



Casa Serena

# Welcome Pack

CASA  
SERENA

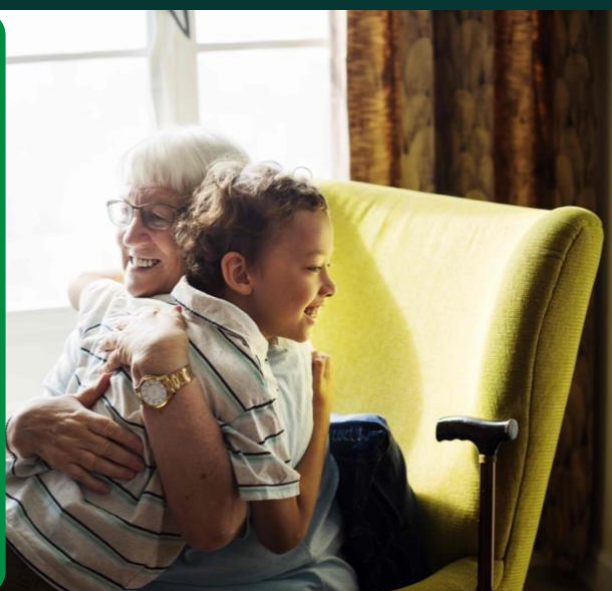


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[casaserena.co.za](http://casaserena.co.za)

# Contents

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## Welcome to Casa Serena Your Premier Old Age home

The welcome pack in an old-age home is provided to make new residents feel at home, ensuring they have all the essential information and items needed to start their stay comfortably and with ease.

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# Welcome to Casa Serena



Dear Family,

Welcome to Casa Serena!

We are thrilled to have you join our community. As you step into your new home, know that your well-being and happiness are our top priorities.

Casa Serena is more than just a place to live; it's a haven of comfort, compassion, and care. Our dedicated team is here to provide you with the highest standard of support, ensuring every aspect of your life here is nurtured and enriched.

Take your time to explore our vibrant spaces, indulge in delicious meals, and find solace in our tranquil surroundings. Remember, Casa Serena is not just a place, but a family. Forge connections, build friendships, and embrace the tapestry of experiences that await you.

We are honored to have you with us and look forward to this remarkable journey together.

With warm regards,  
**Casa Serena Team**

# Relevant Information

## ACCOMMODATION OPTIONS

### Assisted Living

Residents that can take care of most basic activities like changing clothes, showering themselves, feeding themselves, etc. The caregivers will still assist them, and the medical team will administer the necessary prescription medication, take blood pressure readings regularly, etc. If a resident that is in assisted living needs to move to Frail Care (decision made by the Matron at Casa Serena), the families will be immediately informed, and the Frail care fees will be applied.

### Frail Care

Residents that need full time care with nursing and caregivers' team.

### Temporary accommodation

We are happy to take residents on a temporary basis.

- ⇒ Subject to availability.
- ⇒ For less than a month, a rate of R700 will be charged (all inclusive, except the medication and petty cash account)
- ⇒ For a month, a fee of R18.900 per month will be charged for Assisted living and R20.000 for Frail Care. (all inclusive, except the medication and petty cash account)



## VISITS

- ⇒ Visitors are allowed Monday to Sunday from 8:00 to 11:30 and from 14:00 to 16:30
- ⇒ Visits to frail care will be done at our visitor's lounge.

## OUTINGS

- ⇒ Families are welcome to take residents for outings. Day outings or longer ones are welcomed.
- ⇒ Please inform reception in advance so we can make sure the resident is ready and properly dressed. Reception will inform the relevant department (Medical, Catering).
- ⇒ A gate pass will be given to you by reception to show security upon exit.

## ACCOUNTS

- ⇒ The Monthly rental is payable at the beginning of the month.
- ⇒ Payment to be done by no later than the 5<sup>th</sup> of the month.
- ⇒ Petty Cash Account
  - The petty cash account is for extras like hairdresser, nappies, chargeable procedures (wound care, blood sugar testing, etc), tuckshop, etc.
  - Petty Cash account needs to be paid by the 10<sup>th</sup> of the month.
  - Monthly statements are sent by accounts by the 8<sup>th</sup> of the month.



