



Tamahere Eventide

An outreach of the Methodist
Church of New Zealand

Information Booklet

Welcome

Welcome to Tamahere Eventide Home & Retirement Village.

To begin with in these new surroundings, several things will be unfamiliar, and you may wish to ask some questions. Always feel free to approach the Registered Nurse, Clinical Nurse Leader, General Managers or the Chief Executive Officer. On the following pages we will try to anticipate most queries.

The General Manager Care Services is in overall charge of the care provided. The Clinical Nurse Leaders provide day to day management of nursing services. The Registered Nurse is responsible for residents' day to day medical and nursing needs and will answer your enquiries about Residents' clinical/care progress.

The General Manager Support Services is in overall charge of the village, apartments and hospitality services.



Tamahere Eventide Home Trust

Tamahere Eventide Home Trust owns Tamahere Eventide Home & Retirement Village and Atawhai Assisi Home & Hospital

The Trust is a registered Charitable Trust and is an outreach of the Methodist Church of New Zealand. People from all beliefs are welcome at Tamahere Eventide and Atawhai Assisi.

Our Mission Statement

"To provide a quality caring service for older people, in a Christian environment."

Tamahere Eventide is a Ministry of Health certified aged care provider.

We Provide The Following Services

1. Rest Home Care

The Tamahere Eventide Rest Home embodies our belief that all of our elderly residents deserve appreciation and respect. We seek to honour our residents self-worth and abilities, while providing care and support to assist them in their day-to-day lives.

Each of our Rest Home residents enjoy a comfortable single-bedded room, with central heating, a chest of drawers wardrobe, hand-basin and an over-the-bed table for their daily breakfast-in-bed. Our tasty meals are prepared by the excellent catering team, who can provide for all dietary requirements.

Our residents are encouraged to socialise in one of the lounges, where they can meet with new friends or spend time with visiting family members. Those who prefer the literary lifestyle can enjoy our well-stocked library. Residents have the option to participate in one of our regular outings.

With an emergency call system in each bedroom, our hallways and bathrooms fitted with sturdy support rails, smoke detectors and fire sprinklers, the Tamahere Eventide Rest Home is a safe environment that provides for the needs of our residents. Rooms are also fitted with a telephone to enable family and friends to contact residents at their convenience.



Our staff – including a qualified nurse on each shift – care for each individual within our community, seeking to help them live a high-quality, comfortable life that supports them physically, socially and spiritually.

Wi-Fi is available throughout the building for those who enjoy the internet or use Skype.

2. Dementia care

We provide specialist care for older people who have been assessed as needing dementia specialised care/ interventions. Staff are supervised by RN's, receive appropriate training and have competencies tested ensuring that care is delivered in a safe and timely manner.

As an experienced provider of dementia care, we understand the effects of dementia on our residents and their families. Knowing this, we strive to make our Dementia Care Services as comfortable and supportive as possible, surrounded by beautiful gardens and attractive shaded areas.



3. Hospital Care

Premium Hospital Care level are available. There are 24 rooms with private ensuite, physiotherapy room, lounge, dining room, specialised rehab bath, centralised air conditioning, specialised and modern hospital furniture & equipment to assist with quality care delivery.

We offer specialised care for residents who need 24/7 registered nursing care. Special care needs are professionally managed and we undertake to meet age related physical, intellectual, emotional and social needs. Resident's safety is promoted.

The care is delivered and supervised by RN's who are trained, experienced and competent in delivering these special services.

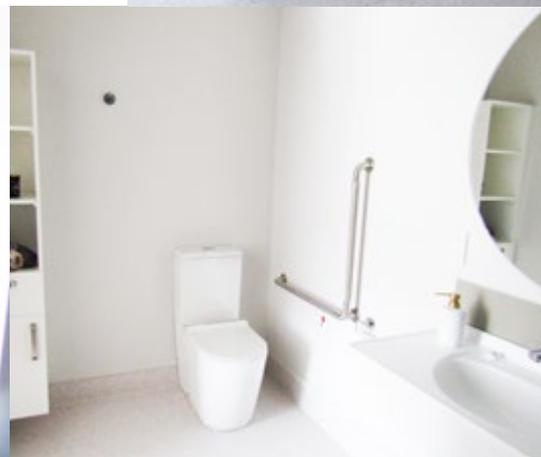
Staffing numbers reflect good practice guidelines and the skill mix is relevant to the resident's care needs. Staff receive ongoing training through our in-service education sessions and training programmes.



