

Arran Court *Information Pack*



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Thank you for enquiring about **ARRAN COURT**

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

New Zealand owned and operated, Arran Court 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.

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 facility for a family member or other loved one, choose Arran Court because we really do care.



Arran Court

85 McLeod Road, Henderson, Auckland 0610

Website: www.arrancourt.co.nz

Phone: 09 8389817

24 hours nursing number: 020 59334655

office@arrancourt.co.nz

manager@arrancourt.co.nz

OUR HOME

is your home

For the team at Arran Court, care means everything. So much so that care is woven right into our name.

At Arran Court a friendly family atmosphere is fostered between residents, families and the caring staff. It is important to us that you and your loved ones make Arran Court home and feel valued, loved and cared for.

Bedrooms are comfortable and warm, with plenty of natural lighting. Each of our wings features a spacious lounge area where residents can socialise over arts and crafts, indoor bowls and bingo.

Exterior doors from the facility lead onto a deck or courtyard, making the outdoor areas easily accessible for our residents to plant seasonal vegetables in the raised outdoor garden beds, or to simply sit and enjoy the diverse flora and fauna.

A range of activities and events are available to our residents, and teachers and students from the local Intermediate school regularly drop by to visit and perform musical concerts.

We encourage residents to bring items from home to personalise their room; from furniture to the occasional pet, we understand the comfort of having familiar things around us.

We take pride in providing the best aged care possible with dignity, respect and vitality.

LEVELS OF CARE

Arran Court 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.



Dementia

Dementia care provides a secure home for those with dementia and for whom there are safety concerns and possible behaviour issues.



Young Disabled

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



Respite

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



Palliative

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

SERVICES

Our aim at Arran Court 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. From furniture to the occasional pet, 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.

TECHNOLOGY

Technology has an important place in our homes, helping us make you as comfortable as possible, as well as ensuring they 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

Take one of the hassles out of moving by bringing your phone number with you—no need to contact everyone with a new number.

We also offer a phone package that includes a rented phone with oversized buttons and covers all calls, including mobile and toll calls, for \$35 a month.

Call Bells

All Bedrooms have call bells for peace of mind. We want residents to know they can request help whenever they need it, and also that families can relax knowing that we will be there.

ACTIVITIES

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

Activities improve anyone's quality of life. They help to form friendships and provide a myriad of benefits psychologically, socially, spiritually and physically.

In our facilities we can operate a daily activities calendar. This helps give structure to the resident's day that allows them a sense of safety and purpose and helps to pass the time. At Arran Court we love to utilise residents' interests from their previous professions, as well as help them discover new ones.

Our Ethos

We are enhancing the quality of life through developing and supporting a person's physical, social, emotional and mental requirements.

Our Diversional Therapist and Activities Coordinators are here to design and facilitate our residents' exciting and fun-filled leisure and recreation programmes. Activities support, challenge and enhance the psychological, spiritual, social, emotional and physical wellbeing to meet our residents' individual needs.

A monthly calendar, weekly schedule and daily notice keep our residents informed and reminded of our programmes. We provide a varied selection of events and activities and respect our residents' decisions regarding flexibility and freedom of choice to support, encourage, and validate our residents' way of life.





“Attending activities provides me something stimulating to do during the day. It keeps me nice and busy.”

-CT
Arran Court
Resident

| RECREATION CALENDAR | | | | | | | Arran Court 19 April - 25 April | |
|---|---|-------------------------------------|---|--|---------------------------------------|--------------------------|------------------------------------|--|
| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY | | |
| 9:30am Group Exercises | 9:30am Group Exercises | 9:15am AUT Research Exercises | 9:15am AUT Research Exercises | 9:30am Walk Around the Block Group Exercises | 9:30am Group Exercises | 11:00am ANZAC Service | | |
| 10:30am News Ping-pong Cups Word Game | 10:30am News ANZAC Crafts Bounce Balls | 9:30am Group Exercises | 9:30am Group Exercises | 10:30am News / Quiz Word Game Tunnel Ball | 10:30am News Snakes and Ladders | | | |
| 1:15pm Bingo | 1:15pm Music Appreciation | 10:30am News Fishing Darts | 10:30am News Tunnel Ball Arts & Crafts | 1:15pm Movie | 1:15pm Cards & Bingo | | | |
| | | 1:15pm Petanque | 1:15pm Entertainer - Trevor | 3:00pm Happy Hour | | | | |

OUR FOOD



Arran Court has its own kitchen which prepares nutritious meals using fresh seasonal ingredients. It is a priority that our food is tasty, smells good and looks inviting.

There are three main meals a day; breakfast, lunch and dinner. In addition, there are snacks in the morning, afternoon and late evening.

The menus are on a four-week, nonrepeating cycle, designed by a team of chefs with our residents in mind, the menu is approved by an independent registered Dietician Consultant.

Of course, we offer specialty food if you have any special requirements.





"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 resident's food that is heart-warming and nourishing."

- David Rankin
Chief Executive Officer
Arran Court Limited



MEET THE TEAM



Jenny Liu
Registered Nurse
Managing Director

Jenny Liu is the owner and director of Arran Court Limited. Jenny Liu is a New Zealand trained Registered Nurse with Master of Nursing and Bachelor of Nursing Degrees. Jenny is supported by the CEO David Rankin, Acting Clinical Manager Roland Osias and the Office Manager Karen Deane.

