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## **Wellington Laura Fergusson Trust**

Information for Residents &  
their Families and Whanau

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**2014**

The Laura Fergusson Trust  
provides opportunities for  
people with disabilities to  
pursue a supported and  
independent lifestyle.  
In our work we value people,  
innovation and excellence.



## INTRODUCTION

Welcome to the Laura Fergusson community. Residents' whanau and friends are an important part of the wider Laura Fergusson community and we welcome regular contact and visits.

We hope that this booklet helps residents, their family and whanau all have a good understanding of how the Wellington Laura Fergusson Trust (LFT) works and what can be expected of our staff and facilities. We also hope that the information we've included helps families to be actively involved in residents' lives at LFT.

This booklet provides general information. We know that everyone's situation is different so please don't hesitate to talk to us if you have questions or concerns - we're here to help.

Please feel free to contact Reception on 5676 024 or email us on [reception@lft.org.nz](mailto:reception@lft.org.nz) if you have any queries.



## HISTORY

LFT was established in 1967 when a group of people, led by Lady Laura Fergusson, wife of the then Governor General, Sir Bernard, chose action over words and set about assisting disabled persons by providing a positive support structure for people with impairments who were residing in inappropriate institutional care. An independent and charitable organisation, LFT exists for the single and dedicated purpose of ensuring adults with physical disabilities are able to live as full and active lives as possible.

The original Wellington premises were built in 1976. It fulfils a need for those who require some assistance with day to day living but wish to retain as much independence as possible. It is a permanent home for around 35 people as well as providing shorter-term accommodation, rehabilitation and recreational services to the wider disability community.

Wellington LFT is separate from, but works closely with, Laura Fergusson Rehabilitation (in Auckland) and Laura Fergusson Canterbury.

For further information about our story and our philosophy please visit the LFT website at [www.lft.org.nz](http://www.lft.org.nz).



## RESIDING AT LAURA FERGUSSON

LFT operates 24 hours a day/7 days a week and is a permanent home for around 35 working age adults, as well as providing shorter-term respite accommodation for other individuals.

The mix of accommodation at LFT is designed to meet the different social and support needs of our residents. We have 21 individual studio units, 5 flats, 2 standalone shared homes, 4 beds in our Pukeko Suite (where we can provide higher levels of support) and we even have a brand new house on our site that is home to a whole family who are part of our community.

LFT is responsible for all of the accommodation facilities – a service fee is paid to LFT for each resident, with an independent assessment determining eligibility for government funding to meet these costs. This assessment is usually organised by the needs' assessment agency Life Unlimited, other similar assessment centres, or ACC.

Residents at LFT are able to come and go as they please – we do not provide secure housing.

The terms of residents' tenancy are formalised in a standard agreement that applies to all the LFT community.



## **OVERVIEW OF OTHER SERVICES AT LAURA FERGUSSON**

As well as accommodation LFT provides rehabilitation and recreational services for working age adults with varying needs and levels of physical ability.

LFT has a multi-disciplinary team and specialised facilities that together support residents in meeting rehabilitation goals. For some residents rehabilitation is about strengthening or rebuilding physical function to take on greater levels of independence and for others rehabilitation it is about maintaining basic function and quality of life. Whatever the goal, the Laura Fergusson rehabilitation philosophy is about working with each resident to build on their own abilities.

Our multi-disciplinary team is led by the Programme & Rehabilitative Services Manager and Consumer Care & Clinical Support Manager. It includes a physiotherapist, physiotherapist's assistants, a music therapist, behavioural psychologist, counsellor and additional occupational therapists. When required, LFT has access to community-based services such as speech-language therapists, psychologists and District Nurses.

LFT's Therapy Room is staffed and equipped specifically to support individuals with chronic conditions in maintaining or improving their physical function.

We deliver a range of group programmes (known as our Community Ability Programmes) that includes craft, cooking, computing, boccia and maintaining or improving cognitive functioning.