4. Apartments

We have 34 new apartments with 15 on the first floor and 19 on ground level. There are 5 two bed room and 29 one bed room apartments ranging in size from 48m² to 80m². Parking is included in the price of the apartment.

Fitout includes fridge/freezer, microwave, dishwasher, washer/dryer, telephone, Wifi, TV connections to satellite dish, emergency bell system, drapes and blinds.



4. Respite Care

We recognise that sometimes, caring for one another can be difficult. At Tamahere Eventide, we offer respite care as one way we can help to share the load and support you.

Our respite care service offer residents the full care and professional service that our permanent residents receive. We have one respite bedroom in our Rest Home and two in our Dementia Units.

We will send you a folder with information and forms to return once you have booked a room.

What to bring along for the stay:

1. Please provide an up to date script
2. Medication in a blister pack on admission
3. Adequate amount of day and night clothing named very clearly
4. Completed admission form and agreement
5. Carer respite claim form



Our respite care residents are free to join in with our regular activities programme which offers choices of activities throughout the day,

5. Day Programme

Monday to Friday from 10 am to 3.30 pm. Pickup from clients homes in Hamilton from 8.30am and return home from 3.30pm. This service includes morning tea, lunch (main meal) and afternoon tea.

Day Programme residents are free to join into any activity provided on site.

6. Retirement Village

The Trust owns and operates two retirement villages:

6.1 Tamahere Eventide Retirement Village in Hamilton

Retirement is a season of life that is to be enjoyed. Delighting in family visits, learning new arts and crafts, discovering new friends and hobbies – celebrating life in all its fullness. At Tamahere Eventide, we love providing a retirement village that allows you to enjoy your retirement and independence, while still providing the best care and support when needed.

Villas: Our retirement village has a mix of 99 two bedroom homes and 9 three bedroom villas. They are surrounded by attractive gardens and the rural beauty of Tamahere. With Hillcrest shopping centre only a few minutes' drive away, you can enjoy nature but still have the comforts of urban life.

Apartments: Tamahere Eventide Retirement Village has a bustling life of its own, with regular organised day-trips to stunning locations, group exercise at the community centre, outdoor bowls, workshop and men's shed, hobby groups – just to name a few! Meanwhile, your garden and lawn maintenance, security and refuse collection is all managed for you, leaving you free to enjoy the community.





When you are wanting to connect with family and friends, the irresistible Cherry Blossom Café is an excellent location for tasty snacks and great value coffee. Located on site at Tamahere Eventide, our café is one of the hubs to our caring community atmosphere.

If you require extra help in your living situation, meal delivery, cleaning services and transportation are always available to you.

A friendly qualified nurse will be onsite for emergencies 24 hours a day, and all our homes have specialised emergency call systems in place. With our onsite chapel, beautiful all-weather bowling green and our kind-hearted, professional staff, Tamahere Eventide Retirement Village welcomes your inquiries and visitors to experience the community that we are so very proud of

6.2 Wesley Courts Retirement Village in Thames

This is a small village with services limited to lawn mowing, gardening and maintenance through contractors. No care is available.

In our villages, the resident receives the capital gain on re-sale.

7. Rental Apartments

If you want to enjoy all the benefits of the Tamahere Eventide experience with the flexibility of a weekly, rental agreement – then our apartments are absolutely the perfect match! Our beautiful brick-front apartment rentals offer a warm, caring living environment, with beautiful garden views and the freedom of independent living.

With two single-bedroom and ten double-bedroom apartments, our complex is a vibrant part of the community life, yet still provides each of our tenants with their own space to personalise and call home. Whether you're looking for a quiet time of relaxation and unwinding, or a lifestyle of socialising and events, our apartments can provide the privacy and community that you desire.

Our Philosophy of Aged Care

We believe that the whole of life, from birth to death, has meaning and purpose. Old age is an intrinsic part of all the previous years that a person has lived.

We believe that every person, including the very old and frail, is created in the image of God, possesses an innate dignity, loved by God and that there is nothing in life or death that can separate us from that love.

- We provide for elderly people regardless of race, culture and creed.
- We seek within the limitations of our resources, to provide assistance to those in need regardless of their capacity to pay.
- We believe that the physically and mentally frail are to be provided with special care and consideration and treated with dignity and respect.
- We aim to provide maximum independence.



- Wherever possible, we encourage residents to make decisions and choices, which affect their life.
- We express a concern for the wholeness of the person by providing an environment that meets the needs of the whole person – physical, mental, emotional and spiritual.
- We respect individual needs and preferences, encouraging participation in programmes and activities whilst allowing residents freedom of choice.



