

metlifecare

# A guide to aged residential care



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Whether found on a stunning coast, amidst a vibrant urban neighbourhood, or beside lush golfing greens – every Metlifecare village offers you a place for the life you want to live.

Part of what makes Metlifecare different is that every one of our villages is unique. Many of our villages offer residential care, while others focus on independent living. In all cases, we strive to create environments and experiences that feel like home as soon as you step through the door.



# Contents

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|                                  |    |
|----------------------------------|----|
| Our care promise                 | 2  |
| How residential care works       | 10 |
| 1. Understanding your care needs | 13 |
| 2. Types of residential care     | 13 |
| 3. Living options and costs      | 14 |
| 4. Moving in                     | 16 |
| Next steps                       | 18 |
| FAQs                             | 22 |
| Contact us                       | 24 |

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# Our Care Promise

## People come first, always



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Care at Metlifecare is deeply personal, and always personalised.

Good care is more than clinical. It's about each person being supported to live their best life in a safe, welcoming, and home-like setting. We'll take time to get to know you because the better we know you, the better we can support and care for you. We'll develop a personalised care plan with you to understand your preferences and help you to continue doing the things you love.

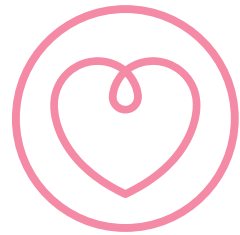
You'll be amongst friends here! From social activities to dining experiences, outings, and hobbies, you'll have plenty of opportunity to connect with like-minded souls who share your passions.

Your friends and family will become part of the Metlifecare family too. They will always be welcome to spend time with you and we'll help you stay connected. They are welcome to join in for meals and special celebrations, and of course pop in anytime for a cup of tea and chat.

We take pride in creating meals that are tasty and nutritious. You will always be offered a choice of meal and we can adapt to any specific dietary requirements you have. Our ingredients change seasonally, so there's always something delicious to look forward to.

# Our values

The way we work and relate to the people around us is an expression of our shared values. They guide how we think and act at Metlifecare. Every organisation has its own unique combination of values. We've been working hard to capture the essence of what makes us different as a group of people.



**We listen from the heart**



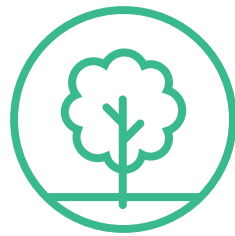
**We serve and support**



**We put people first**



**We make every day better**



**We live and work sustainably**



**We are bold**





# Our People

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Metlifecare nurses, care assistants, chefs, activities, housekeeping, maintenance and other village staff all share a passion and talent for care, are highly trained and deeply valued by our organisation. They're here because they want to be, and that makes all the difference.

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**“We chose this work because we’re passionate about making a difference in the lives of older people. It’s easy to go the extra mile when you love what you do.”**

– Village Nurse



**“It was lovely to see mum painting again. The staff took time to listen to mum and understand what makes her happy.. we can’t thank them enough for that personal touch.”**

— Family of resident, Somervale Village

# How residential care works



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We understand that moving into care is a big decision and things may feel a bit overwhelming. Wherever you're up to in the process, we're here to support you by giving you personalised advice.

First, let's look at what's involved in each stage of the journey.

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**1** Understanding your care needs

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**2** Types of care

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**3** Living options and costs

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**4** Finalising your decision and moving in

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# 1

## Understanding your care needs

If you need more care, even if you're unsure about residential care, a 'needs assessment' will help you understand your options and the type of care that is right for you.

Your GP can refer you for a needs assessment or you can contact the local Health NZ Needs Assessment and Service Coordination (NASC) team directly.

# 2

## Types of care

Your needs assessor will assess you to determine which level of care you require. We have outlined the main types of care below so you have a better understanding when you discuss your needs with the needs assessor:

**Rest home level care** – you are no longer able to live independently and require around the clock support from trained caregivers and registered nurses supported by regular visits from a GP or Nurse Practitioner.

**Hospital level care** – you require a higher level of care usually because your medical or mobility needs are more complex. This level of care also includes palliative care services. Palliative care is the true test of a care home, and at Metlifecare, where we put people first, it is our honour and privilege to support residents and their families, through this phase of life.

**Secure dementia care** – our specialist care team helps residents and their families with the complex challenges of living with dementia whilst providing a balance of freedom and security to help keep residents safe.

