

# Resident Admission Agreement

**Admission Agreement**

**Methven Aged Persons Welfare Association Incorporated Trading As 'Methven House'**

**Physical Address** 24-28 Morgan Street, Methven 7730  
PO Box 59  
**Postal Address** Methven 7745  
**Telephone** 03 302 8528  
**Fax** 03 302 8884  
**Website** www.methvenhouse.co.nz  
**Nurse Manager E-mail** nursemanager@methvenhouse.co.nz  
**Office Administrator Email** officeadmin@methvenhouse.co.nz

**Date of Admission**

.....

**Resident's Details**

**Full Name(s) ('the Resident')**

.....

**Date of Birth**

.....

**Previous Address**

.....

.....

.....

**Power of Attorney's Details**

**Full Name(s)**

.....

**Address**

.....

**Agreement**

Methven House agrees to provide to the Resident age related residential care services, as specified in clause 1 of schedule 1 to this agreement, and including 24 hour hotel services and personal care in rest home care, ('the **Services**') at Methven House's facility on the terms and conditions set out in the annexed Schedules and as amended by Methven House from time to time in accordance with this agreement. Any amendments to the terms or conditions shall be effective 30 days after being notified to the Resident.

Where the Resident is a non-subsidised Resident, the Resident (or the Resident's Power of Attorney as the case may be) acknowledges that the Resident has read and understood clause 7 of schedule 1, which sets out information for non-subsidised residents on how to apply for a subsidy.

**Resident's Signature**

Date

**Or Power of Attorney's Signature**

Date

*Print Full Name of Power of Attorney*

*Reason Resident Unable to Sign*

**Signature for Methven House**

*Print Full Name of Methven House Representative*

Date

## SCHEDULE 1 – TERMS AND CONDITIONS

### 1 Services Provided Pursuant to this Agreement (the 'Services')

- 1.1 The following age related residential care services are the Services that the Methven House agrees to provide to the Resident:
- a. Lodging in a single/shared room (delete as appropriate), with reasonable access to shared bathroom facilities;
  - b. All furniture, fittings, fixtures, bedding, utensils reasonably required by the Resident except to the extent that the Resident chooses to use their own furniture and possessions where they can be reasonably accommodated;
  - c. A food service of adequate and nutritious meals, and refreshments and snacks at morning/afternoon tea and supper times;
  - d. Cleaning services and supplies;
  - e. Laundry services;
  - f. An accessible and sheltered outdoor recreational area;
  - g. Twenty-four hour personal care in rest home care.

### 2 Exclusions from the Services

- 2.1 The Services specified in clause 1.1 do not include the following services (the '**Excluded Services**')
- a. Specialised assessment and rehabilitation,
  - b. Physiotherapy, occupational therapy and podiatry, (unless prescribed by a medical practitioner or nurse practitioner under a treatment programme to a resident receiving a subsidy from an agency).
  - c. Customised equipment, personal care equipment and personal mobility equipment,
  - d. The provision of equipment, aids, medical supplies or services that relate to conditions covered by DHB funding,
  - e. Services such as those provided by dentists, opticians, audiologists, laboratories, radiologists, chaplains, dry cleaners, hairdressers and solicitors,
  - f. Clothing and personal toiletries, other than ordinary household supplies,
  - g. Charges for phone calls made by the Resident and phone lines rented by the Resident,
  - h. Insurance premiums for the Resident's personal belongings,
  - i. Interpreter services, if English is a second language.

- 2.2 Methven House may arrange the provision of any Excluded Service at the Resident's request. If Methven House does arrange the provision of the Excluded Service and it is provided by a third party, the Resident will pay any costs or fees for the Excluded Service provided by the third party.
- 2.3 If any of the Excluded Services are provided by a person/entity not arranged by Methven House the Resident must pay that person/entity the cost, if any, for the Excluded Service. Methven House will not be liable for any loss or harm that might occur as a result of that person's/entity's service or equipment.

### **3 Additional Services**

- 3.1 In addition to the Services provided pursuant to this agreement, as set out in clause 1.1, Methven House provides the Additional Services set out in Schedule 3 to this Agreement ('the **Additional Services**').
- 3.2 Subject to availability the Resident can choose to receive from Methven House any or all of the Additional Services.
- 3.3 Where the Resident chooses to receive an Additional Service the Resident agrees to pay Methven House the amount charged by Methven House for the Additional Service, as set out in Schedule 2, and as amended from time to time by Methven House in accordance with this agreement.
- 3.4 If the amount charged for an Additional Service is amended Methven House will notify the Resident in writing of the change not less than 30 days before the amendment becomes effective.
- 3.5 The Resident has the right to decide to receive (subject to availability) or cease to receive any Additional Services provided by Methven House. Where the Resident decides to receive or cease to receive any Additional Services the Resident must provide at least 21 days (or any other period agreed by the Resident and Methven House) written notice to Methven House.