- We ensure adequate resources are provided to ensure that every resident in our Home has access to the health care they require.
- As staff, our aim is to create in this Home, a family atmosphere in which we value, care about and support one another.

Quality of life is a key issue for the staff and management and our priority is to provide a secure and nurturing environment where residents are treated as individuals.

Resident's Rights and Responsibilities

As a Resident you have the right to:

- Personal and health care according to your need.
- Be treated as an individual and with dignity and respect.
- Privacy when for example, attending to hygiene, making and receiving telephone calls, receipt of mail, receiving visitors, personal conversations with staff and residents.
- Treat the Rest Home as your home and to regard yourself as a member of a family consisting of other residents and staff.
- Expect that your safety will be catered for in and around the Rest Home.
- Choose and maintain contact with individuals and groups from the community through visitors to the Home and outings.
- Be consulted about all matters affecting you.
- Be asked to choose from a range of activities both in the home and in the community.
- Socialise with whomever and whenever you choose.
- Maintain your personal independence.
- Confidentiality of any record staff may keep.
- Control over all personal matters as to your own possessions and clothes, financial affairs, bedtime. To retain your personal clothing and possessions as space permits
- Be involved in decision making about activities of daily living.
- Continue with cultural and religious practices and value systems that have determined your life in the past.
- Complain about anything that upsets you, and if necessary, have an independent person to advocate on your behalf.
- To refuse treatment and/or medication, in the clear knowledge of the possible medical consequences if such are refused.

As a Resident you have the responsibility to:

- Treat fellow residents as members of your family.
- Remember that other residents have the same rights as you.
- Treat staff as individuals with dignity and respect.
- Assist staff in looking after your health.
- Tell staff when you are leaving the Home, who will be with you and when you expect to return to the home.
- Treat the Home with care.
- Keep financial matters current.
- Keep any house rules.

Cultural Responsiveness

We aim to meet the cultural values and beliefs of our residents, their family and our staff.

Maori Residents

Achieved through:

- Ensuring equal access to services for Maori residents.
- A commitment to the Treaty of Waitangi
- The education of staff in recognition of Maori beliefs and values.
- Consultation with local and if necessary regional Tangatawhenua in order to identify specific values and beliefs of our Maori residents, as required
- Input from visiting representatives of the local Marae to assist in maintaining cultural values and beliefs, particularly in the areas of recreation, religion and whanau involvement, as required

Non Maori Cultures

Achieved through:

- Identifying a resident's cultural needs on admission and taking all reasonable steps to meet those needs.
- Families and if appropriate cultural leaders, will be consulted to identify cultural values and beliefs of the culture.
- Interpreters will be accessed if and when necessary.
- Respect from all staff for cultural beliefs, will be enhanced through education on cultural values in the in-service education programme

Compliance will be audited through resident/relative satisfaction measurement.



Residential Care Subsidy

If you need financial help to pay for long term residential care in a rest home you may qualify for a Residential Care Subsidy from the Health Funding Authority. Work and Income NZ will assist by assessing your income and assets.

You can contact Work and Income NZ on their free phone number **0800 999 727** or see **www.workandincome.govt.nz** and **www.health.govt.nz/our-work/life-stages/health-older-people**

You may be able to receive a Residential Care Subsidy if:

- You have had an assessment of your individual needs that confirms you require long term residential care in a rest home, and
- You need this care for an indefinite period, and
- You are aged 65 or older and the assets you own are within certain limits.

When you have been assessed as requiring residential care, your needs assessor will complete the front page of the application and then give it to you (or a person acting for you) to complete.

Once the form has been completed, send it to Work and Income NZ along with proof of your income and assets.

You need to submit this within 90 days of the assessment.

Send completed forms to:

Residential Care Subsidy
Department of Work and Income
Private Bag 9032
Whangarei

Work and Income NZ will determine if you qualify for a Residential Care Subsidy, based on the income and assets criteria.

Residents who are not financially eligible for Residential Care Subsidy due to excess assets and who have been needs assessed as requiring long-term residential care in a hospital or rest home indefinitely may be offered a Residential Care Loan through Work and Income NZ.

If a resident is not financially eligible for Residential Care Subsidy, they can continue to receive their New Zealand Superannuation or any other benefit/pension. They must make other arrangements to pay for their care from their own means.



