arrangements must be made if parents or guardians wish to return the Resident outside of the above times.

## 14. Birthdays

*We like to celebrate our Residents birthdays, and the following guidelines will contribute towards everyone enjoying these special occasions.*

**B**irthday wishes for family members work as follows – a “non-birthday” family member phones the Resident, primes them about the family member’s birthday and then puts “birthday person” on the line to receive the birthday wishes.

Every Resident has a birthday party – we like to make a fuss about this special day. A birthday cake is bought for each Resident as well as some savories which everyone participates in along with a rousing rendition of Happy Birthday.

The cost of this party is invoiced to the parents or guardians, so we request them to make provision for this in the Resident’s birthday month.

Should parents or guardians wish to arrange the birthday party themselves, management need to be advised well in advance.

## 15. Medical Information

*Residents' medical history, medicines and medical treatments are vital to Fairlie House in ensuring the best care is provided for Residents.*

**O**n admission, a Resident's medical history, and special needs must be provided to Fairlie House, and all medication is to be handed to management upon arrival for secure storage.

### **Please Note**

- NO RESIDENT MAY BE IN POSSESSION OF ANY MEDICATION WHATSOEVER AT ANY TIME

### **General Guidelines**

1. If the Resident needs to see a doctor, we take them to see a doctor at CIMAS or First Mutual clinics
2. Management may consult or summon a doctor at their discretion.
3. Parents or guardians will be kept fully informed of any medical situations requiring visits to the doctor.
4. Parents or guardians will be contacted for permission for specialist treatment.
5. For Residents on medical aid, parents or guardians are to provide a card or details of the medical aid as well as procedure for obtaining permission for medical procedures.

### **Emergency and elective procedure**

1. Should the Resident require emergency medical procedures, parents or guardians will be contacted to communicate directly with the hospital or specialist to give permission. If the family are unavailable or not contactable, Fairlie House will contact the alternative emergency contact numbers to obtain permission and, failing this, give permission themselves.
2. When elective surgery or procedure is required, the family will be contacted to give permission direct to the hospital or doctor.
3. Fairlie House require one of the forms below to be completed and returned. Form "Medical A" gives Fairlie House permission to make decisions in the event of an emergency while "Medical B" clearly disallows Fairlie House from making any decisions in the event of an emergency.
4. If it is the family wish that only a family member give permission for any treatment (whether emergency or not) to proceed, please advise Fairlie House.

### **Frail care**

Fairlie House does not offer frail care where medical treatment is required. Fairlie House will care for the weak, old and frail but as soon as constant medical attention is needed, the Resident must be

moved to a facility offering this care.

**Discharge or transfer of a Resident.**

1. Discharge or transfer will only take place when the need arises or by family request.
2. Management will assess the Resident's condition assisted by the family, our local GP and other care professionals we consult with. Fairlie House strives to provide service to the end of the Resident's life. Presently there are only two categories of Residents who would be recommended for transfer to other facilities – dementia or where the Resident requires medical and specialized care that Fairlie House are unable to provide.
3. The Resident would be assisted to pack and collect all valuables which would be handed to the family collecting the Resident.
4. Fairlie House would complete a full report of the Resident's condition as well as personal details which will facilitate the Resident's settling into their new environment.
5. The administrative process would place the Resident's personal file into storage for 5 years.

## 16. Medication

**M**edication may only be issued according to instruction from a doctor or the parents or guardians, depending on the schedule of the medication and the legal requirements relating to that particular medication.

The following rules apply to the administration and use of medication:

1. Residents may never have ANY form of medication in their rooms.
2. Residents may NEVER self-medicate.
3. Staff members do not have the right to decide on any matters relating to medication. This is a management function.
4. Only senior staff may hand out medication and this staff member will sign the register to confirm they handed out the medication in accordance with instruction.
5. Staff members may not leave any form of medication in the staff rooms rooms – it must be locked away in the medicine room.
6. When Staff members are cleaning rooms they are to be particularly on the lookout for any hidden medication or any other medication kept in the rooms. This can be medication brought in by the Resident or medication they have not taken and hidden.
7. When medication is handed out, staff members are to be alert and ensure that the Residents do not refuse or hide their medication.
8. Staff members may NEVER purchase any form of medication for a Resident.
9. Staff members may NEVER provide a Resident with ANY form of medication without express instruction from management.

