



RIGHTS AND RESPONSIBILITIES OF SENIOR CITIZENS IN CARE HOMES

Resident's Rights

1. You have the right of access to services which enable you to live independently, remain active and productive, however, if assistance is required you will be assisted by a health care worker in washing, dressing and grooming activity. You are to be provided with a list of services offered by the Care Home.
2. You have the right to reside with dignity and respect in a safe environment.
3. You have the right to be provided with all the medical, nursing and other allied health care treatment to retain optimal physical and mental health. Free services rendered in the Care Home upon referral include the following: Dietician, Tissue Viability, Clinical Nutrition, Dementia Residential Care, Psychotherapy, Geriatrician, Occupational Therapy, Physiotherapy, Speech and Language therapy and Podiatry.
4. Any medical care required shall be coordinated by the Care Home Management and will be provided either by your private General Practitioner, by a government medical practitioner or by the home's own General Practitioner. The service of the government medical practitioner which is brought from the Health Centre is provided free of charge. New agreements with private Care Homes are being updated with the service of a private GP free of charge.
5. You have the right to be provided with pressure relieving devices provided by the Care Home when a deterioration in your health status is observed. Wound care dressings and medication may be provided through POYC. If the item is not available through POYC, it must be provided by yourself.
6. Any dental care required shall be coordinated by the Care Home Management and will be provided by either your private dentist or the government dentist at SVP or MDH. The service of the government dentist is provided free of charge.

7. You have the right to be respected at all times irrelevant of your religious, cultural, racial and linguistic backgrounds as well as your gender and sexual orientation and any disabilities or communication needs.
8. You will be residing in a room/ward according to your needs. The furniture will be spacious enough to accommodate the basic needs and shall include at least one lockable drawer/unit per person. All bedrooms will be equipped with a basic TV reception, Wi-Fi and a common fridge. You will have access to toileting and showering facilities.
9. Bedrooms will have a locking system that you can control, but may be opened by staff when and if necessary. Staff will always knock and wait before entering your bedroom.
10. Accommodation at the Care Home shall include breakfast, lunch, afternoon tea, dinner and water. All the above shall be adapted to any requirements you may have. A free packed lunch will be provided when attending outpatients' appointments and outings organised by the Care Home.
11. You will be provided with a weekly laundry service free of charge.
12. You will be provided with periodic hairdressing services. You are entitled to a haircut every two (2) months and dye every six (6) weeks. You will need to provide your own products, whilst the service is free of charge.
13. Roman Catholic mass shall be organised by the Care Home Management at least once a week, and a multi-faith room shall be made available for all residents who practice other beliefs.
14. You have the right to participate in weekly social activities, which are provided by the Care Home Management. You can opt to go on an outing, which will be organised once a month by the Care Home Management. There will be the opportunity for residents of different dependency levels to participate in outings that are suitable according to their abilities and needs.
15. You will be provided with any mobility aides and medical equipment you might need for a better quality of life as prescribed by our Allied Health Care Professionals. These include rollators, gutter frames, quadripods,

sticks, pressure relieving cushions e.g. propad/theracube cushions, morphology cushions, dycem mats and netting, and dycem non-slip floor mats, non-slip tape, long-handled easy reacher, long-handled dressing stick, weighted and angled cutlery including Nelson knives and rocker knives, plate surrounds, melamine plates, two-handled caring mugs, elasticated shoelaces, Bed levers, Folding rails, Grab rails, toilet seat raises and basic wheelchair.

16. If you have no relatives to accompany you, you have the right to be accompanied by a Health Care Worker for appointments to hospital or Health Centres. This service will be free of charge.
17. You may have the right to have a pet according to the Care Home's policies and regulations (copy can be requested).
18. You have a right to receive visits according to your wishes during the official visiting hours. You shall always be able to choose who visits you or otherwise.