### **4 General Practitioner Services**

- 4.1 Methven House reserves the right to appoint a general practitioner and/or nurse practitioner to provide primary care services to the Resident.
- 4.2 The Resident may choose to be attended by a general practitioner of their choice from those available at Methven Medical Centre ,who agrees to visit the facility and maintain the Resident's medical records as prescribed by Methven House rather than be attended by the general practitioner or nurse practitioner appointed under clause 4.1.
- 4.3 If the Resident initiates a visit from a general practitioner without the prior approval of the registered nurse or nurse manager of Methven House, the Resident may be required to bear the full cost of such a visit.
- 4.4 The Resident agrees to be examined by either Methven House's general practitioner, or a general practitioner of their choice (subject to clauses 4.3 and 4.4 above) or a nurse practitioner within two working days of their admission as a Resident unless the Resident was examined by a

medical practitioner not more than two working days prior to their admission and the Resident can provide a summary of the medical practitioner's examination notes to Methven House.

## 5 Payment of Service Costs

- 5.1 The Resident agrees to pay to Methven House the fees payable in respect of the Resident's accommodation and care under this agreement, including all applicable charges specified in Schedule 2 for the Services and Additional Services provided to the Resident (the '**Charges**') and the cost of any Excluded Service incurred by Methven House on the Resident's behalf.
- 5.2 All Charges are to be paid monthly in advance by direct credit / automatic payment to Methven House's nominated bank account.
- 5.3 All Charges may be amended by Methven House from time to time and all amendments will be effective 30 days after the Resident receives written notification of the amendment from Methven House.
- 5.4 In the event that the Resident defaults in the payment of any Charge, the Resident shall, in addition to the Charges due, pay:
  - a. Interest on any overdue monies from the due date to the date of payment at a rate of 15% per annum; and
  - b. The full costs (including, without limitation, collection charges, solicitor fees and the Resident's own costs) incurred by Methven House in collecting such overdue monies and remedying the Resident's default.
- 5.5 The Resident is liable for the Charges for the full day on which the Resident is:
  - a. Admitted to Methven House;
  - b. Discharged from Methven House;
  - c. Transferred to or from Methven House;
  - d. The day of the Resident's death and for the following day, as if the Resident was living, including payment of the amount of New Zealand superannuation that would have been payable by the Resident to Methven House if the Resident was living.
- 5.6 The Resident's account will be fully reconciled after the Resident has left Methven House and after final payments and adjustments have been made by any agency paying a subsidy (such as the relevant District Health Board (the '**DHB**') or Work and Income NZ):
- 5.7 The Resident acknowledges that final reconciliation may take up to 30 days or any other length of time agreed between the Resident and Methven House;
- 5.8 Any Charges that remain unpaid upon reconciliation will be met by the Resident or the Resident's Estate;
- 5.9 Any overpayment upon reconciliation will be refunded to the Resident or the Resident's Estate, as the case may be.

## **6 Subsidies**

- 6.1 Any subsidies received on behalf of the Resident will be offset against any amounts owing by the Resident. The Resident is principally liable for all Charges due whether or not a subsidy is available or received by or on behalf of the Resident.
- 6.2 The Resident is advised that under the Social Security Act 1964, the Resident has the right to request a review of their financial means assessment, which may entitle them to receive a government subsidy toward the costs of the Services.
- 6.3 For the avoidance of doubt, the subsidy available for long term residential care under the Social Security Act 1964 is only payable in respect of a period of up to 90 days prior to all documentation including financial means assessment documentation having been received by the agency paying the government subsidy. The Resident will remain liable for the Charges due under clause 5.1 for any prior period not covered by the subsidy including any period where the documentation is not provided to the agency paying the subsidy within the prescribed time.