Not all of the facilities at LFT are solely for the use of residents and, in keeping with our philosophy, we allow individuals and groups to hire and use our specialised services and facilities. This includes our Therapy Room, Community Bathroom, Clinic Room and Abilities Hub, all of which help in our aim to be the hub of support for those with physical impairments in the Wellington community.

## THE LAURA FERGUSSON TEAM

Wellington Laura Fergusson Trust is an independent, charitable Trust.

The Board of Trustees meets on a regular basis to provide overall governance of LFT's operations and strategy.

LFT is led by a Chief Executive Officer, supported by an experienced management team comprising our Programme & Rehabilitative Services Manager, Consumer Care & Clinical Support Manager and Facilities & Resources Manager. In total we employ more than 70 individual staff.

All of our staff play a role in supporting residents and at all times there is a rostered Duty Coordinator available to address any immediate resident issues. In general terms:

- medical or care requirements are addressed by the Consumer Care & Clinical Support Manager
- matters relating to LFT's buildings, grounds and facilities (including kitchen) are dealt with by the Facilities Manager; and
- our Programme & Rehabilitative Services Manager oversees residents' therapy and development of personal programmes, including rehabilitation and recreational activities..

General enquiries about any aspect of living at LFT can be directed to reception or the Duty Coordinator, who will pass the question on to one of the Management Team if there is not a ready answer.

Wellington LFT has strong links with other Laura Fergusson Trusts elsewhere in New Zealand but operates independently of them.



## IMPORTANCE OF FAMILY AND WHANAU

Involvement of family and whanau can be important to a resident's quality of life and is particularly important for those residents undertaking rehabilitation at LFT prior to transitioning home.

We encourage family and whanau to be as involved as they can be in the Laura Fergusson community. We recognise that this is not always easy, or what the resident themselves wants, so please do feel free to confidentially contact any of the LFT Management Team if you have questions or concerns at any stage.

We also know that sometimes it can be difficult to understand the treatment and rehabilitation that residents are receiving, especially if their impairments are more recent or their condition has suddenly changed. The LFT website ([www.lft.org.nz](http://www.lft.org.nz)) links to a range of useful and reliable information and if you let us know we're happy to help you source additional information that's relevant to your family.

Opportunities for family and whanau to support relatives at LFT include:

- providing as much information as possible about the resident's home environment and social circumstances
- having a clear understanding about how much family involvement the resident wants in their decision-making and day to day life at LFT
- being familiar with the resident's programme to provide encouragement and to avoid scheduling visits or outings that clash with the resident's activities (NB – this is particularly important for residents who need a daytime rest as part of their rehab)
- giving feedback to the Programme & Rehabilitative Services Manager and Consumer Care & Clinical Support Manager about the resident's progress and issues that may come up
- Attending/supporting community activities.

Important information about day  
to day life at Laura Fergusson:  
The following pages present an  
alphabetical guide for LFT  
residents.



## **ADMISSIONS & BOOKINGS**

Together the Consumer Care & Clinical Support Manager and the Programme & Rehabilitative Services Manager are responsible for all admissions to LFT and is available to answer any questions regarding care and services available. The Chief Executive Officer deals with the details of residential fees and subsidies.

Residence at LFT is usually funded by the Ministry of Health, Accident Compensation Corporation (ACC) the District Health Board and/or Work and Income (WINZ).

An independent needs assessment is usually required to obtain funding prior to admission.

On arrival, information for your clinical records will be required (consent will be needed to comply with the Privacy Act). Your health details will be taken by the Consumer Care & Clinical Support Manager. Information is strictly for providing you with services and support and you are entitled to have access to your own health information.

Any request for your clinical information should be made through the Consumer Care & Clinical Support Manager.

## **ADVOCACY**

An independent Health & Disability advocacy service is available if you require support. They can provide someone to advise you, or speak on your behalf on issues concerning your care.

