



Radius Peppertree

Information Pack



Table of Contents

Radius Peppertree

Our Home is Your Home	P 04
Levels of Care	P 06
Services	P 09
Feels Like Home	P 10
Technology	P 12
Our Food	P 14
Activities	P 16
Our Team	P 19
Locations and Attractions	P 20
Contact Us	P 21

Radius Care

Who is Radius Care?	P 23
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Aged Care Toolkit

Six Step Plan	P 26
Frequently Asked Questions	P 29
How to Have the Difficult Conversation	P 30
What's Next?	P 31



Thank you for enquiring about **Radius Peppertree**

Hello and welcome to Radius Peppertree. I know how stressful and overwhelming this process can be, and I hope this booklet can help you along the way. Our Managers are experts in aged care and can help you at any stage, so please don't hesitate to call them for a chat.

Radius Care strives to provide the very best levels of care in the country. Whether caring for the elderly or a young person requiring special needs, our focus is on encouraging independence, preserving dignity, celebrating individuality and welcoming family and friends. We do this within an inclusive, warm and supportive environment where every effort has been made to create a sense of home for our residents.

My mother spent seventeen years in care after having a stroke at age 73. My family and I spent years trying to find her quality residential care with the support we needed. This is what inspired me to start Radius Care.

No one is just a number; our residents are like our family. We strive always to give them and their loved ones the support they need.

So when the time comes to choose a care home for a family member or other loved one, choose Radius Care because we really do care.



Brien Cree
Radius Care Founder &
Executive Chair

WANT TO KNOW MORE ABOUT RADIUS CARE? SEE PAGE 23.





OUR HOME *is your home*

Involving and empowering every resident with a focus on their individual needs and preferences.

At Radius Peppertree we often say, “We work in your home,” and over time that idea has shaped the way we move through each day. You can feel it in the way staff greet residents by name and in how families drop by as if visiting an old friend. It creates a rhythm of trust and familiarity.

Life unfolds in small, meaningful moments. The weekly activity roster is always busy, and there is a sense of curiosity as people try new things or return to the hobbies they have always enjoyed. Some prefer outings, others like the buzz of group events, and there is room for both.

In the courtyards, time slows a little. Colours shift with the seasons, and the birds in the aviary offer a gentle soundtrack. The garden club tends the flower beds and checks on the beehives that residents helped install through the Save the Bees campaign, taking quiet pride in honey from our own backyard.

Animals play a part in daily life too. Visiting dogs are welcomed like familiar companions, and the kitten fostering programme with the local SPCA brings a steady stream of small joys.

Inside, wide hallways lined with artwork lead to bright common areas where people gather naturally. Bedrooms are spacious and personal, with call bells that offer reassurance while preserving independence.

If you would like to talk through what you or someone you love might need, you are welcome to call or drop in. We are here to listen and help you find what feels right.



LEVELS OF CARE

Radius Peppertree offers the below levels of care and provides continuity of care, removing the stress of moving if care needs change.



Rest Home

For people who are mostly independent but may require some assistance with personal care and general day-to-day activities.



Hospital

Hospital care is provided for those who have a significant disability and medical concerns.



Young Person Disabled

For those under 65 who require assistance with self care, mobility and/or communication.



Palliative

Specialised medical care which is focused on providing patients relief from the symptoms, pain and stress of a serious illness.



Respite

Designed to provide short-term breaks for at-home carers, while also providing a positive and stimulating experience.



“A warm smile
is the universal language
of kindness”



SERVICES

Our aim at Radius Peppertree is to make life for each individual as fulfilling as possible. A resident's complete wellbeing is a priority, which is why we offer more than just medical care.



GP Service



24-Hour
Registered Nurse
Cover



In-house
Activities



Beauty
Therapy



Chaplaincy
Services



Regular Outings
& Entertainment



Podiatrist



Hairdresser



Physiotherapy

FEELS LIKE HOME

As soon as you walk in the door we want you to feel comfortable, safe and in control. This is your place and space.



Furnishings

Residents are encouraged to bring items from home to give their room a familiar homely feeling. We understand that what is familiar is often comforting.

Visiting

Remain an integral part of each other's lives and spend as much time with each as you like. For a small amount you can join us for any of our meals.

Staff

Staff work in your home, you don't live at their work. They are qualified, experienced and ready to help you with any concerns or questions you may have.