## **7 Non-subsidised Residents**

- 7.1 If the Resident is not receiving a government subsidy under the Social Security Act 1964 and the Resident wishes to receive a government subsidy the Resident must:
  - a. Satisfy the eligibility criteria defined in the Social Security Act 1964; AND
  - b. Complete an assessment by a needs assessment & service co-ordination service and a financial means assessment under section 69F of the Social Security Act 1964; AND
  - c. Be aware that the assessments required under clause 7.1(b) may take some time to arrange, and the conclusions of such assessments may be that the Resident is not eligible for a government subsidy; AND
  - d. Methven House will not be able to receive government subsidy payments on the Resident's behalf until the Resident meets the above requirements; AND
  - e. The Resident will remain liable for all fees and Charges under this agreement whether or not a government subsidy is approved.
- 7.2 To assist the Resident to receive a government subsidy in a timely way the Resident should be aware that:
  - a. The Resident or the Resident's family member or nominated representative needs to notify Methven House at least three months prior to when the Resident's funds are anticipated to be at the level where the Resident is eligible for a government subsidy.
  - b. It is the Resident's or the Resident's nominated representative's responsibility to complete all application forms for the financial means assessment process.
  - c. Methven House will instigate a referral for the required needs assessment to begin the process of applying for a government subsidy as soon as reasonably practicable after Methven House becomes aware of the Resident's potential eligibility for a subsidy.

- 7.3 Methven House will advise the Resident of any notifications it receives of changes to means assessment tests or maximum contributions that could affect the Resident's eligibility for a subsidy.
- 7.4 Methven House accepts no responsibility for situations where the Resident's funds reach a level below that where a government subsidy may be applied for and the needs assessment process has not occurred in a timely way.

## **8 Temporary Absence**

- 8.1 Where the Resident is admitted to hospital for treatment or assessment Methven House will ensure that the Resident's room is not used by another person during the Resident's absence for up to 21 days (or such longer period as assessed to be necessary by or on behalf of Methven House or the DHB) provided that the Resident pays the Charges payable under clause 5.1 for each day Methven House does not allow another person to use the room.
- 8.2 Where the Resident is away from Methven House for any other reason Methven House will not allow another person to use the Resident's room during the Resident's absence for up to 14 days at a time (but for no longer than a total of 28 days in any financial year) provided that the Resident pays the Charges payable under clause 5.1 for each day Methven House does not allow another person to use the room.

## **9 Valuables, Personal Effects and Clothing**

- 9.1 Methven House will use all reasonable endeavours to exercise due care in relation to the Resident's personal safety and security.
- 9.2 The Resident will be responsible for the safe care and insurance of their personal belongings and will indemnify Methven House for any costs or damages incurred by Methven House in relation to those belongings.
- 9.3 While Methven House will take all reasonable care to minimise damage to or loss of the Resident's personal clothing caused by laundering, Methven House will not be liable for any damage or loss caused.
- 9.4 Methven House has no responsibility for any money, bankcards, chequebooks or valuables held by the Resident at Methven House.
- 9.5 Methven House has no responsibility for any injury, loss or damage which occurs to, or is suffered by, the Resident or the Resident's belongings, while the Resident is receiving the Services, the Additional Services or is on outings from Methven House. The Resident will indemnify Methven House and its employees for any losses or damages which result from the Resident's actions while receiving the Services, the Additional Services or participating in activities or outings whether or not they are provided or facilitated by Methven House. For the avoidance of doubt, this clause is subject to the Methven House's obligations at law to provide services to an appropriate standard.

## 10 Permissions Granted

- 10.1 The Resident authorises Methven House to display the Resident's name on the Resident Directory Board and also on the Resident's bedroom door.
- 10.2 The Resident authorises Methven House to provide any information and records regarding the health and treatment of the Resident to any person properly appointed to audit the Services or Additional Services Methven House provides under this agreement.
- 10.3 The Resident will provide Methven House with the names of the Resident's family members or a nominated representative. Methven House may use this information to maintain contact with the Resident's family members or nominated representative for the purposes of this agreement. Methven House may provide those contact details to the DHB for the purposes of fulfilling its obligations under the contract Methven House has with the DHB including, without limitation:
  - a. During the course of or following an audit of any type of Methven House by the DHB; or
  - b. Where it is necessary for the purposes of Methven House's contract with the DHB.
- 10.4 Methven House may provide health information about the Resident (including the Resident's nominated representative's contact details provided under 10.3) where requested to do so under the Privacy Act 1993 or any Code issued under that Act relating to any health information Methven Households.
- 10.5 The Resident authorises Methven House to take and retain a photograph or photographs of the Resident, which will be retained and stored by Methven House in accordance with the Health Information Privacy Code 1994.
- 10.6 The Resident agrees/does not agree, *[delete non-applicable option]* that Methven House may use photographs taken within Methven House, during outings and at special events in marketing material, such as brochures and site advertising.
- 10.7 The Resident agrees to supply copies of any enduring powers of attorney in relation to personal care and welfare and/or property that the Resident has executed and not revoked at the time of admission, and Methven House will hold these on the Resident's file
- 10.8 If the Resident does not have a current enduring power of attorney in relation to personal care and welfare and/or property and does not execute one prior to or during their admission, then the Resident agrees to indemnify Methven House in respect of any costs that Methven House reasonably incurs in relation to any proceedings that are subsequently brought under the Protection of Personal and Property Rights Act 1988 or otherwise for the purpose of enabling decisions to be made on the Resident's behalf, whether or not the application is brought by Methven House.
- 10.9 The Resident agrees to provide informed consent to Methven House for ongoing health services described in, and provided under, this agreement. Methven House will hold a copy of the informed consent on the Resident's file. For any change or additional health treatment informed consent must be given by the Resident in accordance with the Code of Health and Disability Consumers Rights.