Contact the Nationwide Health and Disability Advocacy Service, Ph. 0800 555 050. Alternatively you can email [advocacy@hdc.org.nz](mailto:advocacy@hdc.org.nz)

## **ALCOHOL**

Residents may consume alcohol in their accommodation as long as this does not compromise the health and safety of themselves or others.

## **BUZZERS**

For your safety and convenience a call button (buzzer) is located in each bedroom, lounge and bathroom as well as in communal areas such as the dining room, Moston Lounge and in the Abilities Hub. When you push the buzzer an on-duty support person will come to your assistance.

If required we will provide you with a buzzer device to wear, which can be used anywhere within the LFT site.

## **CAR & TAXI CHARGES**

Generally for residents' private travel we use a local taxi company that has mobility vehicles. We also have two mobility vans that, if available, can be booked for residents' personal use. Regional councils within New Zealand operate a Total Mobility Scheme whereby eligible individuals are able to access cards that enable them to receive subsidised taxi fares with approved taxi companies to "enhance community participation". The subsidy is currently 50% of the taxi fare up to a maximum of \$35 per trip.

Ask the Programme & Rehabilitative Services Manager for details on how and where to apply for these cards.

By agreement with LFT residents can be issued with a Taxi Charge card. The card means residents don't have to pay for taxis with cash – instead residents pay for their costs as part of their monthly Residents' Account settlement.

## **CARE AND SUPPORT**

An individual plan is created setting out how LFT will provide your care and support.

On a daily basis a team of support workers is responsible for resident care and the multi-disciplinary team is available to discuss your care requirements with you.

## **CERTIFICATION**

LFT has certification with the Ministry of Health.

Because LFT always aims to provide the best possible service there is a quality improvement programme in place. As part of this residents and whanau may be asked to complete surveys or questionnaires from time to time. We appreciate honest answers and constructive comments to help us to provide a quality service.

## **CIVIL DEFENCE**

To be prepared for a civil defence emergency please ensure that you have a bag containing the following items:

- Sweater
- Waterproof jacket
- Strong, comfortable boots
- Socks
- Change of underwear
- Old track pants/jeans
- A box of high energy food bars, barley sugars, chocolate bars
- A large plastic bottle of water – about 2 litres – it will need to be refilled with fresh water every couple of months.
- Three days of essential medication and regulatory pills, sanitary supplies etc.
- Basic personal supplies – toothbrush, toothpaste, soap, towel etc. If you are a smoker, ensure that you have a couple of days supply
- A large plastic bag
- Torch and batteries
- Candles and a box of matches

## **COMMUNICATION**

LFT provides access to telephones for local calls and the Internet can be accessed on the communal computers. You are expected to collect your personal mail from the table in the main block.

Residents who choose to have telephones, internet access, T.V. cable and satellite access etc. in their own accommodation will install and maintain these items at their own expense.

## COMPLAINTS

In the first instance please discuss your complaint with a member of the Management Team.

Formal complaints can be made by completing an 'Incident/Complaint Report Form'. All complaints will be dealt with promptly, fairly and confidentially.

Any person who considers that their complaint has not been resolved adequately by LFT may:

- Contact the Ministry of Health Disability Support Services on 0800 373 664 or email [dsdcomplaints@moh.govt.nz](mailto:dsdcomplaints@moh.govt.nz)
- Go directly to the Health and Disability Commissioners Office by ringing 0800 11 22 33

## ELECTRICAL APPLIANCES

LFT reserves the right to check your personal electrical appliances before use – this is required for safety purposes.