“

*We saw the gentle hands that nursed her,
Heard your hearts knock on her door,
Lovingly always enquiring if you could
Give even more.*

*Offering dignity and choice, and
Meals that made her smile.
She knew quality, our Mama,
After cooking for a while.*

*Above and beyond you went for us,
Our respect is off the charts,
For you've left gratitude's footprints
Etched forever on our hearts.*

Dyke Family



TECHNOLOGY

Technology has an important place in our homes, helping us make you as comfortable as possible, as well as ensuring you can stay connected to friends and family with ease.



Staying Connected

Wi-Fi

In all bedrooms a free personal Wi-Fi connection is available so you can email or video call your loved ones, get the latest news, easily download a new book to your e-reader, or use streaming services for movies or television shows. It also helps create independence with residents able to shop online, or even watch shows and ballet.

Phone

Make moving easier by keeping your phone number. You won't have to inform everyone of a new number, and your loved ones can reach you directly. This means you can stay connected with your loved ones without the hassle of informing them of a new number.

As an added bonus, we offer a convenient plan that features a senior-friendly phone with large buttons. This plan covers all toll and mobile calls for just \$35 per month.



Comfort

Call bells

All bedrooms have call bells for peace of mind. We want residents to feel confident they can request help whenever they need it, while families can relax knowing we'll always be there.

Temperature controlled bedrooms

As at home, you can make your room your perfectly comfortable sanctuary.





“Food is something we all look forward to in life, and this never really changes no matter how old you are. To me, it's essential to get the heart of our homes right by offering our residents food that is heart-warming and nourishing.”

- Brien Cree
Radius Care Founder
& Executive Chair





OUR FOOD

Good food matters. It's one of life's simple pleasures, and we believe that shouldn't change when you move into care.

Radius Peppertree has its own kitchen, where our team prepares nutritious meals using fresh, seasonal ingredients. We focus on making every dish tasty, aromatic, and visually appealing.

We serve three main meals each day: breakfast, lunch (including dessert), and dinner. For dinner, residents can choose between two menu options. Snacks are also provided in the morning, afternoon, and late evening.

Our menus are carefully designed by a team of chefs and reviewed by an independent dietician following a four-week cycle. We introduce a completely new menu four times a year and refresh it each autumn and spring.

We cater to residents with special dietary needs, offering specialty options, including Pacifica and Māori meals, as well as vegetarian dishes.

When there's an event or themed day, our talented kitchen staff goes above and beyond to create a memorable dining experience that enhances the celebration.

As an Irish proverb says, "*Laughter is brightest where food is good.*" At Radius Peppertree, we live by those words, believing that good food is at the heart of creating a warm and welcoming home.





“Activities are excellent, I don’t think they could do it any better.”

