

## BOOKING ENQUIRY FORM -Welcome to Durban North Nursing

DETAILS OF PERSON APPLYING

Contact Telephone:

**Thank you for your enquiry** . Hereunder is an application/information sheet that needs to be completed. As soon as this is received by us we will process it and then contact yourself. It may be emailed to [nursingadmin@fiscali.co.za](mailto:nursingadmin@fiscali.co.za) or hand delivered to 14 Marlborough Cres, Athlone, Durban North. If you do wish to come through to our offices, please call us first on 031 5632856. We look forward to meeting you!

Please tick relevant boxes for the shifts you would like to have your caregiver								
<b>****Rates will be supplied once we have processed this application/enquiry. Rates exclude 15% VAT and are valid from April 2024 until April 2025</b>								
Hours per shift	Times	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
<b>9-hour Day</b> 1. Mon to Sat 2. Sunday 3. Pub hol	07h30 -16h30 or 08h00-17h00							
<b>10-hour Day</b> 1. Mon to Sat 2. Sunday 3. Pub hol	07h00-17h00							
<b>12-hour Night</b> 1. Mon to Sat 2. Sunday 3. Pub hol	18h00-06h00							
<b>14-hour night</b> 1. Mon to Sat 2. Sunday 3. Pub hol	17h00-07h00							
<b>24-hour Care</b> 1. Mon to Sat 2. Sunday & Public holidays <i>***Public holiday Discount is for 24-hour care clients only: We only charge a Sunday Rate (time plus half) instead of doubling the rate usually charged on a public holiday.</i>	07h00-17h00 day And 17h00-07h00 night							
Would you like your caregiver to work on public holidays?      Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes <input type="checkbox"/>								
<b>IMPORTANT INFORMATION :</b>								
<b>We do not start any new care services over any weekends. Care services must be started during the week, with us being given at least 24 hours' notice. Public Holiday service is always charged at double the normal rate.</b>								
<b>***MEDICAL AIDS DO NOT COVER THE COSTS OF OUR SERVICES AS WE DO NOT HAVE A PRACTICE NUMBER ****</b>								

ADDITIONAL CHARGES
<b>***Mandatory glove charge ~ On first invoice there is a Mandatory glove charge per box excl VAT.</b> If you would like to supply your own gloves for your caregiver, please let us know and we will not charge for this or bring a box of gloves. Gloves are compulsory if the caregivers are changing diapers, pads or are in contact with body fluids. This is for yours and their personal protection and hygiene. If you need us to supply your carer with gloves, we can do this when the nursing sister visits only. No special visits will be made just to drop off gloves.
<b>***First Assessment Fee (once off)</b> This involves a comprehensive 1-hour assessment by our nursing sister which includes a physical assessment, medical history, drawing up a medication chart and care plan. This will also include the staff drop off and orientation(even if that is done on another date).  NB ! Assessments and drop offs are only done by appointment from Monday to Friday between 07h00 and 15h00.

Initial here:

**REFUNDABLE DEPOSIT**

To confirm your booking, you will be required to make a deposit of:

**R2000 for day or night care or R4000 for 24-hour care or live-in care.**

**The full amount will be refunded to you and deducted off your final invoice.**

Please attach proof of payment to this booking form and return it to us. Use the patients surname and "DEPOSIT" as a reference.

**Banking details:**

Durban North Nursing PTY (Ltd)

FIRST NATIONAL BANK

Account Number: 62517623783

Durban North Branch Code: 220426

**STAFF REPLACEMENT or DROP OFF FEE** For a change of caregiver as per your request & addition of a caregiver for new shifts.

\*Changes cause disruption to our rosters. However you may feel that your caregiver is not compatible or suitable and request a replacement. This charge will apply if change is requested *before 2 weeks or after 6 weeks of the start of the service.*

\*We will allow ONE free change after 2 weeks and during the 6-week window period and only if absolutely necessary and unavoidable.

