

3.2 ELIGIBILITY CRITERIA

POLICY

1. The Elderly & Disabled Trust Fund Steering Committee (EDTFSC) shall set acceptance priorities based on assessed need and level of risk.
2. Exception for placement will be considered by the Committee, albeit following in-depth investigation and further deliberations for cases deemed as an emergency.
3. Individuals requiring elderly home assistance shall be 60 years and above, independent and mobile and shall be assessed on a case by case basis.
4. When an applicant is accepted in an elderly home, the person shall abide to the rules and regulations of the Home.

GUIDELINES

- Applicants should apply for Elderly Homes through the Elderly & Disabled Division.
- Applications shall be forwarded to the Elderly & Disabled Trust Fund Steering Committee for approval.
- Applicants who disagree with the Committee's decision have recourse through an Appeals Committee;
- Applicants should either have their Next of Kin or responsible person/authority to sign the Agreement Form or, sign their own Agreement Form in the event they do not have a Next of Kin, and;
- When accepted in the Elderly Homes, applicants shall ensure that:
 - there is no abuse of substances (alcohol, drugs);
 - applicants should be polite, respectful and of good behavior, and;
 - applicants shall abide to the homes rules and regulations.

See Appendix for Application Form and other relevant documents.

3.3 ACCEPTANCE CRITERIA

POLICY

1. Applicants for elderly homes must be Seychellois.
2. All residents shall enjoy the same rights in order to maintain harmony in all the elderly homes.

GUIDELINES

- Accepted residents must visit the home and familiarise themselves with the environment prior to the permanent admission procedure;
- Incoming residents should have a letter as their latest health record from their doctor to act as a baseline at the time of admission re: their health status;
- Accepted residents must bring their own personal belongings when moving into their new home. *(A list will be provided as a guide on what needs to be brought in);*
- Residents are discouraged to bring expensive items in the home as the loss of such items will be at the residents' own responsibility;
- Residents should be cost conscious and avoid wastage of water and electricity;
- All residents and accompanying Next of Kin will be orientated on the rules and regulations. *(A copy of same will be made available to the incoming resident),and;*
- The Agreement is explained and signed prior to admission to the home.

3.4 RESTRICTIONS ON ADMISSION

POLICY

1. Applicants shall not be accepted into the Elderly Home if:
 - the applicant has a mental disability;
 - the applicant has a physical disability, and;
 - the applicant is a known and chronic substance abuser.
2. The Elderly & Disabled Division must have a process in place to monitor all referrals and non-acceptance situations. The process must communicate the reason (s) for the referral and non-acceptance to the applicants.
3. All referrals and non-acceptance situations must be documented.

3.5 PRIORITIES

POLICY

1. The Elderly Disabled Trust Fund Steering Committee and the Elderly & Disabled Division must give priority to admitting and serving people with the greatest need for admittance in the Elderly Homes.
2. The Committee shall determine need through an assessed process which provides wide range of consultations with all partners and shall assess each individual's needs as part of its assessment of the person's functional abilities and home environment.

3.6 MANDATORY CONTRIBUTIONS

POLICY

1. All accepted residents must contribute a monthly contribution towards the following services:
 - **Rent:** SR500
 - **Utilities** (water, electricity): SR400
 - **Activity for home:** SR100
 - **Funeral package*:** SR500
 - **Communal catering**:** SR1,600 (*where applicable*)

*Funeral contribution shall be capped at **SR15, 000**. Family members of residents must advise the Elderly & Disabled Division, in writing, in the event that they have taken over this responsibility so that the Agency for Social Protection (ASP) is advised accordingly.

**Communal catering¹ contribution shall cater specifically for the two elderly homes having central kitchens, that is, the Anse Royale and Grand Anse Praslin Elderly Homes.

3.7 REFERRALS TO OTHER AGENCIES IF UNABLE TO MEET NEEDS

POLICY

1. The Authorities must have a process in place to refer applicants to another more appropriate institution or service when the Elderly Home is unable to meet an applicant's needs, for example, the North-East-Point Regional Home.

3.8 CONSENT

POLICY

1. All information concerning an individual is confidential.
2. The Elderly & Disabled Division, the staff of the Family Department and the staff of Elderly Homes can have access to confidential information for programme, research or policy purposes only (i.e. on a "need to know" basis).
3. To obtain informed written consent, the Authorities must ensure that the residents have full knowledge of the specific actions for which the consent has been requested and that those actions are specified in the consent document signed by the client.

¹ Breakfast, lunch and dinner.

3.9 RESIDENTS RIGHTS

POLICY

1. The Authorities must establish written policies and procedures regarding the rights of elderly home residents. This includes the protection of each person to receive the right information, to be given reasonable choices and to be treated in dignity (*see annex*).

