



Central  
Health

***Information booklet  
about the  
Restorative care unit***



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## ***RESTORATIVE CARE PROGRAM***

### ***WELCOME***

Greetings to clients, their families and friends. Working together, Central Health will provide restorative care services that are comfortable, cheerful and beneficial to the client.



Every effort will be made to meet the individual needs of the client. A team approach, used to ensure quality of life for each client, focuses on medical, physical, social, spiritual and psychological needs.

The Restorative Care Unit located in Notre Dame Bay Memorial Health Centre is a 5- bed unit for clients who require slow-paced rehabilitation.

### ***ACCOMMODATIONS AND ENVIRONMENT***

Accommodations include two wards with three beds in one room and two beds in the other. Each room has closet space, beds, night tables, over bed tables and a bathroom. Call bells are located beside each bed and in the bathroom.

Assignment of rooms is by availability and need. The unit has a combination lounge/dining room. A cable TV is available in the lounge area. This facility promotes a scent-free and smoke-free environment.

## ***PURPOSE***

Restorative care focuses on the client's optimal level of functioning by enabling clients to regain their independence following a decline in functional ability as a result of an acute illness or chronic condition.

## ***RESTORATIVE CARE IS AN INTERDISCIPLINARY TEAM EFFORT***

The Restorative Care team will:

- assess the client's physical, psychological, emotional and social health status upon referral through a well-defined interdisciplinary assessment process.
- set up a support service network as necessary to facilitate independent living as identified by the client/caregiver in conjunction with the interdisciplinary team. A home visit may be considered by the team.
- provide individual/group treatment and therapy programs that will address the goals identified through the assessment process as well as goals identified by the patient and caregiver.
- provide supportive services to caregivers and encourage participation in client treatment plan.
- review client progress to assess effectiveness of treatment and therapy programs. This may include client/family meetings to discuss progress.
- provide follow-up evaluation to determine effectiveness of treatment plan within 6-8 weeks after discharge, if appropriate.
- identify and track performance indicators to monitor, evaluate and improve the



### ***ADMISSION CRITERIA***

Clients must:

- have a functional health problem that will benefit from restorative care services.
- have a completed restorative care assessment and referral form as outlined in the admission process.
- be medically stable not requiring acute care services.
- have potential to make functional gains that are not possible outside of the program.
- be motivated and agree to participate in the program with signed consent by client and /or family.
- have sufficient cognitive ability to participate in goal setting, be able to learn and retain therapy instructions/information.
- have an anticipated length of stay no greater than 60 days.
- have a potential discharge plan and site identified prior to admission.

The interdisciplinary restorative care team reviews referrals to the Restorative Care Unit, determines eligibility to the program, and notifies the referring unit if the referral is accepted or declined. If accepted, the admission to the unit will be coordinated, or the name of the client will be placed on the waiting list until a bed becomes available.

### ***EXCLUSION CRITERIA***

- palliative care clients requiring symptom management.
- clients with severe dementia preventing participation in the program.
- clients who are acutely ill requiring acute observations and interventions.
- clients who do not meet the admission criteria.

## ***DISCHARGE PLANNING***

The discharge planning is an integral part of the program and begins prior to admission, through the assessment process and throughout the entire program. Discharge goals are collaboratively established by the client/family and team members to ensure that a successful discharge occurs on or near the target date. Family conferences are held during stay and as required. The program will function in a continuum of care approach and appropriate referrals and follow-up with other community resources will be made as necessary. If a client is unable to meet the objectives of the program and still requires hospitalization, they will be transferred back to the referring unit.

## ***SERVICES PROVIDED DIRECTLY AND/OR CONSULTATIVELY IN THE PROGRAM***

- Physiotherapy
- Recreation
- Occupational therapy
- Nursing
- Speech-language pathology
- Clinical Nutrition
- Pharmacy
- Social work
- Pastoral care
- Support services



## ***EDUCATIONAL ACTIVITIES AND COUNSELING***

- Health promotion/prevention
- Restorative care process
- Community resources and referral process

### ***ADMISSION PROCESS***

The admission process for the Restorative Care Unit is as follows:

- Potential clients can be identified by any health care professional. The *Restorative Care Assessment Form* is to be completed by health care professionals of the referring unit.
- The completed *Restorative Care Assessment Form* will then be forwarded to the restorative care team at Notre Dame Bay Memorial Health Centre.
- The completed assessment forms are reviewed weekly by the restorative care admissions team.
- If a referral is approved, the client, family and/or facility/unit where the client is receiving care is contacted and advised of the client's expected date of admission to the Restorative Care Unit and/or their name is placed on the waiting list for an available bed. The social worker on the referring unit will then advise the client and family of their status.
- If a referral is declined, the unit of referral will be notified and written documentation will be provided.