**Respite care** – this is a temporary care service that may be available for people who need some extra support to recover from an illness or surgery, or to give your usual carers a break.



# 3

## Living options and costs

Once you know what type of care you need, it's time to find what options are available at your preferred location and what the costs will be.

### Daily Care Fee

The amount every resident is required to pay for Aged Residential Care Services is set by the local DHB (now Health NZ), and the amount is the same for all residential care facilities within the specific district.

The Daily Care Fee covers accommodation in a standard room including key things such as: all meals, laundry, housekeeping, activities, visits from Metlifecare's GP or nurse practitioner, certain Pharmac-funded prescribed medications, and assistance with transport to some health service appointments. The Nurse Manager can provide in more detail other items covered in this fee.

### Residential Care Subsidy

Some residents may qualify for a Residential Care Subsidy to help cover some or all of the Daily Care Fee in a standard room. Hospital and dementia care have a higher daily care fee, but provided Health NZ criteria are met, a top up subsidy is provided to cover the difference.

Residents receiving the Residential Care Subsidy will redirect most of their Superannuation payment toward the cost of care. If care is paid for privately, Superannuation payments continue as usual.

### Premium Accommodation Costs

Most Metlifecare care homes offer a higher level of accommodation than a standard room funded by the Daily Care Fee. Additional premium room features like ensuite bathrooms, larger rooms or outdoor balconies incur an additional cost. The additional cost of premium accommodation is not subsidised, so must be paid for by private means.

These premium accommodation costs are charged daily as a Premium Accommodation Charge (PAC), or in selected villages are funded via the purchase of an Occupation Right Agreement (ORA).

### Care Suites

In selected villages, Metlifecare offers premium accommodation as a Care Suite that is available under Occupation Right Agreement (ORA).

Each Care Suite has a full ensuite bathroom and kitchenette, and many have a private balcony or patio. Some are large enough to accommodate couples, so you can receive care together in the same suite, even if one of you requires hospital level care. With more space to call your own and offering both rest home and hospital-level care, there's no need to move for high levels of care. Our Care Suites provide you with peace of mind, privacy, and a space to call home.

If you're transferring to a Care Suite from a Metlifecare apartment or villa, you can use the equity in your unit to fund the purchase of a Care Suite. There's no need to find additional funds while waiting for your villa or apartment to sell, and you'll always be able to afford a Care Suite if you're already a Metlifecare resident.

Please talk to our Nurse Managers if you're interested to learn more or refer to our separate Care Suite brochure.

# 4

## Finalising your decision and moving in

Once you're happy with your chosen care options and the associated costs, Metlifecare will help you prepare for moving in.

We can host another visit for you and any family or friends who may be helping you with the move. We will create a plan to ensure your room is set up with your favourite items ready for you.

On the move-in day itself, we'll be there waiting to greet you and to help your family make it feel like home. We'll discuss your preferences and make a personalised care plan with you. It's our goal to help you settle in quickly so that you can continue to do the things you love.



# Taking the next step

Whether you're enquiring for yourself or someone else, we're here to help.

If you have a specific Metlifecare village in mind and would like more detail about the care options there, please contact the Care Centre and make an appointment with the Nurse Manager. Contact details on the following pages.

If you're interested in care with us but aren't sure which village is right for you, call 0800 909 303 and a friendly team member will be more than happy to assist. You can also take a look at our complete list of villages at [metlifecare.co.nz](https://www.metlifecare.co.nz).

Care is a physical, mental and emotional journey – one that's different for everyone. For some it's all about creating an action plan, for others it can be hard to understand or even contemplate. We're here to help you at every step on the journey, and work alongside you and your family to create the very best outcome in care.

## Next Steps:

- Book an appointment with Nurse Manager to view your options and discuss your preferences. Allow 1 hour for the appointment so we have some time to get to know each other. You may also find it useful to bring one or two support people or family members with you to this appointment.
- Bring a copy of your Needs Assessment to your appointment (if you have one already) so we can better understand the level of support you require.
- If you wish to understand your eligibility for a Residential Care Subsidy or Loan, contact Work & Income's Residential Subsidy Unit on 0800 999 727. They will ask for information about income (like pensions, dividends and interest) and assets (such as houses, vehicles, savings, investments, loans and trusts).