## **11 Termination**

11.1 This agreement may be terminated and the Resident may be asked by Methven House to leave the facility immediately:

- a. Following the expiry of 21 days (or any other period agreed by the Resident and Methven House) notice being given by Methven House to the Resident advising the Resident of the termination of this agreement; or
- b. If the Resident fails to pay any amount outstanding under this agreement within 21 days of receipt of a written notice from Methven House giving particulars of the outstanding payment and requiring it to be remedied by the Resident; or
- c. If the Resident ceases to reside at the facility for more than 21 days (or any other period agreed by the Resident and Methven House) without prior arrangement with Methven House; or
- d. If any financial assistance which the Resident receives from any third party in respect of the Services is withdrawn and the Resident breaches clause 5.2; or
- e. The Resident repeatedly or seriously breaches Methven House's rules as published in the Code of Resident's Rights.
- f. If the facility is closed or if Methven House is unable for reasons beyond its reasonable control to provide the Services to the Resident (in accordance with clause 18).

11.2 The Resident may terminate this agreement and leave the facility if:

- a. The Resident has given Methven House 21 days' (or any other period agreed by the Resident and Methven House) prior written notice of the Resident's intention to leave the facility; or
- b. The Resident does not agree to a change of the terms or conditions of this agreement, excluding a change in the Charges for Additional Services or Excluded Services, and the Resident has given Methven House 21 days' (or any other period agreed by the Resident and Methven House) prior written notice.

## **12 Changes to Care**

12.1 There may be situations when the Resident's needs change, and in the reasonable opinion of Methven House those needs can no longer be met by Methven House. In those situations Methven House will:

- a. Ensure that appropriate reassessment takes place to ensure that appropriate care management protocols have been observed. This may involve the assistance of staff from the Needs Assessment and Services Co-Ordination Agency and/or the DHB to attempt to find solutions to ensure the Resident remains in the facility;
- b. Assist in the process of finding an alternative service provider if requested and it is appropriate under clause 12.1(a);

- c. Ensure that any transfer from the facility to an alternative service provider takes place in an appropriate and timely way.

### **13 Assignment of Agreement**

- 13.1 Methven House's rights and obligations under this agreement may be assigned by Methven House to any person/entity.
- 13.2 Any assignment under clause 13.1 shall not be effective unless and until that person/entity receives approval from the DHB to take over Methven House's rights and obligations under the contract Methven House has with the DHB.

### **14 Complaints Procedure**

- 14.1 Methven House will maintain the complaints procedure set out in Schedule 4 to this agreement.
- 14.2 Methven House has a Code of Resident's Rights, which includes the Resident's rights and responsibilities, information about the complaints system, including how to make a complaint, the role of independent advocacy services and the Health and Disability Commissioner.
- 14.3 The Resident agrees to comply with Methven House's rules, which are published in the Code of Resident's Rights as amended from time to time.

### **15 Transportation**

- 15.1 Methven House will arrange for transportation to and from the following services, including specialist transport required for clinical reasons:
  - a. Needs Assessment and Service Co-ordination Services;
  - b. Assessment, treatment and rehabilitation services contracted by the DHB;
  - c. Primary care & district nursing services for advice and information sharing;
  - d. Laboratory services;
  - e. Radiological services;
  - f. Dental services;
  - g. Specialist medical services;
  - h. Podiatry services that are prescribed by a medical practitioner or nurse practitioner.
- 15.2 At the Resident's request Methven House will arrange transportation to any service other than those listed in clause 15.1, all will be at the Resident's expense. The cost of transportation to any service other than those listed in clause 15.1 is set out in Schedule 3 of this agreement.