GUIDELINES

- The Homes must advise residents of possible consequences when exercising their rights;
- In some cases, exercising a right may affect the ability to serve a resident's needs;
- The assessor is always responsible for ensuring that the resident, or advocate, understands the possible effects of exercising a particular right and for documenting the discussion with the resident/family/supporter;
- For example, if a person refuses to undergo any part of an assessment interview, it would be very difficult for the assessment process to reach rational decisions about needs and services, and;
- If a resident with impaired judgement makes decisions that could seriously compromise health/safety, the assessor must communicate this to appropriate others (e.g. family or Ministry concerned).

3.10 RESIDENTS' ABUSE

Definition

Abuse is considered any activity that causes physical, mental, financial or emotional injury to the resident, and abuse is a violation of the resident's civil and human rights.

POLICY

1. The Authorities have a duty to ensure that residents in all 9 elderly homes are protected from any form of abuse. A zero-tolerance approach to residents' abuse must be enforced without exception.
2. Elderly homes policies and procedures related to residents' abuse must be clearly communicated to all management, staff and residents' next of kin.
3. Residents' abuse is a reportable serious incident. Failure to report an incident or suspicion of abuse shall be cause for disciplinary action.

GUIDELINES

Residents' abuse may be defined as:

Physical Abuse:

- use of physical force that may result in bodily injury, physical pain, or impairment including, but not limited to, slapping, pinching, pushing, striking, shoving, shaking, choking, kicking, burning and other rough handling;
- force-feeding;
- inappropriate use of medication, and;
- forced confinement

Emotional/Psychological Abuse:

- the infliction of anguish, pain or distress through verbal or non-verbal acts;
- verbal assaults including, but not limited to, yelling, swearing, threats, derogatory comments, humiliation, intimidation;
- denial of rights including, but not limited to, denying resident participation with respect to his/her life, and;
- social isolation including, but not limited to, giving the "silent treatment," treating like a child/infant, isolating from family/friends/regular activities.

Financial Abuse:

- misuse of a resident's funds, property or assets including, but not limited to forcing a resident to sell his/her personal belongings or property; stealing a resident's money, pension cheques, or possessions, and withholding a resident's money that is needed for daily living, and;
- fraud, forgery, extortion.

Sexual Abuse:

- molestation;
- sexual assault, and;
- sexual harassment.

Neglect:

- abandonment of the client by the caregiver, and;
- failure or refusal to provide with life necessities including, but not limited to, withholding of food/water, personal care or health care services, etc.

1. RECOMMENDATION

The Ministry of Youth, Sports and Family (the Family Department) invites the Cabinet of Ministers to approve:

The Policy Manual for Elderly Homes in Seychelles as proposed above.

Appendix 1

RULES AND REGULATIONS FOR ELDERLY HOMES

- ❖ Residents should abide to the opening and closing time of the home which is 6am to 6pm. Residents must inform the Home Administrator of any absence outside of these prescribed hours;
- ❖ Consumption of alcohol by residents must be done in a responsible manner and within the residents own respective housing units. In the event of excess consumption, disciplinary action (*in the form of written warning*) shall be undertaken;
- ❖ No local brewing of alcohol shall be allowed on the premises;
- ❖ Police action shall be taken against residents and/or visitors found to be disturbing the peace in the home community;
- ❖ Residents who smoke need to abide to the rules and use the designated smoking areas only;
- ❖ Indecent action shall not be tolerated on the premises. Urgent action shall be taken in such instances;
- ❖ No business (legal or illegal) shall be tolerated on/in the home premises. Legal action will be taken against any resident who engages into such activity;
- ❖ Residents are to abide to the noise free rules of the Elderly Home community, where music, radios, TVs etc. is kept at a low level with the exception for those who have a hearing impairment;
- ❖ Residents are not to carry out any renovation or maintenance works of their designated home. Any identified works must be brought to the attention of the Home Administrator;
- ❖ Any identified contents in the home not belonging to the home or the residents, need to be brought to the immediate attention of the home Administrator;
- ❖ Residents are not allowed to bring any domestic animals in the home;
- ❖ Any damage to the home, if found to be through negligence, will lead to the responsible resident bearing the cost;
- ❖ Residents going off the premises are requested to leave their entrance keys with their Home Administrator and advise on the time they would be back;
- ❖ If residents change the door lock (s) of their home, a spare key must be made available to the Home Administrator. Any loss of keys, replacement cost will be borne by the resident responsible;
- ❖ Residents are liable to any damage to furniture, paintwork and other facilities at their disposal. Should any of the facilities be damaged or broken purposely by the resident/visitors, he or she should bear the responsibility towards the cost of replacement;
- ❖ Residents should maintain a clean, welcoming and hygienic environment at all times;
- ❖ Residents must attend the regular residents' meetings except for those who are bedridden, and;
- ❖ Failure to abide to these rules will result in serious action by the management of the Elderly & Disabled Division