## Checklist of items you'll need to provide before your move-in day:

- Copies of your Enduring Powers of Attorney – one for Personal Care and Welfare, and one for Property. These are legal documents that give a person of your choice the power to make decisions on your behalf should the need arise.
- Contact information for your family and other people important to you, so we can help you stay connected with them.
- You, or your Enduring Power of Attorney for Property, will need to sign Metlifecare's Resident Admission Agreement. This outlines the care services we will provide, and our charges and obligations to you. This agreement also outlines your obligations, rights and responsibilities.
- If you're purchasing a Care Suite, we'll also need the signed Occupation Right Agreement for your Care Suite from your solicitor.

**“We do a lot of walking and other fun activities. The staff are very encouraging and engaged with us.”**

— Resident, Crestwood Village



# Frequently asked questions

## **How do I arrange an Enduring Power of Attorney (EPOA)?**

You will need to contact a lawyer of the Public Trust to set up your Enduring Power of Attorneys. You will need an EPOA for Personal Care & Welfare and an EPOA for Property. These are legal documents that decide who will take care of your personal or financial matters if you are unable to do so.

## **Can I personalise my room?**

This is your home and we encourage personalisation. If you wish to bring favourite pieces of furniture or artwork with you, please check with our Care Team to ensure there is still enough space to move around safely. We provide all linen, but feel free to bring your favourite bedspread.

## **What sort of activities will be offered?**

We publish an activities planner for group activities and outings and you are welcome to join as many, or as few, of these as you wish. We understand that sometimes you will want to spend time just continuing to do the things you love. We would love to help, so please discuss this with us.

## **Can you cater to my food preferences?**

All meals are included in the daily care fee and are prepared by our onsite food and beverage team. We have a seasonal menu with tasty and nutritious meals. There will always be a choice for each meal. If you have allergies, dietary requirements, or specific preferences, we can adapt to meet your needs.

## **Can family dine with me?**

Yes, of course. We ask this be arranged ahead of time wherever possible.

## **When is best to visit my family in care?**

We do not have restricted visiting hours, however our Care Team are very busy in the morning, so we encourage visits after 10am.

## **How do I stay connected with friends and family?**

We know how important it is to stay connected with the people you love. Our villages offer free WIFI to help you stay connected. If you need more information about this, talk to our Care Team.

## **Who does my personal laundry?**

We ask that all your personal items are labelled with your name. All your personals will be washed in commercial machines, folded and returned to your room. If you have special care items, please ask your family to launder these or alternatively we can arrange dry cleaning at an additional cost.

## **Can I receive my personal mail at the care facility?**

Personal mail will be delivered to your room. If you wanted to post a letter, stamps can be arranged through our reception.

## **How do I pay for day-to-day expenses?**

For all banking needs, like drawing cash, online banking or making deposits, please ask a trusted friend or family member to help. Our staff are unable to assist you with this. However, you can charge items like hairdressing to your monthly account.

## **Who insures my personal belongings?**

We do not provide insurance for any personal belongings (including hearing aids, glasses and dentures), so we recommend you obtain your own personal insurance for your valuables.

## **Can I continue seeing my current doctor?**

All our Care Centres have a contracted GP or Nurse Practitioner to look after our residents. It may be possible to stay with your own GP, but visits will be at your own cost.

## **Who manages my medication?**

All medication is managed by our clinical nursing team, under the supervision of a GP or Nurse Practitioner. This includes over-the-counter medications.

## **Are toiletries supplied?**

Personal toiletries like toothpaste and luxury items are not covered under the daily care fee.

## **Is smoking allowed on the premises?**

We support a smoke free environment. Please discuss your needs with our Care Team.

## **Can family/friends stay overnight?**

In some circumstances, this may be permitted on compassionate grounds with the approval of the Nurse Manager.

## **Can my pet live with me?**

We do not allow care residents to keep pets. However, family and friends are encouraged to bring pets to visit. Many of our Care Centres arrange pet therapy sessions for residents.

## **Are there religious services I can attend?**

Your spiritual needs will be discussed with you as part of your individual care plan.

# Questions?

We'd love to hear from you,  
and we always have time for a chat.

Call us on 0800 909 303  
Visit us at [metlifecare.co.nz](http://metlifecare.co.nz)  
or pop into a village near you  
to find out more.

**Welcome  
home**

**metlifecare**

**metlifecare.co.nz | 0800 909 303**