



Welcome to Enso House

This handout is designed to answer some common questions asked by new patients, referred to as guests here at Enso House. Please read through the information carefully, and feel free to ask any additional questions you may have.

o Staff

The resident manager, Ann Cutcher, M.D., lives in the cottage on the Enso House grounds. She or her designee is available 24 hours a day. Dr. Cutcher is certified by the American Board of Internal Medicine and has over 20 years of experience caring for patients in hospices, nursing homes, and hospitals. Please note that Dr. Cutcher will not function as a physician for any guest without prior arrangement and therefore encourages guests to keep their primary doctors.

The caregiving staff includes experienced professionals and trained volunteers. Dr. Cutcher and the staff of caregivers will make daily general care management decisions with the help of RN's and LPN's from Whidbey General Hospital Hospice or Hospice of the Northwest whenever necessary. These nurses are available for home visits as needed, 24 hours a day, 7 days a week.

o Meals

Daily meals are prepared for guests. Every effort is made to serve personal requests and preferences. Snacks are always available. Guests may store limited food items in the refrigerator; please ask for assistance. Use of the kitchen is limited to staff and volunteers, unless prior arrangements are made.

Please inform the staff if a visitor will be joining you for a meal. Visitors are asked to make a donation to Enso House to cover the cost of their meal.

o Personal Care

Enso House staff and qualified volunteers will provide regular and timely personal care including bathing, hair grooming, dental and nail care as approved by the guest's physician. Customary products needed for personal care are provided.

o Visitors

Each guest sets his/her own visiting hours. Parking is available for visitors in the asphalt area at the side and back of the house. A room is available for overnight visitors or an extra bed may be put in the guest's room. Please contact the staff for arrangements.

If visitors stay for an extended period of time, they are asked to make a donation to cover costs.

o **Medical Services**

Enso House is part of a care giving team. We collaborate with our guests, families, significant others, physicians, case managers, pharmacies and the Hospice team to provide appropriate care.

If a guest is unable to manage their own medication, Hospice nurses, an MD, or a family member will set up medications, which will be kept locked, and then logged when taken.

o **Excursions**

Short trips are encouraged, if feasible. It is requested that a friend, relative, or volunteer accompany guests when venturing out. Please notify the staff when leaving and indicate an approximate time of return.

o **Furnishings**

Guests may bring any items that fit comfortably in their rooms. A list of personal possessions is prepared when the guest moves in. While storage space outside guests' rooms is unavailable, a locked and secure space for small personal articles is available upon request.

o **Cleaning/Laundry**

The staff maintains the house, which includes cleaning all bedrooms and bathrooms. Laundry service is also provided as needed. Bedding, towels, and personal items will be laundered at least once weekly. The use of the laundry room is limited to staff and volunteers, unless prior arrangements are made.

o **Telephone**

Telephones in the guest rooms are limited to local calls. Long distance calls may be made with a phone card. Pre-paid phone cards may be purchased from the staff for face value. Private phone lines are available at the expense of the guest.

o **Transportation**

The staff will assist in coordinating transportation for guests to and from medical appointments. Other transportation needs can be met through volunteers as availability allows, or through family and friends.

o **Activities**

A variety of activities are offered on an individualized basis according to each guest's care plan and personal preferences. Professional practitioners volunteer their time to provide everything from massage, Reiki, and homeopathy to yoga, music and garden therapies.

o **Volunteer Program**

Volunteers provide many services at Enso House. They are available to guests for reading, fellowship, task assistance, and supportive listening. Volunteers are also available to run errands for guests. The staff coordinates all volunteer services.

○ **Pets**

Other than fish, pets are not allowed to live at Enso House. While visiting pets are strongly encouraged, they require approval from the staff.

○ **Mail**

Mail is distributed Monday through Saturday by the US Postal Service as well as other shipping entities. The Enso House address is: 6339 Wahl Road, Freeland, WA 98249.

○ **Smoking**

Smoking is not allowed inside Enso House. There are smoking areas outside.

○ **Entertainment Systems**

A television, VCR, DVD and stereo system are available in the common room. Guests may also use personal equipment in their rooms. Portable CD players are available. Free WiFi is available throughout the house. Cable TV is available at the expense of the guest.

○ **Alcohol**

Guests may consume alcoholic beverages on the premises, if they wish and if it is in accordance with their physicians' orders.

○ **Illicit Drugs**

The possession or use of illegal drugs is not permitted.

○ **Feedback**

House conferences are held regularly to discuss guest and/or family concerns, as well as offer general feedback.

Resolving Guest and Family Grievances

If after discussion with the manager or director, a grievance remains unresolved, it should be submitted in writing to the director with details concerning the nature, time, and place of the occurrence in question, persons involved, and other pertinent facts.

The director will respond in a timely fashion, investigating and correcting any condition not consistent with Enso House policies and procedures or the rights and responsibilities of guests.

Guest Responsibilities

- Respect the peace and privacy of others.
 - Be considerate of the needs of others.
 - Tolerate differences in gender, heritage, race, religion and sexual orientation.
 - Ensure that your use of television, radio, telephone, and other sound producing devices does not disturb others.
 - Participate as fully as possible in making choices that affect you.
 - Notify staff immediately if you have any complaints or questions concerning the care and treatment you receive.
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This document serves as a description of the “House Rules and Regulations,” provided for review and consent before admission.

Guest's Signature

Date

(Signature of Guest's Representative)

Date