

RESIDENTS GUIDE BOOK



Dar Pinto
smartcare

SMART CARE 326 MDINA ROAD QORMI

Smart Care has opened a 148 bedded nursing home for the elderly in the central town of Qormi. This care home, 'Dar Pinto', opened its doors to residents in December 2018.

Committed to deliver holistic exceptional care, we aim to provide: **Safe, Meaningful, Active, Respectful, Tailor-made care.**

At 'Dar Pinto', we strongly believe that residents in our care need to be treated as individuals. The dedicated and skilled team of healthcare professionals and caring staff will provide dignifying care in a comfortable homely environment.

HEAD OF HOME

Mr. Erich Vassallo graduated as a staff nurse in 1996 from the Institute of Health Care, University of Malta. He started working as a nurse in St Luke's Hospital where he formed part of a team in an acute medical ward specialized in respiratory and cardiology medicine for nineteen years. In the meantime, he took part in the delicate project of migration from St Luke's Hospital to the newly built Mater Dei Hospital. For the last five years Erich was part of the managerial team in the ward when he was promoted to Deputy Charge Nurse. While serving his duties in Mater Dei Hospital in the final three years Erich was leading a team of specialized nurses in a Medical Assessment Unit. Erich is currently reading for a Masters Degree in Health Care Management and Leadership. Within Smart Care Malta Erich has the responsibility of Head of Home at Dar Pinto.

HEAD OF CLINICAL SERVICES

A nurse by profession, Ms. Natalie Micallef has graduated in 2012 from the University of Malta with a first-class degree in nursing studies. For six years she has worked at Mater Dei Hospital, first in various settings as part of the hospital's nursing relieving pool, then in a medical ward specialized in respiratory care. For the last year, she has been fundamental in the setting up of a newly-established medical department in Mater Dei Hospital where she was in charge of the dynamic management of the ward. Throughout these years, she has mentored and clinically

examined a number of nursing students and has been involved in the teaching of Clinical Skills at the Faculty of Health Sciences at the University of Malta. Moreover, she was engaged in the assessment process of IVI training for nurses at Mater Dei Hospital. She has attended various conferences and workshops and is currently reading for a 'Masters Degree in Respiratory Medicine' at the University of South Wales. Within the Smart Care organisation, Natalie is assigned as the Head of Clinical Services at Dar Pinto.

RECEPTION

The reception will be open from 7am to 9pm Monday to Sunday including festive and public holidays. Main door will be locked outside hours. For assistance outside these times you are kindly advised to call on tel: **27334499** or e-mail on **info@smartcaremalta.com**.

VISITING HOURS

Visiting hours at the care home are from **9.30am to 11.30am** and **3.30pm to 9pm**. Visitors are encouraged to visit as much as possible within the designated hours. Family members are encouraged to visit their residents in common areas as much as possible in order to respect the privacy of other residents that are room bound. If visits do occur in the residents' room not more than 2 visitors are allowed so that privacy and clinical practices are respected. The management reserves the right to modify visiting hours as appropriate and may also refuse entry if deemed necessary.

PHARMACY SERVICES

On admission residents are to provide an updated medical report from their medical practitioner, including a detailed treatment list. POYC prescriptions and supplies will be provided by the staff at Dar Pinto. All medications are to be handed over to Dar Pinto staff on admission.

GENERAL PRACTITIONER

On admission residents are asked to provide contact details of their own doctor. If the need arises residents are to pay the doctor themselves after the visit. If the resident wishes a doctor can be provided by Dar Pinto. Any appointments for consultations that require transfer to Mater Dei Hospital or other government institutions raised by the doctors will be coordinated by our staff and a member of staff will be accompanying the resident with the transport van provided by Dar Pinto.

ALLIED HEALTH PROFESSIONAL SERVICES

Dar Pinto has at its service a number of allied health professionals.

BLOODLETTING AND/OR INVESTIGATIONS

Bloodletting is offered on site. If the need arises for the resident to attend health centers for further investigations, transport will be provided.

MEAL TIMES

Residents will receive their meals in fully equipped and pleasing dining rooms. Meals will be divided in three main meals namely **breakfast, lunch and dinner**. Breakfast will be served on every floor in the residents' rooms. Tea and coffee will also be served and made available during the remaining hours in pantries on each floor in designated kitchenettes. These kitchenettes are equipped with fridge, microwave and toaster to facilitate patients and their relatives in preparing snacks at any time they please.

ROOM ALLOCATION

Room allocation is designated according to the level of dependency and general medical condition of the resident. Although every effort will be made to keep the assigned room as long as possible the management reserves the right to move the resident should the need arise. All rooms at Dar Pinto are provided with air-conditioning and en-suite bathrooms. Ample natural light is present from windows and/or balconies in every room. A telephone set is made available for every patient next to his bedside where he/she can receive calls.

MONEY AND VALUABLE ITEMS

Dar Pinto is not responsible for the loss or theft of any belongings left in the residents' rooms. Residents can avail of the safety deposit box at Dar Pinto where a receipt will be provided for any items placed in the safety deposit box. If residents opt to keep any money or valuable items they are advised to keep this to a minimum (not more than €50) and are encouraged to make use of the personal lockable wardrobe provided. If the resident expresses the wish to get any personal items from home approval must be given from the Head of Home. A T.V. set is available in each room. No pieces of furniture, equipment or furnishing are allowed except in special cases as approved by Dar Pinto management. When and for which ever reason the resident leaves Dar Pinto relatives are asked to vacate the room and belongings within 48 hours of discharge. Dar Pinto reserves the right to vacate the room and dispose of the items as appropriate. Any costs pertaining to removal and/or disposal of unclaimed belongings shall be paid by the family.