Home Regulations for Residents and Relatives

1. You shall receive all necessary care, according to the circumstances and medical advice, after consulting with you and where necessary with your relatives or person/s designated as the responsible person/s.
2. Although you are admitted to a Care Home, the legal obligation of your relatives to continue to provide you with care still remains. Therefore, your relatives/representatives are still duty-bound to assist you to enjoy the best quality of life with the greatest dignity, such as for example when there is the need to take you to an outpatient visit at any medical institution, or in cases where you need to be admitted to a particular hospital. In addition, your relatives have to provide you with items for personal hygiene, toiletries and clothes, as necessary.
3. You can bring to the Care Home small personal items for personal use. For all items, the consent of the Care Home Management shall be sought.
4. You have no guarantee that you will continue to occupy the same room throughout your residence in the Care Home. The management of the Care Home and/or the Active Ageing and Community Care have the authority

that, if required, and in accordance with the exigencies that may arise from time to time which include your health condition and level of care required, you may be transferred to another room and/or another Care Home and/or Entity. Wherever possible, change of Care Homes will be avoided unless requested by yourself.

5. You are encouraged not to keep valuables in your possession. However, if necessary, any valuables must be kept in a lockable drawer that will be provided.
6. Each clothing and personal item must be labelled. If this is not done, the Care Home is not responsible for any lost or misplaced items.
7. Outings will be organised once a month by the Care Home. Any venue admission fees and extra transport related to such outings must be paid by yourself.
8. Professionals, such as notaries and solicitors are only admitted in the Care Home with your permission and in consultation with the Care Home Management. Staff cannot act as witnesses and your GP is not obliged to sign any power of attorney forms.
9. In the event of any contribution payments due from your end (those other than the reduction of the Social Security pension and/or the Treasury pension), they shall be paid immediately from the time the bill is drawn from the contribution section within the Active Ageing and Community Care.
10. The Care Home may provide extra services which are not covered by the Active Ageing and Community Care scheme. If these additional services are used, the amount due shall be paid immediately from the time the bill is issued by the Care Home.
11. **Aggressive Behaviour** (from you as well as your relatives and visitors)
 - i. Shouting, swearing and vulgar words shall not be permitted in the Care Home at any time.
 - ii. Aggressive attitudes, exerting both verbal and physical violence, provocation of any kind and nature including both verbal and physical sexual violence, psychological abuse to other residents and staff shall not be tolerated. Damage to objects belonging to the Care Home will

also not be tolerated. Anyone who is responsible for such actions shall be exposed to all civil or criminal action without prejudice.

12. **Smoking, alcoholic beverages, illegal drugs and dangerous goods**

- i. For Public Health and Safety purposes, smoking is forbidden in all Care Homes, except in places designated for smoking. The use of illegal substances and excessive use of alcoholic beverages is also prohibited in Care Homes.
- ii. The Management reserves the right to remove from your room any items that are or may be considered as unsafe to you and other persons.

13. **Temporary Absence from Care Homes**

- i. You and/or your relatives are required to register your names at the reception when entering and exiting the Care Home. You and your relatives have to inform the nurse in charge and the receptionist before leaving and upon returning to the Care Home.
- ii. A contact number of your relative/s should be left with the nurse in charge and the receptionist before leaving the Care Home.
- iii. You must be back at the Care Home by 9 pm or within the time that was agreed to with the management.
- iv. Your relatives cannot take you out from the Care Home without your consent and that of the Care Home management.
- v. The temporary absence form must be signed by the Care Home Management, by yourself or by your delegate before your absence from the Care Home.

If these regulations are repeatedly violated, the Care Home Management and Active Ageing and Community Care reserve the right to refuse that you remain in the Care Home.

14. **Power of Attorney**

- i. If you are not in a position to exercise your faculties and therefore cannot decide for yourself, a certified copy of the document of the power of attorney shall be provided to the Care Home Management by your relatives. This document shall indicate the capacity in which that person is entitled to act and the powers conferred. The Power of Attorney shall be drawn up in accordance with the provisions of the Civil Code. Additionally, the Care Home reserves the right to request proof of authorisation granted by the Maltese Courts to any person/s acting on your behalf.
- ii. If you do not have relatives and you are not in a position to decide for yourself, in the event that a decision concerning your needs has to be taken, the home may submit an application with the court of voluntary jurisdiction.