## FEES

The following items **ARE** included in the cost of your care -

- Single bed, furniture, and some fittings. However, you are encouraged to bring in your own furniture and furnishings if you wish. Rooms are wired for telephone and television
- Lighting, heating, hot water and other utilities
- Access to shared lounge area, dining area, therapy room, recreation area, and laundry and kitchen facilities
- Meals including any special dietary requirements as determined by our health professional
- Assistance with personal cares
- Access to a telephone facility
- Access to a Physiotherapist
- Access to an Occupational Therapist
- Access to activity programmes
- Weekly cleaning of your room
- Access to health professionals
- Access to daily newspapers
- Safe client-centred care
- 24 hour access to an "on call" emergency system ("buzzers") to summon assistance when required.
- Laundry powder, fabric softener, toilet paper and hand soap.

The service you receive will be provided to a level determined by your funder and at the discretion of the LFT Management Team. The services for each individual will be detailed in the client services contract. All of the services will be provided to you by suitably qualified, skilled and experienced services providers.

The following **ARE NOT** included in the cost of care

- Personal toiletries
- Personal clothing and footwear
- Charges for long distance calls made by residents
- Entertainment and recreational costs
- Personal transport costs or transport costs covered by Disability Allowance payments
- Personal health care services
- Specialist services such as those provided through the urology/neurology or mental health team
- Customised equipment accessed through personal health services or accredited assessors, such as wheelchairs modified for the dedicated use of a particular client
- Services such as Chaplains, Dentists, Opticians, Audiologists, Hairdressers & Solicitors
- Transport to these services.

## **FIRE DRILLS**

LFT's buildings are protected by smoke alarms and sprinklers and are constructed to limit the spread of fire. Fire drills are held on a random basis as part of the premises safety programme. All staff and residents must be accounted for at all times.

We request that you inform a member of the care staff if you are leaving the site at any time.

When the fire alarm sounds, staff will direct you if it is necessary to move from your area. If total evacuation of the building is required (for fire or other reasons) the assembly point is outside the main entrance on Laura Fergusson Grove.

## **FUNDRAISING**

It is the generosity of individuals and organisations in the wider community that makes it possible for LFT to offer some of our programmes and maintain our facilities. We actively look for opportunities to acknowledge and also to build this support.

From time to time individual residents decide to undertake private fundraising for their personal purposes. LFT supports residents' individual right to undertake this type but it may not always be possible or appropriate for us to actively assist with the fundraising. Any queries please contact the Chief Executive Officer.

## **GOAL PLAN**

Our Programme & Rehabilitative Services Manager in collaboration with you and other relevant support service providers, family, whanau, guardians and/or advocate will develop a lifestyle plan on admission to LFT. The goal plan will include short and long term goals around increasing access and participation in integration in the community.

Residents are encouraged and supported to do as much for themselves as appropriate to their ability (such as keeping their room clean, making their breakfast, putting out their laundry, doing their own personal shopping).

## **HEATING**

Lighting, heating, hot water and other utilities will be supplied and maintained by LFT. Additional heating may be supplied by residents but must meet the Trust's safety requirements.

## **IDENTIFICATION**

Identification is required for all residents' medical records; we request your consent for a photograph to be taken for this purpose. All LFT staff wear a name badge while on duty.

## **INFORMED CONSENT**

We will ensure that you or their chosen representative/whanau are provided with and understand all information concerning your care and are aware that at any time, without pressure, you are able to seek a second opinion, withdraw consent or refuse any proposed treatment.

## **LIBRARY**

LFT has a modest collection of books, games and DVDs that can be borrowed.

## **MEAL TIMES**

Breakfast      Takes place in residents rooms or in the Training Kitchen

Lunch            between 12.00 and 1.00 pm

Dinner          between 5.00 and 6.00 pm

LFT provides dietician approved and well-presented meals that meet generally accepted principles of good nutrition and cater to the needs of clients on special diets, or who have specific cultural requirements.

A menu for lunch and dinner is displayed each day and if you wish to choose an alternative a selection is available from the main kitchen.

Residents who will not be having a meal on site need to indicate this on the whiteboard by the kitchen and/or by informing a carer. Residents requiring meals outside of the set times need to arrange this with LFT staff. You may be asked to contribute to the personal or extra costs involved.