### ***DISCHARGE PROCESS***

The discharge process for the Restorative Care Program is as follows:

- The client may be discharged at any time during the program if they are no longer able to participate or have reached a plateau in performance, and/ or have reached identified goals.
- The client's tentative discharge date is determined by the team, client and family.

- The Restorative Care Team meets with the client and family to develop the client's potential discharge date and to review the discharge plan. Coordination and communication with community supports in this planning process will occur as required.
- The Restorative Care Team will offer suggestions to the client and/or family for any other additional services and/ or equipment to facilitate a smooth transition for discharge.
- Any required community follow-up will be arranged prior to discharge.

## ***SERVICES PROVIDED***

### ***Physician/Nurse practitioner***

The physician/nurse practitioner provides your medical care during your stay with us. He/she will work with you and your team to plan your care.

### ***Physiotherapist***

The physiotherapist works with you to develop an exercise program to help increase your strength, balance and ability to move.

### ***Occupational therapist***

The occupational therapist works with you to help maintain or improve your ability to perform daily activities such as bathing, dressing and preparing meals. An occupational therapist can assess your home to help prepare for discharge.

### ***Nursing staff***

The nursing staff will assist in the plan and delivery of your care. Nursing staff includes a registered nurse (RN), licensed practical nurse (LPN), and personal care attendant (PCA).



### ***Dietician***

The dietician provides support to maintain and/or improve your nutritional health.

### ***Social worker***

The social worker works with you and your family to provide counseling, support and assist with discharge planning.

### ***Recreation specialist***

The recreation specialist works with you to identify and implement recreation programs that will enhance your restorative care goals.

### ***Other healthcare providers***

Other healthcare providers are available to support your health care needs.

## ***RIGHTS AND RESPONSIBILITIES***

### ***QUALITY OF CARE***

#### ***YOUR RIGHTS***

- ***You have the right*** to receive the best and safest health care and services reasonably possible, provided by professional and caring employees.
- ***You have the right*** to the most comfort we can reasonably provide.

#### ***YOUR ROLE***

- ***You are responsible*** for being an actively involved and informed member of your health care team.

## ***DIGNITY AND RESPECT***

### ***YOUR RIGHTS***

- ***You have the right*** to be treated with dignity, respect and consideration.
- ***You have the right*** to share your views and observations, ask questions and talk about your concerns with your health care team.

### ***YOUR ROLE***

- ***You are responsible*** for treating your health care team and other employees and individuals with dignity, respect and consideration.

## ***INFORMATION***

### ***YOUR RIGHTS***

- ***You have the right*** to ask for and receive information about your health care and services in terms you understand.
- ***You have the right*** to know and understand the risk and benefits of any medicine, treatment, or decision about your care to help you make informed choices.
- ***You have the right*** to know the names, positions and professional relationships of the members on your health care team.
- ***You have the right*** to expect your health care team to communicate with each other concerning your care.
- ***You have the right*** to review your health record after requesting

***You have the right*** to be informed of the services that are available from Central Health to meet your needs. ***Your role***

- ***You are responsible*** for giving your health care provider clear, complete and accurate information about your health.
- ***You are responsible*** for ensuring that you have the information you need to make informed health care decisions.

### ***YOUR HEALTH CARE***

#### ***Your rights***

***You have the right*** to refuse treatment against the advice of your health care team. You need to be aware, however, that

- your active participation in this treatment program is necessary for you to continue in restorative care. Refusal for treatment may lead to discharge from the restorative care program.

#### ***Your role***

- ***You are responsible*** for telling your health care team about any changes in your health.
- ***You are responsible*** for keeping and canceling appointments and following your plan of care.