# Relevant Information (cont.)

## STAFF OVERVIEW

### Night Checks

- ⇒ Residents who require formal checking where the healthcare professional will enter the room and ensure the resident is safe i.e. five times a night, 2–3-hour intervals.
- ⇒ Residents who request to have no checking carried out at night. If you wish your loved one not to be checked please see the consent letter at the bottom and sign.

### Manager on duty on weekends

On weekends we always have a manager on duty on a rotation basis. This is informed at the notice board at the entrance of Casa Serena as well as on the WhatsApp News Group you will be added to.

### Day and night medical staff on duty

- ⇒ Day Shift: 2 nurses, 7 caregivers and the Matron are on duty (Matron not on duty all weekends, only when she is due as per our rotation system)
- ⇒ Night Shift: 1 Nurses and 8 caregivers are on duty. Matron is on site on call if an emergency arises.

## SECURITY AT CASA SERENA

- ⇒ All residents in Frail Care have Cameras in their room for 24-hour monitoring.
- ⇒ All residents at Casa Serena are given a Panic button linked to the nursing station in case they need assistance or care from the medical and caregiving team.
- ⇒ Cameras in the common areas are installed for monitoring residents in case of falls, etc.
- ⇒ We have 24hr Security at Casa Serena and the security in the evening do patrols and we monitor that those patrols are done.



# Relevant Information (cont.)

## MEDICAL

### Prescriptions

Prescription medicine will be administered by the medical team as per doctor's prescription.

### Ackermans Pharmacy

The application for the Ackermans pharmacy that you filled in ensures that the prescription medication is delivered in blister packs on a weekly basis to Casa Serena.

### Doctor's Visit

GP for Home Visits is our preferred supplier for doctor's visit to Casa Serena and a form was given on registering the new resident for admission.

### Outside Doctor Visits

We offer transport in case the resident needs to go out for a doctor's appointment. This will be charged at R4,5 per km driven there and back and will be added to the petty cash account.

### Nappies

Nappies are distributed to the residents by the medical team as and when the resident needs them and then charged to the petty cash account. See below prices for the nappies. This is subject to change without prior notice.

Type of Nappy / Pad	Price
Nappies (26) 8 Drop (purple) (medium)	R 306.82
Midi Pad (28) 3 Drops	R 98.00
Maxi Pad (28) 4 Drops	R 147.27
Nappies (30) 6 Drop (large Blue) Daytime (molicare Premium)	R 422.40
Nappies (30) 6 Drop (medium Blue) Daytime (molicare Premium)	R 363.00
Nappies (30) 6 Drop (small Blue) Daytime (molicare Premium)	R 334.28
Nappies (14) 6 Drop (x-large Blue) Daytime (molicare Premium)	R 330.00
Nappies (30) 8 Drop (large Purple) Night (molicare Premium)	R 484.00
Pullup (14) 6 Drop (blue) (large) Daytime (molicare Premium)	R 281.66
Pullup (14) 6 Drop (blue) (medium) Daytime (molicare Premium)	R 227.86
Pullup (14) 8 Drop (medium Purple) (molicare Premium)	R 224.00
Pullup (14) 6 Drop (blue) (small) Daytime (molicare Premium)	R 221.10

# Relevant Information (cont.)



## MEALTIMES

- ⇒ **BREAKFAST** 07:00
- ⇒ Tea / Coffee 10:00
- ⇒ **LUNCH** 12:00
- ⇒ Tea / Coffee 15:00
- ⇒ **DINNER** 17:00
- ⇒ Residents are welcome to order coffee from us after meals free of charge.
- ⇒ Families and friends of residents are welcome to join us for lunch or dinner at a reduced fee of R135pp. Please inform reception a day in advance for meal bookings.

## TUCK SHOP

- ⇒ Monday to Saturday on request (not on a Sunday or on a Public Holiday)
- ⇒ Payment charged to the Residents Petty Cash Account.
- ⇒ See price list below.

## HAIRDRESSER

- ⇒ Funds for the Hairdresser will be charged to the Residents' Petty Cash Account.
- ⇒ The Resident or Family of the Resident books with Reception during the week for Carla and informs Sofia what exactly is to be done on Mom's hair or Dad's Beard and Hair, so we put it down in booking system.
- ⇒ We also encourage families to have standing arrangements where the resident will be booked weekly, monthly, etc, by default. Please contact Sofia for scheduling.
- ⇒ See current price list below.