Visitors are welcome for meals however these need to be paid for. Lunch costs \$4.00 and dinner is \$7.50, with the addition of dessert being \$2.50. Meals must be paid in advance at the Coordinators' Office.

Please inform the cook of the meal needing to be provided and if possible give us 24 hours' notice so we can cater for guests.

## **MEDICAL**

General Practitioner visits are paid for by you and we are happy to support you in working with your GP to maintain your general health and wellbeing.

## **MEDICATION**

Medications are given out at meal times and bed time unless specifically ordered otherwise by your GP. If you are bringing medications from home, please ensure that they are in their original pharmacy container (with the full instructions on the label).

Please hand in all medications on arrival to the Consumer Care & Clinical Support Manager. You are not permitted to keep any medication in your rooms, unless your GP has given written approval for self-medication. All medications are blister packed for safe administration unless it is specifically covered in your care package you are required to cover the cost of your medication.

## **NEXT OF KIN/RELATIVES**

When residents are unable to be involved in decision making regarding their care, relatives may contact the Programme & Rehabilitative Services Manager.

We strongly recommend that you have an Enduring Power of Attorney in place to enable a trusted relative or friend to attend to your welfare or property should you become unable to do so. Your lawyer can advise.

## **PERSONAL PROPERTY**

We encourage you to bring personal items with you to LFT for your pleasure and to encourage a "home-like" atmosphere. Please discuss the suitability of items with the Facilities Manager. Staff will take care with personal property, but LFT is unable to accept responsibility for loss or damage.

On admission, a list is made of major items you have brought in with you. Please advise staff if any item is subsequently taken home, or when new items are brought in.

We recommend you insure your personal effects, or check that your insurance policy covers items whilst you are living at LFT. It is essential that all items be named prior to admission.

If specialised equipment / items (e.g. wheelchairs / shower chairs) are prescribed and issued to you from Enable, you will also be required to insure these items as part of Enable's terms and conditions.

## **PODIATRY**

A podiatrist visits by arrangement, as required. You are responsible for paying for podiatry appointments.

## **RESIDENTS' ACCOUNTS**

For ease of managing day to day expenditure some residents and their families request LFT to establish a 'Residents' Account'. This account can be used to provide a living allowance for the resident and also to meet the costs of any moderate additional charges (such as toll calls and transport costs) that the resident may incur at LFT.

It is up to individual residents and their families to decide whether to set-up an account, how to put money into the account and who will have authority to approve expenditure from the account.

LFT produces a monthly account of all activity relating to residents' accounts. The accounts are managed separately to LFT's own operating accounts, and any debit balance must be repaid each month.

## **RESIDENTS' RIGHTS**

The following rights are guaranteed to you in law under the Code of Health and Disability Services Consumers' Rights.

- **Respect**  
You should always be treated with respect. This includes respect for your culture, values and beliefs, as well as your right to personal privacy
- **Fair Treatment**  
No-one should discriminate against you, pressure you into something you do not want or take advantage of you in any way
- **Dignity and Independence**  
You should be supported to live a dignified, independent life
- **Proper Standards**  
You have the right to be treated with care and skill, and to receive services that reflect your needs. All those involved in your care should work together for you
- **Communication**  
You have the right to be listened to, understood, and to receive information in whatever way you need. When it is necessary and practicable an interpreter can be organised to assist with understanding information.
- **Information**  
You have the right to have your condition explained and be told what your choices are. This includes how long you may have to wait, an estimate of any costs and likely benefits and side effects. You can ask any questions to help you be fully informed
- **It's Your Decision**  
It is up to you to decide. You can say no or change your mind at any time

- **Support**

You have the right to have someone with you to give you support in most circumstances

- **Teaching and Research**

All these rights also apply when taking part in teaching and research

- **Complaints**

It is OK to complain - your complaints help improve service. It must be easy for you to make a complaint, and it should not have an adverse effect on the way you are treated.