-Lynne D
Radius Peppertree Resident

RECREATION CALENDAR						Radius Peppertree Sample	
MONDAY RĀHINA	TUESDAY RĀTU	WEDNESDAY RĀAPA	THURSDAY RĀPARE	FRIDAY RĀMERE	SATURDAY & SUNDAY		
	10:00 AM Morning Tea 10:30 AM Physiotherapy Appointments Room Visits by Activities Staff 1:30 PM Bingo with Activities Staff	9:30 AM Stand Tall Balance Class 10:00 AM Morning Tea 10:30 AM Church Service 12:00 PM Van Outing to Art Gallery	8:30 AM Chef's Special Cooked Breakfast 10:00 AM Morning Tea 10:30 AM Carpet Bowls 1:30 PM Bingo with Activities Staff	10:00 AM Morning Tea 10:30 AM Quiz & Word Games 10:30 AM Ladder Toss Game 1:30 PM Queen's Birthday Happy Hour, Quiz and Toast to the Queen	Family Visits	5 & 6	
7 Queen's Birthday	10:00 AM Morning Tea 10:30 AM Physiotherapy Appointments Room Visits by Activities Staff 1:30 PM Mobile Shopping	9:30 AM Stand Tall Balance Class 10:00 AM Morning Tea 10:30 AM Church Service 1:30 PM Visit to Local Café	10:00 AM Morning Tea 10:30 AM Cornhole & Golf 1:30 PM Bingo with Activities Staff	10:00 AM Morning Tea 10:30 AM Newspaper Reading 10:30 AM Roller Bowling Game 1:30 PM Matariki Stars - Crafts	Family Visits	12 & 13	
14 10:00 AM Morning Tea 10:30 AM Quiz & Word Games Group Exercise 1:30 PM Van Outing - Where will the road take us?	15 10:00 AM Morning Tea 10:30 AM Physiotherapy Appointments Room Visits by Activities Staff 1:30 PM Bingo with Activities Staff	16 9:30 AM Stand Tall Balance Class 10:00 AM Morning Tea 10:30 AM Church Service 1:30 PM Knitting	17 10:00 AM Morning Tea 10:30 AM Newspaper & Trivia 10:30 AM Soup Making 1:30 PM Bingo with Activities Staff	18 10:00 AM Morning Tea 10:30 AM Newspaper Reading 10:30 AM Roller Bowling Game 1:30 PM Matariki Stars - Crafts	Family Visits	19 & 20	
21 10:00 AM Morning Tea 10:30 AM Quiz & Word Games Group Exercise 1:30 PM Entertainer - Sing along with Sasha	22 10:00 AM Morning Tea 10:30 AM Physiotherapy Appointments Room Visits by Activities Staff 1:30 PM Mobile Shopping	23 9:30 AM Stand Tall Balance Class 10:00 AM Morning Tea 10:30 AM Church Service 1:30 PM Flax Weaving Stars or Flowers	24 10:00 AM Morning Tea 10:30 AM Newspaper & Word Games 10:30 AM Carpet Bowls 1:30 PM Bingo with Activities Staff	25 10:00 AM Morning Tea 10:30 AM Set Up for Matariki Celebration Lunch 12:00 PM Matariki Lunch 1:30 PM Maori Cultural School Group	Family Visits	26 & 27	
28 9:30 AM Trip to Bowling Club for Competition 10:00 AM Morning Tea Group Exercise 1:30 PM Knitting Group	29 10:00 AM Morning Tea 10:30 AM Physiotherapy Appointments Room Visits by Activities Staff 1:30 PM Bingo with Activities Staff	30 9:30 AM Stand Tall Balance Class 10:00 AM Morning Tea 10:30 AM Church Service 1:30 PM Residents Meeting Monthly Birthday Celebrations					

ACTIVITIES

Each week we organise activities for the residents based on their current interests and what we think could become a passion.

Activities improve everyone's quality of life. They help build friendships and offer a range of psychological, social, spiritual, and physical benefits.

We run a daily activities calendar to give structure to each resident's day, providing a sense of safety and purpose while helping to pass the time. At Radius Care, we love to draw on residents' interests from their previous professions and support them in discovering new ones.

Our Ethos

In our care home we feel it is important for our residents to remain connected with their community, and strongly believe we are never too old to learn something new.

We believe in involving residents and their family in pursuits that encompass, physical, psychological, and spiritual stimulation.

We love doing what we do and enjoy putting a smile on residents' faces. When we meet a new resident we love learning what makes them tick and figuring out how we can bring that into our wider program.

We are greatly motivated by challenges, and working alongside everyone as a team to provide the best quality of life for our residents.



Ankia Van Der Berg
Activities Coordinator





MEET THE *Team*



Barbara Stewart
Care Home Manager

Hello and welcome to Radius Peppertree.

Throughout my career, I have worked predominately in elder care, elder mental health, and mental health services. I completed my studies in the United Kingdom, then moved to New Zealand in 2005. Since mid-2022, I have had the privilege of serving as the Care Home Manager at Radius Peppertree.

Outside of my professional role, I enjoy spending time in my organic garden, practicing yoga and meditation, and being with my family. I am fortunate to have five wonderful grandchildren who keep life joyful and full of energy.

At Radius Peppertree, we take pride in creating a warm, supportive, and people-focused environment. Our team is dedicated to delivering high-quality clinical care while also nurturing the emotional and social wellbeing of every resident. We aim to reduce feelings of loneliness, helplessness, and boredom by offering daily opportunities for connection, meaningful engagement, and moments of spontaneity. We believe that small acts of kindness, shared activities, and genuine relationships help make Peppertree a place that truly feels like home.