\*If the change is necessary and is due to disciplinary issues, staff illness, leave or maternity leave, a placement fee will not be charged

\*Where you may have started with day care and later decide to add night care and an additional carer is required, a new placement fee will be charged.

**NURSING SISTER VISITS** - Please note we offer the added benefit of complimentary nursing visits to our 24-hour care patients (either full time night- or full-time day shift) patients. They may be visited up to twice a month by prior arrangement if the client opts for /requires them. Please note that all complimentary nursing care visits are at ex gratia, not guaranteed and subject to availability.

**ADDITIONAL NURSING SISTER VISITS.** If your service is not 24 hour as per above and you require a nursing sister visit these additional charges apply and a booking is required. These visits are strictly by appointment and are limited to weekdays between 07h00 and 16h00. Bookings can be made by calling 031 5632856 at least 24 hours in advance. Charges are added to the monthly invoicing.

**Things you may need to know:**

- Our staff will bring their own meals, except when you select the live-in care option. We would appreciate you supplying them with a cup of tea/coffee at tea times. They will take their breaks when it is convenient for the patient.
- Caregivers are NOT domestic workers or cleaners. They will however keep the patient's bedroom, bathroom, and toilet clean and tidy, wash dishes for the patient, wash and change the patient's linen and the patients clothing. They do not iron, wash windows, polish ornaments, do high dusting or do any household chores for additional family members.
- They are responsible for looking after the patient and their personal hygiene, diaper changing, massaging, and attending to pressure areas if bedridden.
- Our staff will be able to assist with basic meals. They can all warm up pre-cooked frozen meals, make a sandwich, a salad, cook a basic breakfast and make porridge. They will also assist the patient to eat if necessary. Only some carers are familiar with PEG or tube feeds.
- They will take the patient out for a walk or accompany them on an outing if required. If any additional exercising is required, we recommend that a physiotherapist visits and demonstrates specialized exercises to the caregiver. They are all trained to do pressure care massage. Please keep in mind that this is not the same kind of massage one would get at a health Spa.
- They will be happy to serve tea/coffee to the patient's spouse.
- If pet feeding is required, please prearrange this with the nursing sister at the time of the assessment.
- Although we trust our caregivers, we do ask that as a precaution you lock your valuables away.
- Unfortunately, there are times when our staff do get sick or may not be able to reach the patient, if the patient has 24-hour care; we will ensure that the caregiver does not leave the patient until a replacement has arrived. We will try our very best to have a relief caregiver delivered to you as soon as possible. If they request a day off, we try our best to honor this and may arrange a relief caregiver to cover this shift, but we will always contact you first to clear this with you.
- You will not be required to give your caregiver any additional money for transport etc. If you do wish to give them any gifts or money, please let us know as we like to keep a record of this.
- We have an excellent team of caregivers but are aware that you may not be compatible with the first one that we send to you. Please try to give your carer a chance to settle in before you request a change. Remember that it is equally as difficult for him/her to come into your household and immediately know how you like things done. We will supply you one change of staff at no extra cost within the first 6 weeks of care if you have given him/her a chance for at least 14 working days.  
A surcharge of R470 excl VAT will apply if the change is made before 14 days and after 6 weeks.

**Your medical aid will not cover our services as we employ caregivers and therefore are not able to have an agency practice number.**

If you agree, Initial here:

DETAILS OF PERSON RESPONSIBLE FOR THE ACCOUNT	
Name:	
Postal Address:	
Identity Number:	
Contact Telephone:	
E-mail address:	
Relationship to the patient:	
DETAILS OF PERSON OR PERSONS ( PATIENT) THAT WE WILL BE CARING FOR:	
Full Name/s:	
Name that the caregiver must use to address patient:	
Patient Home Tel:	Cell:
Date of birth:	
Identity Number:	
Medical Aid and Membership Number:	
Address:	

Please Initial here:



**Good day**

**Thank you for making contact with us and considering our company, Durban North Nursing to care for you or your loved one at home.**

If you have not done so yet, please feel free to take a look at our website [www.vitalnursing.co.za](http://www.vitalnursing.co.za) so that you can see what we look like, get to know us better and learn more about the services that we offer.