## **RESIDENTS' RESPONSIBILITIES**

You must use your best endeavours to take responsibility for the following while staying at LFT:

All residents have a responsibility to:

- Cooperate at all times with the health professional who are treating you and provide them with relevant and accurate information about your health and medical history
- Ask for clarification of anything not understood
- Show consideration for other residents with regard to noise levels etc. Please keep the volume of your stereo, TV and computer to a reasonable level
- Respect other residents' privacy, confidentiality and religious or cultural practices. Please refrain from using any forms of offensive behaviour
- Make payment of all financial charges incurred
- Treat staff with dignity and respect
- Treat the facility with care and respect
- Pay for personal living expenses such as toiletries, clothing, personal grocery items, dry-cleaning expenses, toll calls and other personal costs
- Pay any personal transport, entertainment, educational and recreational expenses
- Insure and care for your own personal belongings.

## **ROOM CLEANING AND LAUNDRY**

Rooms are cleaned once a week and residents who are able to, are expected to maintain their own accommodation to an acceptable state and hygiene standard and to ensure that their linen and personal clothing is regularly laundered.

## **ROOM TRANSFERS**

We cannot guarantee the tenure of any room but LFT staff will ensure liaison with you and your family should a transfer be required. We do endeavour to minimise changes, however during the period of your stay, facility circumstances or health changes of other residents may necessitate a move to another flat or studio.

## **SECURITY**

We ask that all personal belongings, including linen and clothing, are labelled. We recommend that valuables including money be kept in the administration office safe. LFT does not accept responsibility for loss or damage to possessions.

We will exercise all due care but you are responsible for the safety, security and insurance cover of personal belongings. You are strongly recommended to have insurance for your personal effects as our insurance does not cover your personal effects or contents.

Please make sure the outside doors to your room are closed and locked when you are not in your room.

Residents and their visitors must not enter another person's room without their permission.

## **SHOPPING**

If you are finding it difficult to get out and about or to get any personal shopping you may need, please contact the Programmes & Rehabilitative Services Manager who will help you with accessing the local shops.

Mail can be left for posting at Reception, it is cleared daily at 5pm. Postage stamps and photocopying may also be purchased from Reception.

## **SMOKING**

LFT does not allow smoking in residents' studios or in other parts of the building.

LFT has a designated smoking area that can be used by residents and their visitors.

Residents may smoke outside their own studios.

## **TELEVISION**

There are communal TVs in the dining room, Moston Lounge and in the Abilities Hub. Rooms are wired for telephone and television and you may provide your own television and any other electronic equipment (computer, music system) if you wish.

You are responsible for arranging the installation of any electronic equipment including televisions.

Payment for connection, disconnection and on-going charges relating to Sky, internet usage and any electronic devices are the responsibility of the resident.

NB. You are asked to consult with staff before fixing anything to a wall.

## **VALUABLES/MONEY**

It is not recommended that you keep valuables or amounts of money in your rooms. If you do choose to hold money in your room you do so at your own risk.

We offer you access to a trust account to manage your finances. If you are interested in accessing this please ask Accounts for more information.

## **VISITORS**

We welcome visitors at any time but please arrange the time of your visit so that it fits in with the programme of the resident you are visiting.

We also ask our visitors to respect the needs of our other residents, for example groups of visitors can make use of our Moston Lounge, Abilities Hub or grounds in preference to meeting in residents' private areas or the dining room.

Residents must be able to take full responsibility for any overnight visitors, such as children, that they invite to stay and for health and safety reasons the Coordinator must be advised.

Onsite car parking is available for visitors, near to our main Reception, in Laura Fergusson Grove.



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If you would like more information  
about the services we provide  
please visit our website

**[www.lft.org.nz](http://www.lft.org.nz)**

or contact Reception on (04) 567 6024 or [reception@lft.org.nz](mailto:reception@lft.org.nz)

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**Charities Commission No. CC 31977**