Accommodation

The following is provided to each resident:

- Single rooms
- Built in wardrobe
- Hand wash basin
- Call bell
- Chest of drawers
- Bedside cabinet
- Over bed table
- Specialised aged care bed
- All bedding and linen
- TV aerial connection
- Telephone (Rest home rooms)
- Central heating
- Full wheelchair access



There are seven large rooms with ensuites which also attract a premium charge.

You are welcome to bring a comfortable chair that is suited to you. You are welcome to personalise your room as much as is reasonably possible to ensure that it becomes your private space.

To promote a safe living environment, a 24 hour-a-day emergency call system provides access to qualified personnel. Bathrooms, toilets, and hallways are fitted with support rails, and the building is fully featured with sprinklers, automatic smoke doors and smoke alarms directly linked to the fire department.

There are smaller lounges at the end of each wing and families are welcome to use these during visits as well as the Susanna Wesley Sanctuary in the main reception area.

Pastoral and Spiritual Care

The Chaplains at Tamahere Eventide provide Christian - based pastoral care, with spiritual and emotional support available to all residents, their relatives and staff.

This ecumenical ministry is conducted with sensitivity regarding the cultural and religious background of those seeking pastoral care.

A Catholic Mass is once a month.



Medical Care

General Manager Care: The General Manager's roll is to oversee the Nursing, Caregiving & Activities team on a day to day basis and also to ensure a stress free transition into care, either long-term or respite.

Clinical Nurse Leaders: Available for any day to day issues or concerns that arise with families and or residents. Please feel free to visit at any time or phone for an appointment.

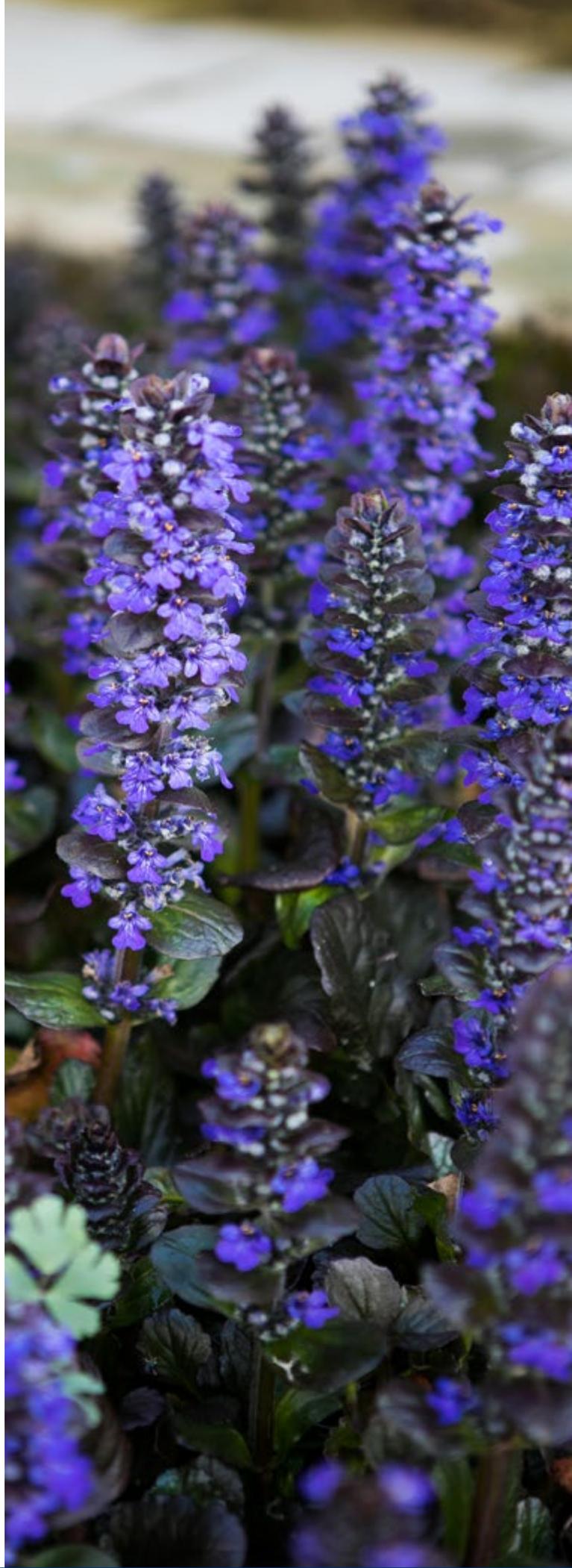
Care Meetings: This is a time to catch-up with the paper work required and any issues or concerns as required. We invite the families to a meeting to assist with care planning and social needs. This is kept as informal as possible as this is a sharing of information meeting. If you ever have any concerns, please speak to the clinical nurse leader who can arrange a meeting.

