



Bupa

**RIVERSIDE REST HOME
AND HOSPITAL**

**THERE'S ONLY
ONE WAY TO
CARE - YOUR WAY**

- Rest Home
- Hospital
- Dementia care

Taking care of the lives in our hands

Bupa is proud to offer rest home, hospital and dementia care at **Riverside Rest Home and Hospital**.



The best possible life

Our goal and commitment to you is to help you live the best life possible, supported physically, emotionally and socially and to be as independent as possible.

The quality of the care we provide to you is very important to us (and you can rest assured that it is excellent). Your enjoyment of each day is our focus and we want everyone to feel that Riverside is your home. We make sure that you choose how you spend your days, and we go the extra mile to make sure that our care has you as an individual at the centre of it.

At Riverside understanding what you and your family need is paramount, because that's the individualised care we want to provide. We know that this means different things for different people so we take care to involve family and make decisions together.

We like to understand each person's individual likes and dislikes so that we can build the care we give and the activities we offer around your preferences. After all this is your home, the place you should feel comfortable in with your special things around you. Your friends and family are welcome at any time.

We take the time to find out about each resident. We use our "map of life" to help everyone who will care for you understand more about the things that have been important to you throughout your life.

Dementia Care

When a family accepts a place in our dementia unit for a family member, our journey together begins. We work to gain an understanding of the unique person who is joining our family of residents. Understanding the person they were, the person they have become, their likes and their dislikes, and their routines helps us provide an environment that will effectively support each person, all day long.

Our staff

We pride ourselves on having a very well trained team, who care for you as a person as much as for your medical needs. Because we value the wisdom and experience of older people, the care we give is respectful, with a focus on the little things that make a difference.

Taking care of the lives in our hands

Riverside is part of the Bupa group of Rest Homes, Hospitals, Retirement Villages and Personal Medical Alarms. As part of the global Bupa group, based in the UK, with no shareholders. Therefore, we reinvest profits back into our business to provide better care.

Come and see for yourself

We would love to have the opportunity to talk to you about what we can offer. We can help you through process of moving into a care home. Please don't hesitate to visit our care home any time during business hours or contact our Care Home Manager, Jill Baker
(06) 758 1996.

Taking care of the lives in our hands

Riverside Rest Home and Hospital

361 Mangorei Road,
Merrilands, New Plymouth

(06) 758 1996

www.bupa.co.nz