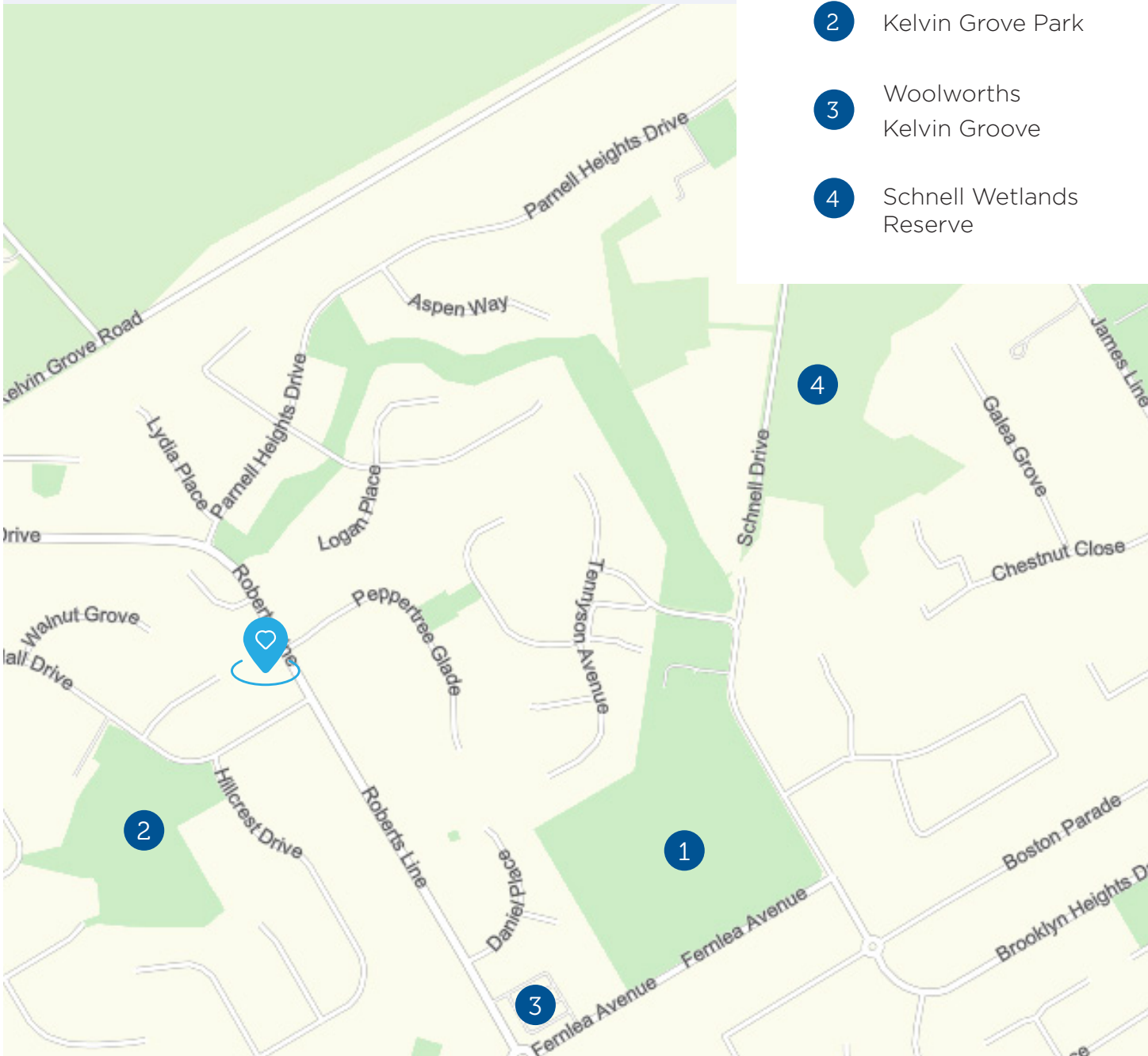
Christine Gale
Office Manager

LOCATIONS & ATTRACTIONS



Radius Peppertree

- 1 Celaeno Park & Playground
- 2 Kelvin Grove Park
- 3 Woolworths Kelvin Groove
- 4 Schnell Wetlands Reserve





You'll get more insight, once you're on site.

We believe that you need to experience Radius Peppertree in person to find out what makes it so special, and why our residents love the effortless lifestyle here.

Book a personal tour with us, and we will set aside plenty of time to chat about your situation, what you are looking for, and the options and benefits of being a resident here. You'll be guided around the home and across the grounds, and any questions you have can be answered on the spot.

It's easy to visit us

107 Roberts Line
Kelvin Grove, Palmerston North 4414
Visitor parking available

Contact us

Barbara Stewart
Care Home Manager
06 353 0004
peppertree@radiuscare.co.nz

 RadiusCareNZ

 RadiusCare



Who is **RADIUS CARE?**

Radius Care is a specialist health and aged care provider for elderly and disabled New Zealanders.