Nurse on Duty: Will visit all rooms in the morning to check on the Resident's health and will attend to any issues that require attention. All issues will be discussed with the Clinical Nurse Leader. We have a Qualified Nurse(s) on each shift.

Doctor: If you wish to use the services of your own GP, please check that the doctor is happy to visit the Rest Home if your family member is unwell and cannot attend the surgery. The Rest Home has a contracted GP visiting the home twice a week as well as a Nurse Practitioner that also visits twice a week. If you wish to use the services of our contracted GP the cost is covered in full by the Rest Home. The cost of routine doctor's fees is met by the Home, but specialist fees, specialist wound management and call-out charges are met by the resident.

Pharmacy: Tamahere Eventide uses the services of the Hillcrest Pharmacy and they will deliver all pharmacy requirements even at short notice. Please ensure that if you wish to use your own pharmacy that arrangements are made with your pharmacy for your medications to be delivered to the Rest Home or a family member to collect your medication and deliver.

Medication: It is the policy of the home that all medications are administered by a medication competent person. No medication is kept in rooms. Unless other arrangements are made, all forms of medication are retained in the Medical Clinic, and issued to the residents under supervision of a qualified nurse.



Unsubsidized Medication: From time to time the GP may prescribe a medication for your family member that is only partially subsidised or not subsidised at all. In these cases you will be informed and this will be discussed with you and verbal consent will be obtained before the prescription is submitted to the Pharmacy. Where consent was requested and consent given, a monthly charge will apply. In most cases when this occurs, there is no other substitute or generic brand that is partially or fully subsidised.

Continence: We supply all continence products although in some cases residents request extra products. We are happy to arrange to discuss with families how we may partially assist financially.

Podiatrist: Arrangements have been made for a Podiatrist to visit the Home on a monthly basis. Requests for this service should be made to the Nurse on Duty. Day programme, respite care clients and independent living residents can choose to make use of this service by booking at the clinic or reception and will be sent an account.

Teeth: It is advisable to have your family members false teeth named. The cost is minimal compared to new teeth.

Hearing Aid: It is essential that these are named. Batteries can be kept in the Clinic Office if you so wish.

Hearing: Residents have the opportunity to have their ears cleaned by a provider. This is usually undertaken every six months, depending on their individual requirements. Usually people with hearing aids require their ears cleaned more often. This is a user pay service.

Eye Glasses: Please have residents glasses named prior to admission.

Transport Charges: With medical/specialist appointments transport costs may be covered by the Home but we recommend that a family member do try to attend to ensure they are fully involved in care and planning. Transport for Hospital appointments, X-rays etcetera is up to the family. If not, the Home will provide transport.

Ambulance: In most cases the home will cover the cost of an ambulance when required for acute situations. However, in the case of the family or a resident requesting an ambulance transfer, in instances of discharge from Waikato Hospital or transfer to another health facility or where the resident or family have requested an ambulance transfer, and our transport is not available for the transfer, then the cost will be required to be met by the NOK/POA/Family.

Appointments: Occasionally some Residents will find that time will be spent away from Tamahere in public or private hospitals. In these circumstances, rooms are held at the request of the private paying resident, on the understanding that the fee continues to be paid. For subsidised Residents, the room can only be held for 28 days as per the contract with the District Health Board.



Catering Services

We have an excellent catering service that is able to provide for the needs of all the residents. Menus are prepared in consultation with a dietician and provide for all dietary requirements that residents may have. Please ensure that on admission you provide us with information on special dietary requirements.

The menu is adjusted for seasonal changes and reviewed on a regular basis.



Fortified Food: The clinical and personal cost of malnutrition is seen through an array of nutritionally-preventable issues; pressure injuries, falls risk, erratic behaviour and resident apathy. Clinical indicators can be improved through nutritionally-fortified food. Our nursing staff assesses and recommends those in need to be provided with fortified food.

Meals

Breakfast	Own Room / Dining room	Afternoon Tea	Dining room
Morning Tea	Dining room	Evening Meal	Dining room
Lunch (Main meal)	Dining room	Supper	Lounge / Own room

Meals can be provided and delivered to residents in the village by prior arrangement. Tenants in the apartments have their meals in the dining room.

Visitors: Families often enjoy sharing a meal with each other and we do encourage this. Meals may be provided at a cost to families but they must be booked in with the kitchen before 10.00am the previous day.