### ***SUBSTITUTE DECISION-MAKER***

#### ***Your rights***

- ***You have the right*** to choose somebody to act on your

### ***Your role***

- ***You are responsible*** for identifying who would become your substitute decision-maker and ensuring that they know and understand your wishes.

## ***PRIVACY***

### ***Your rights***

- ***You have the right*** to as much privacy as can be provided.

***You have the right*** to confidentiality of your health information. Our staff work together as a team to provide you with health care and services. This may mean that some of your information may be shared among team members to make sure you get the best possible health care and services.

### ***Your role***

- ***You are responsible*** for respecting the privacy and confidentiality of other individuals.
- ***You are responsible*** for ensuring that you provide us with consent when you want us to share your information with others.

## ***Additional Information***

### ***Valuables***

It is strongly recommended that clients not keep valuables such as jewelry or money in their rooms. The unit cannot be held responsible for missing items.

### ***Fire Safety Exercises***

Fire safety exercises are held regularly to prepare staff and clients for the possibility of an emergency. At the sound of the alarm, clients and visitors are asked to follow the instruction of the staff.

### ***Client's Clothing***

Client's clothing will be labeled upon admission. Please ensure that clothing purchased following admission is also labeled. ALL clothing must be wash and wear. Special care items, such as 100% wool, silk, linen are to be laundered at your own risk.

Clothing for clients is to be limited to 5-7 changes, due to limited closet space.

The facility is not responsible for lost clothing items.

### ***Dental/Eye/Hearing Care***

Dentures, eye glasses and hearing aids are sometimes lost or damaged by the client. The replacement of the item, where the action of the client causes the loss or damage, will be the client's responsibility.

### ***Visiting***

Please respect the facility's visiting hours.

### ***Scent Free Policy***

Central Health has a scent free policy. Fragrances such as cologne, perfume, aftershave lotion, etc ARE NOT permitted, due to the increasing number of clients and staff having sensitivities or allergic reactions. In keeping with the scent free policy, the facility discourages gifts of poinsettias and any floral arrangements that give off a scent.

### ***Allergies***

Some clients and staff members are allergic to certain foods and

Latex balloons are NOT permitted in any facility operated by Central Health due to clients and staff allergies. Latex balloons can cause severe reactions in persons who have a sensitivity or allergy to latex. Mylar balloons are permitted.

### ***Smoke Free Policy***

All facilities and properties of Central Health are smoke free. Smoking is not permitted by clients, staff or visitors.

### ***Infection Control***

Hand washing is one of the most effective means of preventing the spread of infection. There are public hand washing stations located near entrances and throughout the facility. ALL visitors are asked to use these stations to wash their hands prior to and after visiting the clients (refer to pamphlet).

If you are feeling unwell or have any of the following symptoms, please **DO NOT** visit:

- Sneezing
- Coughing
- Headache
- Sore throat
- Fatigue
- Fever
- General body aches and pains
- Gastro intestinal symptoms

Please remember that many of our clients are quite frail and may become very ill if in contact with anyone with the above symptoms.

### ***Protecting Your Privacy***

Central Health is committed to keeping all information about

Central Health takes responsibility to protect the security and confidentiality of the clients' information very seriously. It will only be released outside of the organization when permission is obtained or when we are required by law.

***Client Relations***— Compliments? Questions? Concerns?

Central Health wants to hear from you and pledges to listen and respond to your compliments, questions and concerns.

## ***DEFINITIONS***

### ***RESTORATIVE CARE:***

Is an interdisciplinary, family centred, holistic approach to client care. The client and a team of care providers work closely together to optimize the clients level of function. Restorative care provides structured programming to those clients requiring restoration following a decline in functional ability as a result of an acute episode and /or chronic condition.

### ***INTERDISCIPLINARY TEAM APPROACH:***

All staff involved in providing direct care and supportive care services to the client will work together as a team to reach the outlined goals.

### ***CLIENT CENTRED CARE:***

The restorative care program is designed to focus on client goals and projected outcomes. The client/family is an integral part of the team involved in identifying goals, participating in intervention and discharge plans.



***The dining area and the multipurpose room***



***The kitchen***