New Zealand owned and operated, we are committed to providing quality rest home and private hospital care for those who require daily support.

All our healthcare assistants and nursing staff are highly qualified and committed to providing the very best in nursing care. Regular in-house training and ongoing skills development ensure our staff are up to date with modern health care practices.

You can be sure that we take aged care in New Zealand very seriously and meet the

highest standards of care to ensure that all our residents are well cared for at all times.

Radius Care has locations across New Zealand, employing over 1800 staff and providing professional aged care for more than 1800 residents.

Types of care we offer:

- Rest home
- Hospital
- Dementia
- Respite
- Palliative
- Young disabled
- Day care programmes



A close-up, over-the-shoulder view of an elderly person with white hair and glasses, focused on painting a small white ceramic object. The object is shaped like a bee with yellow and black stripes. The person is using a small blue brush. The table is cluttered with various art supplies: several bottles of paint in red, blue, and purple, a palette with white paint, and a tray containing white ceramic pieces. The background is slightly blurred, showing more of the table and the person's arm.

*“Ageing
is just another word for
living”*

How aged care works

We understand that moving into aged care can feel like a complicated process. The next couple of pages cover some basic information about the full process, frequently asked questions, and how to have the difficult conversation with someone about moving into aged care.

For more detailed information go to our website radiuscare.co.nz and view the *Moving into Aged Care* page.

6-Step Plan

The team at Radius Care have decades of experience in helping people like you choose the right Radius Care home for your loved one. We have broken down the process into six simple steps. If you have any questions, please don't hesitate to contact us.



STEP ONE

Organise a Needs Assessment

If you feel like it's time for a loved one to receive greater care and attention, the first step is to organise a needs assessment with your local Needs Assessment Services Co-ordinator (NASC).

Anyone can enter residential care of their own volition, but if you wish to receive disability support from your District Health Board (DHB), then it's essential to undergo a needs assessment.

To make an appointment with NASC you can either get a referral from your GP or hospital, phone your local DHB and ask to speak to a local NASC organisation, or choose your local NASC online.



STEP TWO

Complete Needs Assessment

Once an appointment has been made with NASC, a needs assessor will visit your home to identify and discuss the specific health requirements of your loved one. This is a necessary step and may include a specialist geriatric assessment. If your family member or close friend is already hospitalised, the hospital can arrange a needs assessment in the ward.

The needs assessor will work very closely with your family or whānau to discuss the options and support services available.

Depending on the needs of the person close to you, they may be entitled to rest home care, dementia care, or continuing care in a private or psychogeriatric hospital.

Once NASC finds your loved one to be eligible to enter a rest home care home you will be given a financial means application to apply for public funding.



STEP THREE

Create a Plan of Action

After completing the needs assessment, the NASC will help you devise a plan of action to facilitate the commencement of the services you are entitled to, and authorise entry into a rest home that provides you with the assessed level of care required.

Your needs assessor will give you a list of all the rest homes in your area.

You have the right to choose any residential care provider in New Zealand that has a DHB contract to provide you with your assessed level of care need.

If your family member wishes to receive care in a rest home or hospital that does not have a contract with a DHB, they will be liable to privately pay the full cost – it will not be subsidised by the government.



STEP FOUR

Choose the Right Rest Home for You

Choosing the right residential care home is not always easy, and can be a stressful experience. After all, you will be concerned that your loved one is safe and in appropriate care.

The Ministry of Health conducts regular audits to ensure rest homes meet the standards of the Health and Disability Services (Safety) Act 2001.

Be sure to make an appointment to speak to the Care Home Manager, who is there to help you answer all your questions. When you're visiting a rest home be aware of how you are being received and shown around the care home. Is the care home well maintained? Are the staff members friendly and helpful? Are current residents well dressed? Is the Care Home Manager interested in discussing your parent's circumstances?



STEP FIVE

Sign the Admission Agreement

Before moving into a rest home, an admission agreement or contract needs to be signed. This is the final step necessary to ensure your loved one receives their assessed level of special care and attention.

The admission agreement is a legal document that specifies such things as extra services you have agreed to receive and pay for, costs and extra charges, liability for damage or loss of belongings of the resident, resident safety, transport, procedures, and complaint processes.

You also have the right to refuse any extra services offered to you, and if you do it is important to make sure that this is noted in your contract. Once the admission agreement has been signed, your loved one is able to move into your chosen rest home and you can now rest assured that they're in safe hands and well looked after.