Activities / Diversional Therapy

Our programme of activities is designed to ensure that it meets the needs of the residents. Staff members include qualified Diversional Therapists.

A weekly programme of activities is displayed on the notice boards and includes:

- Movies
- Bingo
- Exercises
- Music concerts by a variety of musicians
- Visiting choirs
- Craft sessions
- Outings
- Shopping
- News Paper readings
- Indoor and target bowls

We have SKY TV in the rest home lounge with a large screen TV. A library with large print books is available in the activities room. A piano and an organ are available in the Chapel for anyone interested in playing.



Rehabilitation

We have a gym suited to the resident's needs and requirements. We have an exercise therapist to encourage physical wellness in residents of varied ages, with a range of physical and cognitive impairments, and includes musculoskeletal rehabilitation, falls prevention and mobility programming. Specific strength and balance exercises are implemented into a resident's exercise programme to promote a greater level of physical independence.

Residents' Requirements

Residents need only bring to the Home clothing and personal toiletries. We will provide name tags and attach these on to all garments. The name tags will be charged to the residents account.

Residents may wish to bring in:

- Wool rest
- Quilt (Optional) or duvet, pillows, etc. if wanted
- Easy Chair
- T.V and/or radio
- Paintings / Pictures
- Name Badges

Please label the above items.

Jewellery: Please note we do not hold personal insurance for any of the Resident's personal items. It is up to the Resident's family to ensure their insurance is up to date and remains so. If in doubt that your family member can look after their own jewellery please keep it safe at home. Please take the opportunity before admission to check that rings are not too loose as they easily slip off. It is also helpful to have photos of valuable items for easy identification.

Clothing: Residents are encouraged to wear the clothing they wish. Please remember clothing does wear out and needs to be checked and replaced. If you are replacing clothing the named bag can be left at the clinic office or reception desk and it will be sent through to the laundry department for naming. Please remember the laundry service is covering a large amount of people - usually a 3 day cycle but can be up to 5. Please ensure there is sufficient clothing to cover this period. We strongly recommend that you do not send in garments or woollens that require hand washing as it is very difficult to ensure they remain in perfect condition. If you prefer to use woollens then you may place a small laundry basket in your family member's wardrobe and woollens can be placed in it to be taken home for laundering. A note can be put on the wardrobe door to that effect. On the change of season clothing is rotated. Some men adapt really well to using casual drill trousers with an elastic waist as using a zip can become difficult.

Naming of Clothing: The policy of the Home is that all clothing is to be clearly named. Names tags are printed on admission and attached by the laundry. We do request families have a week's supply of named clothing.

Laundry – suitable fabrics: Some fabrics that can be easily laundered in a family home situation are not suitable for use in a Rest Home. Multi pleated skirts, merino wool, possum mixture in socks and thermal vests are all examples of fabrics and garments that are difficult to launder. Suitable fabrics would be cotton and cotton mix which launder very well.



User Pay Services

Hairdressing: A hairdressing service is available in our well appointed salon. This service is provided by contractors whom we pay directly and recover the cost from the service user.

Home shopping: A number of clothing suppliers visit the home from time to time which assists the residents in purchasing clothing. Please inform us if you prefer not to have your family member make use of this service.

Cherry Blossom Café: Open 7 days a week from 9-30 am to 2-30pm for morning tea, afternoon tea and lunch.



General Information

Sign out book: Please sign out any resident before they leave the premises. This is required for fire evacuation and to inform staff of the resident's movements for meals and general safety.

Visiting Hours: Visitors are welcome at any time but we would prefer visits between 10am and 8pm.

Maintenance: Please inform the nurse on duty if there are any repairs needed should you become aware of any damage.

Mail: Incoming mail arrives each morning and is distributed to Residents. There is a posting box at reception and this is cleared Monday to Friday. Stamps, writing paper, envelopes can be purchased from reception.

Walking frames and equipment: Any equipment personal to the resident is to be supplied by the family and clearly named.

Fire Drill: Periodic fire drills are held. Whenever the fire alarm sounds, residents should follow instructions from the designated floor warden. This action is essential whether fire is visible or not. The fire alarm is a very loud continuous verbal warning to evacuate the building, and is not to be confused with either the short monthly tests carried out, or the "push button" emergency call. The Home has smoke alarms, automatically closing smoke-stop doors and a sprinkler system installed. These safety features enable us to operate a "staged evacuation" only.