### **16 Resident's Room**

- 16.1 Methven House may on occasion need to enter the Resident's room without prior notice to the Resident, however, Methven House will only do this where it is necessary to do so in order to assist in providing the Services or the Additional Services to the Resident.
- 16.2 Methven House may on occasion need to transfer the Resident to another room. Methven House will only do this after consultation with the Resident or their nominated representative.

## **17 Management of the Facility**

- 17.1 Methven House will use all reasonable endeavours to ensure that the facility is operated with sound management policies and in accordance with all legal requirements and generally accepted practices in the industry.
- 17.2 Methven House will use all reasonable endeavours to ensure that it maintains:
- a. continuous certification under the Health and Disability Services (Safety) Act 2001.
  - b. appropriate staffing levels;
  - c. fire and emergency management procedures that comply with all legal requirements and are generally in accordance with accepted practices in the industry;
  - d. a comprehensive policy for providing care to Residents for whom English is a second language or whose ability to communicate is limited.

## **18 Events outside our Control**

- 18.1 Methven House shall not be liable for any delay in meeting, or failure to meet, its obligations under this agreement to the extent that such delay or failure is caused by any event outside Methven House's reasonable control (including, without limitation, any delay or failure caused by any act or omission of the Resident).
- 18.2 If Methven House is prevented from meeting its obligations under this agreement due to circumstances outside its reasonable control, it will:
- a. notify the Resident of the circumstances and any alternative means for performance of the obligation; and
  - b. consult with the Resident as to the means available to minimise the effects of Methven House's inability to perform its obligations under this agreement; and
  - c. use all reasonable endeavours to minimise the effects on the Resident of Methven House's inability to perform its obligations under this agreement.
- 18.3 If Methven House is unable to perform its obligations under this agreement by reason of any cause outside its reasonable control for a period of more than 60 days Methven House may, by written notice, terminate this agreement.

## **19 Compliance with DHB Contract**

- 19.1 This agreement complies with Methven House's obligations under the contract Methven House has with the DHB and, for the avoidance of doubt, this agreement is the Admission Agreement referred to in that contract.

## SCHEDULE 2 - CHARGES<sup>1</sup>

DAILY RATES	BASIC	EN-SUITE	SUPERIOR	COMMENT
SUBSIDISED RESTHOME	PER DHB FUNDING		ADDITIONAL \$10 - \$60 PER WEEK	ROOMS 21 & 23 \$10/WK ROOM 23A \$20/WK ROOM 27 \$50/WK ROOM 29 & 30 \$60/WK
PRIVATE RESTHOME	\$823.00 PER WEEK		ADDITIONAL \$10 - \$60 PER WEEK	ROOMS 21 & 23 \$10/WK ROOM 23A \$20/WK ROOM 27 \$50/WK ROOM 29 & 30 \$60/WK
PRIVATE HOSPITAL				
SUBSIDISED HOSPITAL				
RESPIRE CARE	PER DHB FUNDING			
DAY CARE (SHORT STAY)	\$20 PER DAY			10AM TO 4PM

ADDITIONAL MEAL SERVICE <sup>2</sup>	
BREAKFAST	
LUNCH	
DINNER	
AM / PM TEA	

OTHER SERVICES	MON-FRI	SAT-SUN	PUBLIC HOL

Note: All Prices are GST inclusive and are charged Per Day, or Part Thereof – Admissions before Noon, Discharges before 10:00AM.

Prices Effective From:

<sup>2</sup> Additional charges apply for meal services provided in addition to the standard meals included in the daily rate pursuant to clause 1.1c of this agreement

**\$12 PER MONTH AS AT APRIL  
2013 REVIEWED ANNUALLY**

**TRIP FEE**

<b>APPOINTMENT TRAVEL FEE (WHERE APPLICABLE)</b>	<b>0.78 CENTS PER KM PLUS \$25 PER HOUR SUPERVISION</b>	<b>0.78 CENTS PER KM PLUS \$25 PER HOUR SUPERVISION</b>	<b>0.78 CENTS PER KM PLUS \$40 PER HOUR SUPERVISION</b>	<b>REVIEWED ANNUALLY</b>
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### **SCHEDULE 3 – ADDITIONAL SERVICES (CLAUSE 3)**