STEP SIX

Apply for a Subsidy or Loan

After the NASC assessment, you can apply for a financial means assessment straight away.

All applications for a financial means assessment will be made to Work and Income. The purpose of a financial means assessment is to determine whether the applicant qualifies for public funding through a Residential Care Subsidy or a Residential Care Loan.

We advise you to apply for a financial means assessment on behalf of your loved one as soon as possible, even if you cannot supply Work and Income with all the necessary papers immediately.

You will be required to pay for residential care, until it has been confirmed by Work and Income that you qualify for a Residential Care Subsidy or Loan.



Frequently Asked Questions

Here at Radius Care, our number one priority is the health, both physical and mental, of our residents. Rest homes can be a worrying prospect, for both those moving and their families. We've put together this short list of questions that may help.

What determines whether I can move into a rest home?

People move into rest homes for different reasons. Some may feel like it's the best decision for their family, both financially and logistically. Others realise that they can't take care of themselves any more, and a rest home is the best place to be looked after, while some move to be around other people.

Do I have to move?

Unfortunately, sometimes the decision involving rest homes has to be made by others for the sake of an elderly loved one. It's a major decision and not one to be taken lightly. At the end of the day, an improved quality of life is usually the ultimate goal. If you benefit from moving into a rest home, then it's almost certainly the correct decision.

What can I do to find a rest home that suits me?

You can get a list of rest homes in your area from the District Health Board, your local Age Concern, or the Needs Assessment and Service Coordination agency. Here at Radius Care, we put our residents first and foremost. We have a reputation for outstanding patient care, hospitality and professionalism.

What government funding is available to help with the costs?

Once you have been assessed as 'needing care' the person who carried out your needs assessment will explain how to apply for the Residential Care Subsidy.

The Government helps to fund the cost of care through this subsidy. It is means tested

and depends on the level of your assets and income.

If your assets are equal to or below the asset threshold, you will qualify for the subsidy to pay for most of the cost of your care. The income test then determines what you will have to contribute to the cost of your care from any income you receive.

To get full details about the Residential Care Subsidy and find out if you might qualify, contact the Work and Income Residential Subsidy Unit. They can be contacted on their helpline: 0800 999 727. If you don't qualify for the subsidy, you will have to pay your own way. However you can ask for a review of your means test at any time if you think you might have become eligible for the subsidy.

How is the quality of rest homes monitored?

Rest homes must meet the Health and Disability Services Standards NZS 8134:2008, and be certified to operate by the Ministry of Health. They must also meet the requirements set out in their contract with the District Health Board.

The Ministry of Health arranges both regular and 'spot' audits of all rest homes to ensure they are continuing to meet both the Standards and the District Health Board contract requirements. The District Health Board and the Ministry of Health will carry out additional inspections if needed. Summaries of audits for all residential homes are available for the public to read on the Ministry of Health's web site page. Radius Care care homes have an outstanding record with these audits.

How to Have the Difficult Conversation

It is never easy to discuss the move into aged care, but it is a conversation that ideally happens with a loved one before the big decision needs to be made in a hurry.

Feelings of uncertainty, of not being heard and anxiety can occur on both sides of the conversation, so we suggest choosing a time when your loved one is relaxed and even in a reflective mood about the great life journey they've had so far.

Everyone wants a sense of self-determination and to be treated with dignity, and many elderly patients fear going into aged care as if the meaningful part of their life is over. So however you approach it, making sure they know that they will remain a constant part of your lives is a must, along with the variety of opportunities on offer at a care home.

Your relationship with your parent or loved one will largely determine the terms of how you actually broach this.

Maybe you could approach it as a matter of their quality of life and ask them to think about some of the following questions.