Descrizione	Description	Prezzo / Price
UOMO	GENTS	R100
MESSA IN PIEGA	SET	R150
TAGLIO	CUT	R150
ASCIUGATURA	BLOW DRY	R150
TAGLIO E ASCIUGATURA	CUT AND BLOW DRY	R250
COLORE / TINTA	COLOUR / TINT	R550
PERMANENTE	PERM	R550
COLPI DI SOLE	HIGHLIGHTS	R500

## MANICURE / PEDICURE

- ⇒ First Monday of the month
- ⇒ Resident or their Family to book with Sophie at Reception
- ⇒ Fee to be paid cash on the day or charged to petty cash account and payable once a month.
- ⇒ See prices below.

Tipo	Type	Prezze/Price
Manicura	Manicure	R50
Pedicura	Pedicure	R120

# Relevant Information (cont.)

## OUTING TO THE SHOPS

- ⇒ Every Friday with the Casa Serena Bus accompanied by a member of Staff, a nurse if need be and a volunteer e.g., Family member who gives their time for such outings. This is free of charge. They normally go to Meadowdale shopping centre or to the Neighbourhood.
- ⇒ If the resident requires to go to the shops outside this then a fee of R4.5 per km will be charged to the petty cash account.

## ENTERTAINMENT

- ⇒ **Monday** Italian Movie (DVD or Netflix) in the Sala Veneta Room
- ⇒ **Tuesday** Exercise at 09:15 in the Sala Veneta Room
- ⇒ **Wednesday** Bingo/Tombola at 14:00 in the Sala Veneta Room
- ⇒ **Thursday** Exercise at 09:15 in the Sala Veneta Room. English Movie (DVD or Netflix) in the Sala Veneta.
- ⇒ **Friday** Bingo/Tombola at 14:00 in the Sala Veneta Room
- ⇒ **Saturday** Holy Mass in Italian at 15:00 in the Sala Veneta Room
- ⇒ **Sunday** Free Time with your visiting Family/Friends – Braai once a month.

## BIRTHDAYS AT CASA SERENA

We love to celebrate birthdays at Casa Serena. You are welcome to bring your own cake and balloons, etc. to celebrate your loved one's special day, alternatively see below the options available to you:

### Option 1

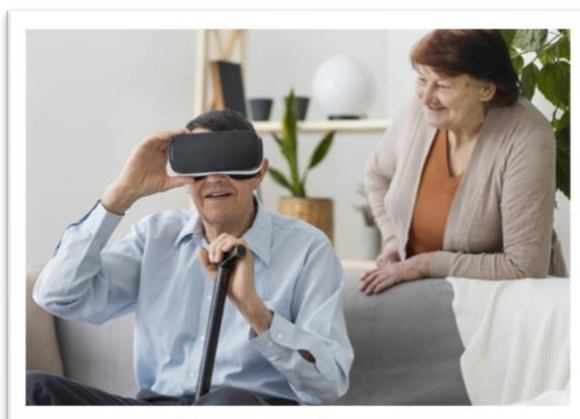
Casa Serena Sponge Marble Cake and age candles - Cake and Candles R200 (we make an individual cake with candles for the resident to blow and then supply the rest of the residents at Casa Serena with a piece of cake).

### Option 2

Personalized cake and age candles – See Cake Menu below. Candles R100.

### Option 3

Personalized cake, age candles and giant birthday balloons – See Cake Menu Below. Balloons R275 and Candles R100. (Please order the cake at least 3 working days in advance)





# Relevant Information (cont.)



## BIRTHDAYS AT CASA SERENA (CONT.)

### BASICS

VANILLA	18cm	21cm	28cm
Moist layers of fragrant vanilla cake stacked with light and creamy Swiss meringue buttercream	R450	R550	R750

CHOCOLATE	18cm	21cm	28cm
Moist layers of rich chocolate sponge stacked with dreamy chocolate buttercream	R450	R650	R750

RED VELVET	18cm	21cm	28cm
Brilliantly red layers of sponge filled with the best cream cheese icing	R500	R750	R950

CARROT	18cm	21cm	28cm
Nutty, carrot filled layers of sponge filled with dreamy cream cheese icing	R600	R750	R950