**Additional Services provided by Methven House that are not included in the Services provided in clause 1 of this agreement and for which additional charges may be incurred, include but are not limited to, the following:**

- ⌘ Specialised assessment
- ⌘ Specialist treatments
- ⌘ Rehabilitation services
- ⌘ Personal Equipment aids
- ⌘ Hairdressing
- ⌘ Dry cleaning
- ⌘ Replacement and repairs to spectacles, dentures, hearing aids or other prosthesis
- ⌘ Podiatry
- ⌘ Clothing
- ⌘ Personal toiletries
- ⌘ Private Telephone rental and calls
- ⌘ Insurance for Resident's belongings
- ⌘ Special Outings
- ⌘ Newspapers
- ⌘ Additional incontinent products than meets the identified needs
- ⌘ Choosing or having prescribed medication which is more expensive than the normally accepted medical treatments for the illness/condition
- ⌘ Shopping and special activities
- ⌘ Entertainment and parties
- ⌘ Transportation other than under clause 15.1
- ⌘ Superior quality rooms, single rooms, rooms with separate or shared en-suites
- ⌘ Dietetics
- ⌘ Advocacy
- ⌘ Any other services which are requested by the Resident but are outside the scope of the Services provided by this Agreement as specified in clause 1.1

## SCHEDULE 4 – COMPLAINTS PROCEDURE

### STANDARD:

To provide a process by which residents, staff and others are able to make a complaint, which has to be investigated and a solution resolved.

### POLICY - Right to Complain:

- 1) Every resident/family member/staff member/visitors/volunteers/sub-contractor has the right to complain about Methven House in any form appropriate to them.
- 2) Every resident/family member/staff member/visitors/volunteers/sub-contractor may make a complaint to -
  - a) the individual or individuals who provided the services complained of; and
  - b) any person authorised to receive complaints about Methven House; and
  - c) any other appropriate person, including -
    - i) an independent advocate provided under the Health and Disability Commissioner Act 1994; and
    - ii) the Health and Disability Commissioner.
- 3) Methven House will facilitate the fair, simple, speedy, and efficient resolution of complaints.
- 4) Methven House will inform a resident/family member/staff member/visitors/volunteers/sub-contractor about progress on the resident/family member/staff member/visitors/ volunteers/sub-contractor's complaint at intervals of not more than 1 month.
- 5) Methven House will comply with all the other relevant rights in this Code when dealing with complaints.
- 6) Methven House, unless an employee of a Methven House, has a complaints procedure that ensures that -
  - a) the complaint is acknowledged in writing within 5 working days of receipt, unless it has been resolved to the satisfaction of the resident/family member/staff member/visitors/volunteers/sub-contractor within that period; and
  - b) the resident/family member/staff member/visitors/volunteers/sub-contractor is informed of any relevant internal and external complaints procedures, including the availability of -
    - i) independent advocates provided under the Health and Disability Commissioner Act 1994; and
    - ii) the Health and Disability Commissioner; and
  - c) the resident/family member/staff member/visitors/volunteers/sub-contractor's complaint and the actions of Methven House regarding that complaint are documented; and
  - d) the resident/family member/staff member/visitors/volunteers/sub-contractor receives all information held by Methven House that is or may be relevant to the complaint.

- 7) Within 10 working days of giving written acknowledgement of a complaint, Methven House will, -
  - a) decide whether Methven House -
    - i) accepts that the complaint is justified; or
    - ii) does not accept that the complaint is justified; or
  - b) if it decides that more time is needed to investigate the complaint, -
    - i) determine how much additional time is needed; and
    - ii) if that additional time is more than 20 working days, inform the resident/family member/staff member of that determination and of the reasons for it.
  
- 8) As soon as practicable after Methven House decides whether or not it accepts that a complaint is justified, Methven House must inform the resident/family member/staff member/visitors/volunteers/sub-contractor of -
  - a) the reasons for the decision; and
  - b) any actions Methven House proposes to take; and
  - c) any appeal procedure Methven House has in place.

**The Complaints Policy can be found:**

- 1) in our policies file
- 2) included in our Orientation pack given to all new staff members
- 3) included in our Admissions pack, given to all new residents
- 4) available in folder in lounge for people to access without having to ask staff, therefore retaining anonymity if desired.

Reviewed and Amended by: Elisabeth Heybrook Nurse Manager

Date: 16 July 2012