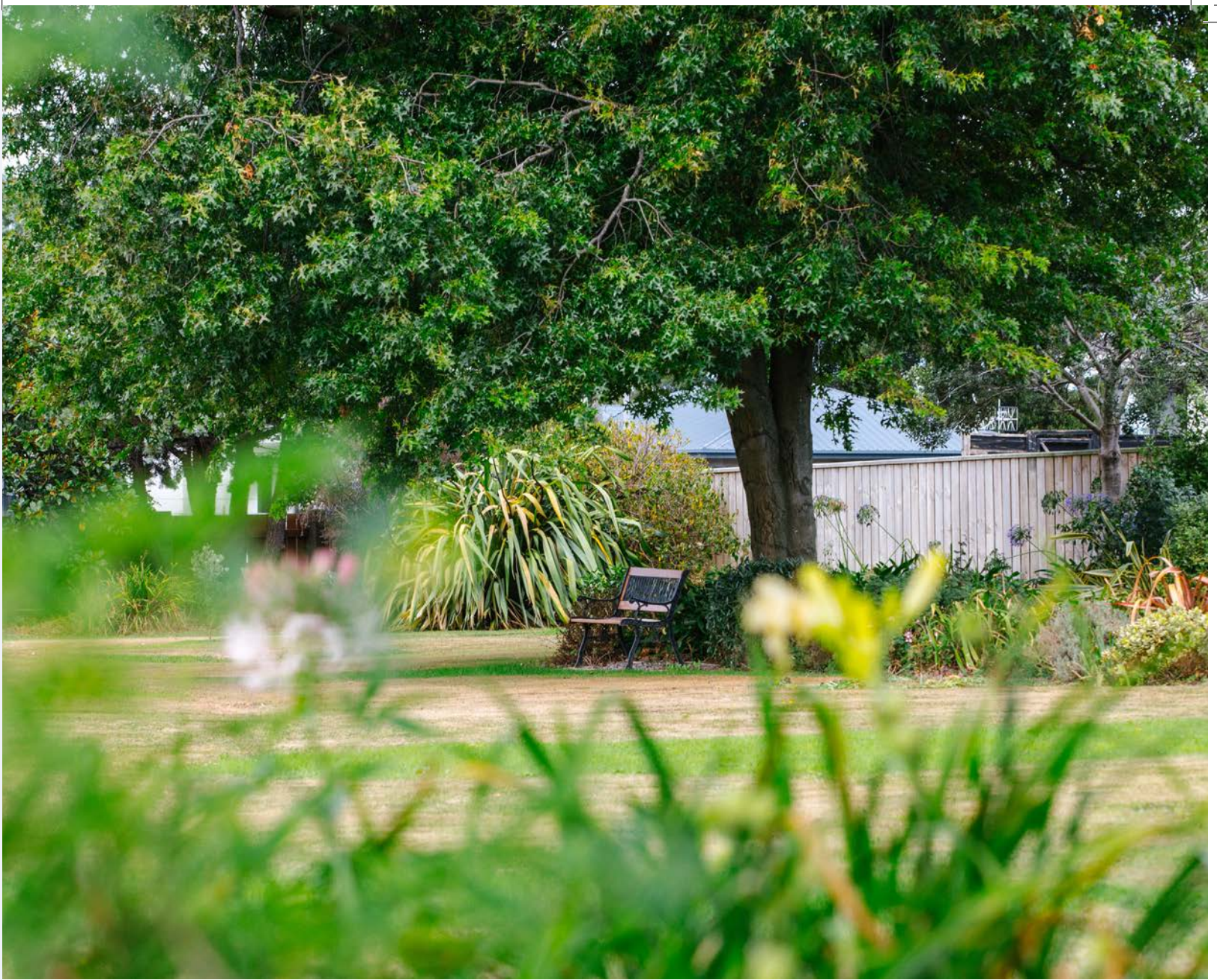
- Are you being socially isolated?
- Are you getting out to your old clubs and commitments that you normally had within the community?
- Are you taking the pills as the doctor has prescribed?

Perhaps use this time to highlight some of the changes that you and your family have seen that your loved one may not even be aware of.

Another thing to think about is whether or not they are doing their usual amount of exercise. Often the elderly reduce their exercise because of a fear of falling. Falling is not a natural occurrence for an older person. It happens when a person is a little unsure of where and how they are walking.

It is often beneficial to visit your loved one's health professional, GP or district nurse who might be able to provide support by explaining the benefits they could enjoy from the care, support and social interaction available at an aged care home. Sometimes having a person who isn't as emotionally invested as a family member can bring further clarity.

Following that, encourage your loved one to tour an aged care home, meet some residents and see for themselves what life could be like for them there.



What's next?

If you haven't already, we recommend booking a time to chat with our Care Home Manager. They will be able to assist you with the next steps, depending on where you're up to in the journey so far.



Contact us

Barbara Stewart
Care Home Manager
06 353 0004
peppertree@radiuscare.co.nz

*We look forward to
hearing from you!*



Radius Peppertree

REST HOME & PRIVATE HOSPITAL

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