Jenny and her team have extensive experience in the healthcare industry. With numerous years of nursing care and aged care management experience; they have run four aged care facilities in Auckland. Working together with our well-trained professional nursing team, we will continue providing the quality care to our residents.



CEO:
David Rankin



Acting CNM:
Roland Osias



Office Manager:
Karen Deane

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 of someone moving into aged care, Please refer to our 6-Step Plan.

For more detailed information, go to our website:

www.arrancourt.co.nz

6-Step Plan

The team at Arran Court Care have decades of experience in helping people like you choose the right Arran Court Care facility 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 to complete the needs assessment 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 psycho-geriatric hospital.

Once NASC finds your loved one to be eligible to enter a rest home care facility, 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 facility is not always easy, and can be 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 Facility 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 facility. Is the facility well maintained? Are the staff members friendly and helpful? Are current residents well dressed. Is the Facility 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

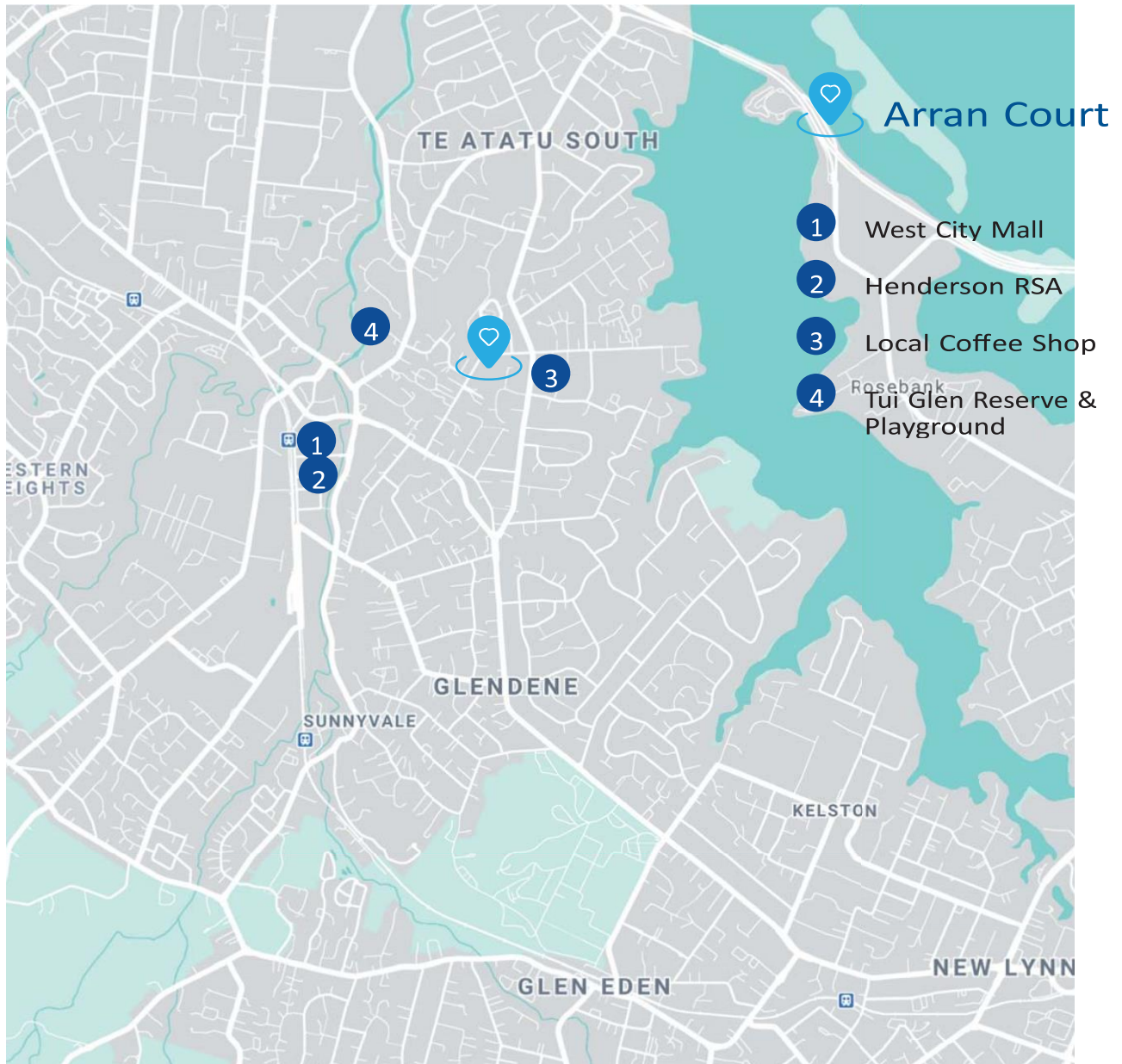
After the NASC assessment, you can apply for a financial means assessment straight away.

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.

LOCATIONS & ATTRACTIONS



Arran Court Rest Home and Hospital

Address:

85 McLeod Road, Henderson, Auckland 0610

Visitor parking available.

Website:

www.arrancourt.co.nz

Contact us

Office Manager Karen:

office@arrancourt.co.nz

09 838 9817

Or Facility manager Jenny:

manager@arrancourt.co.nz