### SPECIALTY

BAR ONE	18cm	21cm	28cm
Chocolate sponge cake layered with rich chocolate icing and caramel. Decorated with caramel drip, chocolate swirls and pieces of bar one	R500	R650	R850

NUTELLA & ROCHE	18cm	21cm	28cm
Chocolate sponge cake layered with chocolate icing, Nutella and crushed Ferrero roches. Decorated with chocolate drip, chocolate swirls and Ferrero roches	R650	R850	R1200

PASSION FRUIT	18cm	21cm	28cm
Fragrant vanilla sponge layered with passion fruit pulp and passion fruit flavoured swiss meringue buttercream	R450	R650	R750

### ITALIAN

ITALIAN SPONGE	18cm	21cm	28cm
Light and fluffy lemon sponges, soaked in cinzano and orange juice syrup, then layered with vanilla cream and chocolate cream. The whole cake is then iced in a light Swiss meringue icing.	R650	R900	R1200

CROQUEMBOUCHE	18cm	21cm	28cm
Choux pastry puffs filled with vanilla cream piled into a cone and bound with threads of caramel. The tower is decorated with strawberries and Ferrero roches.	R500 10-15 servings	R700 20-25 servings	R1200 30-40 servings

MILLEFOGLIE	18cm	21cm	28cm
Classic dessert composed of three layers of light puff pastry filled with creamy vanilla pastry cream and topped with piped vanilla cream, Ferrero roches and fruit	R500 10-15 servings	R750 20-25 servings	R950 30-40 servings

PAVLOVA	18cm	21cm	28cm
Beautifully light and airy pavlova topped with fresh whipped cream, macerated fruits and passion fruit curd	R450 10-15 servings	R650 20-25 servings	R750 30-40 servings

### DECORATION OPTIONS

Macarons	R20 each
Chocolate drip	R80
Real flowers	R250

### Serving sizes

18cm:	8-12 slices
21cm:	15-18 slices
28cm:	20-35 slices



“

*The Quintessential Residence for Graceful Ageing*

”

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# Tuckshop Prices 2024

TUCK SHOP	2024			PRICE LIST	
Commodity		ZAR	Commodity		ZAR
SPARKLING/STILL WATER 500ML	EA	R6.50	MINI CHOCS		R5.50
COOLDRINKS 300ML	EA	R12.00	BAR ONE	EA	
SPARKLING/STILL WATER 1.5LT BIDV	EA	R12.00	KITKAT MINI	EA	
YOGHURT 500ML	EA	R16.00	TEX MINI	EA	
SUGAR 500GR	EA	R11.00	SMARTIES MINI	EA	
			LUNCHBAR MINI	EA	
			PS MINI	EA	
LUX SOAP 100G	EA	R10.00			
LUX SOAP 175G	EA	R17.00	AERO 40G	EA	R12.00
COLGATE T/PASTE	EA	R18.50	HALLS	EA	R10.00
ACQUAFRESH T/PASTE	EA	R18.00			
TOOTHBRUSHES	EA	R10.00	BAKERS LEMON CREAM BISCUITS	EA	R21.00
			BAKERS CREAM CRACKERS 200G	EA	R25.00
			BAKERS CREAM CRACKERS 400G	EA	R35.00
HAIR SPRAY	EA	R30.00	MARIE BAKERS BISCUITS	EA	R18.00
HAIR LACCA	EA	R85.00	BAKERS TENNIS BISCUITS	EA	R23.00
COLGATE SHAMPOO	EA	R35.00			
COLGATE CONDITIONER	EA	R30.00	MINORA RAZORS	EA	R6.50
			SHAVING CREAM	EA	R35.00
DAWN BODY LOTION 200ML	EA	R18.00			
SHIELD ROLL ON L/M	EA	R23.00	OMO REGULAR	EA	R14.00
VASELIN BLUE SEAL 100ML	EA	R23.00			
			TWINSAYER FACIAL BOX	EA	R30.00
LIGHTERS	EA	R5.00			
			BATTERIES EVEREADY (AA)	EA	R16.50
			BATTERIES EVEREADY (AAA)	EA	R16.50
			EVEREADY POWER PLUS GOLD (2D)	EA	R40.00

# Communication & Complaints Channels

At CASA SERENA, it is our policy that we **speak directly to the relevant person as soon as a problem arises** and try to solve problems informally when and where they occur. However, if this does not lead to a satisfactory solution, the following formal communication/complaints channels can be used.