***Hereunder a few pointers and tips you might find helpful.***

If you do make the decision to proceed with our services, please reply to this email/submit the application form. Once we have received this form and processed it we will communicate with you to inform you more as to the rates and also to sign a service agreement with you.

Please read the previous pages of this form to acquaint yourself with the process.

Charmaine Soobramoney – our nursing administrator will contact you once we have received the completed documentation AND your proof of payment for the deposit. Charmaine will contact you to set up a time for the first meeting and the mandatory Nursing assessment. Charmaine will happily assist you with your booking.

Our office number is 031 5632856 and our booking email is [nursingadmin@tiscali.co.za](mailto:nursingadmin@tiscali.co.za)

Please would you kindly give us **at least 24 hours' notice** so that we can arrange your booking and organize your caregiver/s.

Unfortunately, there are times when we are fully booked, and you may need to be placed on a waiting list. However, things can change daily and you should not have to wait too long. Our caregivers are well worth the wait.

**MEDICAL AIDS:** You will not be able to claim for our services through **your medical aid**. Our staff are caregivers and not qualified nurses, we are not able to qualify for an agency practice number or invoice you using the medical aid ICD-10 codes.

**MONTHLY INVOICING:** Our invoicing is done once a month and you will receive yours, on or close to the 25<sup>th</sup> of the month. We ask if you could kindly remember to **settle your invoice within 7 days**. Your first month's invoice will include your first Nursing assessment and a mandatory glove charge (if you don't have your own supply of gloves). Interest of 2% will be charged monthly on overdue amounts.

**ADAPTING TO THE CARER:** We realize that you may not feel the same about our carer as we do. You may initially feel that:

- he\she is just not compatible, or
- that he/she is not able to perform the duties that were explained to her on the care plan.

**Please give him/her a chance to settle in.** Regardless of their experience and ability, it is not easy coming into one's home and immediately knowing how you like things done, or where to find things, or where it is acceptable to sit that is out of your way yet in earshot of you once her duties are done. This all takes time. If you are struggling and feel that they are not performing according to your expectation, please contact your area nursing manager and allow her to approach the carer to intervene.

**CHANGING CARERS:** If need be the nursing manager will meet with you and/or your carer and try and revisit your care plan and routine and ensure that your carer understands more clearly, exactly what is required.

If that fails, we are happy to provide you with **ONE replacement free of charge**, as long as it is after 2 weeks from commencement but not later than 6 weeks of starting the contract. If the change falls outside of this window, a **surcharge** will apply. The changing and introduction of a new carer, comes with costs and disruption to our company. Our nursing sister needs to collect your new carer, bring her to your home and spend time orientating her to your care plan and needs. The surcharge will also apply if you decide to add a caregiver to the team such as if you start with day shift and later wish to add night care.

**CARERS DUTIES:** Please remember that although our carers do some light housekeeping chores, they **are not domestic workers**, so we ask that you please acquaint yourself with the agreement ( which you will receive for signature) which sets out their actual duties.

When it comes to **cooking for you**, we would love it if all our carers were graduates of the Gordon Ramsey kitchen BUT unfortunately, they are not! They would love to help you with your meals and will try their best, but they are not trained chefs. I always recommend that if you need help with meals, that you order home cooked frozen meals which can be delivered weekly and heated and plated by the carer at mealtimes. The carers are good at making breakfasts, porridge, cutting up fruit, making sandwiches, salads, cooking frozen veg and heating soups but more than that, I cannot promise.

I can highly recommend Brigid's Catering. Brigid runs an excellent service supplying and delivering the most delicious, nutritious, and affordable meals. She is based at the Parkhill bowling club in Durban North. Her website is [brigid@brigids catering.co.za](mailto:brigid@brigids catering.co.za)

We will be happy to answer any questions that you may have as we go along and look forward to meeting you and your family.

Kind regards

*Sr Wendy Mac Nicol*