Television Sets: These are provided in the Rest Home and Dementia care unit lounges. Residents are welcome to have their own TV sets and radios in their rooms. However, please use earphones after 10pm to avoid disturbing other residents. Each room is fitted with a TV aerial connection. All rooms are provided with a TV connection with Free to Air available to all. Connections are available for SKY TV. The resident or family to arrange for the installation and payment.

Electric Blankets: It is the policy of the Rest Home that residents do not use electric blankets as we cannot monitor the individual safety of these blankets. Rooms are kept at a very even temperature over winter & summer.

Canteen: A well-stocked canteen is available for Residents in the main reception area. Goods available include biscuits, sweets, toiletries, greeting cards, stamps etc

Newspapers: Copies of the 'New Zealand Herald' and 'Waikato Times' are placed in the reception foyer daily. Residents may order individual copies for themselves at their cost.

Telephone: Each rest home room has a telephone, with its own separate call number for use by Residents for both incoming and outgoing calls. These telephones have large easy to see numbers. All toll call costs are to be met by the Resident.

Smoking: Smoking is not permitted anywhere in the Home.

Gardening: Tranquil, easily accessible gardens are located around the Rest Home with outdoor seating provided. Raised garden beds allow easy tending. Residents and their families are welcome to pick flowers and put them in their rooms. A glass house is available should any resident choose to participate in gardening.

Privacy

We abide with all aspects of the Privacy Act 1993 and the Health Information Code 1994.

Clients have the right to access their medical and nursing notes at any time. Client's representatives are given a copy of the Code of Rights and Responsibilities on admission to the facility.

Suggestions, Complaints and Feedback

We aim to provide a superior service in a warm and caring environment, but nobody is perfect, so we are always looking for suggestions to improve conditions for our residents. Suggestions for improvements could be given to the Clinical Nurse leader, Registered Nurse or Receptionist. All feedback will be welcomed and passed on to staff.

Likewise, although we hope there will not be serious complaints, it is important that you should feel free to air them either to us or to an appropriate body. You could discuss them or put them in writing on our Complaint Form. Complaints forms are easily accessible in the facility.

Your complaints will be thoroughly investigated and results reported back to you within 14 days of receiving the form.

You may make an anonymous complaint if you prefer to:

Health and Disability Commissioner (09) 373 3556

We will ask your feedback from time to time through a satisfaction survey and will appreciate your comments.

Please don't hesitate to contact management should you require more information or if you like to discuss anything in more depth.

Miscellaneous

- At the time of a resident's admission, residents or if appropriate their relatives, will be asked to sign an admission agreement, consent form and resuscitation form.
- When a resident is distressed or agitated, sometimes a phone call to a loved one can be a great comfort. Staff may request your permission to arrange this.
- Relatives and friends are of course very welcome to take the resident out for day trips or for weekends, by arrangement with staff.
- We also welcome family and friends to take a cup of tea with residents.