## A. General Rules

1. Unsubstantiated or anonymous complaints will not be addressed.
2. Deviating from these established communication/complaints channels and rules will be allowed only in exceptional circumstances.
3. Residents and Families should follow these prescribed communication/complaints channels closely and in sequence. If a level is skipped or taken out of sequence, you will be redirected to the correct level/sequence.
4. If no satisfactory solution can be reached, this is documented in writing and can then be escalated to the next level in the communication/complaints channel.
5. Escalating a matter to the next level in a communication/complaints channel must be done in writing, with a full explanation of the background and steps taken. **Matters which are not escalated in writing will not be attended to.**
6. For matters of an **emotional or personal nature**, you can approach Annamaria La Rosa Directly

## B. Communication/Complaints Channels for Catering Related Matters

In case of issues

### Catering Issues

1. Catering Supervisor – Ken
2. Client Liaison - Annamaria La Rosa
3. General Manager
4. Casa Serena Board



# Communication & Complaints Channels (Cont.)

## C. Communication/Complaints Channels for Accounts Matters

In case of issues

Accounting Issues
5. Financial Accountant – Vanessa Harris
6. General Manager – Kino Valverde
7. Board

## D. Communication/Complaints Channels for Medical Matters

In case of issues

Medical Issues
1. Registered Nurse on duty
2. Matron
3. General Manager
4. Dr Plani
5. Board

## E. Communication/Complaints Channels for Housekeeping Matters

In case of issues

HK Issues
1. Head of HK – Mary
2. HK Supervisor (Anastacia or Thembi)
3. Client Liaison
4. General Manager
5. Board

# Communication & Complaints Channels (Cont.)

F. Communication/Complaints Channels for other administrative Matters and maintenance related issues (hairdresser bookings, lunch bookings, resident outings, etc.)

In case of issues

## Administrative and maintenance Issues

1. Reception
2. Client Liaison
3. General Manager
4. Board

See Below contact details for the relevant people:

By following these guidelines, we can work together to ensure effective communication and timely resolution of problems.

Position	Name	Email	Contact No.
Chairman of Casa Serena	Carlo Boschetti	<a href="mailto:Carlo.Boschetti@ecobat.com">Carlo.Boschetti@ecobat.com</a>	082 773 4957
General Manager	Joaquin Valverde	<a href="mailto:joaquin@casaserena.co.za">joaquin@casaserena.co.za</a>	072 587 0362
Client Liaison	Annamaria La Rosa	<a href="mailto:sales@casaserena.co.za">sales@casaserena.co.za</a>	082 820 9462
Matron	Beverley Wells	<a href="mailto:matron@casaserena.co.za">matron@casaserena.co.za</a>	084 637 1602
Catering Supervisor	Ken Pegorini	<a href="mailto:catering@casaserena.co.za">catering@casaserena.co.za</a>	011 284 2917
Housekeeping supervisor		<a href="mailto:sales@casaserena.co.za">sales@casaserena.co.za</a>	011 284 2917
Reception	Sophy Mabaso	<a href="mailto:sales@casaserena.co.za">sales@casaserena.co.za</a>	011 284 2917

Suggestions are welcome and can be dropped off at Casa Serena Boca di Leone suggestion boxes outside of reception.