RESIDENTS' MAIL

Any mail received for the residents will be delivered to their room. Dar Pinto's address is 326 Mdina Road Qormi.

MORTUARY

A mortuary room is available at Dar Pinto in the case of a passing of a resident. Details of the funeral services are to be settled by the relatives and information is to be passed on to the management.

HAIRDRESSER/BARBER

Grooming services are available on request by appointment. This is done in the form of hairdressers, barbers or beauticians depending on the resident's needs and wishes.

RELIGIOUS SERVICES

Religious services are provided at Dar Pinto in the form of a mass which will be held in the chapel situated on first floor. Holy communion is provided at the bed side for those residents that are unable to attend mass due to their inhibiting physical condition.

SAFETY AND SECURITY

One of our main priorities is the safety of our residents and staff members. It is obligatory to follow the instructions provided in this guide book and also any other instructions provided by Dar Pinto Staff. Various CCTVs are installed in common areas to aid in the ability to sustain good levels of safety and security. All relatives visiting will be asked to sign while entering at Dar Pinto in order to facilitate a track record if the need arises. Dar Pinto is equipped with the latest fire safety material including fire retarding equipment, fire alarms, escape routes and fire extinguishers. Fire drills are performed on a regular basis.

LAUNDRY

Laundry services are available at Dar Pinto in order to provide clean linen to all its residents. If relatives are unable to wash the resident's own clothes, at Dar Pinto we

can provide the service. All personal garments are to be clearly labelled. Unlabeled clothes will not be washed at Dar Pinto's Laundry. Drying/hanging of clothes is unacceptable in any part of the home.

HOUSE KEEPING

A house keeping team provides daily cleaning services throughout Dar Pinto to ensure a complete clean and hygienic environment.

ACTIVITIES

We are committed to promote active aging through several activities for our residents. Our care program includes activities such as crafts, art, music, movies, games and reading. Outings will also be organized by our activity coordinator regularly. A schedule of activities will be published in advance. Our residents are encouraged to participate as much as possible.

SMOKING

In accordance with law on smoking in public places and the protection of non-smokers it is strictly prohibited for residents, relatives and staff members to smoke inside the care home. Outdoor areas have been identified as smoking areas.

GENERAL RULES

1. On admission, staff will show the resident and family around and answer any questions that they might have.
2. Dar Pinto reserves the right to use any equipment or aids in order to provide the safest and holistic care for the residents. This may also include the use of

restrainers should a resident be of danger to harm self or others. Prior to restraining, a thorough clinical assessment is done and documented.

3. Dar Pinto has a zero tolerance for any type of abuse on residents and staff. The residence reserves the right to take the necessary action as deemed appropriate.

5. Responsibilities on willful damages should be borne by the perpetrator.

6. Dar Pinto may stop visitors on its premises should there be sufficient ground to prevent any serious detriment to residents, staff or infrastructure.

7. Relatives are not allowed in dining areas during meal time. No food is allowed out of the dining area.

8. Personal care items like, but not exclusive to, soap, creams and lotions must be provided by the family.

9. Residents, staff and relatives are to wear decent clothes within Dar Pinto.

10. Additional nappies exceeding the number supplied through Welfare Committee will have to be bought by relatives.

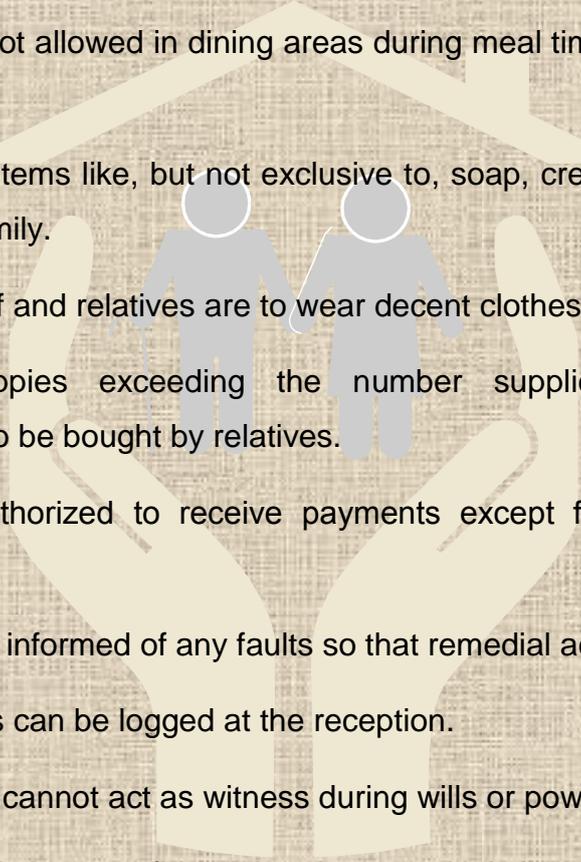
11. No staff is authorized to receive payments except from the Residence's Administration

12. Staff should be informed of any faults so that remedial action is taken.

13. Incident reports can be logged at the reception.

14. Staff members cannot act as witness during wills or power of attorney

15. All information is kept confidential and anonymity is kept throughout.



Dar Pinto

DISCLAIMER

Dar Pinto is governed through a set of Policies and Procedures in line with the National Minimum Standards and set Key Performance Indicators. If and for any

reason, interpretation of situations is unclear, the final decision and direction should be taken by the Head of Home or by the most senior staff within Dar Pinto hierarchy.



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