Residents are responsible for:

- ❖ Cleaning of their own home - the toilet, kitchen, living room and bedroom should be clean at all times;
- ❖ Residents should wash and iron their own clothes, or pay someone to do it for them;
- ❖ Residents should take responsibility for their own belongings;
- ❖ Residents should pay their own telephone calls;
- ❖ Resident should maintain a high level of personal hygiene at all times;
- ❖ Residents should prepare their own meals at their own cost. Meals should be prepared in the kitchen only, except for the 2 Homes with central kitchens;
- ❖ Visiting hours is between 9 am to 6 pm. Home Administrators must be informed of visits outside of these prescribed hours;
- ❖ A family member is allowed to spend the night with the resident provided permission is sought from the Home Administrator prior;
- ❖ No candles should be kept alight in the bedroom of residents at night;
- ❖ Residents should make provision for a torch light;
- ❖ Residents are encouraged to take part in activities of the home;
- ❖ Residents are not allowed to bring outsiders into their rooms at night, except for members of the family in case of sickness or emergency;
- ❖ Next of Kin/Residents will be made aware at the time of signing of the agreement, to take care of the Residents in case of any emergency, sickness or death;
- ❖ Residents who become too sick or bedridden whilst residing in the homes shall be considered for transfer to either the North East Point Regional Home and or other appropriate medical facilities, and;
- ❖ Failure to abide to these rules will result in serious action by the management of the Elderly & Disabled Division

ANNEX 2

CLIENTS RIGHTS

- Residents have the right to fully participate in the Elderly Homes processes;
- Residents have the right to participate in the service delivery and make personal choices within the parameters of services available;
- Residents have the right to receive safe, appropriate and timely service;
- Residents have the right to be referred to other appropriate services;
- Residents have the right to participate in social activities;
- Residents must be treated with consideration, respect and full recognition of their dignity and individuality;
- Residents have the right to freedom from abuse, neglect or exploitation from elderly home staff or other residents;
- Residents have the right to be assured of confidential treatment of their care records and personal information, and;
- Residents, or the persons authorised to make their health care decisions on behalf of the resident, have the right to have their concerns heard, reviewed and where possible, resolved.

ANNEX 3

APPLICATION FOR RESIDENCY AT THE HOME FOR THE ELDERLY

Date of application:

Applicant's full name:

D.O.B:.....**NIN:**.....**Tel No:**

Address:**District:**

Sex:

Status: Single/Married/Divorced/Widow/Separated

Monthly Income:

Any Other Income:

Medical History:

Do you own a house / land: Yes or No

If yes – status of house / land:

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Current living arrangements/ including all living in your household:

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Brief history of current living condition:

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Reason(s) for applying for entry into the Elderly Homes:

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FAMILY DETAILS - Must be completed

NAMES	RELATION	FAMILY DETAILS RESIDENTIAL AND WORK ADDRESS	PHONE NO.

Person of contact: (Note: Please ensure that this is the person to contact in case of an emergency)

Name: **Surname:**

N.I.N: **Tel:**

District:

Address:

Relation to applicant:

Profession: **Date of Birth:**

Date of application:

DECLARATION:

I hereby declare that the information given in this application is to the best of my knowledge, true, accurate and complete.

Applicant's signature: **Date:**

Recommendations by Director for Elderly:

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Signature of Director for Elderly: **Name in full:**

Date:

Recommendations of the Elderly Disabled Trust Fund Steering Committee (EDTFSC):

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Signature of Chair of EDTFSC: **Name in full:**

Date:

APPENDIX 4

AGREEMENT WITH NEXT OF KIN

To be completed after the Application has been approved and prior to admittance into the home. The agreement should be signed by the Next of Kin or person responsible for the resident.

I Mr. /Mrs. /Ms. do agree to take full responsibility of Mr. /Mrs. /Ms. who is residing at the Home for the Elderly.

I will visit him / her occasionally, especially when sick, attend to his /her needs whenever necessary and take full responsibility to make necessary arrangement in case of an emergency.

Signature: **Date:**

Full name of Next of Kin or person responsible:
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Witness' Signature: **Date:**

Full Name of Witness:
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APPENDIX 5

AGREEMENT WITH RESIDENT

(Applicable only to residents of the Anse-Royale and Grand-Anse-Praslin Elderly Homes.)

I, Mr./Mrs./Ms.:of
NIN..... do agree to contribute the sum of Rupees
Sixteen Hundred **(SR1,600)** per month as contribution towards all my meals.

Signature: **Date:**

Full name:

Witness: **Date:**

Full Name of witness:
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