# Menu Samples

WEEK 3		CASA SERENA - MENU ( subject to change due to loadshedding )						
Mealplan	Sample	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
BREAKFAST								
Daily Choices	Juices	Orange & Guava	Eggs	Scrambled , boiled, fried, pouched	Cerials	All bran, Corn Flakes, Rice Krispies	Porridge	Milk, tea, Ricoffy, Espresso, Cappucino
LUNCH MINESTRONE DEPENDING ON THE WEATHER								
Main	Pizza / Rice	Prawn Risotto	Pasta	Lasagna	Pasta	Risotto	Pasta	Pasta
Second	Beef / Pork / Chicken	Grilled Hake Alt Chicken Fillet	Pork Schnitzel	Osso Buco	Soft Shin	Ox Liver	Veal Fettine	Pork Cube
Veg 1	Season	Stir-fried Veg	tbd	tbd	Country Mix	tbd	Stir-fried Veg	tbd
Fresh Fruit	Season	Banana/ Paw-Paw/ Cooked Pear or Apple	Banana/ Paw-Paw/ Cooked Pear or Apple	Banana/ Paw-Paw/ Cooked Pear or Apple	Banana/ Paw-Paw/ Cooked Pear or Apple	Banana/ Paw-Paw/ Cooked Pear or Apple	Banana/ Paw-Paw/ Cooked Pear or Apple	Banana/ Paw-Paw/ Cooked Pear or Apple
Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee
SUPPER								
Main	Soup (brodino) with pasta or raviolini / Egg	Soup with pastina	Soup	Soup with pastina	Soup Stacciatella	Soup with pastina	Veg Soup	Soup with Pastina
Second	Beef/ Pork/ Chicken	Turkey Roll	Chicken Fillet	Omelette	Beef Burgers	Chicken Fillet	Pizza	Chicken Burgers
Veg 1	Season	tbd	Salad	tbd	Bean Salad	tbd		tbd
Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee

# Menu Samples (cont.)

WEEK X		CASA SERENA - MENU ( subject to change due to loadshedding )						
Mealplan	Sample	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
<b>BREAKFAST</b>								
<b>Daily Choices</b>	Juices	Orange & Guava	Eggs	Scrambled , boiled, fried, pouched	Cerials	All bran, Corn Flakes, Rice Krispies	Porridge	Milk, tea, Ricoffy, Espresso, Cappucino
<b>LUNCH</b>								
MINISTRONE DEPENDING ON THE WEATHER								
Main	Pizza / Rice	X	X	X	X	X	X	X
Second	Beef / Pork / Chicken	X	X	X	X	X	X	X
Veg 1	Season	X	X	X	X	X	X	X
Fresh Fruit	Season	Banana/ Paw-Paw/ Cooked Pear or Apple	Banana/ Paw-Paw/ Cooked Pear or Apple	Banana/ Paw-Paw/ Cooked Pear or Apple	Banana/ Paw-Paw/ Cooked Pear or Apple	Banana/ Paw-Paw/ Cooked Pear or Apple	Banana/ Paw-Paw/ Cooked Pear or Apple	Banana/ Paw-Paw/ Cooked Pear or Apple
Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee
<b>SUPPER</b>								
Main	Soup (brodino) with pasta or raviolini / Egg	X	X	X	X	X	X	X
Second	Beef/ Pork/ Chicken	X	X	X	X	X	Pizza	X
Veg 1	Season	X	X	X	X	X		X
Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee	Tea/ Coffee



# Nights Checks Consent Form

Dear Families of Casa Serena residents

## **Re: Night-time checks**

Having a routine in which care staff check on a resident during night-time has been common practice for a long time. By its nature, night-time is when our beloved residents value their privacy and dignity the most.

To help you ascertain when our care staff should check on a resident at night-time, arrangements can be divided into two kinds:

1. Residents who request to have no checking carried out at night.
2. Residents who require formal checking where the healthcare professional will enter the room and ensure the resident is safe i.e. five times a night, 2–3-hour intervals.

Things to consider when it comes to assessing a residents night-time needs are when they prefer to go to sleep and what time they wake up, if specific medications or dressing changes will be required, if they have any specific chronic condition that can result in a crisis at night and whether their behaviour can be unpredictable.

These considerations are documented in each patient's individual care plan and can be made available to assist in your decision-making process.

## **INFORMED CONSENT:**

I, \_\_\_\_\_ (Legal Guardian/ Next of Kin)  
of \_\_\_\_\_ (Name of Resident) do hereby  
consent to the following in terms of night-time checks:

- ☐ No checking at night
- ☐ Formal checking – five times a night
- ☐ Require more information on the resident's current night-time care plan.

Signed at \_\_\_\_\_ on \_\_\_\_\_ January 2024.

Warm regards,

Joaquin Valverde  
General Manager  
Casa Serena Old Age Home



*Ente Italiano Casa Anziani*



Casa Serena  
+27 11 2842917  
7A Marais Road,  
Essexwold, Bedfordview, 2007  
manager@casaserena.co.za  
Welfare #022020032  
N.P.O. # 000-602