Senior Staff Contacts

Chief Executive Officer

DDI: 07 859 1587
Mobile: 027 737 3038
Email: ceo@tamahere.co.nz

General Manager Care Service

DDI: 07 859 1583
Mobile: 027 445 5728
Email: gmcare@tamahere.co.nz

General Manager Support Services

DDI: 07 859 1581
Mobile: 021 0289 1213
Email: gmsupport@tamahere.co.nz

Clinical Nurse Leader – Dementia Care

DDI: 07 859 1585
Mobile: 027 559 7445
Email: resthome3@tamahere.co.nz

Clinical Nurse Leader – Rest Home

DDI: 07 859 1585
Mobile: 027 237 1620
Email: resthome1@tamahere.co.nz

Registered Nurse – Dementia Care

Tel: 07 856 5162 ext 8806
Mobile: 027 470 0943

Registered Nurse – Resthome

Tel: 07 856 5162 ext 8802
Mobile: 027 336 7002

Registered Nurse – Hospital Care

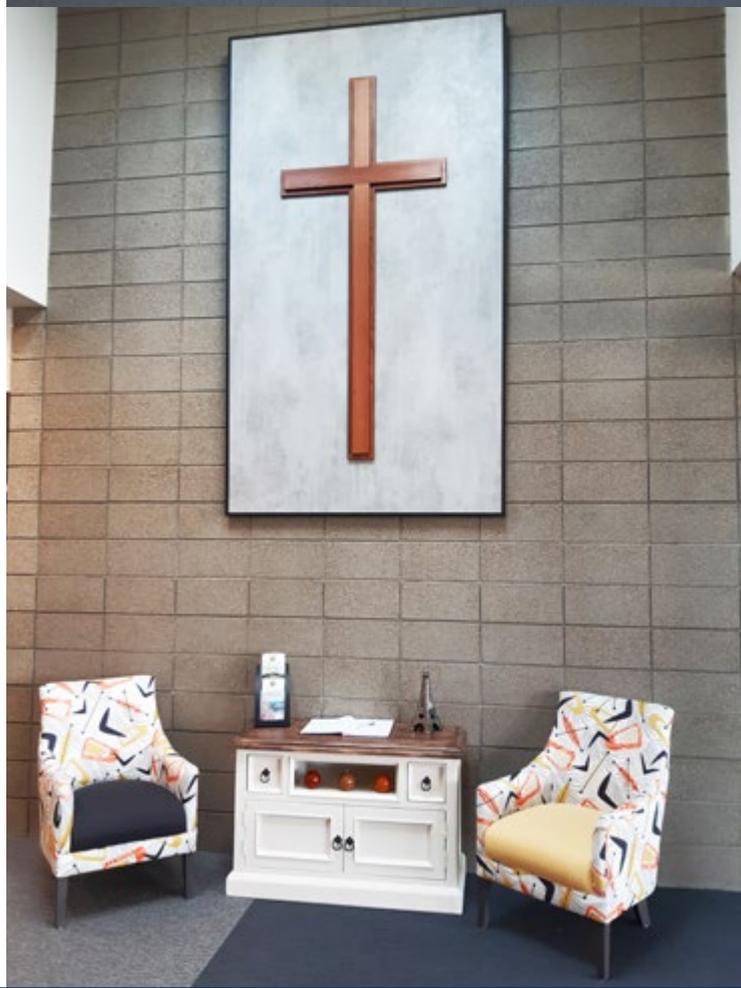
DDI: 07 444 4287
Mobile: 021 0839 7812
Email: hospitalrn@tamahere.co.nz

Chaplain(s)

DDI: 07 859 1588
Mobile: 027 538 8827 or 027 524 9090
Email: chaplain@tamahere.co.nz

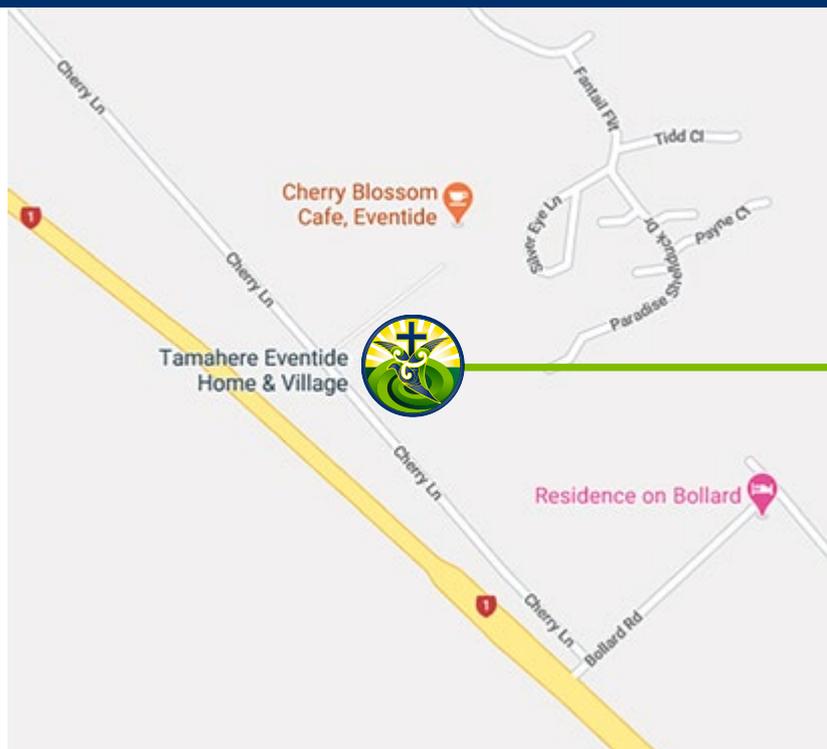
Hospitality Manager

DDI: 07 859 1582
Mobile: 021 047 8995
Email: hospomgr@tamahere.co.nz





Find us here...



Postal Address: 621 State Highway 1
RD3
Hamilton 3283

Phone: 07 856 5162
Fax: 07 856 9990
Website: www.tamahere.co.nz
E-mail: admin@tamahere.co.nz

Mission: "To provide a quality caring service for older people, in a Christian environment"