

Lentehof Frequently Asked Questions

1. Services and Care

Q: What services does Lentehof offer?

A: We provide frail care, assisted living, and respite care, including 24/7 nursing services and assistance with daily tasks, meals, and social activities.

Q: What level of care does Lentehof provide?

A: We offer 24-hour frail care, recovery care, and assisted living, including medical support and personal care services in a friendly, professional, and secure environment.

Q: Do you accommodate short-term stays?

A: Yes, we offer recovery stays for individuals who need temporary care after surgery or illness.

Q: Do you provide care for residents with dementia or Alzheimer's?

A: Yes, dementia residents are integrated into our family-like environment, participating in daily activities and socializing with others.

Q: Up to what health stage do you provide care?

A: Residents stay with us until the end of life; we support all health stages with personalised care.

Q: What are the different care options at Lentehof?

A: Lentehof offers three levels of care based on residents' needs:

- Option 1 – Assisted Living: For residents who can still perform some daily tasks themselves, such as showering, dressing, and feeding, with minimal assistance from caregivers.
- Option 2 – Enhanced Assisted Care: For residents whose independence is decreasing and who require more support with daily activities.
- Option 3 – Frail Care: For residents who can no longer manage daily tasks independently and need full support from our caregiving team.

2. Admissions and Evaluations

Q: Who can be admitted to Lentehof?

A: Elderly individuals needing support with daily living or recovery care are welcome at Lentehof.

Q: Do you first do an evaluation with the person interested in staying?

A: Yes, we recommend an evaluation to ensure the care provided meets the resident's individual needs.

Q: How much does an evaluation cost?

A: Evaluations at our unit are free; home evaluations cost R400.

3. Facilities and Accommodation

Q: How many people do you accommodate in total?

A: Lentehof has a total of 19 beds. We do not divide residents into sections but group them based on compatibility.

Q: How many people are in a room?

A: Rooms accommodate 2 or 3 residents.

Q: Do you offer private rooms?

A: Yes, private occupancy of a 2-bed room is available for an additional R10,000 per month.

Q: How many people share a bathroom?

A: Five residents share a large bathroom, with a planned system to ensure privacy and emergency access.

Q: Does each resident have their own bathroom in their room?

A: Bathrooms are inside the rooms but shared among residents.

Q: Must residents bring their own furniture, bed, and bedding?

A: We provide beds, bedding, towels, and blankets. Residents may bring personal items such as a TV, photos, or books.

Q: Is the outside surface level for walkers?

A: Yes, the path is paved with bricks, providing a safe walking surface for residents.

4. Meals and Daily Living

Q: Are the three meals per day served in the dining room?

A: Yes, we have our own dining room. Assisted living residents may also eat in the village dining hall if they wish.

Q: Who is responsible for cleaning the room and bathroom?

A: Lentehof provides cleaning services.

Q: Can I bring snacks when I visit?

A: Yes, visitors are welcome to bring snacks for residents.

5. Medical Support

Q: Are medical professionals available on site?

A: We have doctors, physiotherapists, and specialist providers available on call as needed.

Q: How often does a general practitioner visit?

A: A general practitioner visits as needed.

Q: Who is the doctor?

A: Dr. Ester du Raan.

Q: Do you take residents to the doctor?

A: No, families are responsible for arranging doctor visits.

Q: Must medication be packaged in blister packs?

A: No, we order and package medications ourselves.

Q: Which pharmacy do you use?

A: Residents can continue with their preferred pharmacy; for urgent needs, we use nearby pharmacies such as Dis-Chem or Van Heerden.

6. Activities and Social Life

Q: What recreational activities do you offer?

A: We offer physical exercises, walks, puzzles, paint-by-numbers, board games, and a library. Weekly Rummikub is also available, and additional activities are introduced based on residents' interests.

Q: Are there gardens or places where residents can sit outside?

A: Yes, we have many beautiful gardens for residents to explore.

Q: Is church offered on the premises?

A: Yes, organized by the village, typically NG Church (Dutch Reformed).

Q: Is Bible study offered?

A: Yes, every Thursday.

Q: Is there a hairdresser on site?

A: Yes, a hairdresser is available on-site.

7. Technology and Amenities

Q: Is Wi-Fi available?

A: Yes, residents can stream entertainment without needing their own DStv decoder.

8. Logistics, Costs, and Visits

Q: How do I schedule a visit to the facilities?

A: Contact us via the contact form on our website, call 071 517 8149, or email info@lentehof.co.za.

Q: How long has Lentehof been at Olive Crescent Retirement Village?

A: Lentehof has been at Olive Crescent since March 2025.

Q: Who owns the Retirement Village?

A: The village has trustees and a managing agent, but they have no involvement with Lentehof except that we purchase water and electricity through them. Lentehof operates independently, with support from trustees if necessary.

Q: How often, when, and by what percentage do you increase your rates?

A: Rates increase annually with inflation, typically between 4.5% and 7%. Communication is sent well in advance.

Q: Who are you affiliated with?

A: We are affiliated with the Department of Social Development, BHF, and the Department of Health and Environment.

Q: Is there space for new residents?

A: To find out about current availability, please contact our office.

Q: When does a resident move from option 1 to option 2, and what are the criteria?

A: Movement depends on the resident's ability to perform daily activities. Level 1 requires some independence, while Level 2 is for residents needing more assistance. Families are consulted before any change.