## 17. Religious Beliefs

Fairlie House is a non-denominational Christian based Facility.

The following outlines the basis on which Fairlie House interacts with Residents and Visitors:

1. All Religious bodies are welcome to visit and interact with the Residents at any time provided prior arrangements have been made with management. Staff members are to facilitate their visit and ensure they are afforded every courtesy.
2. All religious bodies wishing to interact with the residents will have, prior to their visit, a meeting with management of Fairlie House to establish the terms and conditions relating to the subject matter of their interaction with the Residents.
3. Fairlie House has a very firm policy on what religious activity is carried on at Fairlie House. Our Residents have, mostly, limited intellectual abilities and understand things literally rather than figuratively. Abstract concepts have no place in their minds. We do not want our Residents to be confused with complex abstract concepts. All religious teachings are to be restricted to morality, behaviours, the 10 commandments and how people should treat each other and animals. Abstracts have no place at Fairlie House.
4. We encourage bible stories, singing and role playing.
5. Fairlie House does not restrict Residents' attendance to any of the visits by religious visitors.
6. All religious visitors must understand that they cannot expect an audience only with members of their particular religion; Residents are naturally curious and eager to participate in all visits.
7. All Religious visitors are to understand very clearly that Fairlie House is not a "flock gathering" place. Any ministering is to be educational and entertaining.
8. Staff members may not impose their religious beliefs on the Residents.

## 18. End of Life

Fairlie House has a policy of supporting any Resident fully, even through the end of life process. The following serve as guidelines to assist during this process.

1. All staff will provide kind and gentle care to all Residents going through the end of life process.
2. Staff members will ensure the comfort of the Resident.
3. The Resident's personal preferences are to be respected.
4. The Resident's dignity is to be respected during the end-of-life process.
5. Fairlie House will respect the wishes of the Residents about life support and living wills provided the administrative process has been followed.
6. Fairlie House will carry out all the last requests of a Resident.
7. Fairlie House will facilitate all visits by friends and family for a Resident in terminal stages.

## 19. Termination Criteria

Fairlie\_House has certain criteria that an existing Resident's behavior is measured against to decide whether a placement will be terminated or in certain circumstances where this criteria is no longer applicable as a result of attitudinal adjustment, the termination is cancelled.

Termination will occur in one or combinations of the following behavioral tendencies:

1. If the Resident is generally non-co-operative and needs to be negotiated with for basic activities to be completed – hygiene, medication, dressing, resting, meals and mealtimes, bedtimes etc.
2. Violence – if the Resident resorts to violence as a natural method of expressing their dissatisfaction, frustration, or dislike. Incidents of violence are not accepted at Fairlie House. We do understand occasional flare ups are part of normal living but resorting to violence as a method of dealing with these occasions is not acceptable.
3. Temper tantrums – if the Resident is prone to these if they do not get their own way or they are displeased. This includes the tendency toward spitting, screaming, running wild, damaging property, or causing upset amongst the other Residents in the house.
4. Disruptive – if the Resident disrupts the functioning of the house or activities or the other Residents.
5. Behaviorally challenged – if the resident has behavioral issues or habits that are disruptive, upsetting or affect other Residents.
6. The Resident does not have a support group that can be called upon in the event of any issues.
7. Where we assess that the family is about to “dump” the Resident and have little further to do with them.
8. Where we assess the family as unduly influencing the Residents behavior or interfering with our methods or way of running our facility.
9. Where there are insufficient funds for the monthly fees. We do not receive any form of financial support besides the monthly fees we are paid.
10. Where the family is unable to afford the monthly fees or is not able to find sponsorship for these fees.

## 20. Agreement

These Rules and Regulations are intended to ensure the safety, health, and happiness of our residents. By signing this document, guardians acknowledge their understanding and agreement to adhere to these guidelines. Our goal is to foster a community where every resident feels valued, respected, and cared for. We thank you for your cooperation and commitment to making our care home a welcoming and harmonious place for all.

Parent or Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Care Home Representative Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please review these terms carefully and discuss any concerns with the care home management. Your cooperation is essential in providing the best care and environment for our residents.